

AFFORDABLE WARMTH CUSTOMER SATISFACTION SURVEY 2017



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Executive summary

Background to the Survey

The Affordable Warmth Scheme was introduced in September 2014, replacing the Warm Homes Scheme. Funded by the Department for Communities and administered by district councils and the Housing Executive, the Scheme aims to improve domestic energy efficiency and reduce energy consumption among eligible households in the owner-occupied and private rented sectors, and thus mitigate the impacts of fuel poverty.

As part of the quality assurance process for the Affordable Warmth Scheme, the Housing Executive's Grants Department asked the Research Unit to carry out a survey of applicants who received assistance under the Scheme during the financial year 2016/17. The aim of the survey was to measure levels of customer satisfaction with various aspects of the Affordable Warmth Scheme, with a view to identifying areas for improvement, where appropriate.

Questionnaires were issued by post in autumn 2017 to a sample of 500 addresses randomly selected from each of the eleven council areas, proportionate to the total number of completions during 2016/17. A total of 300 completed surveys were received, achieving a high response rate of 60%. This report provides background information on the Affordable Warmth Scheme and how it is administered, and sets out the findings of the survey along with full tabular results. Some of the key findings are summarised below.

Household characteristics

- 61% of respondents were female and 37% were male (the remaining 2% did not provide details).
- 47% of respondents described their household as Catholic and 40% as Protestant.
- Less than half (47%) of respondents stated that they had a long-term illness/health problem/disability which limited their daily activities.
- Almost two-fifths (36%) of respondents were widowed and less than one-third (32%) were married.
- Three-quarters (75%) of respondents were aged 60 and over and less than one-fifth (16%) were aged 40-59.
- More than half (53%) of respondents lived in single person households and almost one-third (32%) lived in two adult households.
- The majority (91%) of respondents had no children in their household.
- The majority (88%) of respondents were owner occupiers and six percent were landlords.

Contact with Affordable Warmth

- Almost one-third (32%) of respondents self-referred to the Scheme, similar proportions had heard about the Scheme from a local contractor or Energy Advisor (16%) or were targeted by a local council surveyor (14%).
- More than four-fifths (85%) of respondents said the Council Surveyor fully explained the Affordable Warmth Scheme to them.

- Most respondents (90%) were satisfied with the length of time from initial contact with staff from the council until contact with staff from the NIHE Grants Office.

Aspects of the Affordable Warmth Scheme

- High proportions of respondents said they had been advised of:
 - what energy saving measures they were eligible for 80%
 - what energy saving measures are available 78%
 - how long it might take to carry out the work 65%

Affordable Warmth Scheme measures carried out

- New Heating System/Boiler Replacement 78%
- Loft Insulation 49%
- Windows Installation 38%
- Cavity Wall Insulation 19%
- Windows Repair 18%
- Draught Proofing 10%
- Solid Wall Measures 4%

Approval Pack

- Most (91%) respondents were satisfied with the length of time from their inspection to when they received their Approval Pack.
- The majority of respondents (90%) stated that the Approval Pack was easy to understand.
- More than four-fifths (84%) of respondents said the Approval Pack was not difficult to complete.

Building Control Approval

Under the Affordable Warmth Scheme, applicants who receive loft insulation and/or a new heating system are required to obtain Building Control Approval. A total of 273 respondents received loft insulation and/or a new heating system.

- Four-fifths (80%) of respondents said it was made clear to them in their Approval Pack that they would require Building Control Approval for the installation of loft insulation and/or a new heating system. A small proportion (5%) of respondents stated it was not made clear to them that they required Building Control Approval and a further 8% did not know.
- More than three-fifths (62%) of respondents stated their contractor had made the application for Building Control and almost one-quarter (24%) of respondents made the application for Building Control themselves.
- More than half (57%) of respondents said the application for Building Control was made before works commenced, 30% did not know and a small proportion of respondents (6%) said the application was not made before works commenced.

Builder/Contractor Satisfaction

- The majority (88%) of respondents said they found it easy to find a builder or contractor to carry out the work.
- One-fifth (20%) of respondents stated that they required help from the NIHE in contacting a contractor to carry out the work. Of these 60 respondents, 42 (70%) stated that they would have preferred that the NIHE managed the contractor/installation process on their behalf.
- Respondents expressed high levels of satisfaction with the people who carried out the work in terms of: quality of materials (96%), tidiness (95%) and politeness (97%).
- The majority (95%) of respondents were very satisfied/satisfied with the quality of the work they had carried out under the Affordable Warmth Scheme.
- The majority (94%) of respondents were very satisfied/satisfied with the length of time it took the contractor/contractors to carry out the work.
- Almost all (97%) respondents stated that the contractor/contractors who carried out the work treated them and their home with courtesy.

Payment Stage

- More than four-fifths (82%) of respondents said the amount of grant available to them was enough to cover the costs for all the measures they were eligible to receive, while 15% said the amount of grant available to them was not enough to cover the costs for all the measures they were eligible to receive.
- The majority (88%) of respondents chose to have the grant paid to the contractor/contractors who carried out the work.
- Of the 35 respondents who chose to have the grant paid to themselves, more than four-fifths (29; 83%) were very satisfied/satisfied with the length of time it took the NIHE to process the payment after the works were completed.

The Affordable Warmth Scheme Overall

- The majority (97%) of respondents were very satisfied/satisfied with the Affordable Warmth Scheme overall. A small number (3%) of respondents were dissatisfied/very dissatisfied with the Scheme.
- High proportions of respondents expressed satisfaction with a number of different aspects of the Affordable Warmth Scheme process:

Getting clear information on what you were entitled to under the scheme	93%
Getting access to a builder/contractor	92%
Knowing who was dealing with your application	92%
Getting documentation which was easy to understand	91%
Time taken to get approval to start work	90%
- The majority (95%) of respondents stated that they considered that they had been treated fairly during the Affordable Warmth Scheme process.
- The majority (94%) of respondents were happy with the condition their property was left in after the installation of Affordable Warmth measures had been completed.
- In relation to the installation of Affordable Warmth measures, the majority (93%) stated that their home had changed for the better.

1.0 Introduction

1.1 Background Information

The Affordable Warmth Scheme was introduced in September 2014 and replaced the Warm Homes Scheme. It is funded by the Department for Communities and its purpose is to improve domestic energy efficiency and reduce energy consumption among eligible households in the owner-occupied and private rented sectors to mitigate the impacts of fuel poverty.

This is a strictly targeted scheme. The Department has provided information to all of the new councils detailing the main fuel poverty concentrations within each council area.

Councils:

- make the initial contact with households considered to be most affected by fuel poverty and invite them to complete a short survey;
- refer completed surveys to the Housing Executive; and
- where a householder agrees, refer their details to the Social Security Agency's 'Make the Call' team for a Benefit Entitlement Check to be completed.

There is a range of energy efficiency measures available under the Affordable Warmth Scheme.

The provision of measures is prioritised as follows to maximise the energy efficiency gains from the measures provided:

Priority 1 – Insulation/Ventilation/Draughtproofing

- Installation or topping up of Loft Insulation to 275mm;
- Roof/Loft/Eaves ventilation;
- Provision of hot water cylinder jacket;
- Draught proofing of doors/windows;
- Installation of cavity wall insulation;
- Removal and replacement of ineffective cavity wall insulation.

Priority 2 - Heating

- Provision of natural gas or oil central heating where no central heating exists; conversion of solid fuel/LPG/economy 7 to natural gas or oil;
- Conversion of economy 7 to high efficiency electrical storage system;
- Boiler replacement/system upgrade for householders over 65, or who have a child under 16 years of age, or who receive disability living allowance and where an existing central heating boiler is at least 15 years old;

Priority 3 - Windows

- Replacement of single glazed windows;
- Repair or replacement of double glazed windows that are defective.

Priority 4 – Solid Wall Measures

- Provision of solid wall (internal/external) insulation.

Measures are offered to successful applicants strictly in line with the prioritisation set out above. That means that houses are inspected first of all to determine if any insulation measures are required. Then the inspection considers if the existing heating in the house needs to be changed. Householders are only offered help to repair/upgrade windows once it has been determined that the home does not need any insulation or heating measures. However, due to the cost of insulating solid wall properties, it is permissible to complete other measures such as heating without having to complete solid wall insulation first.

If offered the opportunity to install measures from more than one priority group, householders must complete the measures in line with the priority rating above. If they choose not to carry out any of the measures, they are not allowed to transfer the allocated approval amount to other measures and that portion of the grant is forfeited.

Affordable Warmth Scheme Administrative Process

Following an initial visit to the home by council staff, who verify eligibility for the Affordable Warmth Scheme, the relevant details are passed to the Housing Executive. During a further visit by a Housing Executive Grants Officer the home is inspected to assess what energy efficiency measures are required, and documentary proof of income (less than £20,000 per year) and home ownership are verified.

Householders entitled to help under the Scheme subsequently receive from the Housing Executive an Approval Pack, which includes a schedule of the energy efficiency measures that may be installed in the home and a formal certificate of approval to start the works; no work may be carried out before the approval certificate is issued.

Applicants may appoint a contractor of their own choice to carry out the work or, where they do not know or cannot find a suitable contractor, can access from the Housing Executive details of contractors who have expressed an interest in carrying out Affordable Warmth measures. However, these contractors are not approved by the Housing Executive and householders are advised to obtain their own references and satisfy themselves that the contractor is competent to carry out the work.

Funding available through the Scheme

The Affordable Warmth Scheme grant limit is £7,500, with the exception of properties where solid wall insulation measures are to be provided, in which case the grant limit is £10,000. Where the cost of providing measures exceeds the grant limit, householders may avail of measures up to the grant limit and contribute to the balance of costs from their own resources.

Private Sector Tenants

Where households rent their home from a private landlord, the landlord must:

- agree to the measures being installed in the property;
- be registered with the Department for Communities' Landlord Registration Scheme; and
- make a contribution of 50% of the total cost of energy efficiency improvements to their property.

1.2 Aims of the survey

As part of the quality assurance process for the Affordable Warmth Scheme, the Housing Executive will regularly assesses levels of customer satisfaction with the different elements of the Affordable Warmth service, with a view to identifying areas for improvement, where appropriate.

The Affordable Warmth Customer Satisfaction Survey replaces the previous Warm Homes Surveys, which were first commissioned in May 2002, with reports published annually until the Scheme ended in 2014. The surveys showed high levels of customer satisfaction with the different elements of the Warm Homes Scheme.

The Housing Executive's Grants Department requested that, in line with previous Warm Homes Surveys, a survey should be carried out in 2017 to identify the current views and measure the satisfaction levels of the respondents who received help under the Affordable Warmth Scheme in the financial year 2016/17. This is the first report relating to the new Scheme.

The Research Unit collected data to provide information on:

- the household;
- contact with Affordable Warmth;
- aspects of the Affordable Warmth Scheme;
- the Approval Pack
- Building Control
- builder/contractor satisfaction
- the payment stage; and
- the Affordable Warmth Scheme overall.

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 Affordable Warmth Scheme during the financial year 2016/17.

The Research Unit drew a random sample, using SPSS (Statistical Package for the Social Sciences) software. The sample consisted of 500 addresses, randomly selected from each of the eleven council areas proportionate to the total number of completions during the financial year 2016/17 (Table 1).

NB: The Affordable Warmth Scheme was target-led and Affordable Warmth did not have installation target quotas for each area, which may have resulted in geographical variances in uptake of the Scheme, i.e. there may have been more urban than rural applicants or vice versa, which may have impacted on the age profile of the sample.

Table 1: 2016/17 Sample

Council Area	Number of completions	% of total completions	Sample
Antrim and Newtownabbey	300	7	35
Mid and East Antrim	404	8	37
Armagh, Banbridge, Craigavon	451	8	42
Belfast	690	13	65
Causeway Coast	560	10	52
Derry and Strabane	617	12	58
Fermanagh and Omagh	398	7	37
Mid Ulster	550	10	51
Newry, Mourne and Down	502	9	47
North Down and Ards	411	8	39
Lisburn and Castlereagh	398	7	37
Total	5,361	100	500

1.3.2 Fieldwork

On 22 September 2017 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 24 November 2017.

1.3.3 Response rate

The response rate was high (60%), with a total of 300 completed surveys. On completion of the fieldwork, it emerged that five people who had received help from the Affordable Warmth scheme had died and one had moved home. There was a slight difference in response rate between the local council areas, as detailed below:

	Response
Antrim and Newtownabbey	66%
Mid and East Antrim	62%
Armagh, Banbridge, Craigavon	60%
Belfast	58%
Causeway Coast	56%
Derry and Strabane	64%
Fermanagh and Omagh	69%
Mid Ulster	50%
Newry, Mourne and Down	50%
North Down and Ards	77%
Lisburn and Castlereagh	65%

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

More than three-fifths (61%) of respondents were female and almost two-fifths (37%) were male (Appendix Table 1).

2.2 Religion/ethnic origin of respondents

Nearly half (47%) of respondents described their household religion as Catholic and 40% as Protestant. Small proportions of respondents described their household religion as none (2%), mixed (3%) and other (1%) (Appendix Table 2).

Most respondents (95%) described their ethnic origin as white; 5% did not record their ethnicity (Appendix Table 3).

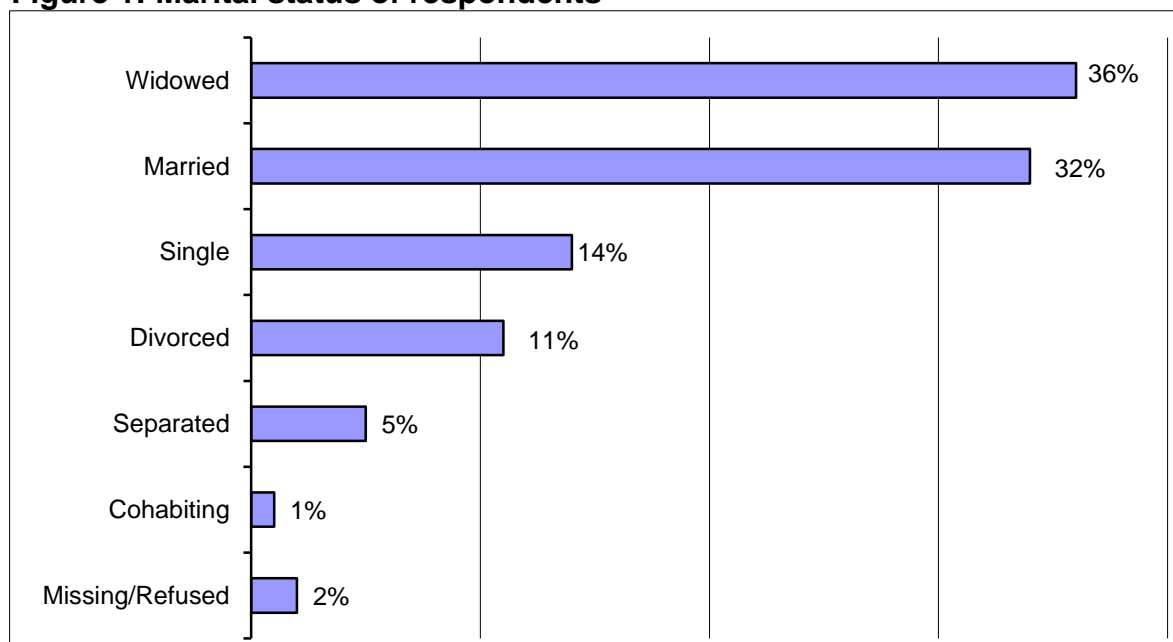
2.3 Long-term illness/health problems/disability of respondents

Almost half (47%) of respondents stated that they had a long-term illness/health problem/disability that limited their daily activities or the work they could do. Half (50%) of respondents did not have a health problem (Appendix Table 4).

2.4 Marital status of respondents

Almost two-fifths (36%) of respondents were widowed and just under one-third (32%) were married; 14% were single and 11% were divorced (Figure 1; Appendix Table 5).

Figure 1: Marital status of respondents



2.5 Age of respondents

Almost two-thirds (63%) of respondents were aged 65 or older, less than one-fifth (16%) were aged 40 to 59 and 12% were aged 60 to 64 (Appendix Table 6).

2.6 Number of adults in each household

More than half (53%) of respondents lived in single adult households, 32% lived in two adult households and 12% were in households comprising three or more adults (Appendix Table 7).

2.7 Number of children in each household

The majority (91%) of respondents had no children in their household. Small proportions of households had one child (4%) and two or more children (2%) (Appendix Table 8).

2.8 Tenure

The majority (88%) of respondents were owner occupiers and 6% were owner/landlords, a reflection of the eligibility criteria for the scheme (Appendix Table 9).

3.0 Contact with the Affordable Warmth Scheme

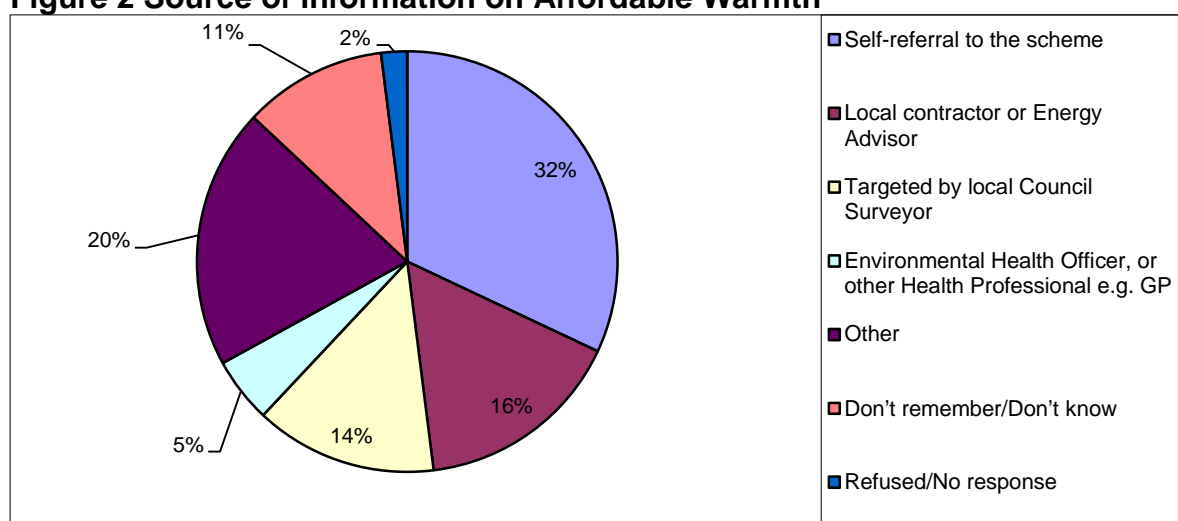
Respondents were asked how they had first heard of the Affordable Warmth Scheme and their method of contacting the Scheme.

3.1 How respondents became aware of the Scheme

Almost one-third (32%) of respondents stated that they self-referred to the Scheme. Similar proportions had heard about the Scheme from a local contractor or Energy Advisor (16%) or were targeted by a local council surveyor (14%). (Figure 2).

A further 20% said they had first heard about the Scheme from other sources, such as: family/friends (30 respondents), their neighbour (8 respondents), they saw a leaflet about it and internet search (4 respondents) (Appendix Tables 10a and 10b).

Figure 2 Source of information on Affordable Warmth



3.2 Initial contact with Council Staff

More than four-fifths (85%) of respondents said that the Council Surveyor fully explained the Affordable Warmth Scheme when they contacted them (Appendix Table 11).

3.3 Contact from NIHE Grants Office

Most respondents (90%) were 'very satisfied/satisfied' with the length of time from initial contact with staff from the council until contact with staff from the NIHE Grants Office, six percent said they were neither satisfied or dissatisfied and a small proportion of (2%) said they were 'dissatisfied/very dissatisfied' (Appendix Tables 12a and 12b).

3.4 Explanation of aspects of the Affordable Warmth Scheme

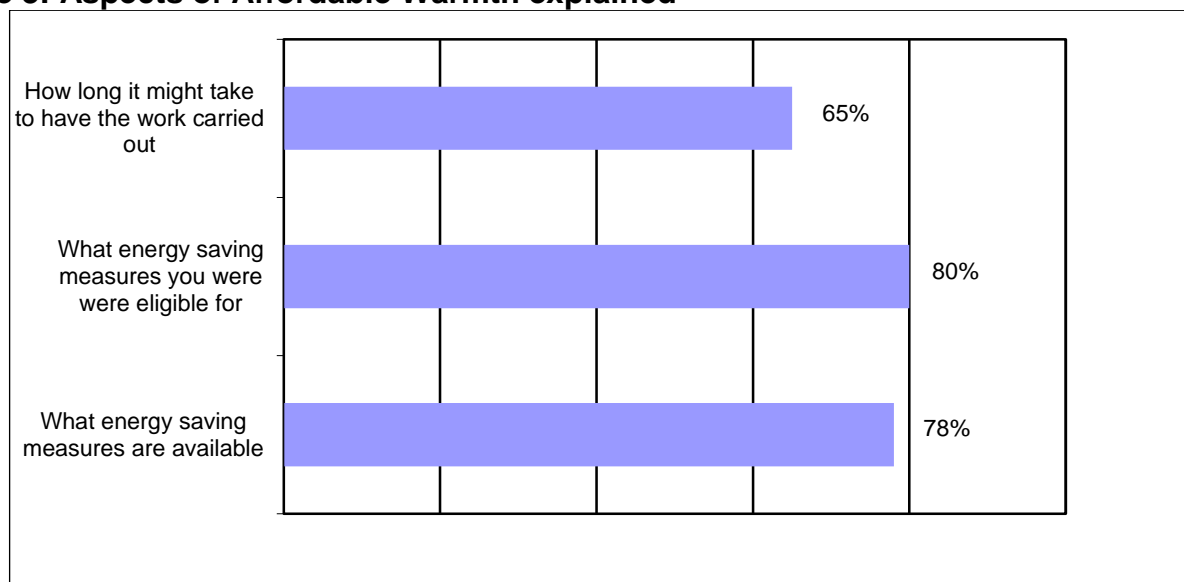
Respondents were asked if the Affordable Warmth surveyor had explained a number of aspects of the Affordable Warmth Scheme, such as energy saving measures available, eligibility for the scheme and the length of time to complete the work.

Almost two-thirds of all respondents reported that the surveyor had explained all aspects of the Affordable Warmth Scheme.

More than three-quarters (78%) of respondents stated that the surveyor had advised them what energy saving measures were available.

Four-fifths (80%) of respondents said they had been advised about the energy saving measures they were eligible to receive and almost two-thirds (65%) said surveyors had advised how long it might take to have the work carried out (Figure 3) (Appendix Table 13).

Figure 3: Aspects of Affordable Warmth explained



3.5 Affordable Warmth Measures received

Respondents were asked what measures they had carried out under the Affordable Warmth Scheme. More than three-quarters (78%) said they received a new heating system/boiler replacement; almost half (49%) received loft insulation and 38% received windows installation. Similar proportions of respondents received cavity wall insulation (19%) and windows repair (18%). Smaller numbers reported receiving draught proofing (10%) and solid wall measures (4%) (Appendix Table 14)

4.0 Approval Pack

Respondents were asked a number of questions about the 'Approval Pack; they received from the Housing Executive (the Approval Pack contains the Schedule of Works, detailing the work to be undertaken and the value of grant awarded for each measure and whether or not Building Control approval is required) (Appendix Tables 15a-17b).

4.1 Length of time from inspection to issue of Approval Pack

A high proportion (91%) of respondents were 'very satisfied/satisfied' with the length of time from their inspection to when they received their Approval pack, five percent were neither satisfied or dissatisfied and a small proportion (3%) were dissatisfied.

The main reason given by respondents for their dissatisfaction was 'It took too long' (3 respondents) (Appendix Tables 15a and 15b).

4.2 Understanding the Approval Pack

The majority (90%) of respondents said the Approval Pack was easy to understand; equal proportions (4%) didn't know or said the Approval Pack was not easy to understand.

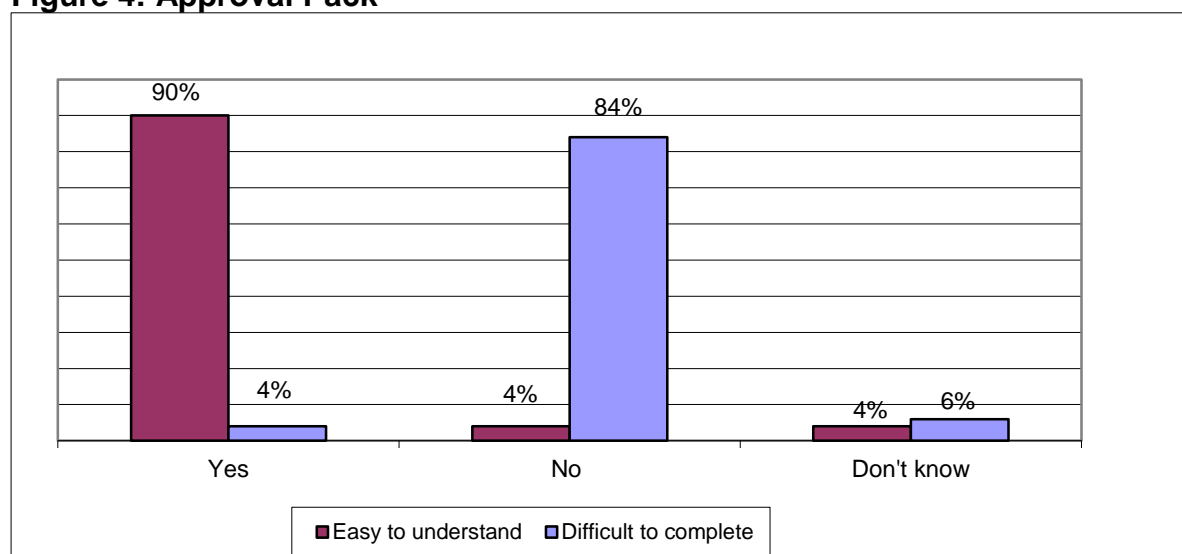
The main reason given by respondents who thought the Approval Pack was not easy to understand was 'too complicated' (Figure 4) (Appendix Tables 16a and 16b).

4.3 Completing the Approval Pack

More than four-fifths (84%) of respondents said the Approval Pack was not difficult to complete; six percent didn't know and 4% said the Approval Pack difficult to complete (Figure 4) (Appendix Table 16a).

Varied reasons given by respondents who thought the Approval Pack was difficult to complete are shown in Appendix Table 16b.

Figure 4: Approval Pack



5.0 Building Control Approval

Respondents who receive assistance under the Affordable Warmth Scheme for loft insulation and/or a new heating system are obliged to obtain Building Control Approval for these works. A total of 273 respondents who received loft insulation and/or a new heating system during the year before the survey were asked a series of questions about Building Control Approval (Appendix Tables 18-20).

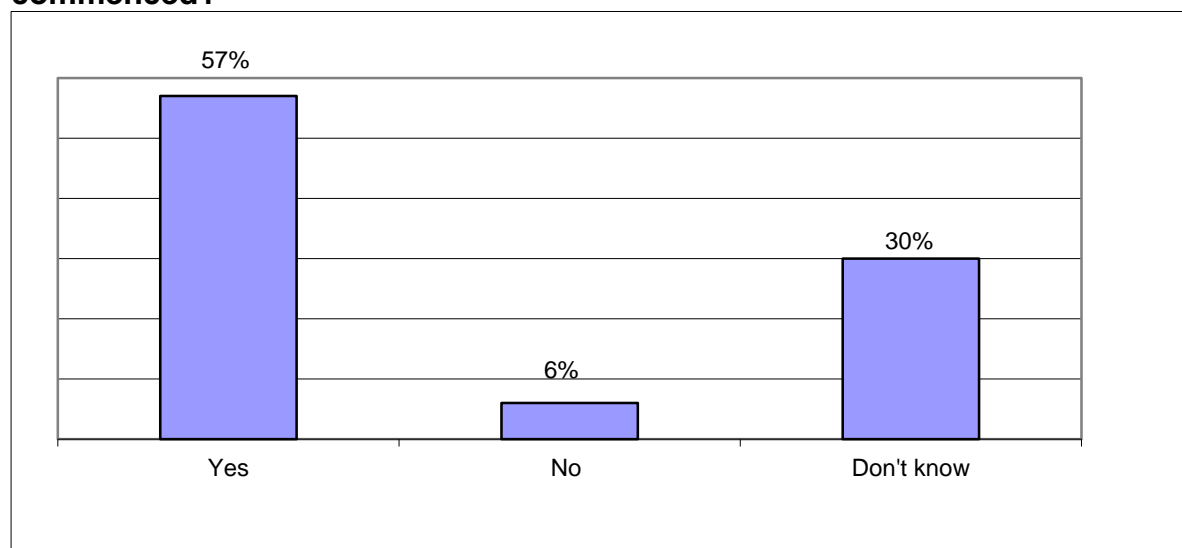
5.1 Building Control

Respondents were asked if it was made clear in their Approval Pack that Building Control Approval would be required for loft insulation/new heating system. Four-fifths (80%) of respondents stated that it was made clear that Building Control Approval would be required, 8% did not know and 5% said it was not made clear (Appendix Table 18).

Respondents were also asked who made the application for Building Control Approval. Almost two-thirds (62%) of respondents said the application for Building Control Approval was made by their contractor, nearly one-quarter (24%) of respondents made the application themselves and 5% did not know who made the application (Appendix Table 19).

More than half (57%) of respondents stated that the application for Building Control was made before works commenced, almost one-third did not know and a small proportion (6%) said the application was not made before works commenced (Figure 5) (Appendix Table 20).

Figure 5: Was the application for Building Control made before works commenced?



6.0 Builder/Contractor Satisfaction

6.1 Ease in Obtaining a Builder/Contractor

Respondents were asked how easy or difficult they found it to get a builder/contractor to carry out the work. A high proportion (88%) of respondents stated they found it 'very easy/easy' to get a builder/contractor to carry out the work, six percent said they found it 'difficult/very difficult' and 5% stated they found it neither easy or difficult to find a builder/contractor to do their work (Appendix Table 21a).

6.2 Help from NIHE Contacting a Contractor

One-fifth (20%) of respondents said they required help from the NIHE in contacting a contractor/contractors to carry out the work. Of these 60 respondents, 42 (70%) stated that they would have preferred that the NIHE managed the contractor/installation process on their behalf (Appendix Tables 22 and 23).

6.3 Satisfaction with Contractor

Respondents were asked how satisfied/dissatisfied they were with the people who carried out the grant work in terms of the quality of materials used, tidiness and politeness (Tables 24 to 26).

Quality of materials

The majority (96%) of respondents they were 'very satisfied/satisfied' with the quality of materials used by the people who carried out the grant work. A small proportion (2%) were 'dissatisfied/very dissatisfied' with the quality of materials used (Appendix Table 24).

Tidiness

The majority (95%) of respondents they were 'very satisfied/satisfied' with the tidiness of the people who carried out the grant work. A small proportion (3%) were 'dissatisfied/very dissatisfied' with this aspect of work (Appendix Table 25)

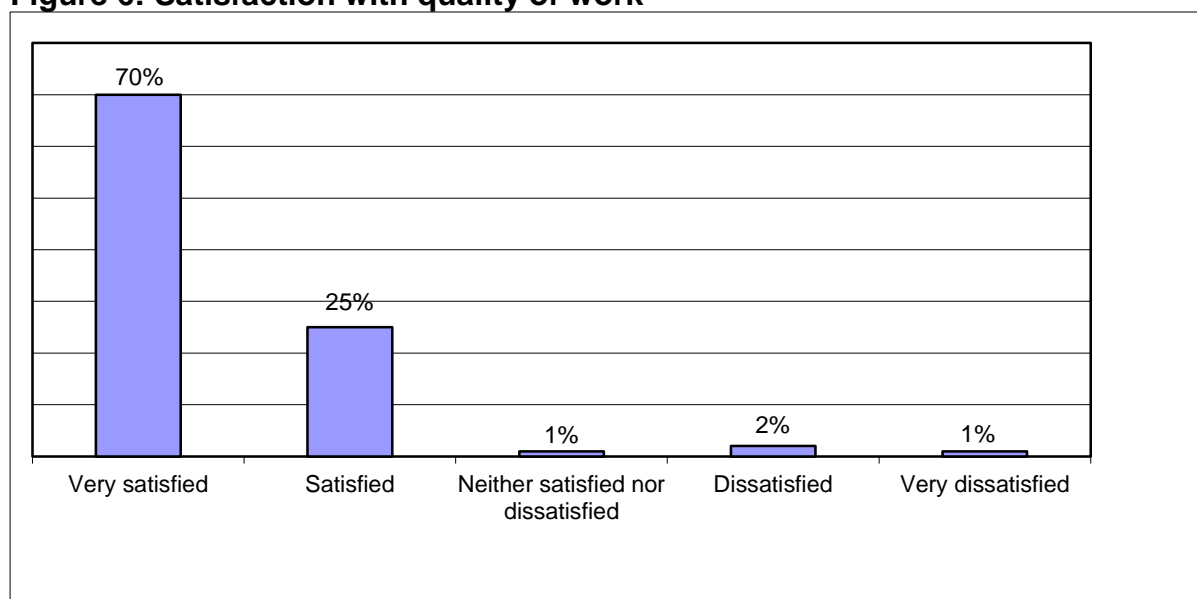
Politeness

The majority (97%) of respondents they were 'very satisfied/satisfied' with the politeness of the people who carried out the grant work. A very small proportion (1%) were 'dissatisfied/very dissatisfied' (Appendix Table 26).

6.4 Satisfaction with the quality of the work

A high proportion (95%) of respondents were 'very satisfied/satisfied' with the quality of work. Only 3% of respondents were dissatisfied (Figure 6; Appendix Tables 27a and 27b).

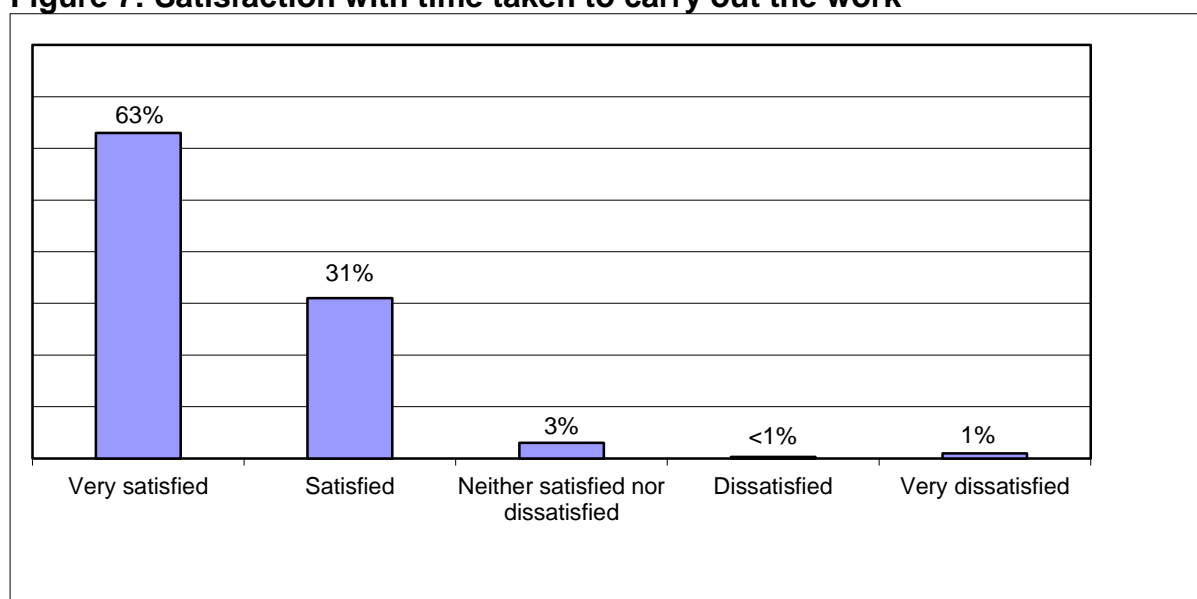
Figure 6: Satisfaction with quality of work



6.5 Satisfaction with time taken to carry out the work

A high proportion (94%) of respondents were ‘very satisfied/satisfied’ with the time taken by the contractor to carry out the work. Only 1% of respondents were dissatisfied (Figure 6; Appendix Tables 28a and 28b).

Figure 7: Satisfaction with time taken to carry out the work



6.6 Treatment by contractor

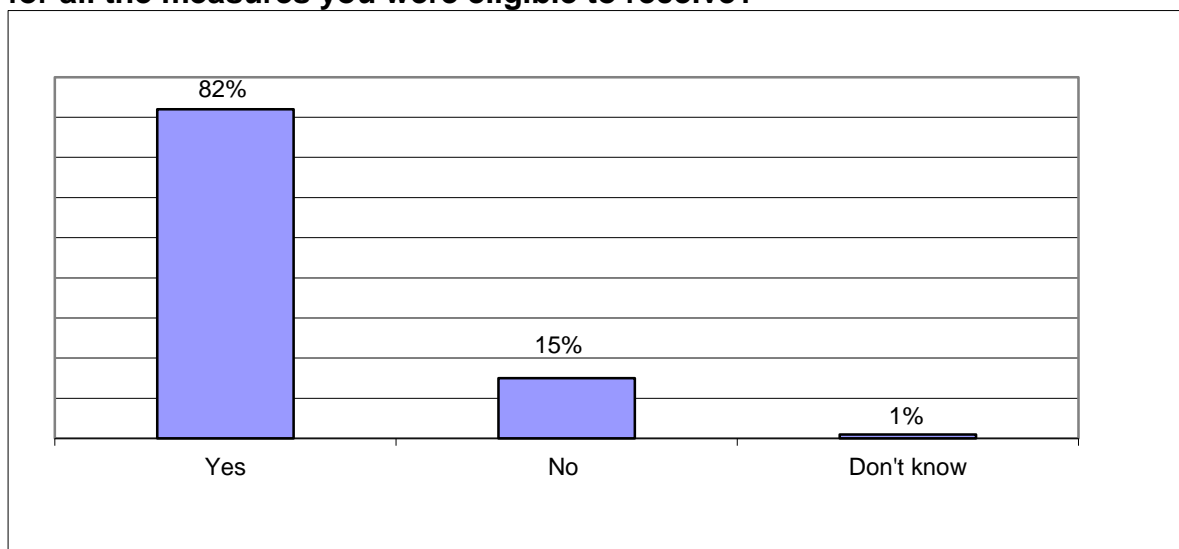
The majority (97%) of respondents said the contractor who carried out the work treated them and their home with courtesy while they were installing the measures (Appendix Table 29).

7.0 Payment Stage

7.1 Grant amount available

More than four-fifths (82%) of respondents said the amount of grant they received covered the costs of the measures they received. Less than one-fifth (15%) said the grant did not cover the full cost of the works (Figure 8, Appendix Table 30).

Figure 8: Was the amount of grant available to you enough to cover the costs for all the measures you were eligible to receive?



7.2 Grant payment

The majority (88%) of respondents chose to have the grant made payable directly to their contractor.

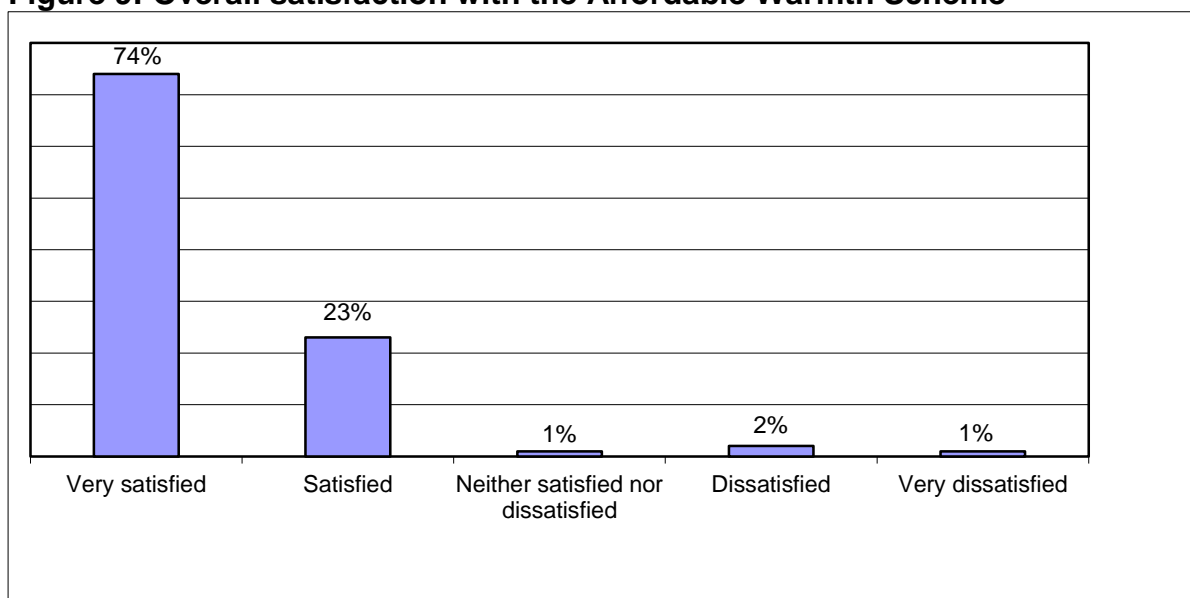
Of the 35 (12%) respondents who chose to have the grant paid to themselves, more than four-fifths (29 respondents) were 'satisfied/very satisfied' with the length of time it took the NIHE to process payment. Only two respondents were dissatisfied (Appendix Tables 31 to 32b).

8.0 The Affordable Warmth Scheme Overall

8.1 Overall satisfaction with the Affordable Warmth Scheme

The majority (97%) of respondents were 'very satisfied/satisfied' with the Affordable Warmth Scheme. Only 3% of respondents were dissatisfied (Figure 9; Appendix Tables 33a and 33b).

Figure 9: Overall satisfaction with the Affordable Warmth Scheme



8.2 Satisfaction with aspects of the Affordable Warmth Scheme

Respondents were asked how satisfied/dissatisfied they were with a number of different aspects of the Affordable Warmth Scheme. The aspects covered areas such as:

- Getting clear information on what they were entitled to under the scheme;
- Getting documentation which was easy to understand;
- Time taken to get approval to start work;
- Getting access to a builder/contractor; and
- Knowing who was dealing with their application (Appendix Tables 34 to 38)

Getting clear information on what you were entitled to under the scheme

The majority (93%) of respondents were 'very satisfied/satisfied' with getting clear information on what they were entitled to under the scheme. A very small proportion (1%) were 'dissatisfied/very dissatisfied' (Appendix Table 34).

Getting documentation which was easy to understand

The majority (91%) of respondents were 'very satisfied/satisfied' with getting documentation which was easy to understand. A small proportion (3%) were 'dissatisfied/very dissatisfied' (Appendix Table 35)

Time taken to get approval to start work

The majority (90%) of respondents were 'very satisfied/satisfied' with the time taken to get approval to start work, while a small proportion (3%) were 'dissatisfied/very dissatisfied' (Appendix Table 36).

Getting access to a builder/contractor

The majority (92%) of respondents were 'very satisfied/satisfied' with getting access to a builder/contractor. A small proportion (3%) were 'dissatisfied/very dissatisfied' (Appendix Table 37).

Knowing who was dealing with your application

The majority (92%) of respondents were 'very satisfied/satisfied' with knowing who was dealing with their application. A small proportion (2%) were 'dissatisfied/very dissatisfied' (Appendix Table 38)

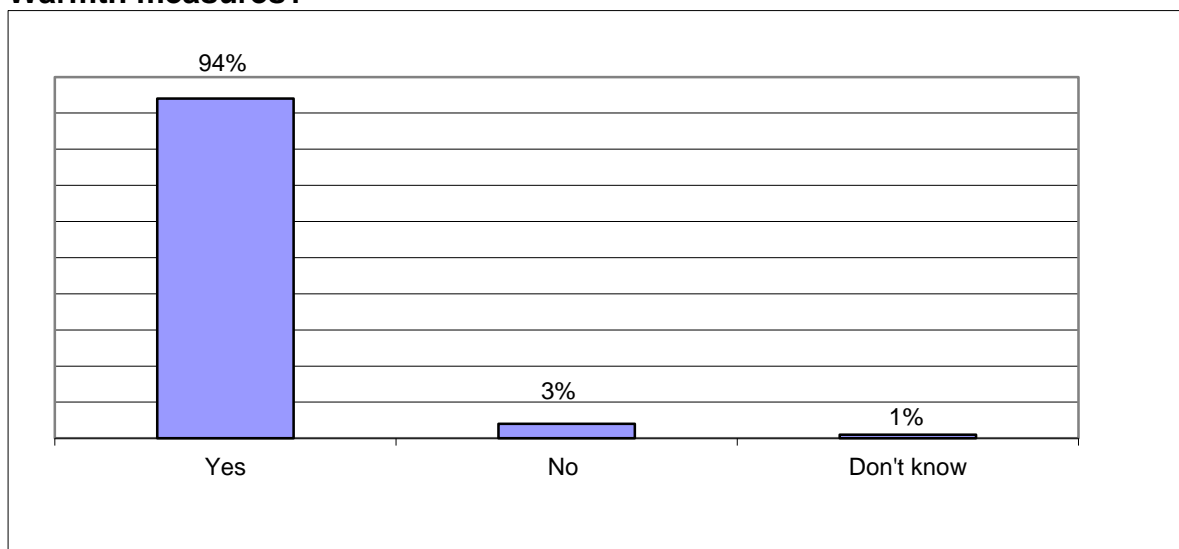
8.3 Treatment during the Affordable Warmth Scheme process

The majority (94%) of respondents stated that they were treated fairly during the Affordable Warmth Scheme process. Only 1% of respondents felt they were not treated fairly (Appendix Table 39).

8.4 Condition of property

The majority (94%) of respondents said they were happy with the condition of their property after completion of the installation of Affordable Warmth measures (Figure 10; Appendix Table 40).

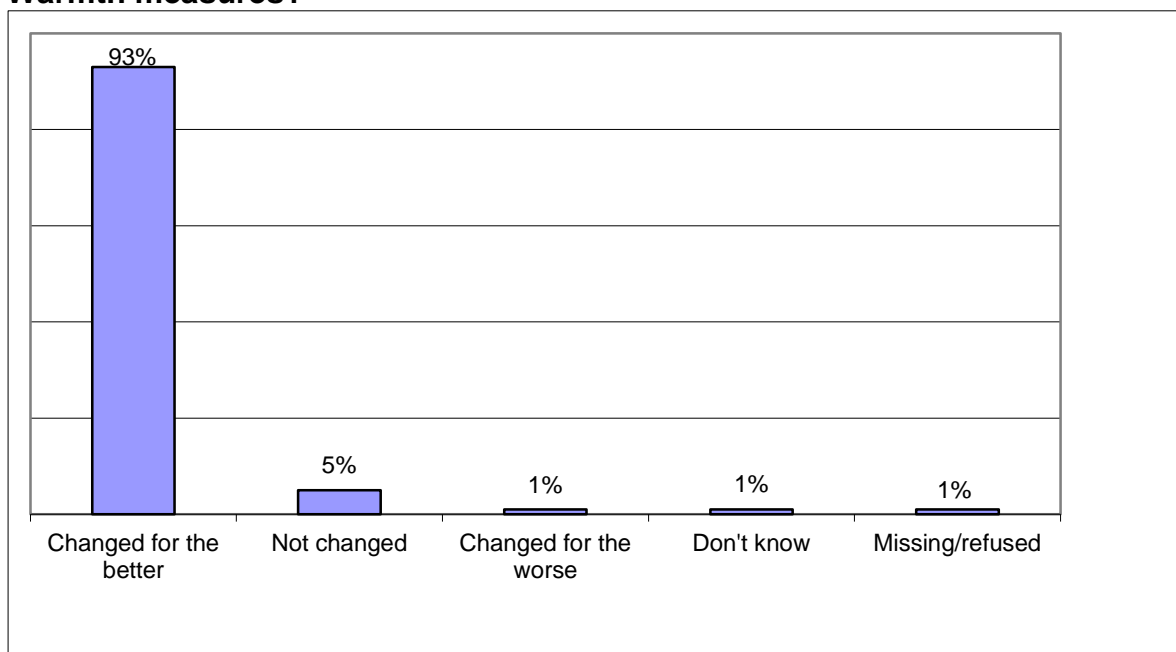
Figure 10: Happy with condition of home following installation of Affordable Warmth measures?



8.5 Completion of insulation work

The majority (93%) of respondents stated that their homes had changed for the better following completion of the installation of Affordable Warmth measures and 5% stated there had been no change (Figure 11; Appendix Table 41a).

Figure 11: Has home changed as a result of the installation of Affordable Warmth measures?



All respondents were asked to provide an explanation for their answer. Of the 300 respondents, 189 provided an explanation.

The main comments were:

'Much warmer, less draughts'	82
'Much easier heated'	12
'House is warmer, don't use as much oil/gas'	10
'Modern heating, less heat loss'	8
'House heats more quickly'	8
'Heating and hot water are very quick and much warmer'	8
'Boiler more efficient'	7

(Appendix Table 41b)

9.0 Additional comments

Of the 300 respondents, 112 provided a total of 175 additional comments at the end of the survey.

The main comments were:

'Absolutely delighted with all aspects of the scheme'	(14%)
'Very useful scheme, thanks'	(4%)
'Home much warmer now'	(3%)
'The work was well done, clean tidy and very efficient'	(2%)
'Contractors were courteous and works completed in a few days'	(5%)
'House more cosy and comfortable to live in'	(5%)

(Appendix Table 44).

10.0 Conclusions

Since the launch of the initial Warm homes Scheme on 1 July 2001, and the relaunched Scheme that ran from 2009 to 2015, annual surveys, undertaken by the Housing Executive's Research Unit, recorded very high levels of satisfaction among those who had received help under the Scheme. This is the first report for the Affordable Warmth Scheme, launched in September 2014, and like the previous Warm Homes surveys it shows very high levels of satisfaction among those who received help under the Affordable Warmth Scheme.

The 2017 survey showed that almost one-third (32%) of respondents self-referred to the Scheme. The majority (85%) of respondents said that the Council surveyor fully explained the Affordable Warmth Scheme to them. Most (90%) respondents were satisfied with the length of time from initial contact from Council staff until contact with NIHE staff. More than three-quarters (78%) of respondents received a new heating system/boiler replacement under the Scheme and almost half (49%) received loft insulation.

The majority (91%) of respondents were satisfied with the length of time it took from initial inspection until they received their Approval Pack. High proportions of respondents thought the Approval Pack was easy to understand (90%) and not difficult to complete (84%). Four-fifths (80%) of respondents said it was made clear in their Approval Pack that Building Control Approval would be required for a new heating system and/or loft insulation.

The majority (88%) of respondents said they found it easy to get a builder to carry out the work. One-fifth (20%) of respondents stated that they required help from the NIHE in contacting a contractor to carry out the work, of these 60 respondents 70% (42 respondents) said they would have preferred that the NIHE managed the contractor/installation process on their behalf.

High proportions of respondents were satisfied with the people who carried out the work in terms of: quality of materials used (96%), tidiness (95%) and politeness (97%). The majority of respondents were satisfied with the quality of work (95%) and with the length of time taken to carry out the work (94%). Almost all respondents (97%) said the contractor treated them and their home with courtesy while installing the measures.

More than four-fifths (82%) of respondents said the amount of grant made available to them covered the costs for all the measures they were eligible to receive. The majority (88%) of respondents chose to have the grant paid directly to the contractor who carried out the work.

Overall, the vast majority of respondents (97%) were satisfied with the Scheme. High levels of satisfaction were reported for various aspects of the scheme such as: getting clear information on what they were entitled to receive (93%), getting documentation that was easy to understand (91%), time taken to get approval to start work (90%), getting access to a builder/contractor (92%) and knowing who was dealing with their application (92%). The majority of respondents stated they were treated fairly during the scheme process (95%) and were happy with the condition their home was left in after works were completed (94%). In relation to the installation of Affordable Warmth measures, the majority (93%) felt their home had changed for the better.

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Affordable Warmth Customer Satisfaction Survey 2017 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	61
Male	110	37
Missing/Refused	6	2
Total	300	100

Table 2: Religion of household

	<i>Number</i>	<i>%</i>
Catholic	140	47
Protestant	121	40
Mixed Religion Catholic/Protestant	6	2
None	10	3
Other	2	1
Missing/Refused	21	7
Total	300	100

Table 3: Ethnic origin of respondents

	<i>Number</i>	<i>%</i>
White	284	95
Other ethnic	1	<1
Missing/Refused	15	5
Total	300	100

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

	<i>Number</i>	<i>%</i>
Yes, has a disability that limits activities	140	47
No	148	50
Missing/Refused	12	4
Total	300	100

Table 5: Marital status of respondents

	<i>Number</i>	<i>%</i>
Widowed	106	36
Married	95	32
Single	43	14
Divorced	34	11
Separated	15	5
Cohabiting	2	1
Missing/Refused	5	2
Total	300	100

Table 6: Age of respondents

	<i>Number</i>	<i>%</i>
16-24	1	<1
25-39	8	3
40-59	47	16
60-64	36	12
65+	190	63
Missing/Refused	18	6
Total	300	100

Table 7: Number of adults in household

	<i>Number</i>	<i>%</i>
One	159	53
Two	96	32
Three	28	9
Four or more	9	3
Missing/Refused	8	3
Total	300	100

Table 8: Number of children in household

	<i>Number</i>	<i>%</i>
None	274	91
One	13	4
Two or more	5	2
Missing/Refused	8	3
Total	300	100

Table 9: Tenure of property

	<i>Number</i>	<i>%</i>
Owner occupier	265	88
Owner/Landlord	17	6
Rent from private landlord	4	1
Other	4	1
Missing/Refused	10	3
Total	300	100

Contact with Affordable Warmth

Table 10a: Can you tell me how you first heard of the Affordable Warmth Scheme?

	Number	%
Self-referral to the scheme	95	32
Local contractor or Energy Advisor	48	16
Targeted by local Council Surveyor	44	14
Environmental Health Officer, or other Health Professional e.g. GP	16	5
Other	60	20
Don't remember/Don't know	33	11
Refused/No response	6	2
Total	300	100

Table 10b: Other ways you first heard of Affordable Warmth Scheme?

	Number
Family/friends	30
Neighbour	8
I saw a leaflet about it	4
Word of mouth	4
I read about it in a local paper	3
Internet	2
Age Concern	2
Local politician	2
Other (inc Mara Project, SVP, Advice NI, Radio advert & Over 50s club)	5
Total	60

Base: 60 respondents who had heard of the Affordable Warmth Scheme from another source

Table 11: Did the Council Surveyor fully explain the Affordable Warmth Scheme?

	Number	%
Yes	255	85
No	10	3
Don't know	12	4
Missing/Refused	23	8
Total	300	100

Table 12a: How satisfied/dissatisfied are you with the length of time from initial contact from Council staff until contact with NIHE staff?

	Number	%
Very satisfied	156	52
Satisfied	112	38
Neither satisfied or dissatisfied	18	6
Dissatisfied	6	2
Very dissatisfied	1	<1
Refused/No response	7	2
Total	300	100

Table 12b: Why were you dissatisfied with the length of time from initial contact from Council staff until contact with NIHE staff?

	Number
The process took too long	3
I had to chase them over a number of weeks before anyone got back to me, still took a long time	2
After being discharged from hospital I thought my application would have been prioritised but it took 3 months	1
Refused/No response	1
Total	7

Base: 7 respondents who were dissatisfied with the length of time from initial contact from Council staff until contact from NIHE staff

Table 13: Did the surveyor explain the following aspects of the Affordable Warmth Scheme?

	Yes		No		Don't know		No response/refused		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%
What energy saving measures are available	234	78	32	11	13	4	21	7	300	100
What energy saving measures you were eligible to receive	241	80	25	8	10	3	24	8	300	100
How long it might take to have the work carried out	194	65	53	18	27	9	26	9	300	100

Table 14: Do you recall what measures you had installed?

	Yes		No		No response/refused		Total	
	Num	%	Num	%	Num	%	Num	%
Loft Insulation	148	49	147	49	5	2	300	100
Cavity Wall Insulation	57	19	238	79	5	2	300	100
New Heating System /Boiler Replacement	235	78	60	20	5	2	300	100
Windows Installation	113	38	182	61	5	2	300	100
Windows Repair	55	18	240	80	5	2	300	100
Solid Wall Measures	11	4	284	95	5	2	300	100
Draught Proofing	30	10	265	88	5	2	300	100

Approval Pack

Table 15a: How satisfied/dissatisfied are you with the length of time from your inspection to when you received your approval pack?

	Number	%
Very satisfied	154	51
Satisfied	119	40
Neither satisfied or dissatisfied	14	5
Dissatisfied	5	2
Very dissatisfied	2	1
Refused/No response	6	2
Total	300	100

Table 15b: Why were you dissatisfied with the length of time from your inspection to when you received your approval pack?

	Number
It took too long	3
After being discharged from hospital I thought my application would have been prioritised but it took 3 months	1
Took a long time until work started	1
Part of it arrived reasonably quickly but parts of it were missing	1
I presume the length of time taken to approve was because I was one of the first NI houses to have external insulation	1
The person dealing with it was almost never available so took weeks to sort out	1
It took several attempts to get the approval pack	1
Total	7

Base: 7 respondents who were dissatisfied with the length of time from their inspection until they received their Approval Pack

NB Respondents could give more than one response

Table 16a: Did you think the Approval pack was easy to understand?

	Number	%
Yes	269	90
No	11	4
Don't know	12	4
Missing/Refused	8	3
Total	300	100

Table 16b: Why did you think the Approval pack was not easy to understand?

	Number
Too complicated	3
Some of the technical stuff was hard to understand	1
Lots of pages that looked similar - took a while to figure out they were for different things	1
Was unclear who needed to sign/keep/send what	1
Too many forms to fill in	1
Difficult to complete	1
There were a number of things had to be signed	1
Information contained was confusing & had to get someone to explain the process	1
My contractor told me to sign bits before work was done, I don't think I should have but it was confusing	1
Often difficult to separate the "Contractor" from the "Technical"	1
No one explained about getting planning permission first is my responsibility	1
Refused/No response	3
Total	11

*Base: 11 respondents who stated the Approval Pack was not easy to understand
NB Respondents could give more than one response*

Table 17a: Did you think the Approval pack was difficult to complete?

	Number	%
Yes	13	4
No	251	84
Don't know	17	6
Missing/Refused	19	6
Total	300	100

Table 17b: Why did you think the Approval pack was difficult to complete?

	Number
Due to sourcing contractor, priced every job much higher than grant money allowed	1
Took a lot of time	1
No guide to work through pages in time order	1
Was overly complicated & confusing in parts especially who should sign/keep/send what and when	1
Too many forms	1
Needed someone who had completed process before to help me	1
Not that it was so difficult but wasn't completely printer friendly	1
Too much big words in it	1
Some questions needed further explanations to facilitate proper answers by me	1
Technical Officer from Grants Dept. helped me find a contractor willing to do work within budget	1
Looked complicated until I read it several times & separated into the different measures	1
Refused/No response	4
Total	13

*Base: 13 respondents who stated the Approval Pack was difficult to complete
NB Respondents could give more than one response*

Building Control Approval

Table 18: Was it made clear in your Approval pack that Building Control approval would be required?

	Number	%
Yes	218	80
No	13	5
Don't know	23	8
Missing/Refused	19	7
Total	273	100

Base 273 respondents who received Loft Insulation/New Heating System

Table 19: Who made the application for Building control?

	Number	%
Myself	64	24
Contractor/contractors	168	62
Don't know	14	5
Other	5	2
Missing/Refused	21	8
Total	273	100

Base 273 respondents who received Loft Insulation/New Heating System

Table 20: Was the application for Building Control made before works commenced?

	Number	%
Yes	154	57
No	17	6
Don't know	82	30
Missing/Refused	19	7
Total	272	100

Base 272 respondents who required Building control approval

Builder/Contractor Satisfaction

Table 21a: How easy/difficult did you find it to get a builder or contractor to carry out the work?

	Number	%
Very easy	133	45
Easy	127	43
Neither	15	5
Difficult	15	5
Very difficult	4	1
Refused/No response	6	2
Total	300	100

Table 21b: If difficult please tell us the main reason why?

	Number
Most contractors said it took too long to receive payment	2
Because it was grant work and money limited	2
Some of the contractors listed refused to do it	2
I didn't know of any contractors	2
Had to pay some to quote - some not willing to do grant work	1
When contractor looked at job, they said they would be in touch but didn't	1
Some thought it wasn't profitable	1
Contractor was booked up for months ahead	1
Contractors priced job too high (well above Grant Allowance)	1
Because they all wanted the money paid directly to them, which I had to do in the end	1
A lot of contractors were not properly registered	1
NIHE/AWS do not have a list of approved contractors for exterior insulation	1
No one was interested in carrying out the work	1
Refused/No response	2
Total	19

Base: 19 respondents who found it difficult to get a contractor to carry out the work

Table 22: Did you require any help from NIHE in contacting a contractor/contractors to carry out the work?

	Number	%
Yes	60	20
No	234	78
Missing/Refused	6	2
Total	300	100

Table 23: If yes, would you have preferred that the NIHE managed the contractor/installation process on your behalf?

	Number	%
Yes	42	70
No	17	28
Missing/Refused	1	2
Total	60	100

Base 60 respondents who required help from the NIHE to contact a contractor

Table 24: How satisfied/dissatisfied are you with the people who carried out the grant work in terms of – quality of materials?

	Number	%
Very satisfied	214	71
Satisfied	75	25
Neither satisfied or dissatisfied	4	1
Dissatisfied	2	1
Very dissatisfied	2	1
Refused/No response	3	1
Total	300	100

Table 25: How satisfied/dissatisfied are you with the people who carried out the grant work in terms of – tidiness?

	Number	%
Very satisfied	213	71
Satisfied	72	24
Neither satisfied or dissatisfied	1	<1
Dissatisfied	7	2
Very dissatisfied	4	1
Refused/No response	3	1
Total	300	100

Table 26: How satisfied/dissatisfied are you with the people who carried out the grant work in terms of – politeness?

	Number	%
Very satisfied	227	76
Satisfied	64	21
Neither satisfied or dissatisfied	2	1
Dissatisfied	1	<1
Very dissatisfied	2	1
Refused/No response	4	1
Total	300	100

Table 27a: How satisfied/dissatisfied are you with the quality of work you had carried out under the Affordable Warmth Scheme?

	Number	%
Very satisfied	210	70
Satisfied	75	25
Neither satisfied or dissatisfied	3	1
Dissatisfied	6	2
Very dissatisfied	3	1
Refused/No response	3	1
Total	300	100

Table 27b: Why were you dissatisfied with the quality of work?

	Number
Several weeks after works completed I had a leak from the attic which damaged ceilings	2
Gaps left at windows, wind blows in	2
New boiler and radiators had problems to start with	2
NIHE inspector insisted wall & roof insulation not required, this without inspecting them	2
It should have been half the cost but NIHE doesn't have experienced vetted list of contractors & materials for exterior insulation	1
Work wasn't very tidy	1
The contractor was very haphazard & to date a new hot water tank has not been fitted even though it was allocated	1
Didn't realise until sometime later that oil tank was internally damaged, still waiting on plumber to fix/replace	1
Had to pay for plumber to fix leak	1
Bored holes in walls and didn't rub up	1
Whole chunks of my wall were pulled out and left so I had to pay to have them fixed	1
Other houses in the area received wall and additional roof insulation	1
Have not yet repaired ceiling as I am a pensioner	1
Refused/No response	2
Total	19

Base: 9 respondents who were dissatisfied with the quality of work

NB: Respondents could give more than one response

Table 28a: How satisfied/dissatisfied are you with the length of time it took the contractor/contractors to carry out the work?

	Number	%
Very satisfied	190	63
Satisfied	92	31
Neither satisfied or dissatisfied	10	3
Dissatisfied	1	<1
Very dissatisfied	3	1
Refused/No response	4	1
Total	300	100

Table 27b: Why were you dissatisfied with the length of time it took the contractor/contractors to carry out the work?

	Number
After contractor said works were completed Building Control said work was not completed properly	1
Took too long to decide about new tank, came one day then didn't appear for several days	1
The whole process took too long	1
The whole process of the completion was very unsatisfactory, the contractor has not fitted hot water tank	1
It took contractor a number of months to complete remedial work	1
Contractor damaged my carpet and walls, I had to replace and redecorate	1
Total	4

Base: 4 respondents who were dissatisfied with the length of time it took the contractor(s) to carry out the work

NB: Respondents could give more than one response

Table 29: Did the contractor/contractors who carried out the work treat you and your home with courtesy, while they were installing the measures?

	Number	%
Yes	292	97
No	3	1
Missing/Refused	5	2
Total	300	100

Payment Stage

Table 30: Was the amount of grant available to you enough to cover the costs for all the measures you were eligible to receive?

	Number	%
Yes	246	82
No	45	15
Don't know	2	1
Missing/Refused	7	2
Total	300	100

Table 31: Did you choose to have the grant paid to yourself or the contractor/contractors who carried out the work?

	Number	%
Myself	35	12
Contractor/contractors	264	88
Missing/Refused	1	<1
Total	300	100

Table 32: How satisfied/dissatisfied are you with the length of time it took the NIHE to process the payment after the works were completed?

	Number	%
Very satisfied	13	37
Satisfied	16	46
Neither satisfied or dissatisfied	3	9
Dissatisfied	-	-
Very dissatisfied	2	6
Refused/No response	1	3
Total	35	100

Base 35 respondents who chose to have the grant paid to themselves

The Affordable Warmth Scheme Overall

Table 33a: Overall, how satisfied/dissatisfied are you with the Affordable Warmth Scheme?

	Number	%
Very satisfied	222	74
Satisfied	68	23
Neither satisfied or dissatisfied	2	1
Dissatisfied	5	2
Very dissatisfied	2	1
Refused/No response	1	<1
Total	300	100

Table 33b: Why were you dissatisfied with the Affordable Warmth Scheme?

	Number
No insulation even though I informed inspector insulation was not up to standard (I am retired architect)	1
Had to pay for separate inspections from council	1
The heating in the living room is still not very warm	1
Needs to be better organised with a better budget & have suppliers of materials or contractors properly vetted	1
Far too stressful and put to great inconvenience and annoyance	1
Thought house would be warmer and no damp	1
Took too long from initial approval to the work being completed	1
This work should have been undertaken by NIHE or an approved sub-contractor	1
Wanted wall insulation done but was refused even though contractor said it needed done	1
The service from the Housing Executive was also unsatisfactory	1
Total	7

Base: 7 respondents who were dissatisfied with the Affordable Warmth Scheme

NB: Respondents could give more than one response

Table 34: How satisfied/dissatisfied were you with getting clear information on what you were entitled to under the scheme?

	Number	%
Very satisfied	167	56
Satisfied	112	37
Neither satisfied or dissatisfied	11	4
Dissatisfied	3	1
Very dissatisfied	1	<1
Refused/No response	6	2
Total	300	100

Table 35: How satisfied/dissatisfied were you with getting documentation which was easy to understand?

	Number	%
Very satisfied	142	47
Satisfied	132	44
Neither satisfied or dissatisfied	12	4
Dissatisfied	6	2
Very dissatisfied	2	1
Refused/No response	6	2
Total	300	100

Table 36: How satisfied/dissatisfied were you with the time taken to get approval to start work?

	Number	%
Very satisfied	136	45
Satisfied	135	45
Neither satisfied or dissatisfied	13	4
Dissatisfied	6	2
Very dissatisfied	3	1
Refused/No response	7	2
Total	300	100

Table 37: How satisfied/dissatisfied were you with getting access to a builder/contractor?

	Number	%
Very satisfied	166	55
Satisfied	110	37
Neither satisfied or dissatisfied	10	3
Dissatisfied	6	2
Very dissatisfied	2	1
Refused/No response	6	2
Total	300	100

Table 38: How satisfied/dissatisfied were you with knowing who was dealing with your application?

	Number	%
Very satisfied	151	50
Satisfied	126	42
Neither satisfied or dissatisfied	12	4
Dissatisfied	3	1
Very dissatisfied	3	1
Refused/No response	5	2
Total	300	100

Table 39: Do you consider that you were treated fairly during the Affordable Warmth scheme process?

	Number	%
Yes	284	95
No	3	1
Don't know/can't remember	2	1
Missing/Refused	11	4
Total	300	100

Table 40: Were you happy with the condition your property was left in after the installation of Affordable Warmth measures had been completed?

	Number	%
Yes	283	94
No	10	3
Don't know	2	1
Missing/Refused	5	2
Total	300	100

Table 41a: Now that Affordable Warmth measures have been installed to your home, do you feel that your home has ...

	Number	%
Changed for the better?	278	93
Not changed	14	5
Don't know?	4	1
Changed for the worse	2	1
Missing/Refused	2	1
Total	300	100

Table 41b: Please provide an explanation for your answer?

	Number
Much warmer, less draughts	82
Much easier heated	12
House is warmer, don't use as much oil/gas	10
Modern heating, less heat loss	8
House heats more quickly	8
Heating and hot water are very quick and much warmer	8
Boiler more efficient	7
Easier heated, less expensive and quieter, less road noise	6
Central heating is much warmer and easy to manage	4
Warm and comfortable, excellent work carried out	4
My old heating system broke, very glad of the assistance	2
Saving on bills	2
No dirty coal fire - less fumes	2
Happy with the work	2
New windows are airtight, more secure & look better/good quality	2
No better or worse off/don't notice any difference	2
Have not went through enough winters yet	1
The Affordable Warmth has been fantastic	1
Heating too noisy going through old pipes	1
Gas heating is very good	1
Rooms that were unusable in winter months, now comfortable	1
Warmer home, better insulation	1
Contractor didn't complete work	1
Less heat loss	1
Warmer & no longer have to bring coal through the house	1
We now have a reliable boiler	1
I can turn radiators upstairs off and adjust temperature of radiators	1
To go from no heat at all to full heat was great	1
Boiler working well but heaters not as warm & heat seems to escape out of the house	1
Costs less to heat because of new boiler, windows & draught proofing	1
I only got loft insulation increased so it's hard to notice difference	1
A straightforward heating system that suits our needs	1
Same as before (think walls should have been done)	1
Much warmer, less condensation	1
I have draughts coming in around my windows	1
House warm when heating on but there are so many draughts in my house	1
Still cold and damp	1
No insulation, massive heat loss	1
Don't notice any change from oil to gas	1
When upstairs heating is turned on the living room is cold	1
Exterior insulation works	1
Radiators heat poorly in some rooms	1
House is still really damp and full of blue mould	1
The work carried out was ok	1
Missing/Refused	111
Total	300

Table 42: Do you have access to the internet in your home?

	<i>Number</i>	<i>%</i>
Yes	167	56
No	129	43
Missing/Refused	4	1
Total	300	100

Table 43: If it had been possible to complete the survey online (instead of paper) would you have done so?

	<i>Number</i>	<i>%</i>
Yes	56	19
Maybe	49	16
No – Not comfortable with online forms	66	22
No – No access to the internet	69	23
No – Don't trust the internet	6	2
No – Prefer paper copies	47	16
Don't know	3	1
Missing/Refused	4	1
Total	300	100

Table 45: Additional comments on the Affordable Warmth Scheme

	Num	%
No comment/response	188	63
Absolutely delighted with all aspects of the scheme	51	14
Very useful scheme, thanks	14	4
Home much warmer now	9	3
The work was well done, clean tidy and very efficient	8	2
Contractors were courteous and works completed in a few days	8	2
House more cosy and comfortable to live in	7	2
Admin helped it go through very easily & the communication was excellent	5	1
I think this is a brilliant scheme as we could not afford it without it	4	1
This is a fantastic scheme to help older people bring their accommodation up to an acceptable level of warmth	3	1
Scheme gives the elderly a better quality of life	2	1
Of great benefit and worthwhile doing	2	1
Work not completed satisfactorily, awaiting NIHE to contact us about what to do next	2	1
A fantastic scheme for people with disabilities to keep their homes warm	2	1
I would like front & back doors replaced as they are a bit draughty	2	1
I would not have been able to do this myself	1	<1
Panel left hanging off wall & they didn't empty water from back boiler	1	<1
Too many men running through house & if I were HE tenant I would have had redecoration costs paid for	1	<1
Would never have changed to gas if I'd known what was involved, lost space in hotpress which I needed	1	<1
Some contractors were better than others	1	<1
Staff very helpful & understood urgency with not having any heating & 2 young children in house	1	<1
Definitely would not recommend the plumbing & heating contractor to anyone	1	<1
Very happy with the improvements but could have done with having front and back doors replaced	1	<1
Only complaint if I want heat in my bedroom I must have heat on in living room as I can't turn it off, no such problem in other rooms	1	<1
Still waiting to hear about getting windows changed	1	<1
Surveyor not very courteous and didn't mention heating system	1	<1
Some radiators are the wrong size and smell	1	<1
My path is more flooded	1	<1
Wasn't aware that windows could be resealed under the scheme	1	<1
Scheme excellent as I can now afford to live comfortably in own home & not worry about old boiler & failed windows	1	<1
Makes a major difference to my health with less pressure to ensure my home is fit for purpose	1	<1
Pleased to have the opportunity to receive funding towards home improvements	1	<1
Contractors left some damage to my home, otherwise very satisfied and grateful	1	<1
Great scheme to enable people to improve their quality of living & help the environment with less emissions going into atmosphere	1	<1
The new windows have cut the noise outside down, a great job	1	<1
Very happy with scheme, did have reservations re amount of disruption installing new heating system would cause	1	<1
HE & BC had to work together, this took a long time, it would help if some preplanning was undertaken	1	<1
Wouldn't let contractors in my door again, workers OK but bosses were useless	1	<1
It has done a lot of good insulating homes across Northern Ireland	1	<1
The information and guidance provided by NIHE staff was second to none, I was so grateful for their help	1	<1
I am disabled and live alone, had to pay for the preparatory work e.g. lifting	1	<1

floorboards, clearing dust etc.		
Preparatory work should have been explained so I could try and budget for it	1	<1
My house is a shallow bungalow and is hard to keep warm, it gets very cold in winter when the heating is off	1	<1
Was told I couldn't have loft insulation as there was a small chance there could be asbestos in my roof, really need this done	1	<1
Main contractor disrespected my home, leaving terrible damage that I had to pay to get fixed, would be different if I paid privately	1	<1
I am still, months later, having to chase up building control certificate	1	<1
Although some accidental damage was caused during work, this was rectified courteously & efficiently the same day	1	<1
Only small problem was getting contractor back to fix time clock, still not working properly	1	<1
Is it possible to apply for another windows installation which has since broken down	1	<1
Only setback was Phoenix Gas putting box in inconvenient place, gave contractor extra work	1	<1
Only difficulty was securing a contractor willing to carry out the work	1	<1
Found it impossible to get good quality reasonable sized oil tank for amount allowed, perhaps this could be reviewed	1	<1
Contractor, with our approval, built a large base for oil tank as firewall was unsightly	1	<1
NIHE deducted a large sum of money as firewall was not built. BC officer was amazed at this & said base met requirements & was a great job as was the whole installation	1	<1
I'm indebted to the St Vincent de Paul Society for making me aware of the scheme	1	<1
I just wish the job was finished properly	1	<1
The Scottish Government Scheme is far better	1	<1
This should be an independent survey outwith the Housing Executive	1	<1
We were supplied with faulty oil tank, contractor said it was a manufacturing fault & left me to sort it out myself	1	<1
It took a week to supply new tank, I had to pay for a new fill of oil & plumber to bleed the system as it was contaminated	1	<1
We had no hot water or heating for a week while a new tank was sourced	1	<1
Needed wall insulation done but was refused, house just the same full of damp and blue mould	1	<1
The whole process of getting the work completed was unsatisfactory	1	<1
I would advise anyone who is eligible for this scheme to apply and make good use of it	1	<1
Only downside was having to replace wooden floors	1	<1
Contractors were excellent but were obviously under pressure to complete job in such a short space of time	1	<1
Main stress was finding a reliable contractor to do job, found one through a friend who had used them for the scheme	1	<1
Since work completed my patio doors seal has broken & don't close properly & need fixed, wish the workmen were still here	1	<1
Processing time in assessing applications should be faster	1	<1
In hindsight I should have asked for another radiator as hall/living room open plan, recent cold spell highlighted problem	1	<1