



AFFORDABLE WARMTH

CUSTOMER SATISFACTION

SURVEY 2019

Housing
Executive

January 2020

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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 at March 2018 the scheme has helped 15,486 homes and has provided 29,341 energy efficiency measures. Affordable Warmth continues to provide significant investment to Northern Ireland Housing stock at a value of £64.5 million. In August 2019 the Department for Communities and Department for Finance secured cover for the scheme to operate until March 2024 subject to annual budget.

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 2018/19. 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 2019 to a sample of 500 addresses randomly selected from each of the eleven council areas, proportionate to the total number of completions during 2018/19. A total of 265 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 42% were male.
- 44% of respondents described their household as Protestant and 41% as Catholic.
- Almost two-fifths (38%) of respondents stated that they had a long-term illness/health problem/disability which limited their daily activities.
- Nearly two-fifths (39%) of respondents were widowed and almost one-third (30%) were married.
- More than three-quarters (77%) of respondents were aged 60 and over and almost one-fifth (19%) were aged 40-59.
- More than half (57%) of respondents lived in single person households and almost one-third (30%) lived in two adult households.
- The majority (96%) of respondents had no children in their household.
- The majority (93%) of respondents were owner occupiers and three percent were landlords.

Contact with Affordable Warmth

- Almost two-fifths (37%) of respondents self-referred to the Scheme, almost one-fifth (18%) had heard about the Scheme from a local contractor or Energy Advisor and six per cent said they were targeted by a local council surveyor.

- 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 Housing Executive 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	81%
- what energy saving measures are available	79%
- how long it might take to carry out the work	69%

Affordable Warmth Scheme measures carried out

- | | |
|---|-----|
| - New Heating System/Boiler Replacement | 83% |
| - Loft Insulation | 48% |
| - Windows Installation | 30% |
| - Windows Repair | 25% |
| - Cavity Wall Insulation | 22% |
| - Solid Wall Measures | 4% |
| - Draught Proofing | 3% |

Approval Pack

- Most (89%) respondents were satisfied with the length of time from their technical assessment to when they received their Approval Pack.
- The majority of respondents (91%) 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, cavity wall insulation, external wall insulation and/or a new heating system are required to obtain Building Control Approval. A total of 250 respondents received loft insulation and/or a new heating system.

- More than four-fifths (81%) 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 half (58%) of respondents stated their contractor had made the application for Building Control and almost one-third (29%) of respondents made the application for Building Control themselves.
- More than half (53%) of respondents said the application for Building Control was made before works commenced, 31% did not know and a small proportion of respondents (8%) said the application was not made before works commenced.

Builder/Contractor Satisfaction

- The majority (84%) of respondents said they found it easy to find a builder or contractor to carry out the work.
- One-tenth (11%) of respondents stated that they required help from the Housing Executive in contacting a contractor to carry out the work. Of these 30 respondents, 23 (77%) stated that they would have preferred that the Housing Executive 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 (94%) and politeness (95%).
- The majority (94%) 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 (99%) respondents stated that the contractor/contractors who carried out the work treated them and their home with courtesy.

Payment Stage

- More than four-fifths (87%) 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 10% 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 (82%) of respondents chose to have the grant paid to the contractor/contractors who carried out the work.
- Of the 46 respondents who chose to have the grant paid to themselves, the majority (41; 89%) were very satisfied/satisfied with the length of time it took the Housing Executive 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 (1%) 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 they were entitled to under the scheme	92%
Getting access to a builder/contractor	90%
Getting documentation which was easy to understand	88%
Knowing who was dealing with their application	87%
Time taken to get approval to start work	87%
- The majority (93%) of respondents stated that they considered that they had been treated fairly during the Affordable Warmth Scheme process.
- The majority (96%) 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 (88%) stated that standard of their housing had improved.

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.

Affordable Warmth is a strictly targeted scheme: using algorithms to highlight areas of extreme fuel poverty, the Department has provided a list of addresses to each of the eleven councils, detailing the main fuel poverty concentrations within each council area. However, councils may also refer applications to the Housing Executive from self-referral applicants, which may account for up to approximately 20% of total applications.)

Councils:

- make the initial contact with households considered to be most affected by fuel poverty and invite them to complete an application form;
- collect eligibility documentation that verifies income and occupancy;
- refer completed application form 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. Therefore, houses are assessed first of all to determine if any insulation measures are required. Then the technical assessment 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. The 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 to the home by a Housing Executive Technical Officer, a technical assessment is carried out to determine 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 are required to 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 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 Housing Executive's Grants Department requested a survey be carried out in 2019 to identify the views and measure the satisfaction levels of the respondents who received help under the Affordable Warmth Scheme in the financial year 2018/19. This is the third report relating to the 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 2018/19.

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 2018/19 (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. All Councils are allocated an equal number of referrals to submit to the Housing Executive each month.

Table 1: 2018/19 Sample

Council Area	Number of completions	% of total completions	Sample
Antrim and Newtownabbey	359	9	45
Mid and East Antrim	317	8	40
Armagh, Banbridge, Craigavon	399	10	50
Belfast	292	7	35
Causeway Coast	384	40	48
Derry and Strabane	404	10	50
Fermanagh and Omagh	382	10	48
Mid Ulster	421	11	52
Newry, Mourne and Down	394	10	50
North Down and Ards	338	8	42
Lisburn and Castlereagh	319	8	40
Total	4,009	100	500

1.3.2 Fieldwork

On 23 October 2019 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 22 November 2019.

1.3.3 Response rate

The response rate was high (54%), with a total of 265 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	64%
Mid and East Antrim	45%
Armagh, Banbridge, Craigavon	60%
Belfast	43%
Causeway Coast	56%
Derry and Strabane	44%
Fermanagh and Omagh	54%
Mid Ulster	54%
Newry, Mourne and Down	38%
North Down and Ards	55%
Lisburn and Castlereagh	70%

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%; 58% in 2018) of respondents were female and more than two-fifths (42%; 38% in 2018) were male (Appendix Table 1).

2.2 Religion/ethnic origin of respondents

More than two-fifths (44%; 40% in 2018) of respondents described their household religion as Protestant and 41% (46% in 2018) as Catholic. Small proportions of respondents described their household religion as none (4%; 3% in 2018), mixed (3%; 2% in 2018) and other (1%; 1% in 2018) (Appendix Table 2).

Most respondents (98%; 92% in 2018) described their ethnic origin as white; 2% (7% in 2018) did not record their ethnicity (Appendix Table 3).

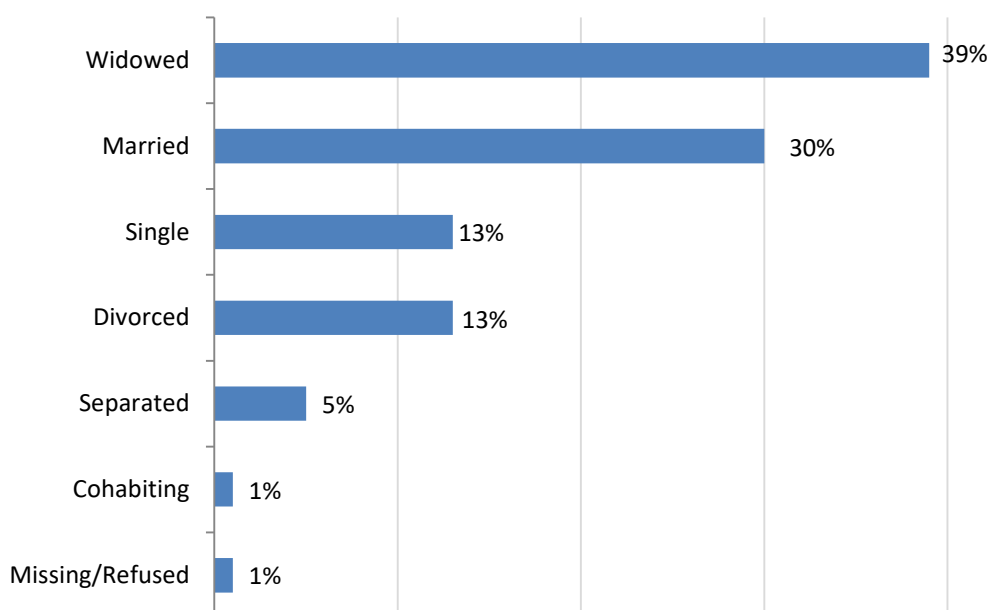
2.3 Long-term illness/health problems/disability of respondents

Nearly two-fifths (38%; 44% in 2018) of respondents stated that they had a long-term illness/health problem/disability that limited their daily activities or the work they could do. More than half (58%; 49% in 2018) of respondents did not have a health problem (Appendix Table 4).

2.4 Marital status of respondents

Almost two-fifths (39%; 37% in 2018) of respondents were widowed and nearly one-third (30%; 27% in 2018) were married; 13% (15% in 2018) were single and 13% (11% in 2018) were divorced (Figure 1; Appendix Table 5).

Figure 1: Marital status of respondents



2.5 Age of respondents

More than two-thirds (69%; 61% in 2018) of respondents were aged 65 or older, almost one-fifth (19%; 13% in 2018) were aged 40 to 59 and eight percent (13% in 2018) were aged 60 to 64 (Appendix Table 6).

2.6 Number of adults in each household

More than half (57%; 55% in 2018) of respondents lived in single adult households, 30% (28% in 2018) lived in two adult households and 10% (11% in 2018) were in households comprising three or more adults (Appendix Table 7).

2.7 Number of children in each household

The majority (96%; 91% in 2018) of respondents had no children in their household. Small proportions of households had one child (2%; 2% in 2018) and two or more children (1%; 1% in 2018) (Appendix Table 8).

2.8 Tenure

The majority (93%; 90% in 2018) of respondents were owner occupiers and 3% (5% in 2018) were owner/landlords, a reflection of the eligibility criteria for the scheme (Appendix Table 9).

3.0 Contact with the Affordable Warmth Scheme

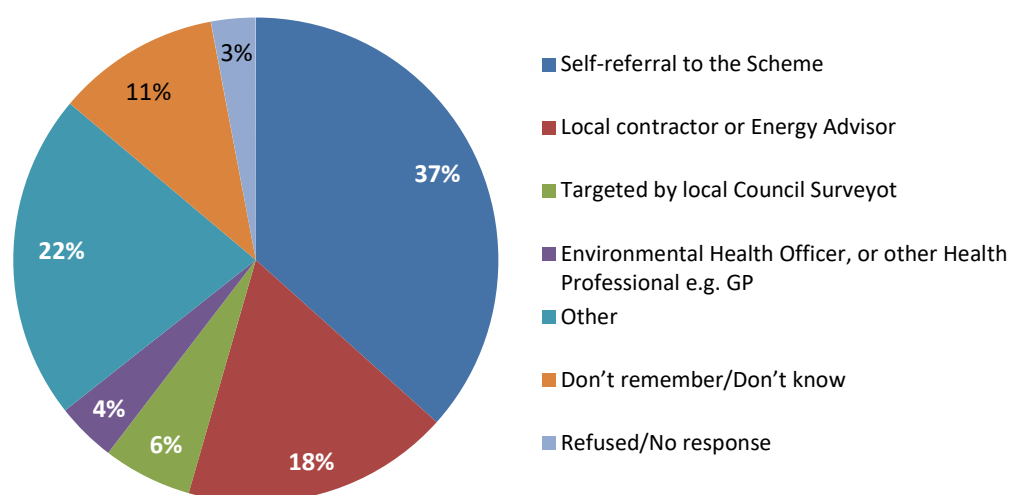
Respondents were asked how they had first heard of the Affordable Warmth Scheme and their method of contacting the Scheme.

3.1 How respondents became aware of the Scheme

More than one-third (37%; 31% in 2018) of respondents stated that they self-referred to the Scheme. Nearly one-fifth (18%; 18% in 2018) of respondents had heard about the Scheme from a local contractor or Energy Advisor and less than one-tenth (6%; 10% in 2018) were targeted by a local council surveyor (Figure 2).

A further 22% (27% in 2018) said they had first heard about the Scheme from other sources, such as: family/friends (34 respondents), their neighbour (4 respondents), they saw a leaflet about it (4 respondents) and word of mouth (4 respondents) (Appendix Tables 12a and 12b).

Figure 2: Source of information on Affordable Warmth Scheme



3.2 Initial contact with Council Staff

More than four-fifths (85%; 89% in 2018) of respondents said that the Council Surveyor fully explained the Affordable Warmth Scheme when they contacted them (Appendix Table 13).

3.3 Contact from Housing Executive Grants Office

Most respondents (90%; 92% in 2018) were 'very satisfied/satisfied' with the length of time from initial contact with staff from the council until contact with staff from the Housing Executive Grants Office, seven per cent (6% in 2018) said they were neither satisfied or dissatisfied and a small proportion (2%; 2% in 2018) said they were 'dissatisfied/very dissatisfied' (Appendix Tables 14a and 12b).

3.4 Explanation of aspects of the Affordable Warmth Scheme

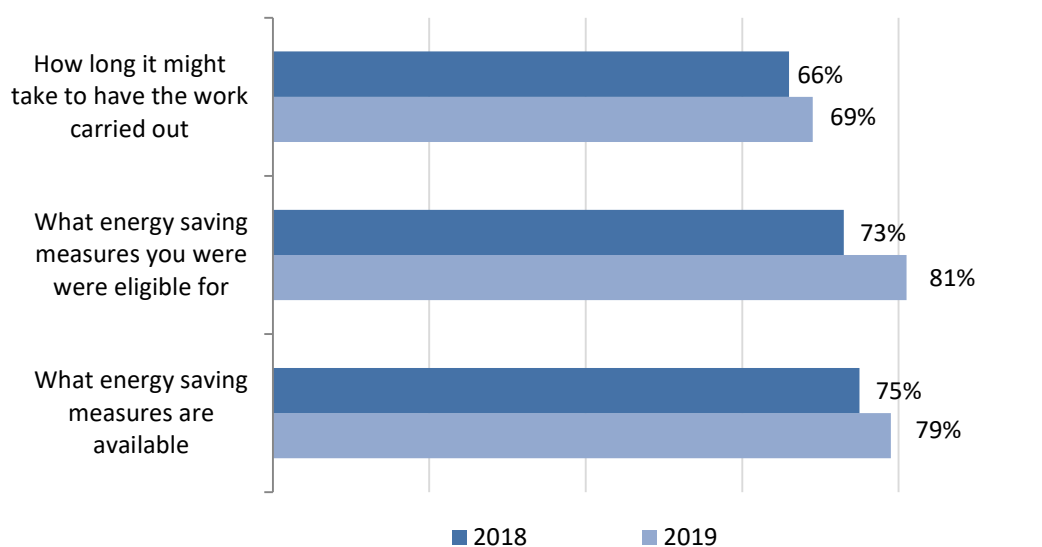
Respondents were asked if the Affordable Warmth surveyor had explained a number of aspects of the Affordable Warmth Scheme, such as energy saving measures available, eligibility for the scheme and the length of time to complete the work.

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

More than three-quarters (79%; 75% in 2018) of respondents stated that the surveyor had advised them what energy saving measures were available.

More than four-fifths (81%; 73% in 2018) of respondents said they had been advised about the energy saving measures they were eligible to receive and over two-thirds (69%; 66% in 2018) said surveyors had advised how long it might take to have the work carried out (Figure 3) (Appendix Table 15).

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 (83%; 82% in 2018) said they received a new heating system/boiler replacement; almost half (48%; 50% in 2018) received loft insulation and 30% (36% in 2018) received windows installation. Similar proportions of respondents received windows repair (25%; 28% in 2018) and cavity wall insulation (22%; 27% in 2017). Smaller numbers reported receiving draught proofing (3%; 8% in 2018) and solid wall measures (4%; 2% in 2018) (Appendix Table 16)

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 17a-19b).

4.1 Length of time from inspection to issue of Approval Pack

A high proportion (89%; 95% in 2018) of respondents were 'very satisfied/satisfied' with the length of time from their inspection to when they received their Approval pack, nine percent (3% in 2018) were neither satisfied or dissatisfied and a small proportion (2%; <1% in 2018) were dissatisfied (Appendix Table 17).

4.2 Understanding the Approval Pack

The majority (91%; 89% in 2018) of respondents said the Approval Pack was easy to understand; small proportions didn't know (5%; 6% in 2018) or said the Approval Pack was not easy to understand (2%; 3% in 2018) (Appendix Table 18).

4.3 Completing the Approval Pack

More than four-fifths (84%; 85% in 2018) of respondents said the Approval Pack was not difficult to complete; eight per cent (7% in 2018) didn't know and 1% (5% in 2018) said the Approval Pack was difficult to complete (Figure 4b) (Appendix Table 19).

Figure 4a: Understanding the Approval Pack

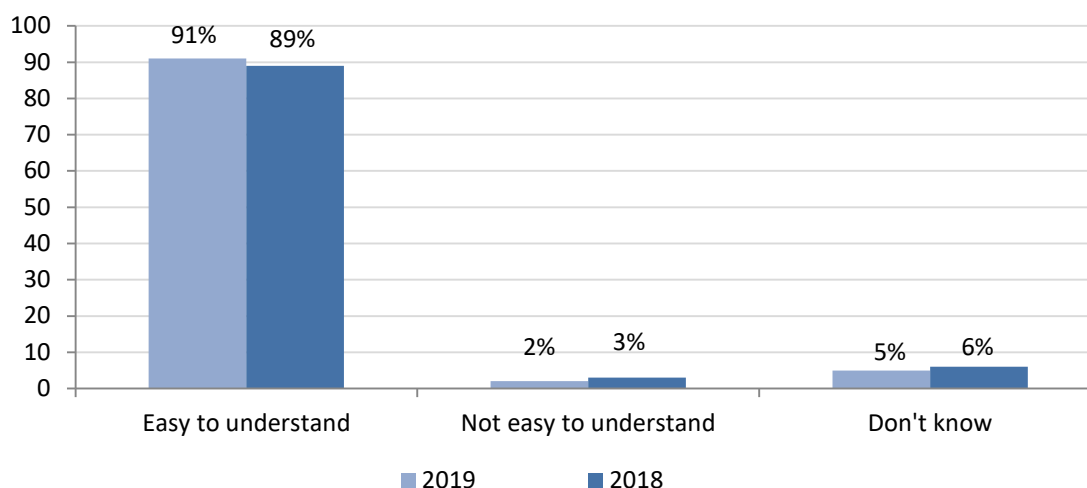
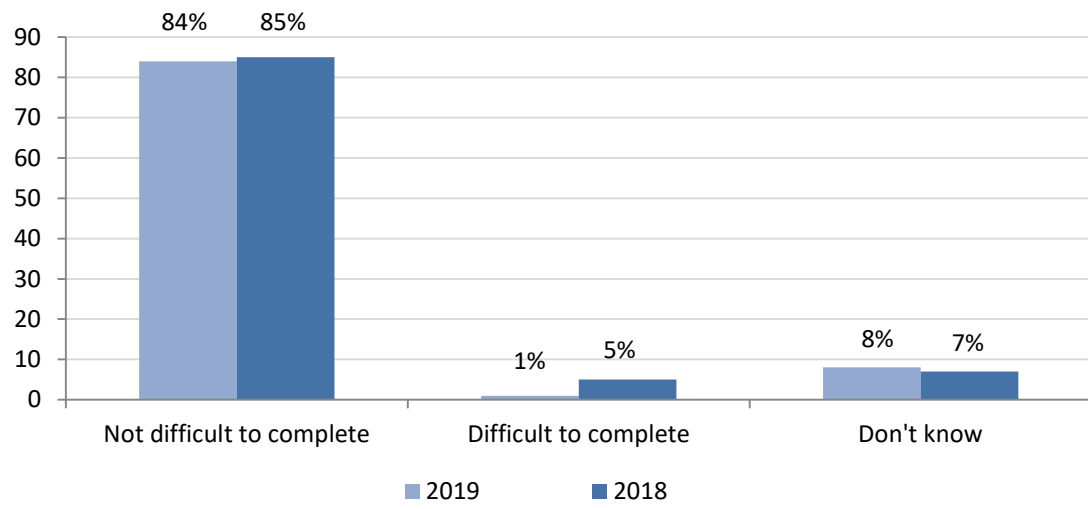


Figure 4b: Completing the Approval Pack



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 250 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 20-22).

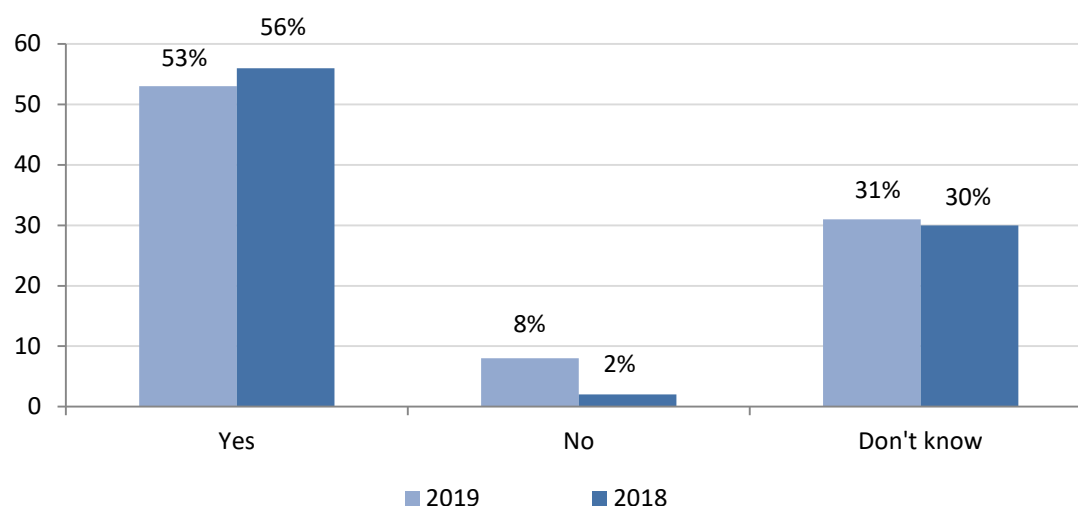
5.1 Building Control

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 (81%; 82% in 2018) of respondents stated that it was made clear that Building Control Approval would be required, 8% (7% in 2018) did not know and 5% (5% in 2018) said it was not made clear (Appendix Table 20).

Respondents were also asked who made the application for Building Control Approval. More than half (58%; 55% in 2018) of respondents said the application for Building Control Approval was made by their contractor, more than one-quarter (29%; 34% in 2018) of respondents made the application themselves and 4% (5% in 2018) did not know who made the application (Appendix Table 19).

More than half (53%; 56% in 2018) of respondents stated that the application for Building Control was made before works commenced, almost one-third (31%; 30% in 2018) did not know and a small proportion (8%; 2% in 2018) said the application was not made before works commenced (Figure 5) (Appendix Table 22).

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 (84%; 86% in 2018) of respondents stated they found it 'very easy/easy' to get a builder/contractor to carry out the work, six per cent (4% in 2018) said they found it 'difficult/very difficult' and 9% (7% in 2017) stated they found it neither easy or difficult to find a builder/contractor to do their work (Appendix Table 23a).

6.2 Help from Housing Executive Contacting a Contractor

One-tenth (11%; 20% in 2018) of respondents said they required help from the Housing Executive in contacting a contractor/contractors to carry out the work. Of these 30 respondents, 23 (77%; 63% in 2018) stated that they would have preferred that the Housing Executive managed the contractor/installation process on their behalf (Appendix Tables 24 and 25).

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 26 to 28).

Quality of materials

The majority (96%; 93% in 2018) of respondents were 'very satisfied/satisfied' with the quality of materials used by the people who carried out the grant work. A small proportion (2%; 3% in 2018) were 'dissatisfied/very dissatisfied' with the quality of materials used (Appendix Table 26).

Tidiness

The majority (94%; 91% in 2018) of respondents were 'very satisfied/satisfied' with the tidiness of the people who carried out the grant work. A small proportion (1%; 4% in 2018) were 'dissatisfied/very dissatisfied' with this aspect of work (Appendix Table 27).

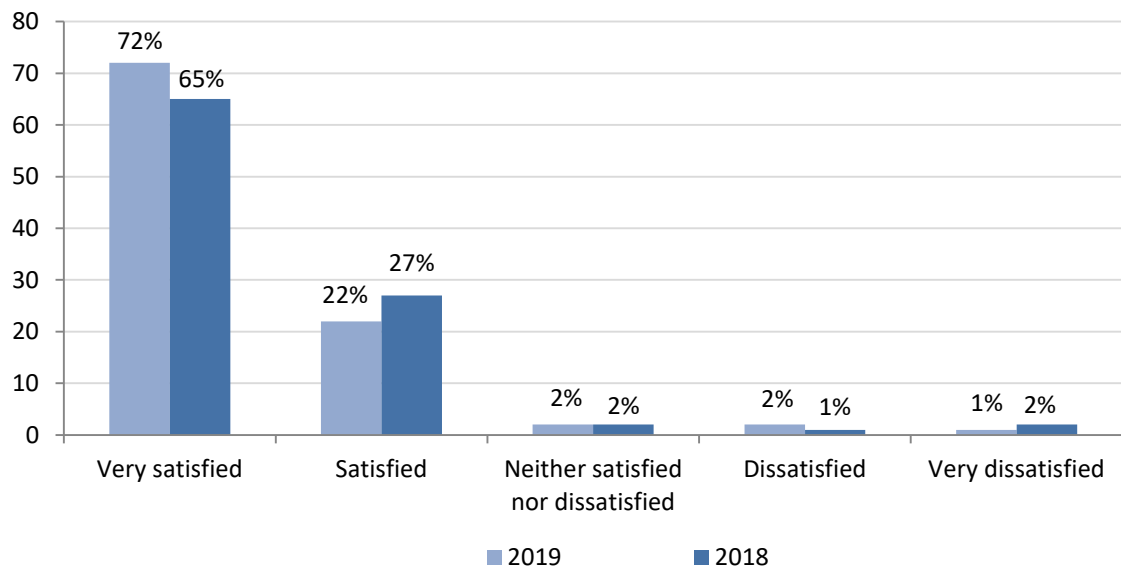
Politeness

The majority (95%; 92% in 2018) of respondents were 'very satisfied/satisfied' with the politeness of the people who carried out the grant work. A very small proportion (<1%; 2% in 2018) were 'dissatisfied/very dissatisfied' (Appendix Table 26).

6.4 Satisfaction with the quality of the work

A high proportion (94%; 92% in 2018) of respondents were 'very satisfied/satisfied' with the quality of work. Only 3% (3% in 2018) of respondents were dissatisfied (Figure 6; Appendix Table 29).

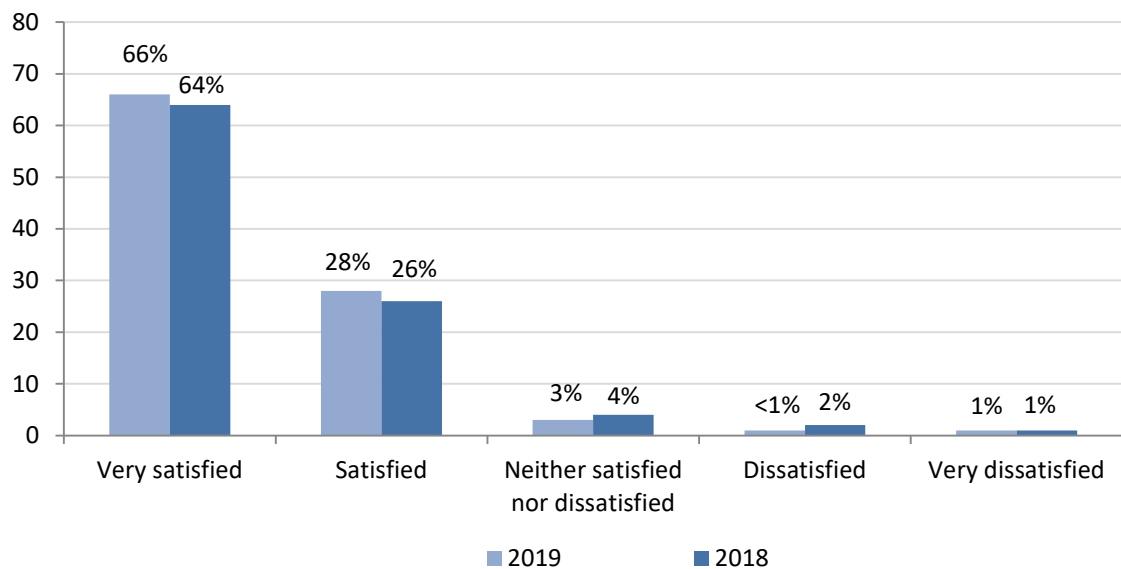
Figure 6: Satisfaction with quality of work



6.5 Satisfaction with time taken to carry out the work

A high proportion (94%; 90% in 2018) of respondents were ‘very satisfied/satisfied’ with the time taken by the contractor to carry out the work. Only 2% (3% in 2018) of respondents were dissatisfied (Figure 6; Appendix Tables 30 and 28b).

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



6.6 Treatment by contractor

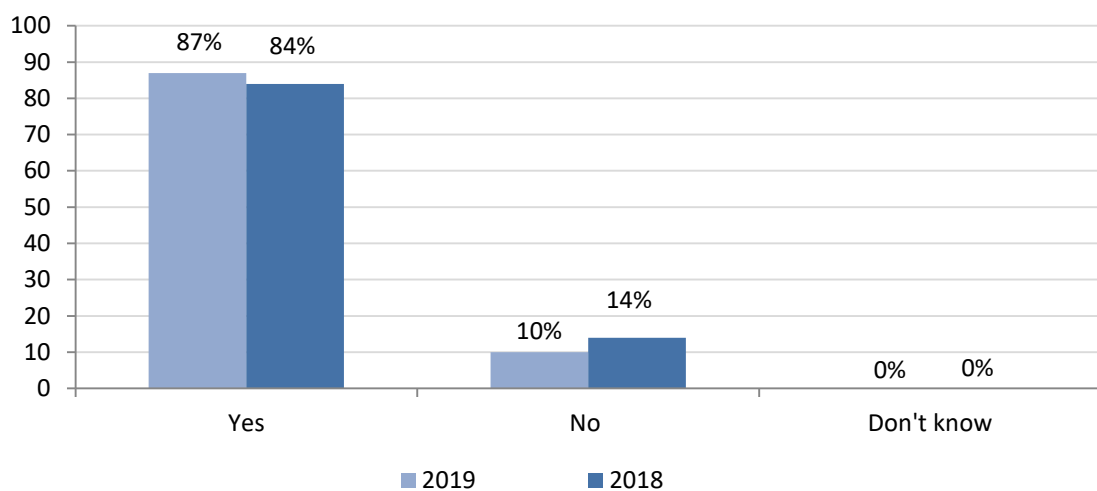
Almost all (99%; 92% in 2018) respondents said the contractor who carried out the work treated them and their home with courtesy while they were installing the measures (Appendix Table 31).

7.0 Payment Stage

7.1 Grant amount available

More than four-fifths (87%; 84% in 2018) of respondents said the amount of grant they received covered the costs of the measures they received. One-fifth (10%; 14% in 2018) said the grant did not cover the full cost of the works (Figure 8, Appendix Table 32).

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 (82%; 85% in 2018) of respondents chose to have the grant paid directly to their contractor.

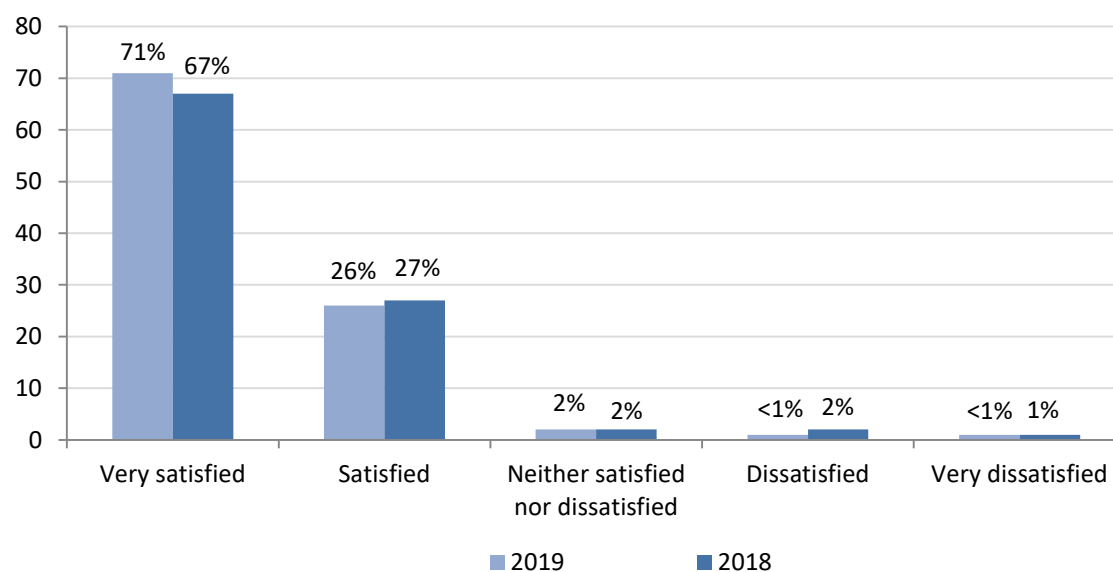
Of the 46 (17%; 12% in 2017) respondents who chose to have the grant paid to themselves, four-fifths (41 respondents) were 'satisfied/very satisfied' with the length of time it took the Housing Executive to process payment. Only two respondents were dissatisfied (Appendix Tables 32 to 34).

8.0 The Affordable Warmth Scheme Overall

8.1 Overall satisfaction with the Affordable Warmth Scheme

The majority (97%; 94% in 2017) of respondents were 'very satisfied/satisfied' with the Affordable Warmth Scheme. Only 1% (3% in 2017) of respondents were dissatisfied (Figure 9; Appendix Table 35).

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 36 to 40)

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

The majority (92%; 87% in 2018) of respondents were 'very satisfied/satisfied' with getting clear information on what they were entitled to under the scheme. A very small proportion (2%; 1% in 2018) were 'dissatisfied/very dissatisfied' (Appendix Table 36).

Getting documentation which was easy to understand

The majority (88%; 87% in 2018) of respondents were 'very satisfied/satisfied' with getting documentation which was easy to understand. A small proportion (<1%; 1% in 2018) were 'dissatisfied/very dissatisfied' (Appendix Table 37)

Time taken to get approval to start work

The majority (87%; 87% in 2018) of respondents were 'very satisfied/satisfied' with the time taken to get approval to start work, while a small proportion (3%; 2% in 2018) were 'dissatisfied/very dissatisfied' (Appendix Table 38).

Getting access to a builder/contractor

The majority (90%; 87% in 2018) of respondents were 'very satisfied/satisfied' with getting access to a builder/contractor. A small proportion (2%; 3% in 2018) were 'dissatisfied/very dissatisfied' (Appendix Table 39).

Knowing who was dealing with your application

The majority (87%; 86% 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 40)

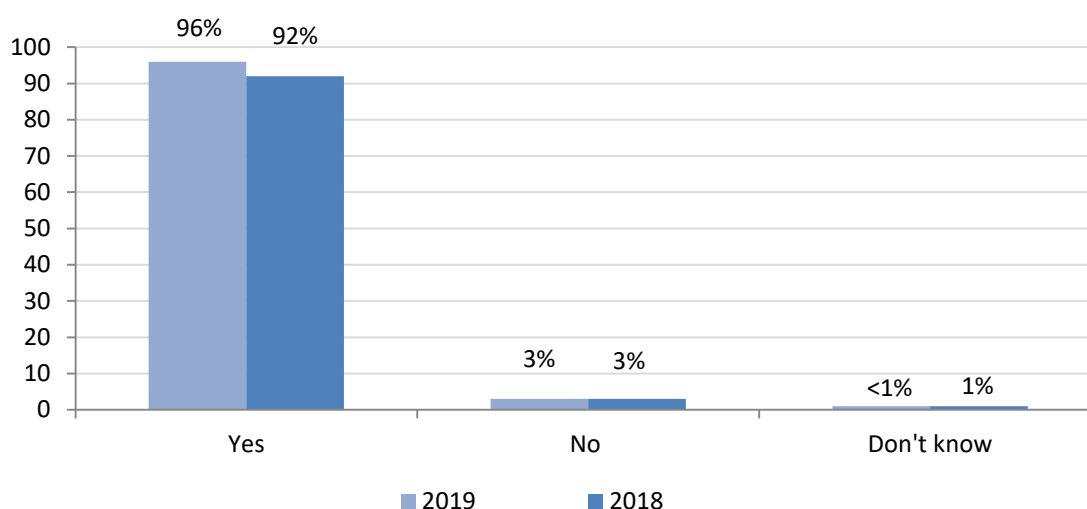
8.3 Treatment during the Affordable Warmth Scheme process

The majority (93%; 91% in 2018) of respondents stated that they were treated fairly during the Affordable Warmth Scheme process. Only 2% (3% in 2018) of respondents felt they were not treated fairly (Appendix Table 41).

8.4 Condition of property

The majority (96%; 92% in 2018) 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 42).

Figure 10: Were you happy with the condition of your home following installation of Affordable Warmth measures?



8.5 Problems prior to installation of Affordable Warmth Measures

Respondents were asked whether or not their home had any problems with condensation, damp, mould, draughts or indoor temperatures prior to the installation of Affordable Warmth Measures (Figure 11; Appendix Tables 43a-43e).

Condensation

One-third (33%) of respondents reported no problems with condensation in their home prior to the installation of Affordable Warmth measures. Almost half (46%) of respondents reported having slight/moderate problems and 9% reported having large/extreme problems with condensation (Appendix Table 43a).

Damp

Almost half (46%) of respondents reported having no problems with damp in their home prior to the installation of Affordable Warmth measures. Less than one-third (30%) of respondents said they had slight/moderate problems and 8% reported having large/extreme problems with damp (Appendix Table 43b).

Mould

Almost half (47%) of respondents reported having no problems with mould in their home prior to the installation of Affordable Warmth measures. More than one-quarter (29%) of respondents reported having slight/moderate problems and 7% reported having large/extreme problems with mould (Appendix Table 43c).

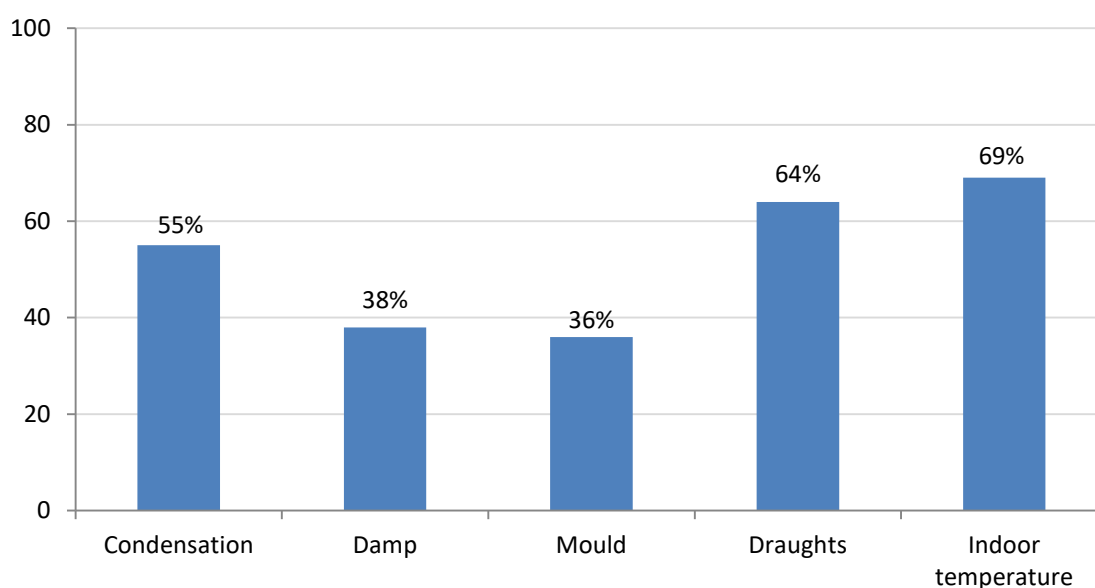
Draughts

Almost one-quarter (23%) of respondents said they had no problems with draughts in their home prior to the installation of Affordable Warmth measures. More than two-fifths (44%) of respondents reported having slight/moderate problems and one-fifth (20%) reported having large/extreme problems with draughts (Appendix Table 43d).

Indoor temperature

One-fifth (20%) of respondents reported having no problems with indoor temperatures in their home prior to the installation of Affordable Warmth measures. More than two-fifths (42%) of respondents reported having slight/moderate problems and more than one-quarter (27%) reported having large/extreme problems with indoor temperature (Appendix Table 43e).

Figure 11: Problems in the home prior to the installation of Affordable Warmth measures



8.6 Behaviours before and after installation of Affordable Warmth Measures

Respondents were asked about the frequency of a number of experiences and behaviours prior to and on completion of the installation of Affordable Warmth Measures:

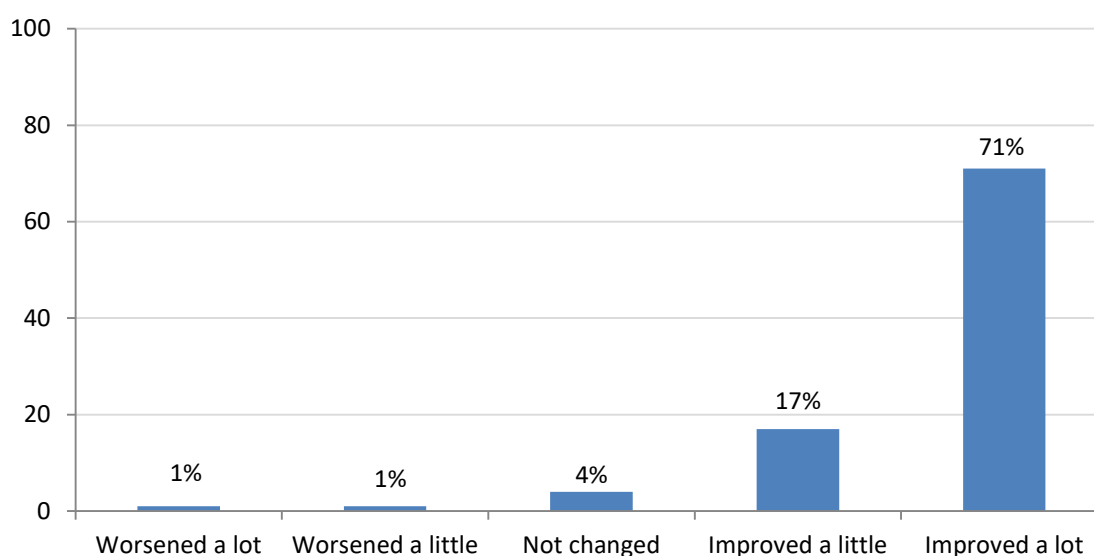
- Having problems paying energy bills
- Opening a window for ventilation
- Using an extractor fan when cooking
- Using an extractor fan in the bathroom
- Hanging clothes to dry indoors
- Heating living areas and bedroom(s) in winter
- Heating the same rooms in the summer

There were no discernable differences recorded in these behaviours following the installation of Affordable Warmth Measures (Appendix Tables 44a-44g & 46a-46g).

8.7 Completion of installation of Affordable Warmth Measures

The majority (88%) of respondents stated that the standard of their housing had improved following completion of the installation of Affordable Warmth measures and 4% stated there had been no change (Figure 12; Appendix Table 45a).

Figure 12: Has the standard of your home changed as a result of the installation of Affordable Warmth measures?



The majority (87%) of respondents stated that the indoor environment (such as temperature, humidity, air freshness) of their home had improved following completion of the installation of Affordable Warmth measures and 7% stated there had been no change (Appendix Table 45b).

Almost two-thirds (60%) of respondents stated that any problems with damp, mould and condensation in their home had improved following completion of the installation of

Affordable Warmth measures, more than one-quarter (29%) stated there had been no change and a small proportion (3%) said these problems had worsened (Appendix Table 45c).

Similar proportions of respondents stated that any problems with paying bills had improved (47%) following completion of the installation of Affordable Warmth measures or there had been no change (48%) (Appendix Table 45d).

8.8 Health Changes Following Completion of installation of Affordable Warmth Measures

Respondents were asked whether their health had improved, worsened or not changed, now that Affordable Warmth Measures had been installed to their home. Almost one-third (31%) of respondents reported that their health had improved, nearly two-thirds (64%) stated their health had not changed and a small proportion (2%) said their health had worsened (Appendix Table 11).

9.0 Additional comments

Of the 265 respondents, 92 provided a total of 172 additional comments at the end of the survey.

The main comments were:

'Very pleased with the work done'	(39%)
'Would like to thank everyone for your help'	(28%)
'Boiler great – home a lot warmer'	(16%)
'It's a very good Scheme and worth recommending'	(15%)
'Contractors very good and polite'	(6%)
'Pleased to have this system installed to my home at no expense to me'	(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 third 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.

This 2018/19 survey has shown that more than one-third (37%) of respondents self-referred to the Scheme, up slightly on the 2018 survey (31%). 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 four-fifths (83%) of respondents received a new heating system/boiler replacement under the Scheme and almost half (48%) received loft insulation, similar figures to the 2018 survey.

The majority (89%) of respondents were satisfied with the length of time it took from initial inspection until they received their Approval Pack. Similar to 2018, high proportions of respondents thought the Approval Pack was easy to understand (91%) and not difficult to complete (84%). More than four-fifths (81%) 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 (84%) of respondents said they found it easy to get a builder to carry out the work. One-tenth (11%) of respondents stated that they required help from the NIHE in contacting a contractor to carry out the work, of these 30 respondents 77% (23 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 (94%) and politeness (95%). The majority of respondents were satisfied with the quality of work (94%) and with the length of time taken to carry out the work (94%). Almost all respondents (99%) said the contractor treated them and their home with courtesy while installing the measures.

Similar to 2018 more than four-fifths (87%) 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 (82%) of respondents chose to have the grant paid directly to the contractor who carried out the work.

Overall, and in line with the 2018 survey, the 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 (92%), getting documentation that was easy to understand (88%), time taken to get approval to start work (87%), getting access to a builder/contractor (90%) and knowing who was dealing with their application (86%). The majority of respondents stated they were treated fairly during the scheme process (93%) and were happy with the condition their home was left in after works were completed (96%). The majority (88%) of respondents said their standard of housing had improved since measures were installed.

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Table 44c: In general, how often did you ... Use an extractor fan when cooking?

Table 44d: In general, how often did you ... Use an extractor fan in the bathroom?

Table 44e: In general, how often did you ... Hang clothes to dry indoors?

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[Table 46a: In general, how often do you ... Have problems paying energy bills?](#)

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Affordable Warmth Customer Satisfaction Survey 2019

Tabular Results

Please note that, due to rounding, some percentages do not add to 100%

Household characteristics

Table 1: Gender of respondents

	<i>Number</i>	<i>%</i>
Female	153	58
Male	110	42
Missing/Refused	2	1
Total	265	100

Table 2: Religion of household

	<i>Number</i>	<i>%</i>
Catholic	108	41
Protestant	116	44
Mixed Religion Catholic/Protestant	7	3
None	11	4
Other	3	1
Missing/Refused	20	8
Total	265	100

Table 3: Ethnic origin of respondents

	<i>Number</i>	<i>%</i>
White	260	98
Irish Traveller	<5	1
Missing/Refused	4	2
Total	265	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	100	38
No	154	58
Missing/Refused	11	4
Total	265	100

Table 5: Marital status of respondent

	Number	%
Widowed	102	39
Married	79	30
Single	33	13
Divorced	33	13
Separated	14	5
Cohabiting	<5	1
Missing/Refused	3	1
Total	265	100

Table 6: Age of respondent

	Number	%
25-39	4	2
40-59	51	19
60-64	21	8
65+	184	69
Missing/Refused	5	2
Total	265	100

Table 7: Number of adults in household

	Number	%
One	150	57
Two	79	30
Three	24	9
Four or more	3	1
Missing/Refused	3	1
Total	265	100

Table 8: Number of children in household

	Number	%
None	253	96
One	6	2
Two or more	3	1
Missing/Refused	3	1
Total	265	100

Table 9: Tenure of property

	Number	%
Owner occupier	245	93
Owner/Landlord	9	3
Rent from private landlord	1	1
Other	6	2
Missing/Refused	4	2
Total	265	100

Table 10: Do you suffer from ...

	Yes		No		No response/ refused		Total	
	Num	%	Num	%	Num	%	Num	%
Joint pain, arthritis	177	67	84	32	4	2	265	100
Respiratory problems, breathing, wheeze	77	29	184	69	4	2	265	100
Psychological/emotional conditions	49	19	212	80	4	2	265	100
Heart problems, angina	50	19	211	80	4	2	265	100
Circulatory problems, high blood pressure	116	44	145	55	4	2	265	100
Persistent flu symptoms, headaches	29	11	232	88	4	2	265	100
Allergies, hay fever	54	20	207	78	4	2	265	100
Falls or accidents in the home	45	17	216	82	4	2	265	100
Other (inc cancer, Diabetes, Alzheimers etc.)	21	8	240	91	4	2	265	100

Table 11: Now that Affordable Warmth measures have been installed to your home, has your health...

	Number	%
Worsened a lot	3	1
Worsened a little	1	<1
Not changed	169	64
Improved a little	55	21
Improved a lot	27	10
Missing/Refused	10	4
Total	265	100

Contact with Affordable Warmth

Table 12a: Can you tell me how you first heard of the Affordable Warmth Scheme?

	Number	%
Self-referral to the scheme	97	37
Local contractor or Energy Advisor	48	18
Targeted by local Council Surveyor	16	6
Environmental Health Officer, or other Health Professional e.g. GP	10	4
Other	59	22
Don't remember/Don't know	28	11
Refused/No response	7	3
Total	265	100

Table 12b: Other ways you first heard of Affordable Warmth Scheme?

	Number
Family/friends	34
Neighbour	4
I saw a leaflet about it	4
Word of mouth	4
I read about it in a local paper	3
Other (inc Church, Community Group, NIHE & Internet)	7
Total	59

Base: 59 respondents who had heard of the Affordable Warmth Scheme from another source

Table 13: Did the Council Surveyor fully explain the Affordable Warmth Scheme?

	Number	%
Yes	226	85
No	7	1
Don't know	8	3
Missing/Refused	24	9
Total	265	100

Table 14: How satisfied/dissatisfied are you with the length of time from initial contact from Council staff until contact with NIHE staff?

	Number	%
Very satisfied	134	51
Satisfied	102	39
Neither satisfied or dissatisfied	18	7
Dissatisfied	6	2
Very dissatisfied	1	<1
Refused/No response	4	2
Total	265	100

Table 15: 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	209	79	32	12	19	7	5	2	265	100
What energy saving measures you were eligible to receive	213	81	29	11	18	7	5	2	265	100
How long it might take to have the work carried out	183	69	56	21	22	8	4	2	265	100

Table 16: Do you recall what measures you had installed?

	Yes		No		No response/ refused		Total	
	Num	%	Num	%	Num	%	Num	%
Loft Insulation	126	48	137	52	2	1	265	100
Cavity Wall Insulation	57	22	206	78	2	1	265	100
New Heating System /Boiler Replacement	221	83	41	16	3	1	265	100
Windows Installation	80	30	183	69	2	1	265	100
Windows Repair	65	25	199	75	1	<1	265	100
Solid Wall Measures	10	4	254	96	1	<1	265	100
Draught Proofing	8	3	255	97	2	1	265	100

Approval Pack

Table 17: How satisfied/dissatisfied are you with the length of time from your inspection to when you received your approval pack?

	<i>Number</i>	<i>%</i>
Very satisfied	131	49
Satisfied	105	40
Neither satisfied or dissatisfied	23	9
Dissatisfied	3	1
Very dissatisfied	1	<1
Refused/No response	2	1
Total	265	100

Table 18: Did you think the Approval pack was easy to understand?

	<i>Number</i>	<i>%</i>
Yes	242	91
No	4	2
Don't know	13	5
Missing/Refused	6	2
Total	265	100

Table 19: Did you think the Approval pack was difficult to complete?

	<i>Number</i>	<i>%</i>
Yes	3	1
No	222	84
Don't know	22	8
Missing/Refused	18	7
Total	265	100

Building Control Approval

Table 20: Was it made clear in your Approval pack that Building Control approval would be required?

	Number	%
Yes	202	81
No	12	5
Don't know	21	8
Missing/Refused	15	6
Total	250	100

Base 250 respondents who received Loft Insulation/New Heating System

Table 21: Who made the application for Building control?

	Number	%
Myself	73	29
Contractor/contractors	144	58
Don't know	10	4
Other	4	2
Missing/Refused	19	8
Total	250	100

Base 250 respondents who received Loft Insulation/New Heating System

Table 22: Was the application for Building Control made before works commenced?

	Number	%
Yes	133	53
No	21	8
Don't know	76	31
Missing/Refused	20	8
Total	250	100

Base 250 respondents who required Building control approval

Builder/Contractor Satisfaction

Table 23: How easy/difficult did you find it to get a builder or contractor to carry out the work?

	Number	%
Very easy	103	39
Easy	119	45
Neither	23	9
Difficult	12	5
Very difficult	3	1
Refused/No response	5	2
Total	265	100

Table 24: Did you require any help from the Housing Executive in contacting a contractor/contractors to carry out the work?

	Number	%
Yes	30	11
No	226	85
Missing/Refused	9	3
Total	265	100

Table 25: If yes, would you have preferred that the Housing Executive managed the contractor/installation process on your behalf?

	Number	%
Yes	23	77
No	7	23
Total	30	100

Base 30 respondents who required help from the NIHE to contact a contractor

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

	Number	%
Very satisfied	185	70
Satisfied	69	26
Neither satisfied or dissatisfied	1	<1
Dissatisfied	1	<1
Very dissatisfied	1	<1
Refused/No response	8	3
Total	265	100

Table 27: How satisfied/dissatisfied are you with the people who carried out the grant work in terms of – tidiness?

	Number	%
Very satisfied	182	69
Satisfied	66	25
Neither satisfied or dissatisfied	3	1
Dissatisfied	1	<1
Very dissatisfied	2	1
Refused/No response	11	4
Total	265	100

Table 28: How satisfied/dissatisfied are you with the people who carried out the grant work in terms of – politeness?

	Number	%
Very satisfied	195	74
Satisfied	54	21
Neither satisfied or dissatisfied	1	<1
Dissatisfied	-	-
Very dissatisfied	1	<1
Refused/No response	14	5
Total	265	100

Table 29: How satisfied/dissatisfied are you with the quality of work you had carried out under the Affordable Warmth Scheme?

	Number	%
Very satisfied	191	72
Satisfied	58	22
Neither satisfied or dissatisfied	6	2
Dissatisfied	6	2
Very dissatisfied	2	1
Refused/No response	2	1
Total	265	100

Table 30: How satisfied/dissatisfied are you with the length of time it took the contractor/contractors to carry out the work?

	Number	%
Very satisfied	175	66
Satisfied	75	28
Neither satisfied or dissatisfied	8	3
Dissatisfied	3	1
Very dissatisfied	1	<1
Refused/No response	3	1
Total	265	100

Table 31: Did the contractor/contractors who carried out the work treat you and your home with courtesy, while they were installing the measures?

	<i>Number</i>	<i>%</i>
Yes	261	99
No	1	<1
Missing/Refused	3	1
Total	265	100

Payment Stage

Table 32: Was the amount of grant available to you enough to cover the costs for all the measures you were eligible to receive?

	Number	%
Yes	231	87
No	26	10
Don't know	-	-
Missing/Refused	8	3
Total	265	100

Table 33: Did you choose to have the grant paid to yourself or the contractor/contractors who carried out the work?

	Number	%
Myself	46	17
Contractor/contractors	217	82
Missing/Refused	2	1
Total	265	100

Table 34: How satisfied/dissatisfied are you with the length of time it took the Housing Executive to process the payment after the works were completed?

	Number	%
Very satisfied	17	37
Satisfied	24	52
Neither satisfied or dissatisfied	3	7
Dissatisfied	2	4
Very dissatisfied	-	-
Refused/No response	-	-
Total	46	100

Base 46 respondents who chose to have the grant paid to themselves

The Affordable Warmth Scheme Overall

Table 35: Overall, how satisfied/dissatisfied are you with the Affordable Warmth Scheme?

	Number	%
Very satisfied	188	71
Satisfied	68	26
Neither satisfied or dissatisfied	4	2
Dissatisfied	1	<1
Very dissatisfied	1	<1
Refused/No response	3	1
Total	265	100

Table 36: How satisfied/dissatisfied were you with getting clear information on what you were entitled to under the scheme?

	Number	%
Very satisfied	148	56
Satisfied	95	36
Neither satisfied or dissatisfied	7	3
Dissatisfied	4	2
Very dissatisfied	1	<1
Refused/No response	10	4
Total	265	100

Table 37: How satisfied/dissatisfied were you with getting documentation which was easy to understand?

	Number	%
Very satisfied	132	50
Satisfied	101	38
Neither satisfied or dissatisfied	19	7
Dissatisfied	1	<1
Very dissatisfied	-	-
Refused/No response	12	5
Total	265	100

Table 38: How satisfied/dissatisfied were you with the time taken to get approval to start work?

	Number	%
Very satisfied	123	46
Satisfied	109	41
Neither satisfied or dissatisfied	15	6
Dissatisfied	5	2
Very dissatisfied	2	1
Refused/No response	11	4
Total	265	100

Table 39: How satisfied/dissatisfied were you with getting access to a builder/contractor?

	Number	%
Very satisfied	147	56
Satisfied	89	34
Neither satisfied or dissatisfied	12	5
Dissatisfied	4	2
Very dissatisfied	1	<1
Refused/No response	12	5
Total	265	100

Table 40: How satisfied/dissatisfied were you with knowing who was dealing with your application?

	Number	%
Very satisfied	134	51
Satisfied	95	36
Neither satisfied or dissatisfied	19	7
Dissatisfied	1	<1
Very dissatisfied	2	1
Refused/No response	14	5
Total	265	100

Table 41: Do you consider that you were treated fairly during the Affordable Warmth scheme process?

	Number	%
Yes	246	93
No	4	2
Don't know/can't remember	3	1
Missing/Refused	12	5
Total	265	100

Table 42: Were you happy with the condition your property was left in after the installation of Affordable Warmth measures had been completed?

	Number	%
Yes	253	96
No	7	3
Don't know	1	<1
Missing/Refused	4	2
Total	265	100

Table 43a: Prior to the installation of Affordable Warmth measures, did your home have any problems with condensation?

	<i>Number</i>	<i>%</i>
Not at all	87	33
Slight problems	61	23
Moderate problems	62	23
Large problems	19	7
Extreme problems	5	2
Don't know	2	1
Missing/Refused	29	11
Total	265	100

Table 43b: Prior to the installation of Affordable Warmth measures, did your home have any problems with damp?

	<i>Number</i>	<i>%</i>
Not at all	123	46
Slight problems	45	17
Moderate problems	35	13
Large problems	16	6
Extreme problems	5	2
Don't know	5	2
Missing/Refused	36	14
Total	265	100

Table 43c: Prior to the installation of Affordable Warmth measures, did your home have any problems with mould?

	<i>Number</i>	<i>%</i>
Not at all	125	47
Slight problems	42	16
Moderate problems	35	13
Large problems	15	6
Extreme problems	3	1
Don't know	5	2
Missing/Refused	40	15
Total	265	100

Table 43d: Prior to the installation of Affordable Warmth measures, did your home have any problems with draughts?

	Number	%
Not at all	62	23
Slight problems	59	22
Moderate problems	58	22
Large problems	36	14
Extreme problems	16	6
Don't know	2	1
Missing/Refused	32	12
Total	265	100

Table 43e: Prior to the installation of Affordable Warmth measures, did your home have any problems with indoor temperature?

	Number	%
Not at all	54	20
Slight problems	52	20
Moderate problems	60	23
Large problems	43	16
Extreme problems	28	11
Don't know	3	1
Missing/Refused	25	9
Total	265	100

Table 44a: In general, how often did you ... Have problems paying energy bills?

	Number	%
Never	143	54
Seldom	42	16
Sometimes	50	19
Often	14	5
Almost always	5	2
Missing/Refused	11	4
Total	265	100

Table 44b: In general, how often did you ... Open a window for ventilation?

	Number	%
Never	35	13
Seldom	33	13
Sometimes	70	26
Often	78	29
Almost always	36	14
Don't know	1	<1
Missing/Refused	12	5
Total	265	100

Table 44c: In general, how often did you ... Use an extractor fan when cooking?

	Number	%
Never	44	17
Seldom	13	5
Sometimes	44	17
Often	74	39
Almost always	77	29
Don't know	1	<1
Missing/Refused	12	5
Total	265	100

Table 44d: In general, how often did you ... Use an extractor fan in the bathroom?

	Number	%
Never	125	47
Seldom	16	6
Sometimes	37	14
Often	36	14
Almost always	35	13
Don't know	3	1
Missing/Refused	13	5
Total	265	100

Table 44e: In general, how often did you ... Hang clothes to dry indoors?

	Number	%
Never	54	20
Seldom	32	12
Sometimes	100	38
Often	52	20
Almost always	15	6
Missing/Refused	12	5
Total	265	100

Table 44f: In general, how often did you ... Heat living areas and bedroom(s) in winter?

	Number	%
Never	15	6
Seldom	6	2
Sometimes	38	14
Often	70	26
Almost always	118	45
Don't know	3	1
Missing/Refused	15	6
Total	265	100

Table 44g: In general, how often did you ... Heat the same rooms in the summer?

	Number	%
Never	81	31
Seldom	79	30
Sometimes	58	22
Often	20	8
Almost always	11	4
Don't know	3	1
Missing/Refused	13	5
Total	265	100

Table 45a: Now that Affordable Warmth measures have been installed to your home, has the standard of your housing...

	Number	%
Worsened a lot	2	1
Worsened a little	1	<1
Not changed	10	4
Improved a little	46	17
Improved a lot	187	71
Missing/Refused	19	7
Total	265	100

Table 45b: Now that Affordable Warmth measures have been installed to your home, has the indoor environment (such as temperature, humidity, air freshness)...

	Number	%
Worsened a lot	-	-
Worsened a little	2	1
Not changed	18	7
Improved a little	56	21
Improved a lot	171	65
Missing/Refused	18	7
Total	265	100

Table 45c: Now that Affordable Warmth measures have been installed to your home, have any problems with damp, mould and condensation...

	Number	%
Worsened a lot	3	1
Worsened a little	4	2
Not changed	76	29
Improved a little	38	14
Improved a lot	122	46
Missing/Refused	22	8
Total	265	100

Table 45d: Now that Affordable Warmth measures have been installed to your home, have any problems with paying your bills...

	Number	%
Worsened a lot	2	1
Worsened a little	1	<1
Not changed	127	48
Improved a little	49	19
Improved a lot	73	28
Missing/Refused	13	5
Total	265	100

Table 46a: In general, how often do you have problems paying energy bills?

	Number	%
Never	145	55
Seldom	48	18
Sometimes	43	16
Often	10	4
Almost always	1	<1
Don't know	1	<1
Missing/Refused	17	6
Total	265	100

Table 46b: In general, how often do you open a window for ventilation?

	Number	%
Never	23	9
Seldom	29	11
Sometimes	93	35
Often	58	21
Almost always	38	14
Don't know	1	<1
Missing/Refused	23	9
Total	265	100

Table 46c: In general, how often do you use an extractor fan when cooking?

	Number	%
Never	40	15
Seldom	8	3
Sometimes	56	21
Often	68	26
Almost always	75	28
Don't know	1	<1
Missing/Refused	17	6
Total	265	100

Table 46d: In general, how often do you use an extractor fan in the bathroom?

	Number	%
Never	124	47
Seldom	11	4
Sometimes	34	13
Often	30	11
Almost always	42	16
Don't know	4	2
Missing/Refused	20	8
Total	265	100

Table 46e: In general, how often do you hang clothes to dry indoors?

	Number	%
Never	51	19
Seldom	32	12
Sometimes	99	37
Often	55	21
Almost always	10	4
Missing/Refused	18	7
Total	265	100

Table 46f: In general, how often do you heat living areas and bedroom(s) in winter?

	Number	%
Never	12	5
Seldom	8	3
Sometimes	35	13
Often	69	26
Almost always	122	46
Don't know	1	<1
Missing/Refused	18	7
Total	265	100

Table 46g: In general, how often do you heat the same rooms in the summer?

	Number	%
Never	84	32
Seldom	75	28
Sometimes	58	22
Often	18	7
Almost always	8	3
Don't know	3	1
Missing/Refused	19	7
Total	265	100

Table 47: Do you have access to the internet in your home?

	<i>Number</i>	<i>%</i>
Yes	157	59
No	104	39
Missing/Refused	4	2
Total	265	100

Table 48: If it had been possible to complete the survey online (instead of paper) would you have done so?

	<i>Number</i>	<i>%</i>
Yes	39	15
Maybe	39	15
No – Not comfortable with online forms	60	23
No – No access to the internet	51	19
No – Don't trust the internet	4	2
No – Prefer paper copies	67	25
Don't know	3	1
Missing/Refused	2	1
Total	265	100

Table 49: Additional comments on the Affordable Warmth Scheme

	Num
No comment/response	173
Very pleased with the work done	36
Would like to thank everyone for your help	26
Boiler great - home a lot warmer	15
It is a very good scheme and worth recommending	14
Contractors very good and polite	6
I was pleased to have this system installed in my home at no expense to me	5
Our heating system is more economical	4
Thanks for the opportunity to have assistance to enable property to be energy efficient	3
I would not have been financially able to afford all the works the scheme provided	3
Everything went smoothly, pleased with communication and work done	2
The difference made to my apartment both financially and comfort was amazing	2
We are now in a warm home because of the Scheme and our lives have been improved as a result	2
I find loft insulation is causing dampness in one bedroom	1
I think this is due to thickness of insulation material	1
I also found extreme condensation in loft which causes a smell, only occurred after work carried out	1
I only received 2 small radiators for hall and landing	1
Had the conservatory roof been replaced, as asked, Scheme would have been excellent	1
We lose a lot of heat through the old plastic roof	1
Obtained new windows just when I needed them	1
Top filled oil tank useless, had to get boiler man out twice to fix problem	1
Very disappointed, had to pay to have it fixed	1
Roof space very draughty, was not done	1
My boiler is now over 15 years old, can I try again for a grant?	1
Unable to help with draughty front door	1
Workers left hole in bedroom heater, over 10 months floor became v damp and smelled	1
Had to get workmen out to fix floor and heating, cost £700	1
Other households were able to get radiators, water cylinder etc. changed that were younger than mine Unable to fix heating so bedroom and bathroom still freezing	1
Wish I had known about it sooner	1
The AWS has been a godsend to my family	1
Rising damp problem only now being addressed. Hopefully problem will be eradicated	1
I found a lot more condensation after insulation on windows	1
Council staff and contractor were brilliant	1
Staff and inspectors from Grants a joke	1
Have made a complaint, problem is windows and front door	1
Require someone to come to fix roofspace insulation	1
Great scheme but get the administration sorted	1
Hard at times to speak to the right person, no one else able to help	1
Cavity wall insulation needs looked at, we live in end house which is very cold	1
Difficulty with size and type of window required, no glazier would do it for price allowed	1
Disappointed boiler not replaced, heating in my home v poor	1
Number of plumbers say boiler is a lot older than 2010 and needs replaced	1
There is new insulation out now to fit inside house, is it available through the Scheme?	1
Doors should have been included	1
I find people who really need help are being refused affordable warmth	1

Table 49: Additional comments on the Affordable Warmth Scheme

Yet people who have never worked a day get everything going	1
Great to have scheme but misleading what you are entitled to until visit from the Housing Executive inspector	1
Now have a bit more disposable income for little treats	1
Only disappointment was having hot press taken away	1
Some works, loft insulation, roof space ventilation not completed - follow up with Building Control made but not resolved yet	1
Found process of finding contractors stressful and at times disheartening	1
Felt contractors who did loft insulation and windows not very honest, not pleased with work	1
Second windows contractor and boiler installer both very good	1
Would've been good to get all bedrooms done, but grant wouldn't cover whole house	1
There is not enough information about the scheme for pensioners	1
Very pleased with work done so far, more work on heating yet to be done	1
When BC inspector came to check work, didn't use scope to check cavity, just checked drill holes	1
I questioned this, reply was they don't check, basically take word job has been done	1
To date my home feels no different, still cold and draughty, with same mould and damp	1
Loft insulation company were cowboy builders, heating company fantastic	1
Found it difficult to get contractor to come back to carry out remedial work	1
Contractor arrived to carry out work without prior warning	1
The Scheme enabled me to have a far better heating system which is vital for my well-being	1
The work was carried out in a very professional way	1
The contractor has equipment which left us with heat while work was carried out	1
Love my new windows and loft insulation, has been a great success heating my home in winter	1