

# AFFORDABLE WARMTH CUSTOMER SATISFACTION SURVEY 2018



# Affordable Warmth Survey 2018

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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 2017/18. 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 2018 to a sample of 500 addresses randomly selected from each of the eleven council areas, proportionate to the total number of completions during 2017/18. A total of 292 completed surveys were received, achieving a high response rate of 59%. 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**

- 58% of respondents were female and 38% were male (the remaining 4% did not provide details).
- 46% of respondents described their household as Catholic and 40% as Protestant.
- More than two-fifths (44%) of respondents stated that they had a long-term illness/health problem/disability which limited their daily activities.
- Almost two-fifths (37%) of respondents were widowed and more than one-quarter (27%) were married.
- Nearly three-quarters (74%) of respondents were aged 60 and over and more than one-tenth (13%) were aged 40-59.
- More than half (55%) of respondents lived in single person households and more than one-quarter (28%) lived in two adult households.
- The majority (91%) of respondents had no children in their household.
- The majority (90%) of respondents were owner occupiers and five percent were landlords.

### **Contact with Affordable Warmth**

- Almost one-third (31%) of respondents self-referred to the Scheme, almost one-fifth (18%) had heard about the Scheme from a local contractor or Energy Advisor and ten percent said they were targeted by a local council surveyor.
- More than four-fifths (89%) of respondents said the Council Surveyor fully explained the Affordable Warmth Scheme to them.

- Most respondents (92%) 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 75%
  - what energy saving measures are available 73%
  - how long it might take to carry out the work 66%

### **Affordable Warmth Scheme measures carried out**

- New Heating System/Boiler Replacement 82%
- Loft Insulation 50%
- Windows Installation 36%
- Cavity Wall Insulation 27%
- Windows Repair 28%
- Draught Proofing 8%
- Solid Wall Measures 2%

### **Approval Pack**

- Most (95%) respondents were satisfied with the length of time from their inspection to when they received their Approval Pack.
- The majority of respondents (89%) stated that the Approval Pack was easy to understand.
- More than four-fifths (85%) of respondents said the Approval Pack was not difficult to complete.

### **Building Control Approval**

Under the Affordable Warmth Scheme, applicants who receive loft insulation, cavity wall insulation, external wall insulation and/or a new heating system are required to obtain Building Control Approval. A total of 272 respondents received loft insulation and/or a new heating system.

- More than four-fifths (82%) 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 7% did not know.
- More than half (55%) of respondents stated their contractor had made the application for Building Control and one-third (33%) of respondents made the application for Building Control themselves.
- More than half (56%) of respondents said the application for Building Control was made before works commenced, 30% did not know and a small proportion of respondents (9%) said the application was not made before works commenced.

## **Builder/Contractor Satisfaction**

- The majority (86%) 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 57 respondents, 36 (63%) 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 (93%), tidiness (91%) and politeness (92%).
- The majority (92%) of respondents were very satisfied/satisfied with the quality of the work they had carried out under the Affordable Warmth Scheme.
- The majority (90%) of respondents were very satisfied/satisfied with the length of time it took the contractor/contractors to carry out the work.
- The majority (94%) respondents stated that the contractor/contractors who carried out the work treated them and their home with courtesy.

## **Payment Stage**

- More than four-fifths (84%) 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 14% 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 (85%) of respondents chose to have the grant paid to the contractor/contractors who carried out the work.
- Of the 36 respondents who chose to have the grant paid to themselves, almost four-fifths (28; 77%) 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 (94%) 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 | 87% |
| Getting access to a builder/contractor                                  | 87% |
| Knowing who was dealing with your application                           | 87% |
| Getting documentation which was easy to understand                      | 87% |
| Time taken to get approval to start work                                | 86% |
- The majority (91%) of respondents stated that they considered that they had been treated fairly during the Affordable Warmth Scheme process.
- The majority (92%) 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 (90%) 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. (NB: whilst councils are provided with a list of addresses to target (using algorithms to highlight areas of extreme fuel poverty) councils can also refer applications for approx. 20% self-referral applications.)

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. Housing Executive's Grants Offices review eligibility documentation and carry out an income verification assessment and liaise with councils/householders on queries relating to documentation. During a further visit by a Housing Executive Technical Officer the home is inspected to assess what energy efficiency measures are required.

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 2018 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 2017/18. This is the second 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 2017/18.

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 2017/18 (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: 2017/18 Sample**

| <b>Council Area</b>          | <b>Number of completions</b> | <b>% of total completions</b> | <b>Sample</b> |
|------------------------------|------------------------------|-------------------------------|---------------|
| Antrim and Newtownabbey      | 420                          | 9                             | 43            |
| Mid and East Antrim          | 411                          | 9                             | 42            |
| Armagh, Banbridge, Craigavon | 517                          | 11                            | 53            |
| Belfast                      | 435                          | 9                             | 45            |
| Causeway Coast               | 459                          | 9                             | 47            |
| Derry and Strabane           | 545                          | 11                            | 56            |
| Fermanagh and Omagh          | 348                          | 7                             | 36            |
| Mid Ulster                   | 371                          | 8                             | 38            |
| Newry, Mourne and Down       | 501                          | 10                            | 52            |
| North Down and Ards          | 439                          | 9                             | 45            |
| Lisburn and Castlereagh      | 413                          | 9                             | 43            |
| <b>Total</b>                 | <b>4,859</b>                 | <b>100</b>                    | <b>500</b>    |

**1.3.2 Fieldwork**

On 20 July 2018 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 31 August 2018.

**1.3.3 Response rate**

The response rate was high (59%), with a total of 292 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:

|                              | <b>Response</b> |
|------------------------------|-----------------|
| Antrim and Newtownabbey      | 69%             |
| Mid and East Antrim          | 55%             |
| Armagh, Banbridge, Craigavon | 60%             |
| Belfast                      | 58%             |
| Causeway Coast               | 69%             |
| Derry and Strabane           | 52%             |
| Fermanagh and Omagh          | 63%             |
| Mid Ulster                   | 55%             |
| Newry, Mourne and Down       | 58%             |
| North Down and Ards          | 64%             |
| Lisburn and Castlereagh      | 60%             |

## 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 (58%; 61% in 2017) of respondents were female and almost two-fifths (38%; 37% in 2017) were male (Appendix Table 1).

### 2.2 Religion/ethnic origin of respondents

Nearly half (46%; 47% in 2017) of respondents described their household religion as Catholic and 40% (40% in 2017) as Protestant. Small proportions of respondents described their household religion as none (3%; 2% in 2017), mixed (2%; 3% in 2017) and other (1%; 1% in 2017) (Appendix Table 2).

Most respondents (92%; 95% in 2017) described their ethnic origin as white; 7% (5% in 2017) did not record their ethnicity (Appendix Table 3).

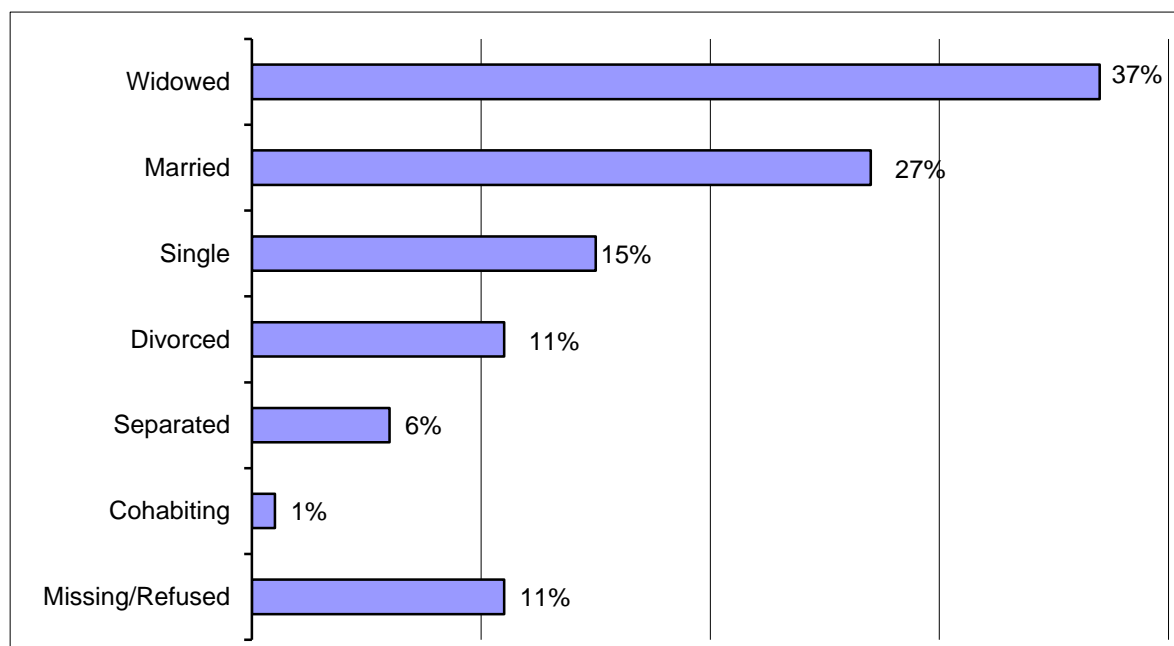
### 2.3 Long-term illness/health problems/disability of respondents

More than two-fifths (44%; 47% in 2017) of respondents stated that they had a long-term illness/health problem/disability that limited their daily activities or the work they could do. Almost half (49%; 50% in 2017) of respondents did not have a health problem (Appendix Table 4).

### 2.4 Marital status of respondents

Almost two-fifths (37%; 36% in 2017) of respondents were widowed and just over one-quarter (27%; 32% in 2017) were married; 15% (14% in 2017) were single and 11% (11% in 2017) were divorced (Figure 1; Appendix Table 5).

**Figure 1: Marital status of respondents**



## **2.5 Age of respondents**

Almost two-thirds (61%; 63% in 2017) of respondents were aged 65 or older, equal proportions (13%) were aged 40 to 59 (16% in 2017) and were aged 60 to 64 (12% in 2017) (Appendix Table 6).

## **2.6 Number of adults in each household**

More than half (55%; 53% in 2017) of respondents lived in single adult households, 28% (32% in 2017) lived in two adult households and 11% (12% in 2017) were in households comprising three or more adults (Appendix Table 7).

## **2.7 Number of children in each household**

The majority (91%; 91% in 2017) of respondents had no children in their household. Small proportions of households had one child (2%; 4% in 2017) and two or more children (1%; 2% in 2017) (Appendix Table 8).

## **2.8 Tenure**

The majority (90%; 88% in 2017) of respondents were owner occupiers and 5% (6% in 2017) were owner/landlords, a reflection of the eligibility criteria for the scheme (Appendix Table 9).

### 3.0 Contact with the Affordable Warmth Scheme

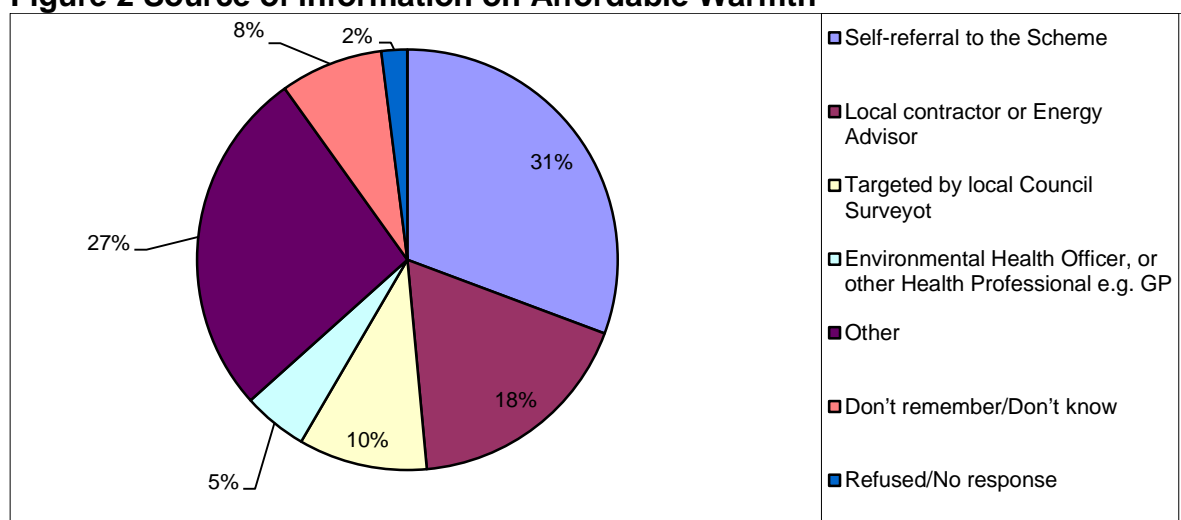
Respondents were asked how they had first heard of the Affordable Warmth Scheme and their method of contacting the Scheme.

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

Almost one-third (31%; 32% in 2017) of respondents stated that they self-referred to the Scheme. Nearly one-fifth (18%; 16% in 2017) of respondents had heard about the Scheme from a local contractor or Energy Advisor and one-tenth (10%; 14% in 2017) were targeted by a local council surveyor (Figure 2).

A further 27% (20% in 2017) said they had first heard about the Scheme from other sources, such as: family/friends (46 respondents), their neighbour (9 respondents), they saw a leaflet about it (7 respondents) and word of mouth (6 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 (89%; 85% in 2017) 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 (92%; 90% in 2017) 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 (6% in 2017) said they were neither satisfied or dissatisfied and a small proportion of (2%; 2%) said they were 'dissatisfied/very dissatisfied' (Appendix Tables 12a and 12b).

#### 3.4 Explanation of aspects of the Affordable Warmth Scheme

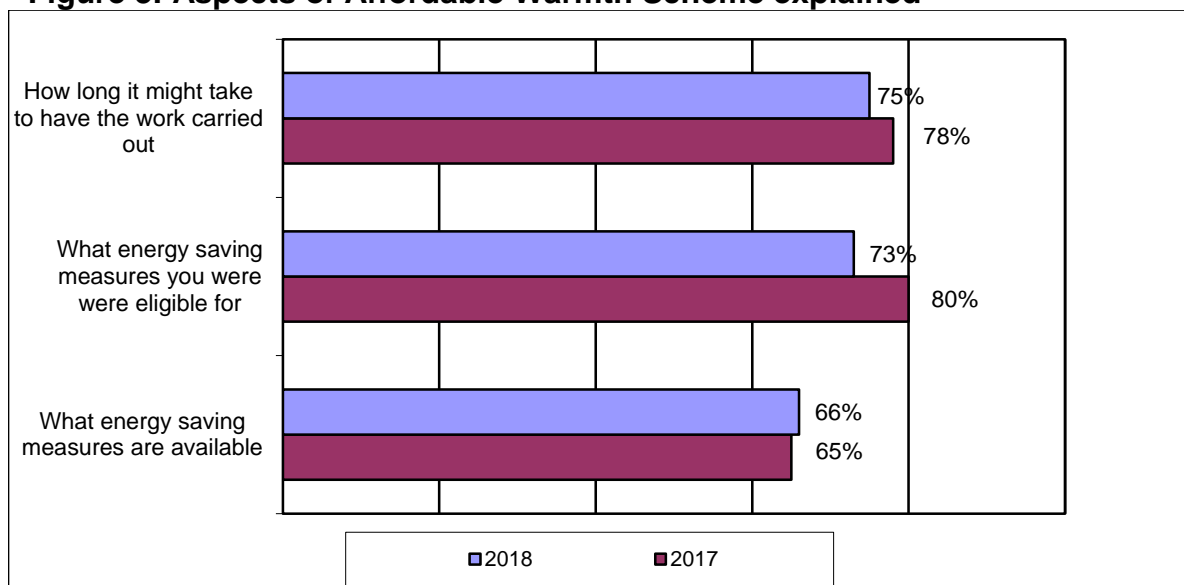
Respondents were asked if the Affordable Warmth surveyor had explained a number of aspects of the Affordable Warmth Scheme, such as energy saving measures available, eligibility for the scheme and the length of time to complete the work.

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

Three-quarters (75%; 78% in 2017) of respondents stated that the surveyor had advised them what energy saving measures were available.

Almost three-quarters (73%; 80% in 2017) of respondents said they had been advised about the energy saving measures they were eligible to receive and two-thirds (66%; 65% in 2017) 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 Scheme explained**



### 3.5 Affordable Warmth Measures received

Respondents were asked what measures they had carried out under the Affordable Warmth Scheme. More than four-fifths (82%; 78% in 2017) said they received a new heating system/boiler replacement; half (50%; 49% in 2017) received loft insulation and 36% (38% in 2017) received windows installation. Similar proportions of respondents received windows repair (28%; 18% in 2017) and cavity wall insulation (27%; 19% in 2017). Smaller numbers reported receiving draught proofing (8%; 10% in 2017) and solid wall measures (2%; 4% in 2017) (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 (95%; 91% in 2017) of respondents were 'very satisfied/satisfied' with the length of time from their inspection to when they received their Approval pack, three percent (5% in 2017) were neither satisfied or dissatisfied and a small proportion (<1%; 3% in 2017) were dissatisfied (Appendix Table 15).

### 4.2 Understanding the Approval Pack

The majority (89%; 90% in 2017) of respondents said the Approval Pack was easy to understand; small proportions didn't know (6%; 4% in 2017) or said the Approval Pack was not easy to understand (3%; 4% in 2017).

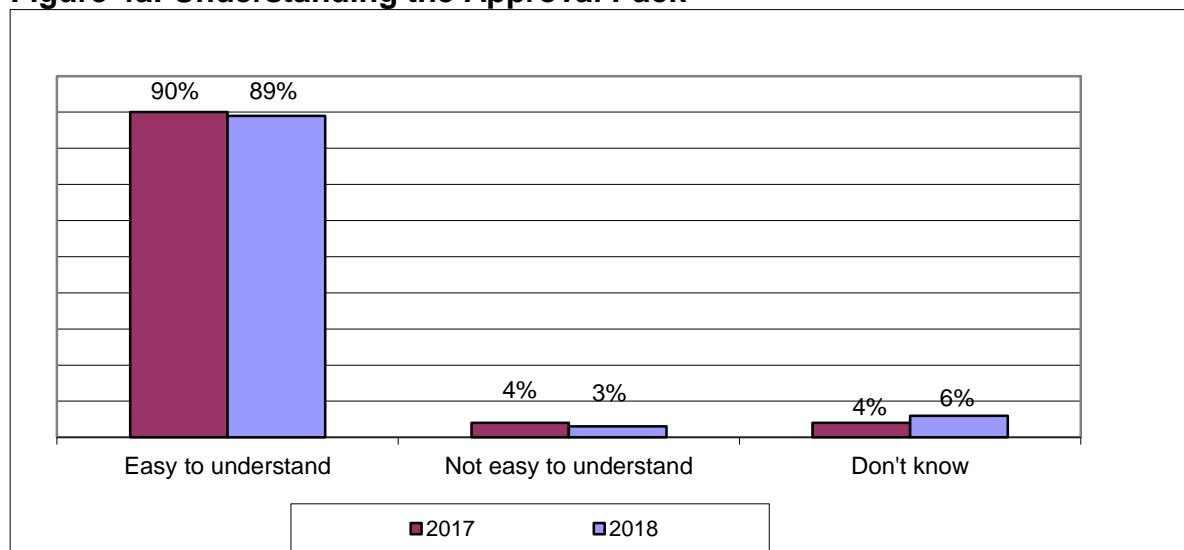
The main reason given by respondents who thought the Approval Pack was not easy to understand was 'too complicated' (Figure 4a) (Appendix Tables 16a and 16b).

### 4.3 Completing the Approval Pack

More than four-fifths (85%; 84% in 2017) of respondents said the Approval Pack was not difficult to complete; seven percent (6% in 2017) didn't know and 5% (4% in 2017) said the Approval Pack difficult to complete (Figure 4b) (Appendix Table 16a).

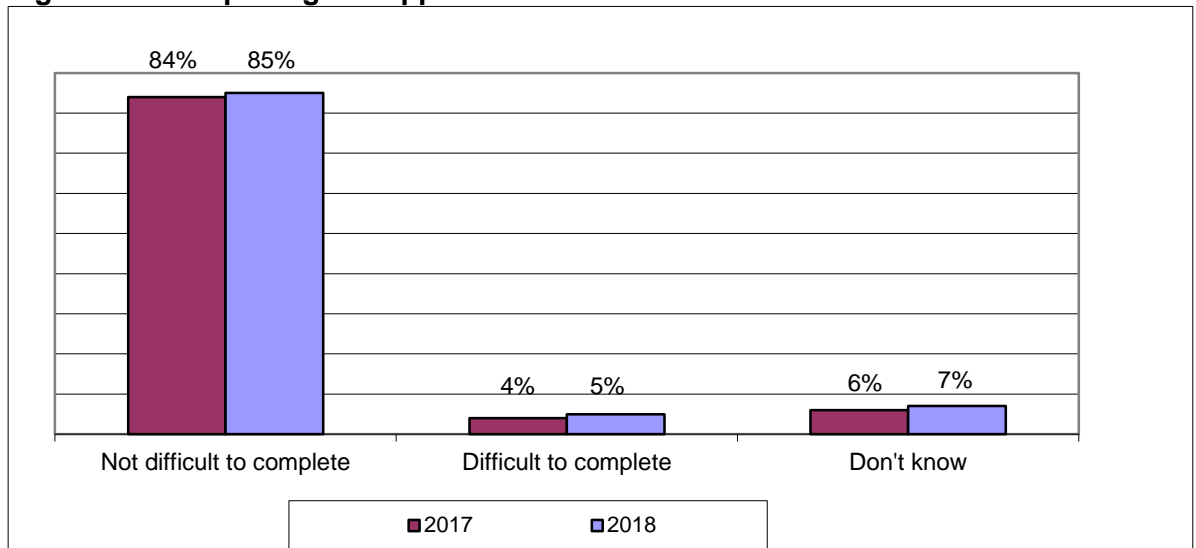
Varied reasons given by respondents who thought the Approval Pack was difficult to complete are shown in Appendix Table 16b.

**Figure 4a: Understanding the Approval Pack**





**Figure 4b: Completing the Approval Pack**



## 5.0 Building Control Approval

Respondents who receive assistance under the Affordable Warmth Scheme for loft insulation, cavity wall insulation, external wall insulation and/or a new heating system are obliged to obtain Building Control Approval for these works. A total of 272 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).

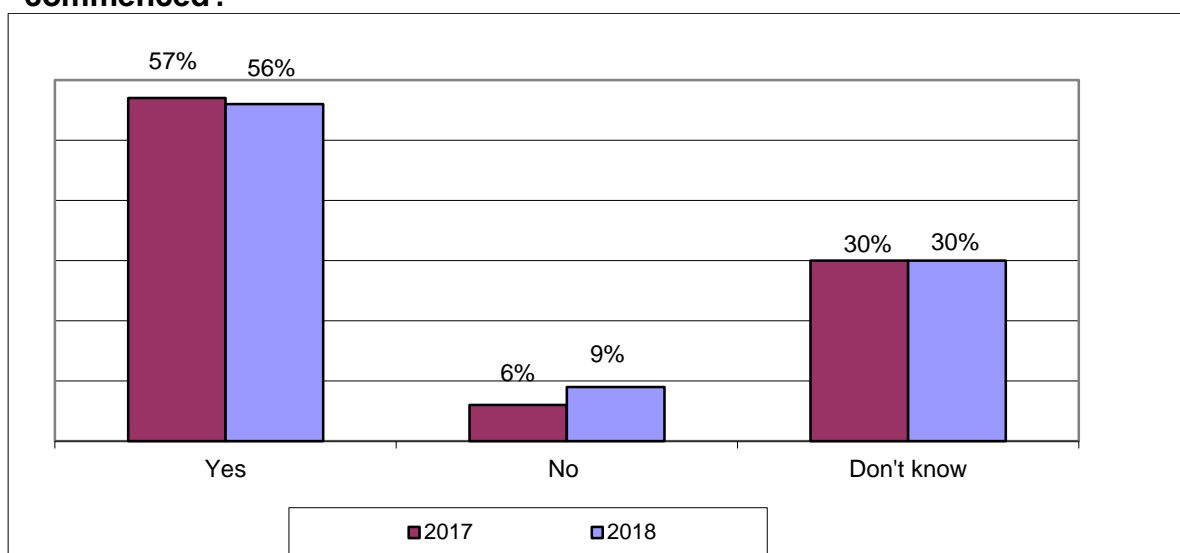
### 5.1 Building Control

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. More than four-fifths (82%; 80% in 2017) of respondents stated that it was made clear that Building Control Approval would be required, 7% (8% in 2017) did not know and 5% (5% in 2017) said it was not made clear (Appendix Table 18).

Respondents were also asked who made the application for Building Control Approval. More than half (55%; 62%) of respondents said the application for Building Control Approval was made by their contractor, more than one-third (34%; 24% in 2017) 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 (30%; 30% in 2017) did not know and a small proportion (2%; 6% in 2017) 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?**



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## **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 (86%; 88% in 2017) of respondents stated they found it 'very easy/easy' to get a builder/contractor to carry out the work, four percent (6% in 2017) said they found it 'difficult/very difficult' and 7% (5% in 2017) 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%; 20% in 2017) of respondents said they required help from the NIHE in contacting a contractor/contractors to carry out the work. Of these 57 respondents, 36 (63%; 70% in 2017) 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 (93%; 96% in 2017) 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 (3%; 2% in 2017) were 'dissatisfied/very dissatisfied' with the quality of materials used (Appendix Table 24).

#### *Tidiness*

The majority (91%; 95% in 2017) of respondents they were 'very satisfied/satisfied' with the tidiness of the people who carried out the grant work. A small proportion (4%; 3% in 2017) were 'dissatisfied/very dissatisfied' with this aspect of work (Appendix Table 25)

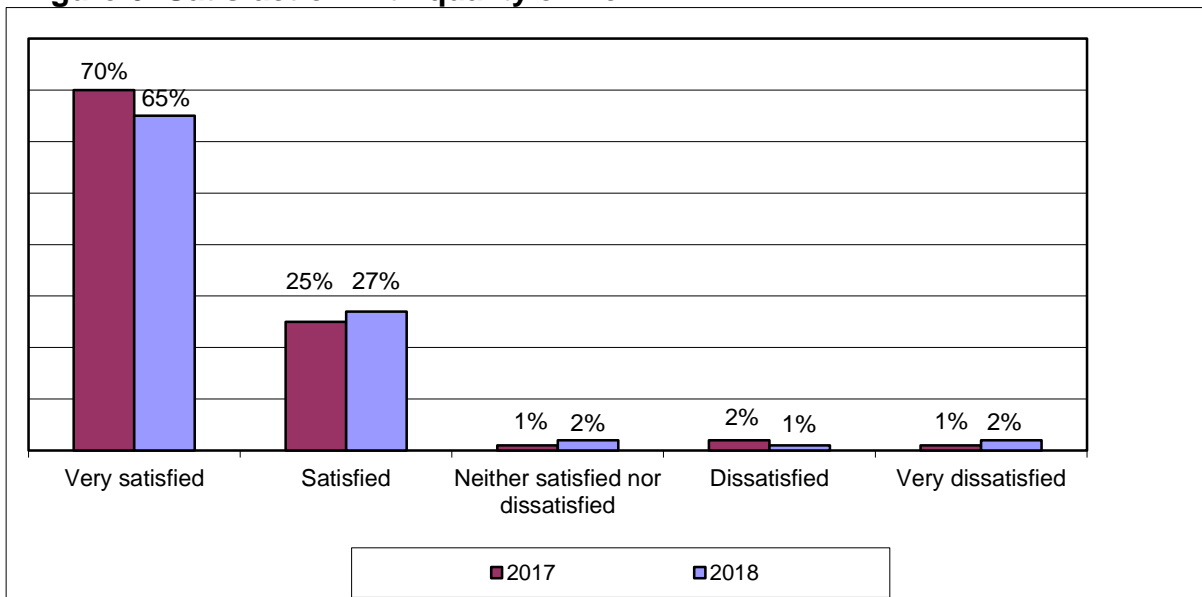
#### *Politeness*

The majority (92%; 97% in 2017) of respondents they were 'very satisfied/satisfied' with the politeness of the people who carried out the grant work. A very small proportion (2%; 1% in 2017) were 'dissatisfied/very dissatisfied' (Appendix Table 26).

### **6.4 Satisfaction with the quality of the work**

A high proportion (92%; 95% in 2017) of respondents were 'very satisfied/satisfied' with the quality of work. Only 3% (3% in 2017) of respondents were dissatisfied (Figure 6; Appendix Tables 27a and 27b).

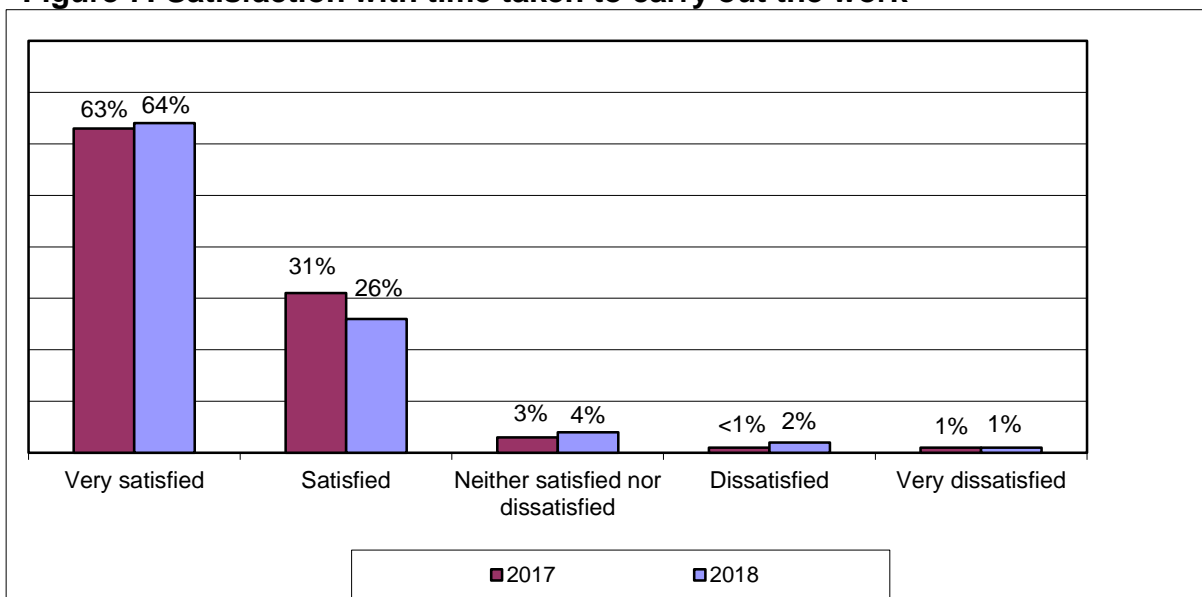
**Figure 6: Satisfaction with quality of work**



**6.5 Satisfaction with time taken to carry out the work**

A high proportion (90%; 94% in 2017) of respondents were ‘very satisfied/satisfied’ with the time taken by the contractor to carry out the work. Only 3% (1% in 2017) 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**

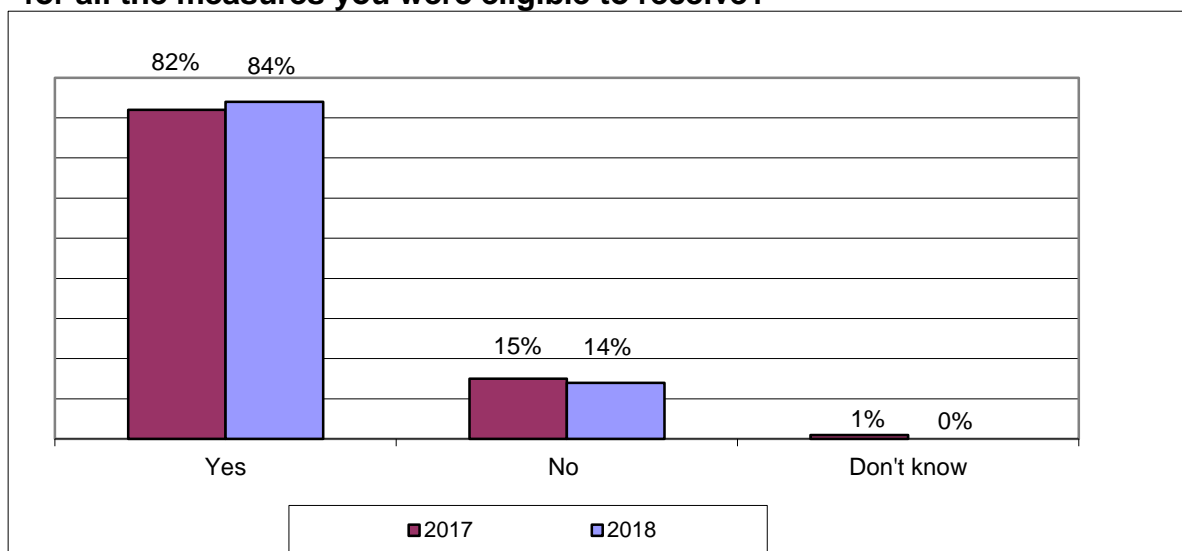
The majority (92%; 97% in 2017) of respondents said the contractor who carried out the work treated them and their home with courtesy while they were installing the measures (Appendix Table 29).

## 7.0 Payment Stage

### 7.1 Grant amount available

More than four-fifths (84%; 82% in 2017) of respondents said the amount of grant they received covered the costs of the measures they received. Less than one-fifth (14%; 15% in 2017) 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 (85%; 88% in 2017) of respondents chose to have the grant made payable directly to their contractor.

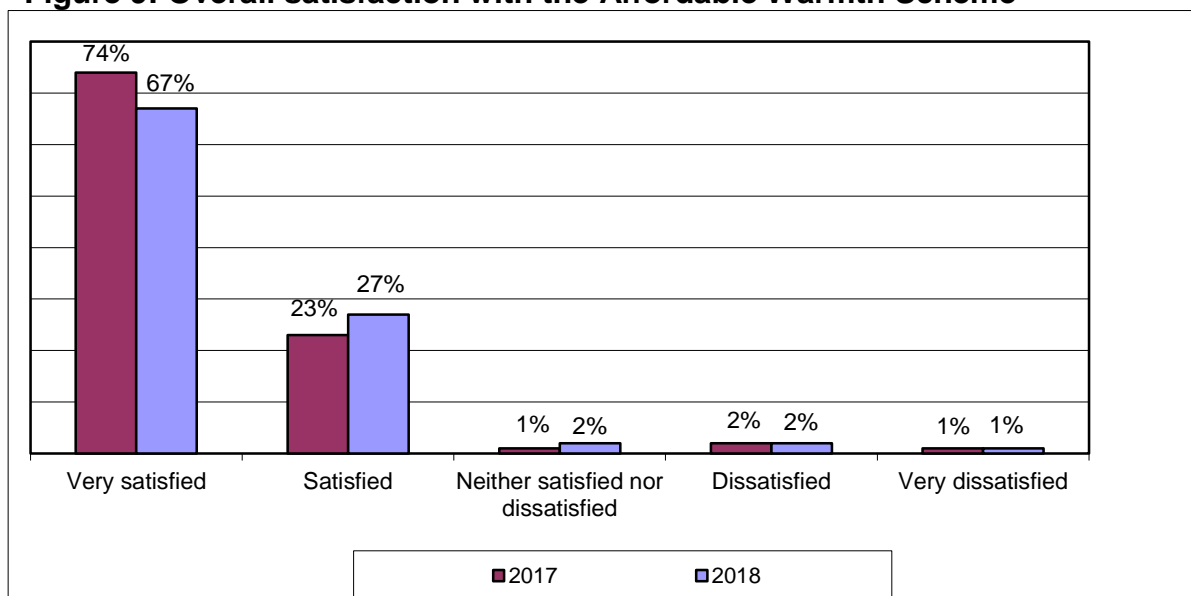
Of the 36 (12%; 12% in 2017) respondents who chose to have the grant paid to themselves, more than three-quarters (28 respondents) were 'satisfied/very satisfied' with the length of time it took the NIHE to process payment. Only three respondents were dissatisfied (Appendix Tables 31 to 32b).

## 8.0 The Affordable Warmth Scheme Overall

### 8.1 Overall satisfaction with the Affordable Warmth Scheme

The majority (94%; 97% in 2017) of respondents were 'very satisfied/satisfied' with the Affordable Warmth Scheme. Only 3% (3% in 2017) 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 (87%; 93% in 2017) of respondents were 'very satisfied/satisfied' with getting clear information on what they were entitled to under the scheme. A very small proportion (1%; 1% in 2017) were 'dissatisfied/very dissatisfied' (Appendix Table 34).

#### *Getting documentation which was easy to understand*

The majority (87%; 91% in 2017) of respondents were 'very satisfied/satisfied' with getting documentation which was easy to understand. A small proportion (1%; 3% in 2017) were 'dissatisfied/very dissatisfied' (Appendix Table 35)

#### *Time taken to get approval to start work*

The majority (87%; 90% in 2017) of respondents were 'very satisfied/satisfied' with the time taken to get approval to start work, while a small proportion (2%; 3% in 2017) were 'dissatisfied/very dissatisfied' (Appendix Table 36).

#### *Getting access to a builder/contractor*

The majority (87%; 92% in 2017) of respondents were 'very satisfied/satisfied' with getting access to a builder/contractor. A small proportion (3%; 3% in 2017) were 'dissatisfied/very dissatisfied' (Appendix Table 37).

#### *Knowing who was dealing with your application*

The majority (86%; 92% in 2017) of respondents were 'very satisfied/satisfied' with knowing who was dealing with their application. A small proportion (2%, 2% in 2017) were 'dissatisfied/very dissatisfied' (Appendix Table 38)

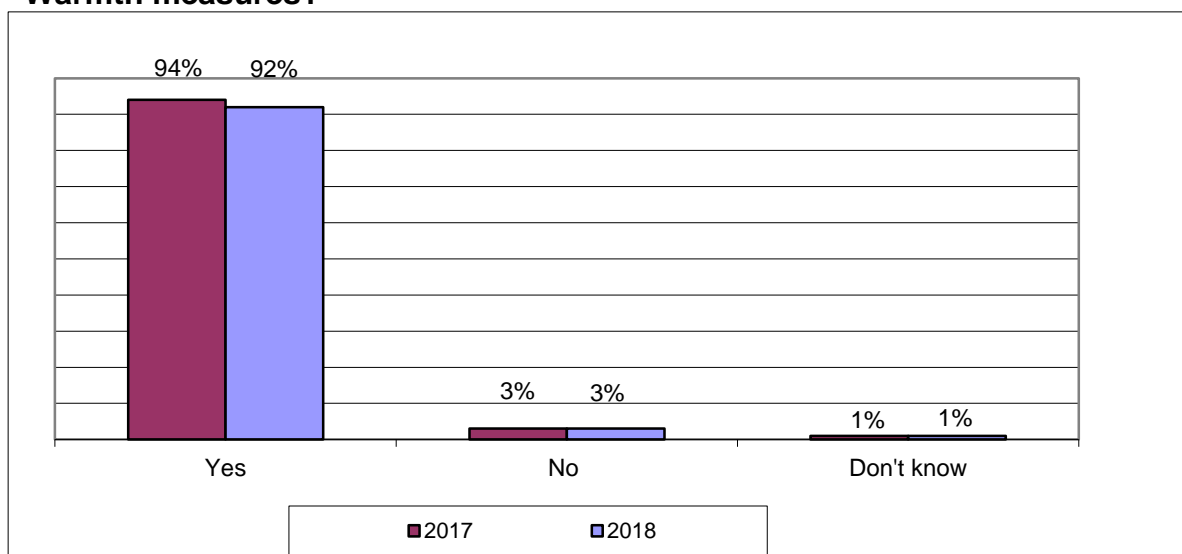
### **8.3 Treatment during the Affordable Warmth Scheme process**

The majority (91%; 94% in 2017) of respondents stated that they were treated fairly during the Affordable Warmth Scheme process. Only 3% (1% in 2017) of respondents felt they were not treated fairly (Appendix Table 39).

### **8.4 Condition of property**

The majority (92%; 94% in 2017) 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).

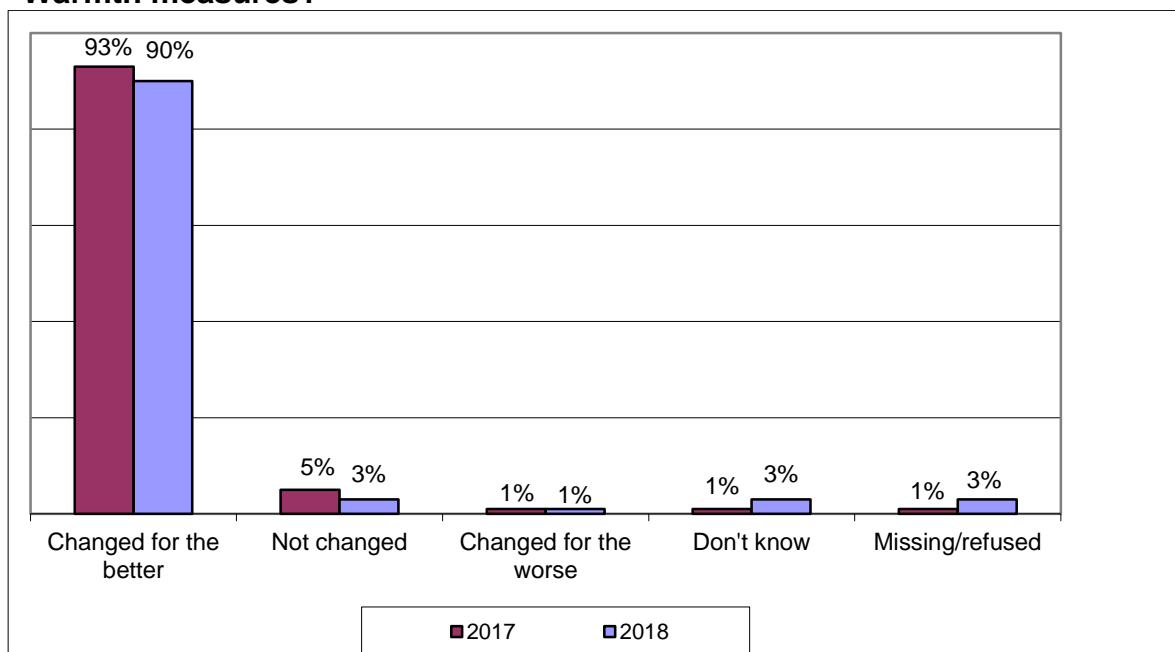
**Figure 10: Happy with condition of home following installation of Affordable Warmth measures?**



### **8.5 Completion of installation of Affordable Warmth Measures**

The majority (90%; 93% in 2017) of respondents stated that their homes had changed for the better following completion of the installation of Affordable Warmth measures and 3% (5% in 2017) 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 292 respondents, 183 provided an explanation.

The main comments were:

|  |    |
|--|----|
| 'House is warmer'  | 77 |
| 'House is easier to heat and retains heat better'        | 16 |
| 'Warmer, more economical'                                | 13 |
| 'Windows have made a great improvement to heat in house' | 10 |
| 'Warmer, more comfortable'                               | 8  |
| 'House warmer, quick to heat'                            | 7  |
| 'Warmer and save on oil'                                 | 6  |

(Appendix Table 41b)



## 9.0 Additional comments

Of the 292 respondents, 97 provided a total of 181 additional comments at the end of the survey.

The main comments were:

|   |       |
|---|-------|
| 'Very happy with the Scheme and work done'                | (24%) |
| 'Very grateful for the help'                              | (10%) |
| 'Great Scheme'  | (10%) |
| 'All the staff I had to deal with were lovely people'     | (7%)  |
| 'Home now much warmer and more comfortable'               | (6%)  |
| 'Excellent contractors who had high standards, very tidy' | (4%)  |

(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 second report for the Affordable Warmth Scheme, launched in September 2014, and like the previous survey it shows very high levels of satisfaction among those who received help under the Affordable Warmth Scheme.

The 2018 survey showed that almost one-third (31%) of respondents self-referred to the Scheme, a similar figure to the 2017 survey (32%). The majority (89%) of respondents said that the Council surveyor fully explained the Affordable Warmth Scheme to them. Most (92%) respondents were satisfied with the length of time from initial contact from Council staff until contact with NIHE staff. More than four-fifths (82%) of respondents received a new heating system/boiler replacement under the Scheme and half (50%) received loft insulation, similar figures to the 2017 survey.

The majority (95%) of respondents were satisfied with the length of time it took from initial inspection until they received their Approval Pack. Similar to 2017, high proportions of respondents thought the Approval Pack was easy to understand (89%) and not difficult to complete (85%). More than four-fifths (82%) 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 (86%) 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 57 respondents 63% (36 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 (93%), tidiness (91%) and politeness (92%). The majority of respondents were satisfied with the quality of work (95%) and with the length of time taken to carry out the work (90%). Most respondents (92%) said the contractor treated them and their home with courtesy while installing the measures.

Similar to 2017 more than four-fifths (84%) 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 (85%) of respondents chose to have the grant paid directly to the contractor who carried out the work.

Overall, and in line with the 2017 survey, the vast majority of respondents (94%) 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 (87%), getting documentation that was easy to understand (87%), time taken to get approval to start work (87%), getting access to a builder/contractor (92%) and knowing who was dealing with their application (86%). The majority of respondents stated they were treated fairly during the scheme process (91%) and were happy with the condition their home was left in after works were completed (92%). In relation to the installation of Affordable Warmth measures, the majority (90%) felt their home had changed for the better.

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## **Builder/Contractor Satisfaction**

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# Affordable Warmth Customer Satisfaction Survey 2018 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          | 169           | 58         |
| Male            | 111           | 38         |
| Missing/Refused | 12            | 4          |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |

**Table 2: Religion of household**

|                                    | <i>Number</i> | <i>%</i>   |
|------------------------------------|---------------|------------|
| Catholic                           | 134           | 46         |
| Protestant                         | 117           | 40         |
| Mixed Religion Catholic/Protestant | 5             | 2          |
| None                               | 10            | 3          |
| Other                              | 2             | 1          |
| Missing/Refused                    | 24            | 8          |
| <b>Total</b>                       | <b>292</b>    | <b>100</b> |

**Table 3: Ethnic origin of respondents**

|                 | <i>Number</i> | <i>%</i>   |
|-----------------|---------------|------------|
| White           | 268           | 92         |
| Mixed ethnic    | 2             | 1          |
| Other ethnic    | 1             | <1         |
| Missing/Refused | 20            | 7          |
| <b>Total</b>    | <b>292</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 | 127           | 44         |
| No   | 144           | 49         |
| Missing/Refused                              | 21            | 7          |
| <b>Total</b>                                 | <b>292</b>    | <b>100</b> |

**Table 5: Marital status of respondents**

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| Widowed         | 108           | 37         |
| Married         | 79            | 27         |
| Single          | 42            | 15         |
| Divorced        | 31            | 11         |
| Separated       | 17            | 6          |
| Cohabiting      | 2             | 1          |
| Missing/Refused | 31            | 11         |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |

**Table 6: Age of respondents**

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| 25-39           | 7             | 2          |
| 40-59           | 38            | 13         |
| 60-64           | 39            | 13         |
| 65+             | 177           | 61         |
| Missing/Refused | 31            | 11         |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |

**Table 7: Number of adults in household**

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| One             | 159           | 55         |
| Two             | 82            | 28         |
| Three           | 7             | 2          |
| Four or more    | 9             | 3          |
| Missing/Refused | 18            | 6          |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |

**Table 8: Number of children in household**

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| None            | 265           | 91         |
| One             | 7             | 2          |
| Two or more     | 3             | 1          |
| Missing/Refused | 17            | 6          |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |

**Table 9: Tenure of property**

|                            | <b>Number</b> | <b>%</b>   |
|----------------------------|---------------|------------|
| Owner occupier             | 264           | 90         |
| Owner/Landlord             | 14            | 5          |
| Rent from private landlord | 2             | 1          |
| Other                      | 7             | 2          |
| Missing/Refused            | 5             | 2          |
| <b>Total</b>               | <b>292</b>    | <b>100</b> |

## Contact with Affordable Warmth

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

|  | <b>Number</b> | <b>%</b>   |
|--|---------------|------------|
| Self-referral to the scheme  | 90            | 31         |
| Local contractor or Energy Advisor                                 | 53            | 18         |
| Targeted by local Council Surveyor                                 | 28            | 10         |
| Environmental Health Officer, or other Health Professional e.g. GP | 13            | 5          |
| Other  | 78            | 27         |
| Don't remember/Don't know  | 24            | 8          |
| Refused/No response  | 6             | 2          |
| <b>Total</b>   | <b>292</b>    | <b>100</b> |

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

|   | <b>Number</b> |
|---|---------------|
| Family/friends                                | 46            |
| Neighbour                                     | 9             |
| I saw a leaflet about it                      | 7             |
| Word of mouth                                 | 6             |
| I read about it in a local paper              | 3             |
| Other (inc Radio, TV advert, NIHE & Internet) | 7             |
| <b>Total</b>                                  | <b>78</b>     |

*Base: 78 respondents who had heard of the Affordable Warmth Scheme from another source*

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

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| Yes             | 260           | 89         |
| No              | 3             | 1          |
| Don't know      | 19            | 7          |
| Missing/Refused | 10            | 3          |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |

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

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 145           | 50         |
| Satisfied                         | 122           | 42         |
| Neither satisfied or dissatisfied | 16            | 6          |
| Dissatisfied                      | 2             | 1          |
| Very dissatisfied                 | 2             | 1          |
| Refused/No response               | 5             | 2          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |



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

|  | <b>Number</b> |
|--|---------------|
| 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             |
| <b>Total</b>   | <b>7</b>      |

*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                | 220 | 75 | 25  | 9  | 22         | 8  | 25                  | 9  | 292   | 100 |
| What energy saving measures you were eligible to receive | 212 | 73 | 27  | 9  | 20         | 7  | 33                  | 11 | 292   | 100 |
| How long it might take to have the work carried out      | 194 | 66 | 35  | 12 | 28         | 10 | 35                  | 12 | 292   | 100 |

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

|  | Yes |    | No  |    | No response/refused |   | Total |     |
|--|-----|----|-----|----|---------------------|---|-------|-----|
|  | Num | %  | Num | %  | Num                 | % | Num   | %   |
| Loft Insulation                        | 145 | 50 | 143 | 49 | 6                   | 2 | 292   | 100 |
| Cavity Wall Insulation                 | 79  | 27 | 207 | 71 | 6                   | 2 | 292   | 100 |
| New Heating System /Boiler Replacement | 238 | 82 | 49  | 17 | 5                   | 2 | 292   | 100 |
| Windows Installation                   | 106 | 36 | 181 | 62 | 5                   | 2 | 292   | 100 |
| Windows Repair                         | 83  | 28 | 203 | 70 | 6                   | 2 | 292   | 100 |
| Solid Wall Measures                    | 7   | 2  | 279 | 96 | 6                   | 2 | 292   | 100 |
| Draught Proofing                       | 22  | 8  | 266 | 91 | 4                   | 1 | 292   | 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?**

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 146           | 50         |
| Satisfied                         | 132           | 45         |
| Neither satisfied or dissatisfied | 10            | 3          |
| Dissatisfied                      | -             | -          |
| Very dissatisfied                 | 1             | <1         |
| Refused/No response               | 3             | 1          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |

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

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| Yes             | 260           | 89         |
| No              | 9             | 3          |
| Don't know      | 16            | 6          |
| Missing/Refused | 7             | 2          |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |

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

|  | <b>Number</b> |
|--|---------------|
| Complicated for someone not used to dealing with forms of this nature                            | 4             |
| Complicated for the elderly or someone with no knowledge of building                             | 1             |
| Too many forms for different heating systems   | 1             |
| A lot of paperwork, had to read through a few times to understand it                             | 1             |
| Found it hard to follow due to way it was set out, builder could follow it but I'm not a builder | 1             |
| You need to know what system you had and what type you're getting                                | 1             |
| Refused/No response  | 2             |
| <b>Total</b>   | <b>9</b>      |

*Base: 9 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?**

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| Yes             | 14            | 5          |
| No              | 247           | 85         |
| Don't know      | 20            | 7          |
| Missing/Refused | 11            | 4          |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |

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

|   | <b>Number</b> |
|---|---------------|
| Could have used some help   | 4             |
| Old age   | 3             |
| Found difficult getting required documentation together, correct, quite confusing | 1             |
| You need to know what system you had and what type you're getting                 | 1             |
| Too many forms for different heating systems                                      | 1             |
| Too many things already done & had to do again, got agent to complete             | 1             |
| Refused/No response   | 4             |
| <b>Total</b>  | <b>14</b>     |

*Base: 14 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?**

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| Yes             | 222           | 82         |
| No              | 13            | 5          |
| Don't know      | 19            | 7          |
| Missing/Refused | 18            | 7          |
| <b>Total</b>    | <b>272</b>    | <b>100</b> |

*Base 272 respondents who received Loft Insulation/New Heating System*

**Table 19: Who made the application for Building control?**

|                        | <b>Number</b> | <b>%</b>   |
|------------------------|---------------|------------|
| Myself                 | 90            | 34         |
| Contractor/contractors | 150           | 55         |
| Don't know             | 6             | 2          |
| Other                  | 9             | 3          |
| Missing/Refused        | 17            | 6          |
| <b>Total</b>           | <b>272</b>    | <b>100</b> |

*Base 272 respondents who received Loft Insulation/New Heating System*

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

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| Yes             | 152           | 56         |
| No              | 23            | 9          |
| Don't know      | 81            | 30         |
| Missing/Refused | 16            | 6          |
| <b>Total</b>    | <b>272</b>    | <b>100</b> |

*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?**

|                     | <b>Number</b> | <b>%</b>   |
|---------------------|---------------|------------|
| Very easy           | 115           | 39         |
| Easy                | 137           | 47         |
| Neither             | 20            | 7          |
| Difficult           | 9             | 3          |
| Very difficult      | 4             | 1          |
| Refused/No response | 7             | 6          |
| <b>Total</b>        | <b>292</b>    | <b>100</b> |

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

|   | <b>Number</b> |
|---|---------------|
| Getting a contractor within the specified time limit                                    | 3             |
| Didn't know any contractors, was recommended one by a friend                            | 2             |
| Not many contractors are willing to do it   | 2             |
| Two or three I contacted declined to do job   | 2             |
| They said they couldn't get payment quick enough  | 2             |
| Price   | 1             |
| Took forever to make connection with tight person to get info pack to pick builder from | 1             |
| <b>Total</b>  | <b>13</b>     |

*Base: 13 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?**

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| Yes             | 57            | 20         |
| No              | 225           | 77         |
| Missing/Refused | 10            | 3          |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |

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

|              | <b>Number</b> | <b>%</b>   |
|--------------|---------------|------------|
| Yes          | 36            | 63         |
| No           | 19            | 33         |
| 2            | 4             | 2          |
| <b>Total</b> | <b>57</b>     | <b>100</b> |

*Base 57 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?**

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 196           | 67         |
| Satisfied                         | 75            | 26         |
| Neither satisfied or dissatisfied | 4             | 1          |
| Dissatisfied                      | 3             | 1          |
| Very dissatisfied                 | 7             | 2          |
| Refused/No response               | 7             | 2          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |

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

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 194           | 66         |
| Satisfied                         | 73            | 25         |
| Neither satisfied or dissatisfied | 2             | 1          |
| Dissatisfied                      | 3             | 1          |
| Very dissatisfied                 | 9             | 3          |
| Refused/No response               | 11            | 4          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |

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

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 196           | 67         |
| Satisfied                         | 72            | 25         |
| Neither satisfied or dissatisfied | 4             | 1          |
| Dissatisfied                      | 2             | 1          |
| Very dissatisfied                 | 4             | 1          |
| Refused/No response               | 14            | 5          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |

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

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 191           | 65         |
| Satisfied                         | 80            | 27         |
| Neither satisfied or dissatisfied | 6             | 2          |
| Dissatisfied                      | 1             | <1         |
| Very dissatisfied                 | 6             | 2          |
| Refused/No response               | 8             | 3          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |

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

|   | <b>Number</b> |
|---|---------------|
| Change to gas flooded bathroom, water poured through light fittings   | 1             |
| Had to be brought back a few times, still not happy with it   | 1             |
| Contractor did not box in pipe leading from meter in front room as promised                                 | 1             |
| When my heating system broke down twice I had to pay to have it repaired                                    | 1             |
| I had 3 burst pipes after gas installed, ceiling in living room falling down                                | 1             |
| My contractor didn't know anything about heating  | 1             |
| Can't understand why my boiler & tank were placed where they were, stupid place!                            | 1             |
| Damage to roof cost £500 to fix, only noticed due to water damage to house otherwise would not have noticed | 1             |
| I had to chase contractor continually to have work finished   | 1             |
| Contractor got someone else to do job, they didn't know anything and made a mess                            | 1             |
| Issues also found at 1 year service   | 1             |
| <b>Total</b>  | <b>11</b>     |

*Base: 7 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?**

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 188           | 64         |
| Satisfied                         | 75            | 26         |
| Neither satisfied or dissatisfied | 11            | 4          |
| Dissatisfied                      | 6             | 2          |
| Very dissatisfied                 | 3             | 1          |
| Refused/No response               | 9             | 3          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |

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

|   | <b>Number</b> |
|---|---------------|
| They left us without heating a few times  | 2             |
| Contractors very difficult to work with, would not recommend them   | 2             |
| It took 3-4 months for contractor to complete final forms to draw down payment                            | 2             |
| The whole process of the completion was very unsatisfactory, the contractor has not fitted hot water tank | 1             |
| It took a month for plumber to return to address issues raised by inspector                               | 1             |
| Work started Oct 17 & finished Mar 18, had workmen in & out of house 20+ times, stress was awful          | 1             |
| Plumber took too long, roof insulation was fine   | 1             |
| Building Control & NIHE knew what was going on  | 1             |
| It took a further number of months for final bill to be issued  | 1             |
| Work went on so long that my contract date for my insulation ran out                                      | 1             |
| <b>Total</b>  | <b>13</b>     |

*Base: 9 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?**

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| Yes             | 273           | 92         |
| No              | 8             | 3          |
| Missing/Refused | 11            | 4          |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |



## 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?**

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| Yes             | 244           | 84         |
| No              | 40            | 14         |
| Don't know      | -             | -          |
| Missing/Refused | 8             | 3          |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |

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

|                        | <b>Number</b> | <b>%</b>   |
|------------------------|---------------|------------|
| Myself                 | 36            | 12         |
| Contractor/contractors | 249           | 85         |
| Missing/Refused        | 7             | 2          |
| <b>Total</b>           | <b>292</b>    | <b>100</b> |

**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?**

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 16            | 44         |
| Satisfied                         | 12            | 33         |
| Neither satisfied or dissatisfied | 4             | 11         |
| Dissatisfied                      | 2             | 6          |
| Very dissatisfied                 | 1             | 3          |
| Refused/No response               | 1             | 3          |
| <b>Total</b>                      | <b>36</b>     | <b>100</b> |

*Base 36 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?**

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 196           | 67         |
| Satisfied                         | 78            | 27         |
| Neither satisfied or dissatisfied | 5             | 2          |
| Dissatisfied                      | 5             | 2          |
| Very dissatisfied                 | 2             | 1          |
| Refused/No response               | 6             | 2          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |

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

|   | <b>Number</b> |
|---|---------------|
| There were a couple of things I thought needed to be done but weren't   | 2             |
| When I made a complaint I was not listened to by an aggressive man  | 1             |
| Overall monthly bill much higher than expected, paid less on my oil bills                                     | 1             |
| Had a leak in living room, home just decorated, floor boards pulled up & ceiling falling down                 | 1             |
| Although the grant has greatly helped I couldn't understand why loft insulation was regarded as unnecessary   | 1             |
| Caused me & my home a lot of stress which went on until Jan 18  | 1             |
| Had to chase builder as boiler stopped working  | 1             |
| BC said I had to get builders out as flue wasn't right, organisation terrible with no thought for home at all | 1             |
| <b>Total</b>  | <b>9</b>      |

*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?**

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 157           | 50         |
| Satisfied                         | 109           | 37         |
| Neither satisfied or dissatisfied | 17            | 6          |
| Dissatisfied                      | 4             | 1          |
| Very dissatisfied                 | -             | -          |
| Refused/No response               | 17            | 6          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |

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

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 145           | 50         |
| Satisfied                         | 109           | 37         |
| Neither satisfied or dissatisfied | 17            | 6          |
| Dissatisfied                      | 4             | 1          |
| Very dissatisfied                 | -             | -          |
| Refused/No response               | 17            | 6          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |

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

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 140           | 48         |
| Satisfied                         | 114           | 39         |
| Neither satisfied or dissatisfied | 12            | 4          |
| Dissatisfied                      | 4             | 1          |
| Very dissatisfied                 | 2             | 1          |
| Refused/No response               | 20            | 7          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |

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

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 145           | 50         |
| Satisfied                         | 108           | 37         |
| Neither satisfied or dissatisfied | 11            | 4          |
| Dissatisfied                      | 4             | 1          |
| Very dissatisfied                 | 5             | 2          |
| Refused/No response               | 19            | 7          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |

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

|                                   | <b>Number</b> | <b>%</b>   |
|-----------------------------------|---------------|------------|
| Very satisfied                    | 145           | 50         |
| Satisfied                         | 104           | 36         |
| Neither satisfied or dissatisfied | 17            | 6          |
| Dissatisfied                      | 4             | 1          |
| Very dissatisfied                 | 3             | 1          |
| Refused/No response               | 19            | 7          |
| <b>Total</b>                      | <b>292</b>    | <b>100</b> |

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

|                           | <b>Number</b> | <b>%</b>   |
|---------------------------|---------------|------------|
| Yes                       | 266           | 91         |
| No                        | 9             | 3          |
| Don't know/can't remember | -             | -          |
| Missing/Refused           | 17            | 6          |
| <b>Total</b>              | <b>292</b>    | <b>100</b> |

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

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| Yes             | 269           | 92         |
| No              | 9             | 3          |
| Don't know      | 3             | 1          |
| Missing/Refused | 11            | 4          |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |

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

|                         | <b>Number</b> | <b>%</b>   |
|-------------------------|---------------|------------|
| Changed for the better? | 262           | 90         |
| Not changed             | 9             | 3          |
| Don't know?             | 9             | 3          |
| Changed for the worse   | 4             | 1          |
| Missing/Refused         | 8             | 3          |
| <b>Total</b>            | <b>292</b>    | <b>100</b> |

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

|  | <b>Number</b> |
|--|---------------|
| House is warmer  | 77            |
| House easier to heat and retains heat better   | 16            |
| Warmer, more economical  | 13            |
| Windows have made a great improvement to heat in house                                     | 10            |
| Warmer, more comfortable   | 8             |
| House warmer, quick to heat  | 7             |
| Warmer and save on oil   | 6             |
| Will need to wait until winter to see if home is warmer                                    | 5             |
| Warmer, easier to manage heat and can see when oil needed                                  | 4             |
| Better controls, more efficient, lower bills as no immersion used                          | 4             |
| Can now see out of windows with no condensation  | 3             |
| House is no warmer   | 3             |
| Windows and doors still draughty in winter but not as bad                                  | 2             |
| Simpler to control system, more efficient boiler   | 2             |
| Has reduced damp - but still some there  | 2             |
| Warmer, no draughts, no road noise & easier to control heating                             | 2             |
| Hot water better   | 1             |
| Better heating than gravity feed   | 1             |
| Heating and water excellent & no draughts  | 1             |
| Spent a lot more money on oil  | 1             |
| Radiators old so lose heat quickly   | 1             |
| I now have heating which I didn't have before  | 1             |
| More expensive, not as warm as oil heating   | 1             |
| No one taking responsibility for what happened to my home                                  | 1             |
| Only downstairs kitchen, bedroom & upstairs bathroom windows replaced                      | 1             |
| Cannot understand why loft insulation was regarded unnecessary                             | 1             |
| Whole house warmer, draughts removed, much fresher as result of trickle                    | 1             |
| Outside boiler replaced  | 1             |
| Contractor was supposed to remove old oil tank, it was left until I paid some to remove it | 1             |
| Old boiler was better, I have to fix this one constantly, like this from it was            | 1             |
| Heating system wouldn't stay on, boiler in situ an eyesore & in way of                     | 1             |
| More energy efficient  | 1             |
| I can now shower when I want to  | 1             |
| Put in wrong heating   | 1             |
| Find timer hard to understand  | 1             |
| Missing/Refused  | 109           |
| <b>Total</b>   | <b>292</b>    |

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

|                 | <b>Number</b> | <b>%</b>   |
|-----------------|---------------|------------|
| Yes             | 136           | 47         |
| No              | 144           | 49         |
| Missing/Refused | 12            | 4          |
| <b>Total</b>    | <b>292</b>    | <b>100</b> |

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

|  | <b>Number</b> | <b>%</b>   |
|--|---------------|------------|
| Yes                                    | 45            | 15         |
| Maybe                                  | 31            | 11         |
| No – Not comfortable with online forms | 74            | 25         |
| No – No access to the internet         | 48            | 16         |
| No – Don't trust the internet          | 7             | 2          |
| No – Prefer paper copies               | 70            | 24         |
| Don't know                             | 6             | 2          |
| Missing/Refused                        | 11            | 4          |
| <b>Total</b>                           | <b>292</b>    | <b>100</b> |

**Table 45: Additional comments on the Affordable Warmth Scheme**

|  | <b>Num</b> |
|--|------------|
| No comment/response  | 194        |
| Very happy with the scheme and work done   | 44         |
| I am very grateful for your help   | 18         |
| Great scheme   | 18         |
| All the staff I had to deal with were lovely people  | 12         |
| Home now much warmer and more comfortable  | 11         |
| Excellent contractors who had high standards, very tidy  | 8          |
| I couldn't have paid for the improvements myself   | 5          |
| Would recommend the Scheme   | 4          |
| Listed buildings agency & NIHE couldn't agree on the necessary placement of air vents in the roof area                   | 4          |
| Front & back doors should've been included, no point having good windows & bad doors                                     | 3          |
| It may have cost me money I didn't have to repair damage caused by contractors but                                       | 2          |
| Great help for pensioners  | 2          |
| Very satisfied with support & clear information NIHE gave me before & during the work to my home                         | 2          |
| I can feel a difference with the new windows & heating system  | 2          |
| The AWS has benefitted the efficiency & quality of my home as well as me & my family's health                            | 2          |
| I am grateful to the council surveyor who informed me of the scheme  | 2          |
| I am disappointed to have lost the use of my water heater  | 2          |
| It's the best thing that ever happened to me   | 1          |
| Enjoy warmer house & have separate control for heating & water   | 1          |
| We have been waiting 4 years to get cavity walls & window sills done - too long  | 1          |
| Scheme excellent in helping people who otherwise wouldn't have been able to do it themselves                             | 1          |
| Pity there's not a similar scheme for chimneys, roofs, fascia boards etc   | 1          |
| Scheme a great boost to my quality of life   | 1          |
| New measures are great for me and my baby  | 1          |
| Would've appreciated some help with forms & information which I found complicated  | 1          |
| Got confused & mixed up at times but it was all worth it in the end  | 1          |
| Other households were able to get radiators, water cylinder etc. changed that were younger than mine                     | 1          |
| I had to pay to get some radiators changed myself  | 1          |
| House is 35 years old and radiators needed changed - not done  | 1          |
| Would it be possible to get home rewired as home is over 40 years old  | 1          |
| Was not satisfied with the contractor  | 1          |
| Only problem I had was Building Control did not fully refund my payment, after several calls still haven't got it        | 1          |
| Problem with heating not coming on despite plumber coming out twice & still not fixed                                    | 1          |
| Waiting on plumber coming again - hopefully before winter  | 1          |
| Would never have changed my heating if I was aware of pipes bursting because of pressure from gas                        | 1          |
| Affecting my health due to dust and fear ceiling will come down on top of me   | 1          |
| Would not recommend the scheme anyone  | 1          |
| It took a long time from applying to getting work done   | 1          |
| Would have liked loft insulated as I feel a draught from roofspace   | 1          |
| Is there a scheme where I could apply for help with insulation & a new roof?   | 1          |
| Was told roofspace was eligible under scheme, contractor said they couldn't do it, said would pass details on but didn't | 1          |

|   |   |
|---|---|
| Kitchen floor needs draughtproofing as there is basement below  | 1 |
| Am I eligible for boiler replacement grant?   | 1 |
| Waiting for contractor to see if I need firewall before installation of new boiler & tank   | 1 |
| In hindsight I wish I had never contacted scheme, stress levels caused made me ill  | 1 |
| I had a damp problem in one of the bedrooms, I think I may need loft insulation   | 1 |
| Person who carried out inspection did not check out roof space  | 1 |
| Survey very easy to complete  | 1 |
| I was told it would take up to a year from start to finish...it was completed in six months so I'm very satisfied   | 1 |
| loft insulation has added to the heat retention of my house   | 1 |
| When my contractor came to repair the windows he identified a different problem to the one set out in the survey It took several weeks for a second survey to be done | 1 |
| Cavity wall insulation left holes in walls  | 1 |
| Flat roof over bedroom & bathroom means rooms difficult to heat in winter months  | 1 |
| Concerned this poses risk to my health due to damp in these rooms   | 1 |
| Would be grateful if these rooms could be insulated under AWS   | 1 |
| Received a grant from Blu-Build to install loft insulation not NIHE   | 1 |
| Still have draughts coming through internal doors, makes home cold in winter, not sure if you can help?   | 1 |