

WARM HOMES CUSTOMER SATISFACTION SURVEY 2006



eaga

**Housing
Executive**

Warm Homes
A Department for Social Development Scheme

<http://www.nihe.gov.uk>

Research Unit
June 2007

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WARM HOMES CUSTOMER SATISFACTION SURVEY 2006

Executive Summary

Household Characteristics

- 56% of respondents were female and 42% were male.
- 45% of respondents described their households as Catholic and 41% as Protestant.
- More than three-quarters (77%) of respondents stated that they had a long-term illness/health problem/disability which limited their daily activities.
- More than half of respondents (54%) were married and one-quarter (25%) were widowed.
- Almost two-thirds of respondents (62%) were aged 60 and over.
- More than two-fifths of respondents (45%) lived in two adult person households and almost one-third (31%) lived in single person households.
- More than four-fifths of respondents (81%) had no children in their household.
- There were significant decreases between 2005 and 2006 in the number of elderly respondents (79% in 2005; 62% in 2006) and respondents from single person households (43% in 2005; 31% in 2006). The proportion of respondents from households with no children remained similar (82% in 2005; 81% in 2006)

Contact with EAGA PLC

- More than one-third of respondents (38%) had heard about the Scheme from friends and relatives and 20% had read about it in the paper.
- More than three-quarters of respondents (78%) had contacted EAGA directly and 14% stated that a member of their family or a friend had contacted EAGA on their behalf.
- Of those who had contacted EAGA directly, the main method had been by telephone (95%) and the majority (99%) said that the telephone had been answered quickly.
- Of those who had written to EAGA (18 respondents; 7%) the majority (15 respondents) received an acknowledgement to their letter within five working days.
- Almost all respondents (97%) stated that the EAGA staff had made an appointment to see them and 99% of those respondents said staff had kept this appointment.
- More than three-quarters of respondents (77%) said that the EAGA staff member who had called to their home had shown an ID card.

However, almost one-fifth of respondents (18%) could not remember if the EAGA staff member had shown an ID card.

- Almost all respondents (98%) stated that the EAGA staff had treated them with courtesy.

Aspects of the Warm Homes Scheme

- High proportions of respondents said they had been advised of:

	2006	2005
who is eligible for Energy saving measures	90%	83%
energy saving measures available	86%	82%
who is eligible for the Warm Homes Grant	86%	86%
length of time to carry out the work	83%	76%
- More than four-fifths (84%) of respondents said the surveyor had explained how they might prepare for the installation work.
- Respondents were asked if the EAGA surveyor had explained other ways to save energy in the home and if they used this advice.

Figures for energy efficiency advice given by the surveyor were comparable to those for 2005:-

	Advice Given 2006	Advice Given 2005
Switch off lights when not in use	87%	85%
Only boiling as much water in the kettle as needed	83%	81%
Don't leave TV on standby	81%	79%
Close curtains at dusk	77%	77%
Fix dripping taps	70%	70%
Defrosting fridge/freezer regularly	69%	70%

Figures for energy advice being used by respondents have generally increased compared to those for 2005:-

	Use Advice 2006	Use Advice 2005
Fix dripping taps	96%	86%
Only boiling as much water in the kettle as needed	93%	89%
Switch off lights when not in use	97%	94%
Defrosting fridge/freezer regularly	85%	82%
Don't leave TV on stand-by	87%	86%
Close curtains at dusk	85%	88%

- Some respondents said the EAGA surveyor made them aware of other forms of energy efficiency help available: from Housing Executive Grants (25%; 32 in 2005); NIE (19%; 22% in 2005); and Phoenix Gas (17%; 17% in 2005).

Quality of Insulation Installation Service

- Of the 348 respondents interviewed, 83% (288 respondents) had insulation work carried out in their homes.
- Overall, the majority of respondents reported high levels of satisfaction regarding their treatment by the insulation contractor; and satisfaction levels for the work done increased slightly since 2005.

- Almost all respondents (94%) stated that the insulation contractor had made an appointment and all (100%) had kept the appointment.
- Two-thirds (66%) of respondents said the insulation contractor had shown an ID card.
- Almost all respondents (99%) stated that the insulation contractor had treated them with courtesy (same result as in 2005).
- A very high proportion of respondents (92%; 91% in 2005) said they were very satisfied/satisfied with the quality of workmanship.
- The majority of respondents (95%) said they were happy with the condition in which the contractor had left their property after completion of the insulation work.
- Most respondents (86%) stated that their homes had 'changed for the better' after they had been insulated, a slight increase on 2005 (83%)

Quality of Heating Installation Service

- More than one-quarter (130; 28%) of respondents said they had received a new central heating system through the Scheme during the year before the interview and 14% (50 respondents) said their existing system had been repaired/upgraded.
- Almost all respondents (95%) stated the heating contractor made an appointment and all (100%) said the heating contractor had kept the appointment.
- More than two-thirds (69%) of respondents said the heating contractor had shown an ID card.
- The majority of respondents (95%; 99% in 2005) said the heating contractor had treated them with courtesy.
- The majority (94%) of respondents stated that they used their central heating system week day evenings, weekend evenings (89%) and week day mornings (84%). More than one-quarter (28%) of respondents had their central heating on all day/all the time, a considerable decrease on 2005 (38%).
- The majority (92%) of respondents had been shown how to operate the time clock. Almost three-quarters (72%; 73% in 2005) used the time-clock to adjust their heating.
- Most respondents (87%) had been shown how to operate the room thermostat and more than half (56%) used this control to adjust their heating, a significant increase on the 2005 figure (42%).
- More than four-fifths (81%) of respondents had the thermostatic radiator controls explained to them, a decrease on 2005 (85%). However almost two-fifths (38%) of respondents used this control to regulate heating in their homes, compared to 29% in 2005.
- More than four-fifths (86%; 85% in 2005) of respondents were very satisfied/satisfied with the quality of workmanship on the installation of heating.

- In relation to the installation of heating, the majority (87%; 90% in 2005) stated that their home had changed for the better.

- In summary, the majority of respondents reported high levels of satisfaction with their treatment by the heating contractor, and satisfaction levels for the work done were similar to 2005. Generally more respondents received instruction on the operation of the heating controls and also of the room thermostat facility to regulate heating.

1.0 Introduction

1.1 Background Information

The Department for Social Development (DSD) introduced the Warm Homes initiative in July 2001, to help alleviate fuel poverty in Northern Ireland.

The Warm Homes Scheme provides a package of energy efficiency and heating measures and is available to owner-occupiers and people who rent their homes from private landlords. EAGA PLC manages the Warm Homes Scheme and works in partnership with the NI Housing Executive.

The Scheme provides a range of energy efficiency measures including oil burner jackets, radiator panels, low energy light bulbs and the installation of central heating and insulation to eligible households.

The objective of the Warm Homes Scheme is to strengthen the previous DEES scheme by broadening the range of assistance which it offers and targeting those households more vulnerable to cold-related ill health – older households, families with children and householders who are disabled or have a long-term illness. For over 60s households who meet the eligibility criteria, it provides central heating (first-time and upgrades).

EAGA PLC manages the Warm Homes Scheme and the Housing Executive has the role of Quality Assurance Contractor for the overall scheme.

1.2 Aims of the Survey

The Housing Executive, as Quality Assurance Contractor for the Warm Homes Scheme, is keen to identify and gauge the level of customer satisfaction with the different elements of the Warm Homes service and to identify areas for improvement, where appropriate.

The Warm Homes Customer Satisfaction Survey was first commissioned in May 2002 and reports have been published on an annual basis since. The reports have shown high levels of customer satisfaction with the different elements of the Warm Homes Scheme. The Housing Executive requested that in line with previous years, a survey should be carried out in 2006 to identify the current views and measure the satisfaction levels of the respondents who received help under the Warm Homes Scheme in the financial year 2005/6

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

- the household;
- contact with EAGA PLC;
- aspects of the Warm Homes Scheme;
- the quality of Insulation Installation Service; and
- the quality of Heating Installation Service.

This report compares the 2006 findings with those from the 2005 survey.

1.3 Methodology

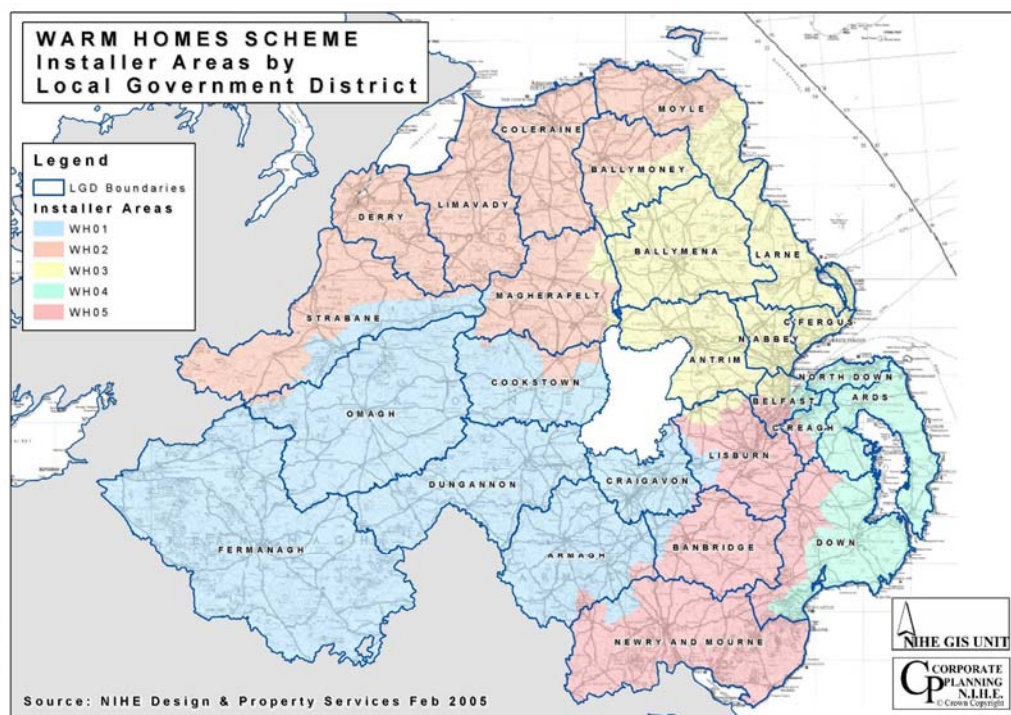
1.3.1 The Sample

The Grants Department provided the Research Unit with addresses of all households who received help under the Warm Homes Scheme (i.e. insulation measures; heating measures; compact fluorescent lamps or a mixture of all three), during the financial year 2005/6. This sample frame did not identify which type of Warm Homes grant had been issued to each household.

It was agreed that a random sample would be drawn using SPSS (Statistical Package for the Social Sciences) software. The sample consisted of 500 addresses, 100 randomly selected from each of the five Northern Ireland installer areas.

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

Map 1: Installer Areas in Northern Ireland (5)



1.3.2 Fieldwork

On 6 April 2007 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 the 4 May 2007 and respondents were asked to return their completed forms by the end of May.

1.3.3 Response Rate

The response rate was high (71%) with a total of 348 completed surveys. On completion of the fieldwork, it emerged that six respondents had moved home and three respondents had died. A further two respondents had refused to take part in the survey.

1.4 Presentation of findings

For data protection purposes it is the Research Unit policy that if less than five people respond in a particular way to any given question, the exact figure is not reported, as it may be possible to identify individuals. Therefore, regardless of the size of the sample or sub-sample, if the number of responses is less than five, this is indicated throughout the report, in both the textual and tabular analyses, by the sign '<5'.

Conditions regarding the inclusion of numbers and percentages in findings, depending on the size of the sample or sub-sample, are set out below:

- Where the sample or sub-sample is 100 or more, the textual analysis (i.e. the main body of the report) includes percentages only. The tabular analysis (i.e. the appendix tables) includes both numbers and percentages.
- Where the sample, or sub-sample, is 50 or more but less than 100, both the textual and tabular analyses include numbers and percentages.
- Where the sample, or sub-sample, is less than 50, both the textual and tabular analyses include numbers, but not percentage figures.

All of the above conditions apply to sections of both the textual and tabular analyses.

2.0 Household Characteristics

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

The analysis includes comparison with findings from the 2005.

2.1 Gender of Respondents

Almost three-fifths (58%; 55% in 2005) of respondents were female and more than two-fifths (42%; 44%: in 2005) were male ([Appendix Table 1](#)).

2.2 Religion/Ethnic Origin of Respondents

Forty-five per cent (45%: in 2005) described their household as Catholic;.41% (42% in 2005) described their household as Protestant. Small proportions of respondents described their households as mixed religion (4%) or having no religion (1%) ([Appendix Table 2](#)).

Most respondents (97%; 89% in 2005) described their ethnic origin as white; 3% (9% in 2005) refused to record their ethnicity ([Appendix Table 3](#)).

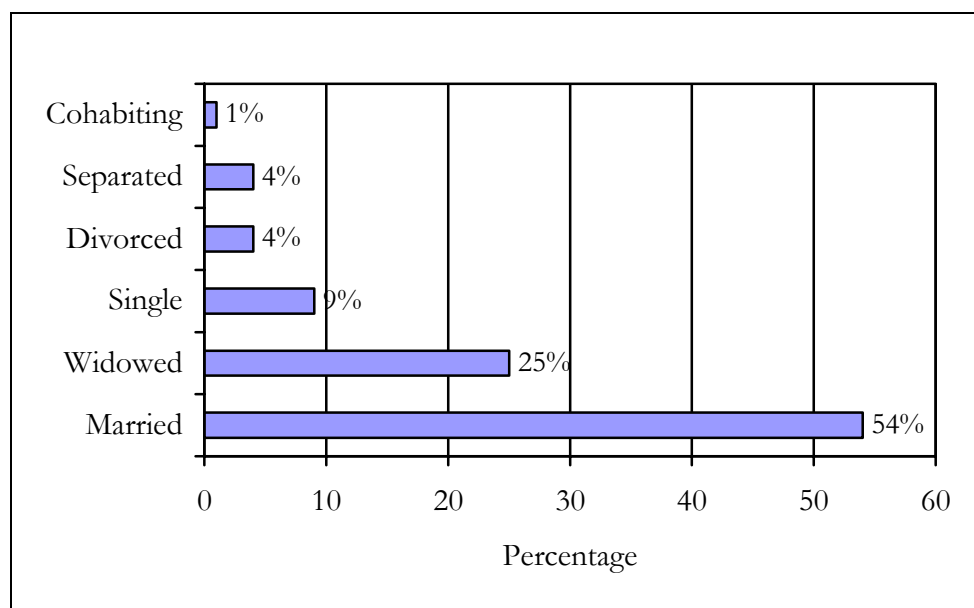
2.3 Long-term illness/health problems/disability of Respondents

More than three-quarters (77%; 74% in 2005) of respondents, stated that they had a long-term illness/health problem/disability that limited their daily activities or the work they could do. Less than one-quarter (20%; 24% in 2005) did not have a health problem ([Appendix Table 4](#)).

2.4 Marital Status - Respondent

More than half (54%; 47% in 2005) were married and one-quarter (25%; 33% in 2005) were widowed; 9% (10% in 2005) were single and 5% were divorced ([Figure 1](#); [Appendix Table 5](#)).

Figure 1: Marital status of respondent



2.5 Age of Respondents

Most respondents (62%; 79% in 2005) were aged 60 years or more and more than one-quarter (27%; 11% in 2005) were aged 40 to 59. Only 5% (5% in 2005) were aged 25 to 39 ([Appendix Table 6](#)).

2.6 Number of adults in the household

Almost one-third (31%; 43% in 2005) of respondents lived in single adult households; 45% (40% in 2005) had two adults and 15% (10% in 2005) of households had three adults ([Appendix Table 7](#)).

2.7 Number of Children in the household

More than four-fifths (81%; 82% in 2005) of respondents had no children in their household. Less than one-tenth (7%; 7% in 2005) had one child and 5% (5% in 2005) had two children in their household ([Appendix Table 8](#)).

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

3.0 Contacts with EAGA PLC

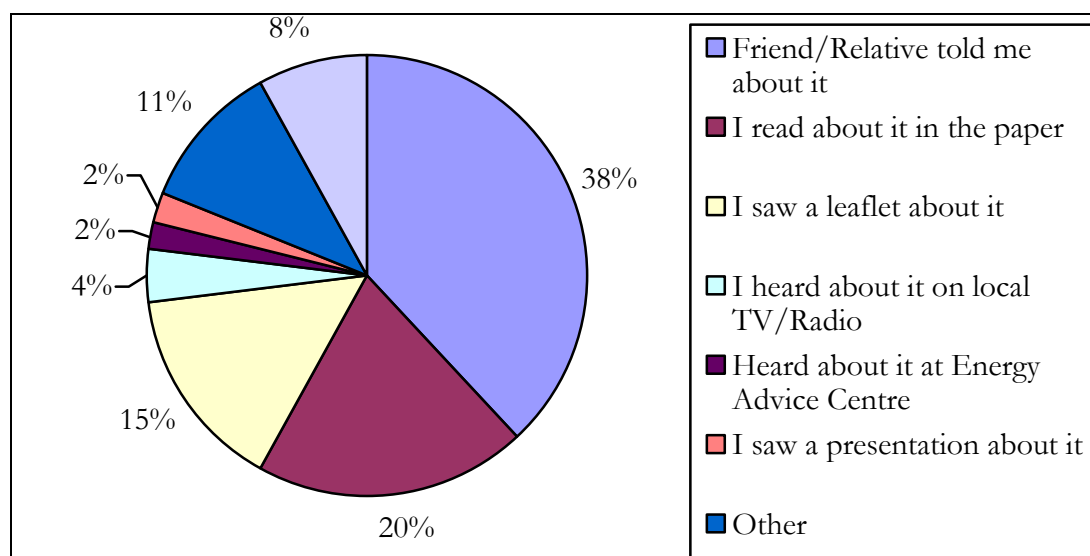
Respondents were asked how they had first heard of the Warm Homes Scheme and their method of contacting EAGA PLC.

3.1 Warm Homes Awareness

More than one-third (38%; 36% in 2005) of respondents had heard about the Scheme from friends and relatives. One-fifth (20%; 19% in 2005) said they had read about the scheme in the newspaper and 15% had first heard about the scheme through leaflets (17% in 2005) ([Figure 2](#)).

A further 11% said they had first heard about the Scheme from other sources, such as: EAGA directly (24 respondents); Citizen's Advice Bureau (<5 respondents) ([Appendix Tables 9 and 10](#)).

Figure 2 Source of information on Warm Homes



3.2 Initial Contact with EAGA

More than three-quarters (78%; 70% in 2005) of respondents said they had contacted EAGA directly. Less than one-fifth (14%; 22% in 2005) stated that a member of their family or a friend had contacted EAGA on their behalf ([Appendix Tables 11 and 12](#)).

3.3 Method of Contact

3.3.1 Telephone

Among those respondents who had contacted EAGA directly, the main method of contact had been by telephone (95%; 97% in 2005). The majority (99%; 96% in 2005) of respondents stated that the telephone had been answered quickly ([Appendix Tables 13 and 14](#)).

3.3.2 Letter

Seven per cent of respondents (17% in 2005) had contacted EAGA by writing to them and almost all (15 respondents) had received an acknowledgement to their letter within five working days ([See Appendix Tables 15 and 16](#).)

3.4 EAGA Staff

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

EAGA Staff

The majority (97%) of respondents stated that EAGA staff had made an appointment with them and almost all (99%) had kept this appointment.

More than three-quarters (77%; 77% in 2005) of respondents stated that EAGA staff had shown their ID when they called to their home. Almost one-fifth (18%; 20% in 2005) of respondents could not remember if an ID had been shown ([Appendix Table 17-19](#)).

Almost all respondents (98%; 99% in 2005) stated that EAGA staff had treated them with courtesy ([Appendix Table 20](#)).

4.0 Warm Homes Scheme

Respondents were asked if the EAGA surveyor had explained a number of aspects of the Warm Homes Scheme such as eligibility of the scheme, energy saving measures available and the length of time to complete the work ([Appendix Tables 21-23b](#)).

4.1 Aspects of the Warm Homes Scheme

More than four-fifths of all respondents reported that the surveyor had explained all aspects of the Warm Homes scheme.

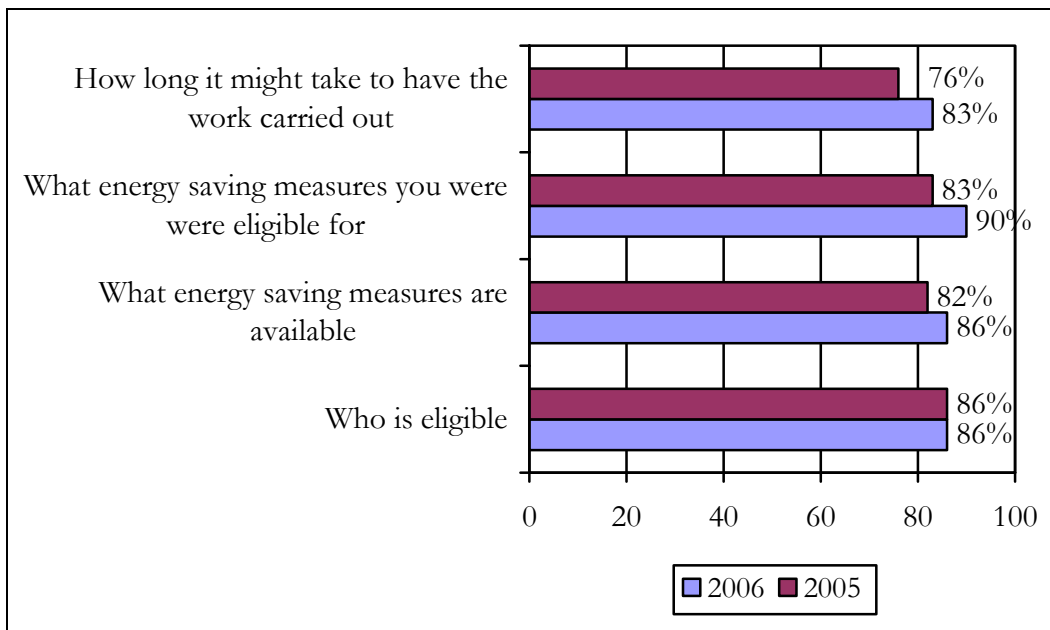
Specifically, the majority (86%; 86% in 2005) of respondents stated that the surveyor had explained who was eligible for the Warm Homes Scheme.

A high proportion (86%; 82% in 2005) said they had been advised of what energy saving measures were available.

Nine-tenths (90%; 83% in 2005) of respondents said they had been advised of what energy saving measures they were eligible to receive and more than four-fifths (83%; 76% in

2005) said surveyors had advised how long it might take to have the work carried out (Figure 3) ([Appendix Table 21](#)).

Figure 3: Aspects of Warm Homes Explained



4.2 Preparation for installation work

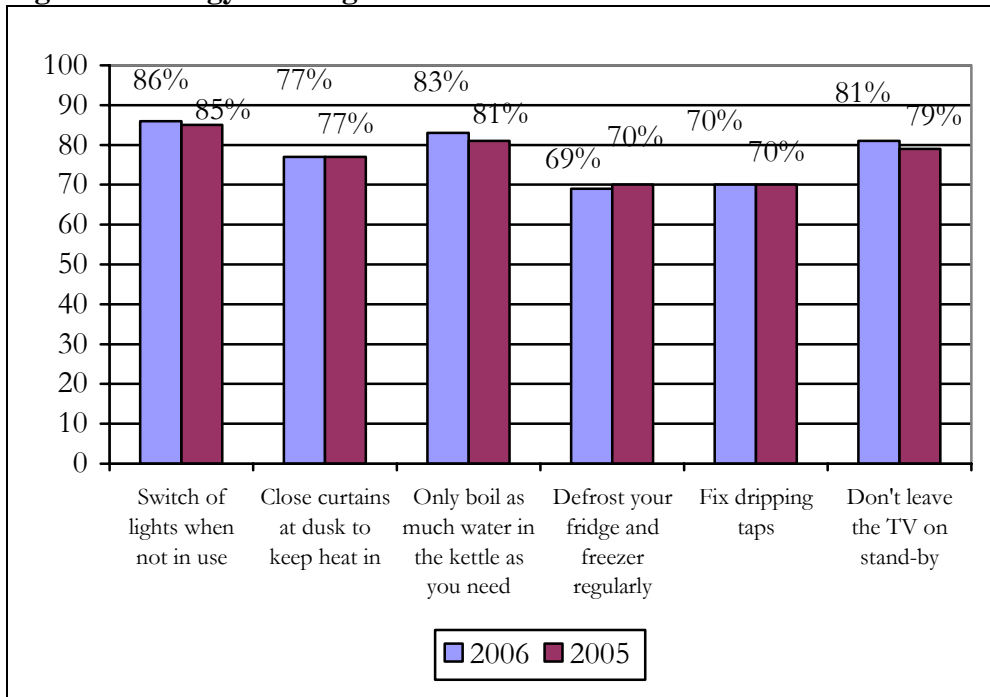
More than four-fifths (86%) of respondents said that the surveyor had explained the preparations that might be necessary before the work could begin in their home ([Appendix Table 22](#)).

4.3 Advice on Energy Efficiency in the home

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

- Switching off lights when not in use
- Closing curtains at dusk to keep the heat in
- Only boiling as much water in the kettle as needed
- Defrosting fridges and freezers regularly
- Fixing dripping taps
- Switching the TV off and not leaving it on stand-by ([Appendix Tables 23a-b](#)) (Figure 4)

Figure 4: Energy advice given – 2005/2006



In comparison to results in 2005, the level of advice given by surveyors was broadly similar and the proportion of respondents using the advice given has generally increased by on average 3%.

Switching off Lights

More than four-fifths (86%; 85% in 2005) of respondents said the surveyor had advised them to switch off lights when not in use and the majority (97%; 94% in 2005) had taken this advice.

Closing Curtains

More than three-quarters (77%; 77% in 2005) of respondents had been advised to close curtains at dusk and 85% (88% in 2005) had taken this advice.

Boiling the required Water

More than four-fifths (83%; 81% in 2005) had been advised to only boil as much water in the kettle as needed and the majority (93%; 89% in 2005) did so.

Defrosting Fridge/Freezer

More than two-thirds (69%; 70% in 2005) had been advised to defrost their fridge and freezer regularly and more than four-fifths (85%; 82% in 2005) had acted on this advice. One-fifth of respondents (20%; 20% in 2005) stated they had never received the advice.

Dripping Taps

More than two-thirds (70%; 70% in 2005) of respondents had been advised to fix dripping taps and the majority (96%; 86% in 2005) had taken this advice. One-fifth of respondents (20%; 20% in 2005) stated they had never received the advice.

Turning off the TV

More than four-fifths (81%; 79% in 2005) had been advised not to leave their TV on standby and most (87%; 86% in 2005) stated that they now switched their TV off.

4.4 Other forms of energy efficiency help available

Respondents were asked if the EAGA surveyor had made them aware of other forms of energy efficiency help available from Phoenix Gas, NI Electricity, NIHE and others (Appendix Table 24).

Table 1: Respondents who received advice from EAGA about other forms of energy efficiency help 2005 and 2006

	Yes	
	2006	2005
	%	%
NIHE Grants	25	32
NIE	19	22
Phoenix Gas	17	17

5.0 Quality of Insulation Service

A total of 288 respondents (83%; 79% in 2005) had insulation work carried out in their home. Respondents who had received assistance under the Warm Homes Scheme for insulation i.e. roof space insulation and/or cavity wall insulation, in the year before interview were asked a series of questions about the installation (Appendix Tables 25-28).

Overall, the majority of respondents reported high levels of satisfaction with the treatment they had received from the insulation contractor. Satisfaction levels for the work done were similar to the 2005 findings.

5.1 Insulation Contractor

Almost all respondents (94%; 93% in 2005) stated that the insulation contractor had made an appointment with them and all (100%; 99% in 2005) said they had kept this appointment (Appendix Tables 17-18).

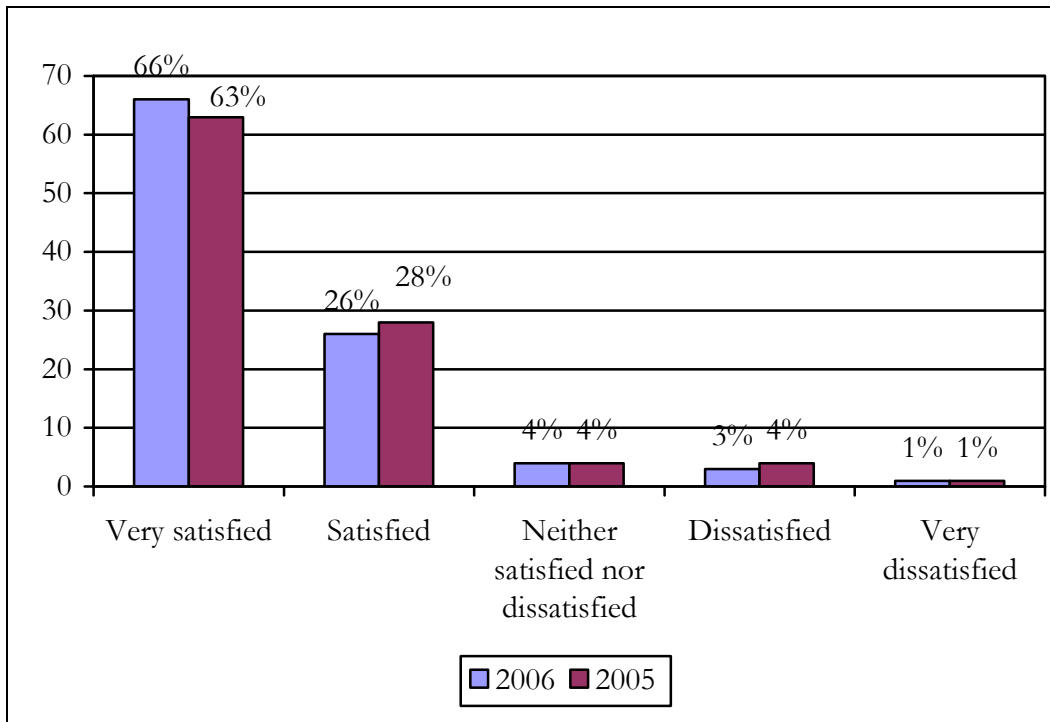
Two-thirds (66%; 64% in 2005) of respondents stated that the insulation contractor had shown an ID card when they called to their home. More than one-quarter (26%; 23% in 2005) of respondents could not remember and 7% said the contractor did not show any ID (Appendix Table 19).

Almost all respondents (99%; 99% in 2005) stated that the insulation contractor had treated them with courtesy (Appendix Table 20).

5.2 Satisfaction with the quality of the workmanship

A high proportion (92%; 91% in 2005) of respondents were 'very satisfied/satisfied' with the quality of workmanship. Only 4% of respondents were dissatisfied and the main reasons given were 'Didn't complete the work properly' and 'Ongoing problems with work done' (Figure 5; Appendix Table 26 a-b).

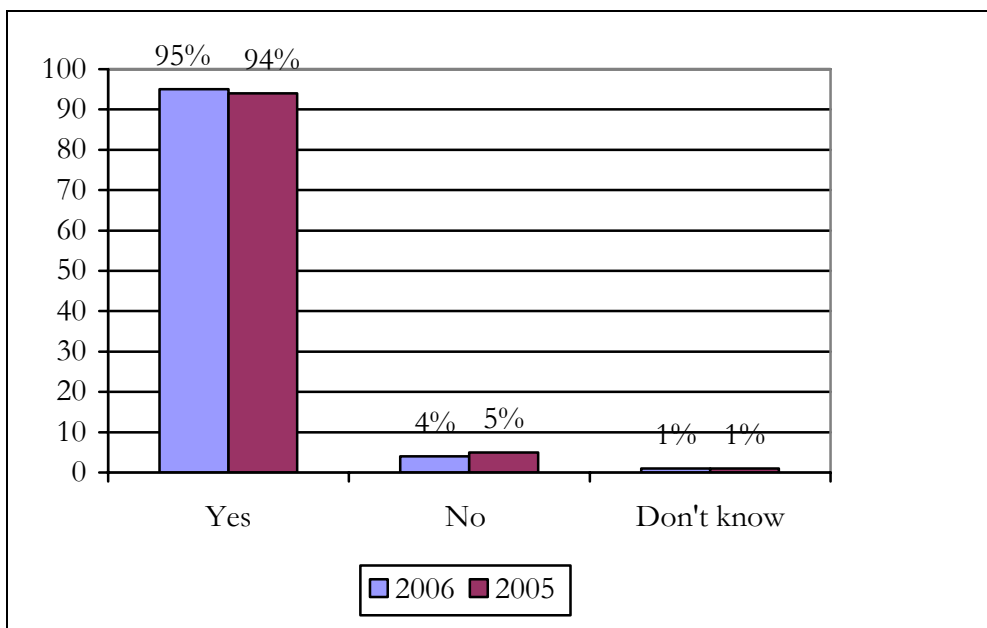
Figure 5: Satisfaction with insulation workmanship



5.3 Condition of Property

The majority (95%; 94% in 2005) of respondents said they were happy with the condition their property after completion of the installation (Figure 6; Appendix Table 27).

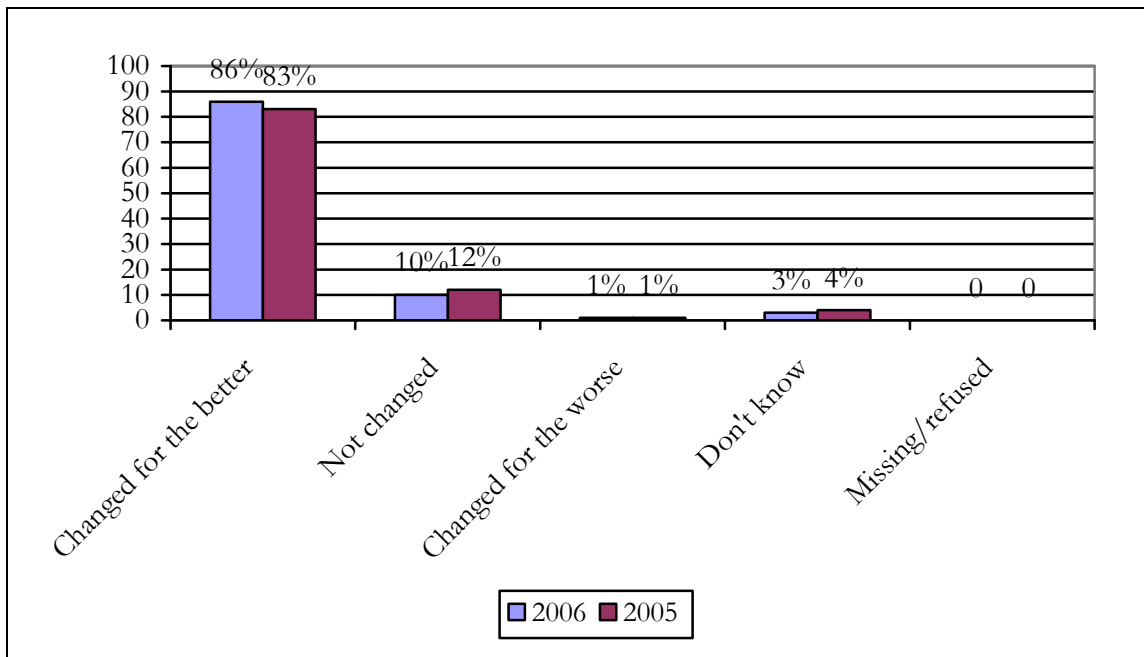
Figure 6: Happy with condition of home following insulation work?



5.4 Completion of Insulation Work

More than four-fifths (86%; 83% in 2005) of respondents stated that their homes had changed for the better following completion of the insulation work and 10% (12% in 2005) stated there had been no change (Figure 7; Appendix Table 28).

Figure 7: Has home changed as a result of insulation work? (2005 and 2006)



6.0 Quality of Central Heating Service

More than one-quarter (28%; 37% in 2005) of respondents said that they had received a new central heating system from EAGA PLC and 14% stated that their existing system had been repaired/upgraded ([Appendix Table 29](#)).

Overall, the majority of respondents reported high levels of satisfaction with the treatment they received from the heating contractor, and for the quality of work done. Explanations of the heating controls had generally increased, as had the use of the room thermostat facility to regulate heating.

(Previous surveys did not establish whether respondents had received a new central heating system or the existing heating system had been repaired/upgraded.)

6.1 Heating Contractor

Almost all respondents (95%) stated that the heating contractor had made an appointment with them and all (100%) said they had kept this appointment ([Appendix Tables 17-18](#)).

More than two-thirds (69%; 72% in 2005) of respondents stated that the heating contractor had shown an ID card when they called to their home. Only 5% (5% in 2005) had failed to show their ID card and almost one-fifth (18%) of respondents could not remember if an ID had been shown ([Appendix Table 19](#)).

Almost all respondents (95%) stated that the heating contractor had treated them with courtesy ([Appendix Table 20](#)).

6.2 Use of Heating System

The majority (94%; 85% in 2005) of respondents stated that they used their central heating system week day evenings and week day mornings (84%; 83% in 2005). More than one-quarter (28%; 38% in 2005) of respondents had their central heating on all day/all the time ([Appendix Table 30](#)).

6.3 Central Heating Controls

Respondents who had received a central heating system were then asked if the operational controls of the central heating system had been explained to them and if they used these controls to regulate the heat to their dwelling ([Appendix Table 31 and 32](#)).

Time Clock

Overall, the majority (92%; 95% in 2005) of respondents had been shown how to operate the time clock in their home and almost three-quarters (72%; 73% in 2005) used the time clock to adjust their heating. More than one-quarter (26%; 25% in 2005) did not use the time clock to adjust their heating.

Room Thermostat

More than four-fifths (87%; 84% in 2005) of respondents had been shown how to operate the room thermostat, and more than half (56%; 42% in 2005) used it.

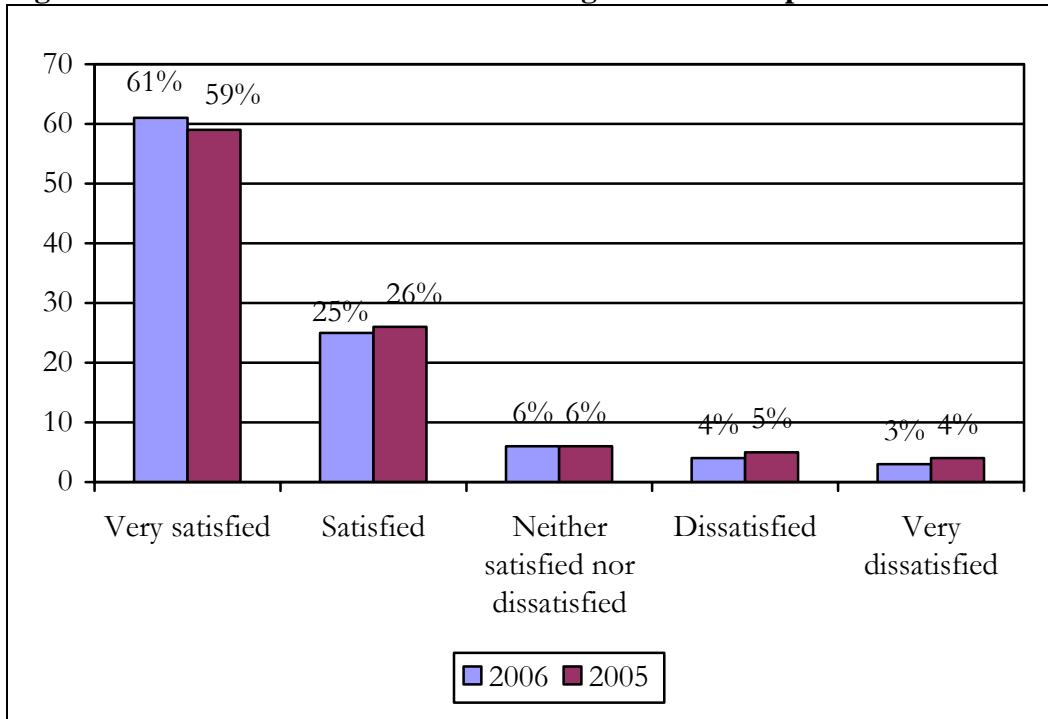
Thermostatic Radiator Controls

The thermostatic radiator control had been explained to over four-fifths (81%; 85% in 2005) of respondents. However, only 38% (29% in 2005) used it to regulate heating in their homes.

6.4 Satisfaction with Quality of Workmanship

More than three-fifths (61%; 59% in 2005) of respondents were very satisfied with the quality of workmanship and one-quarter (25%; 26% in 2004) were satisfied (Appendix Table 33a-b). (Figure 8)

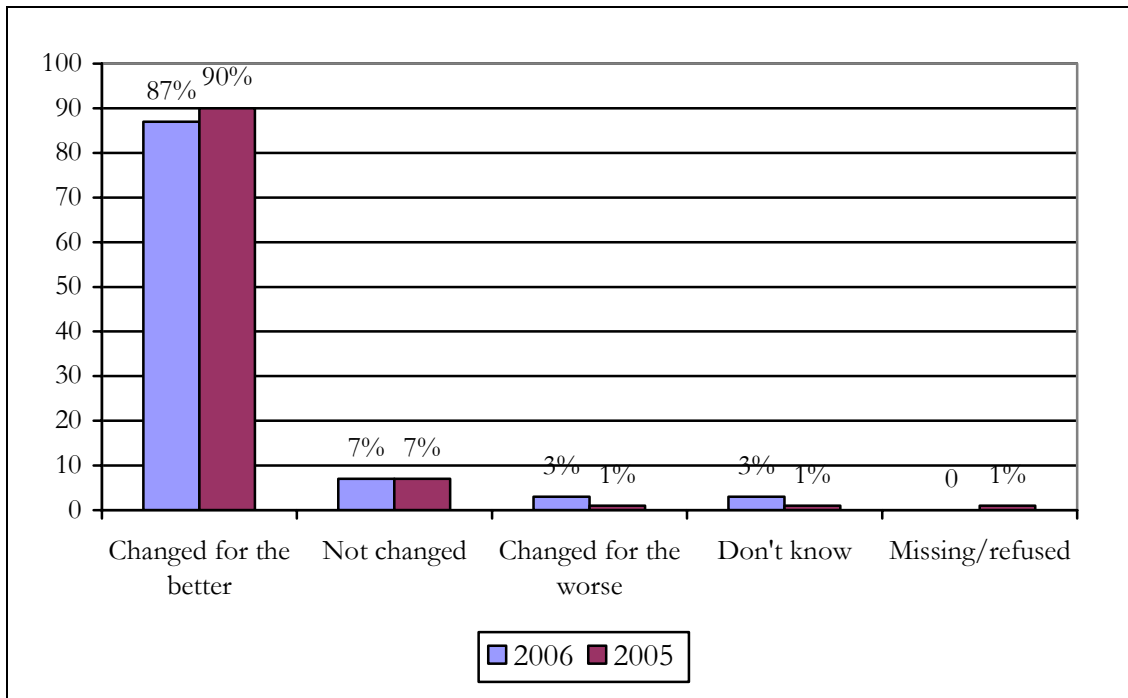
Figure 8: Satisfaction with Central Heating Workmanship 2005– 2006



6.5 Improvement to the home

More than four-fifths (87%; 90% in 2005) of respondents who had received a new central heating system or had their existing system repaired/upgraded stated that their home had changed for the better. Only 3% stated it had changed for the worse (Figure 8; Appendix Table 34).

Figure 8: Has home changed as a result of central heating installation?



7.0 Additional Comments

Of the 348 respondents, 85 respondents provided a total of 116 additional comments at the end of the survey.

The main comments were:

- 'Very satisfied with the scheme and works done' (28%)
- 'The workmen did a great job' (14%)
- 'Would like central heating replaced/upgraded' (6%)
- 'Didn't want back boiler removed' (5%)
- 'Contractor won't come back to fix faults' (4%) ([Appendix Table 35](#)).

8.0 Conclusions

Since the launch of the Warm Homes Scheme on 1 July 2001 the annual surveys have recorded very high levels of satisfaction among those who had received help under the Scheme.

Similar to the 2005 Survey, the 2006 Survey showed that respondents had heard about the EAGA Scheme mainly from friends and relatives and the main method of contacting EAGA had been by telephone.

Most respondents (87%) stated that the EAGA surveyor had made them aware of the various energy saving measures and, furthermore, the proportion of respondents using the advice given had increased. The figures for energy efficiency advice given by the surveyor were similar to those for the 2005 survey. The figures for energy advice being used by respondents had generally increased by 3%, on average, (10% for fixing dripping taps).

More than four-fifths (83%) of respondents had insulation work carried out to their home and a high proportion (86%) felt that their homes had changed for the better. Almost all respondents reported high levels of satisfaction with the treatment received from the insulation contractor (99%) and satisfaction (92%) with the work done had increased slightly since 2005 (91%).

More than one-quarter (28%) of respondents had received a new central heating system from EAGA and 14% had their existing heating system repaired or upgraded. The majority (87%) stated that their homes had changed for the better. Almost all respondents (95%) reported high levels of satisfaction with the treatment received from the heating contractor; satisfaction levels with the work done were similar (86%; 85% in 2005). Explanations of the heating controls had generally increased as had the use of the room thermostat facility to regulate heating, with 56% reporting they used the room thermostat, compared to 42% in 2005. (The increase in the use of heating controls may reflect the younger age profile of respondents compared to 2005).

Overall, satisfaction levels remained high and participants in the Scheme were increasingly using the energy advice offered by surveyors to make their homes energy efficient.

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Tabular Results – Warm Homes Customer Satisfaction Survey 2006

NB. 1. Where the number of responses has been less than five, the actual figures have been omitted and these are shown as <5.

NB. 2. Due to rounding some percentages do not add to 100%

Household Characteristics

Table 1: Gender of respondent

	<i>No</i>	<i>%</i>
Female	195	56%
Male	145	42%
Missing/Refused	7	2
Total	348	100

Table 2: Religion of Household

	<i>No</i>	<i>%</i>
Catholic	157	45%
Protestant	144	41%
Mixed Religion Catholic/Protestant	13	4%
Other	<5	1%
None	<5	1%
Missing/Refused	27	8%
Total	348	100

Table 3: Ethnic Origin of respondent

	<i>No</i>	<i>%</i>
White	338	97%
Refused	10	3%
Total	348	100

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

	<i>No</i>	<i>%</i>
Yes, has a disability that limits activities	269	77%
No	69	20%
Missing/Refused	10	3%
Total	348	100

Table 5: Marital status of respondent

	<i>No</i>	<i>%</i>
Married	189	54%
Widowed (but not legally remarried)	86	25%
Single (never married)	31	9%
Divorced (but not legally married)	15	4%
Separated (but still legally married)	15	4%
Cohabiting	<5	<1%
Missing/Refused	10	3%
Total	348	100

Table 6: Age of respondent

	No	%
25-39	18	5%
40-59	94	27%
60+	214	62%
Missing/Refused	22	6%
Total	348	100

Table7: Number of adults in household

	No	%
One	108	31%
Two	156	45%
Three	52	15%
Four	12	3%
Five	5	1%
Six	<5	<1%
Refused/Missing	13	4%
Total	348	100

Table 8: Number of children in household

	No	%
None	282	81%
One	24	7%
Two	18	5%
Three	6	2%
Four	<5	1
Five	<5	<1%
Refused/Missing	13	4%
Total	348	100

Contact with EAGA PLC

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

	No	%
Friend/Relative told me about it	131	38%
I read about it in the paper	69	20%
I saw a leaflet about it	52	15%
I heard about it on local TV/Radio	14	4%
Heard about it at Energy Advice Centre	8	2%
I saw a presentation about it	8	2%
Other	39	11%
Don't remember/Don't know	27	8%
Total	348	100

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

	No
EAGA	24
C.A.B	<5
Age Concern/ Help the Aged	<5
N.I.H.E	<5
Internet	<5
MP	<5
Contractors	<5
Occupational Therapist	<5
Total	39

Base: 39 respondents who heard of EAGA by other method

Table 11: Did you contact EAGA directly?

	No	%
Yes – I contacted EAGA myself	270	78%
No – A member of my family/friend contacted EAGA on my behalf	47	14%
Other	30	9%
Total	348	100

Table 12: Other ways EAGA contacted?

	No
Contacted by EAGA	21
C.A.B.	<5
Age Concern/ Help the Aged	<5
N.I.H.E contacted them	<5
Social Worker contacted them	<5
Landlord contacted them	<5
Total	30

Base: 30 respondents who had someone else contact EAGA for them

Table 13: If yes, did you telephone?

	No.	%
Yes	257	95%
No	10	4%
Refused/Missing	<5	1%
Total	270	100

Base: 270 respondents who contacted EAGA directly.

Table 14: Was your call answered quickly?

	No.	%
Yes	254	99%
No	<5	1%
Total	257	100

Base: 257 respondents who telephoned.

Table 15: Did you write to EAGA?

	<i>No.</i>	<i>%</i>
Yes	18	7%
No	251	93%
Total	270	100

Base: 270 respondents who contacted EAGA directly.

Table 16: If yes, did you receive an acknowledgement to your letter within 5 working days?

	<i>No.</i>
Yes	15
No	<5
Total	18

Base: 18 respondents who wrote to EAGA.

Table 17: Did any of the following staff representation make an appointment to see you?

	Yes		No		Don't know		Missing/ refused		Total	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
EAGA Staff	337	97%	6	2%	<5	<1%	<5	<1%	348	100
Insulation Contractor	272	94%	8	3%	8	3%	-	-	288	100
Heating Contractor	138	95%	5	3%	<5	1%	-	-	146	100

Table 18: Which of the following staff kept that appointment?

	Yes		No		Don't know		Missing/ refused		Total	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
EAGA Staff	335	99%	<5	<1%	-	-	-	-	337	100
Insulation Contractor	271	100%	-	-	-	-	-	-	272	100
Heating Contractor	138	100%	-	-	-	-	-	-	138	100

Table 19: Did any of the following staff representation show an I.D. card when they called at your home?

	Yes		No		Don't know		Missing/ refused		Total	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
EAGA Staff	268	77%	13	4%	61	18%	6	2%	348	100
Insulation Contractor	191	66%	19	7%	74	26%	<5	1%	288	100
Heating Contractor	101	69%	17	5%	26	18%	<5	1%	146	100

Table 20: Were you treated with courtesy by the following?

	Yes		No		Don't know		Missing/ refused		Total	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
EAGA Staff	341	98%	-	-	-	-	7	2%	348	100
Insulation Contractor	284	99%	<5	<1%	-	-	<5	<1%	288	100
Heating Contractor	138	95%	<5	3%	-	-	<5	3%	146	100

Table 21: Did the surveyor explain the following aspects of the Warm Homes Scheme?

	Yes		No		Don't know		Missing/ refused		Total	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
Who is eligible	298	86%	25	7%	19	6%	6	2%	348	100
What energy saving measures are available	300	86%	25	7%	17	5%	6	2%	348	100
What energy saving measures you were eligible for	312	90%	17	5%	15	4%	<5	1%	348	100
How long it might take to have the work carried out	288	83%	33	10%	15	4%	5	1%	348	100

Table 22: Did the surveyor explain to you how you might have to prepare for the installation works (i.e. clearing the roof space or moving furniture)?

	<i>No.</i>	<i>%</i>
Yes	241	86%
No	29	10%
Don't know	18	6%
Total	288	100

Base: 288 respondents who had insulation work carried out.

Table 23a: Did the surveyor explain other ways that might help you save energy in your home such as.....?

	Yes		No		Don't know		Missing/ refused		Total	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
Switch off lights when not in use	301	86%	30	9%	15	4%	<5	<1%	348	100
Close curtains at dusk to keep heat in	267	77%	58	17%	21	6%	<5	<1%	348	100
Only boil as much water in the kettle as you need	287	83%	41	12%	18	5%	<5	<1%	348	100
Defrost your fridge and freezer regularly	240	69%	71	20%	35	10%	<5	<1%	348	100
Fix dripping taps	245	70%	69	20%	33	10%	<5	<1%	348	100
Don't leave the TV on stand-by	283	81%	42	12%	21	6%	<5	<1%	348	100

Table 23b: If yes to any advice, do you use the advice given?

	Yes		No		Don't know		Missing/ refused		Total	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
Switch off lights when not in use	292	97%	6	2%	-	-	<5	1%	301	100
Close curtains at dusk to keep heat in	228	85%	38	14%	-	-	<5	<1%	267	100
Only boil as much water in the kettle as you need	266	93%	9	4%	-	-	<5	<1%	287	100
Defrost your fridge and freezer regularly	204	85%	34	14%	-	-	<5	<1%	240	100
Fix dripping taps	234	96%	9	4%	-	-	<5	<1%	245	100
Don't leave the TV on stand-by	247	87%	35	12%	-	-	<5	<1%	283	100

All respondents who had received energy advice

Table 24: Did the surveyor make you/your household aware of other forms of energy efficiency help available from.....

	Yes		No		Don't know		Missing/ refused		Total	
	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>
Housing Executive Grants	86	25%	170	49%	87	25%	5	1%	348	100
Northern Ireland Electricity	67	19%	182	52%	94	27%	5	1%	348	100
Phoenix Gas	60	17%	200	58%	83	24%	5	1%	348	100
Other	6	2%	242	70%	95	27%	5	1%	348	100

Table 25: Did you have insulation work carried out within the past year?

	<i>No.</i>	<i>%</i>
Yes	288	83%
No	60	17%
Total	348	100

Table 26a: How satisfied/dissatisfied are you with the quality of the workmanship in your home regarding the installation of insulation?

	<i>No.</i>	<i>%</i>
Very satisfied	190	66%
Satisfied	74	26%
Neither satisfied or dissatisfied	14	4%
Dissatisfied	8	3%
Very dissatisfied	<5	1%
Total	288	100

Base: 288 respondents who had insulation installed by EAGA.

Table 26b: Reason for dissatisfaction.

	<i>No.</i>
Didn't complete the work properly	6
Too much insulation put in loft	<5
Had to redo roof insulation myself	<5
Contractor failed to keep appointments	<5
Contractor's equipment kept breaking down	<5
Stopcock on storage tank left up, could have caused damage if unnoticed	<5
Contractor used fibre not polystyrene	<5
Missing/Refused	<5
Total	14

Base: 15 respondents who stated they were dissatisfied with insulation work carried out by EAGA.

Table 27: Were you happy with the condition your property was left in after the insulation work had been completed?

	<i>No.</i>	<i>%</i>
Yes	273	95%
No	12	4%
Don't know	<5	<1%
Missing/refused	<5	<1%
Total	288	100

Base: 288 respondents who had insulation installed by EAGA.

Table 28: Now that your home has been insulated, do you feel your home has.....

	<i>No.</i>	<i>%</i>
Changed for the better	247	86%
Not changed	29	10%
Changed for the worse	<5	<1%
Don't know	9	3%
Missing/refused	<5	<1%
Total	288	100

Base: 288 respondents who had insulation installed by EAGA.

Table 29: Did you receive a new central heating system, or have your existing system repaired/upgraded from EAGA PLC within the past year?

	<i>No</i>	<i>%</i>
Yes, I received a new central heating system	96	28%
Yes, my existing system was repaired/upgraded	50	14%
No	202	58%
Total	348	100

Table 30: How often do you use the central heating system?

	Yes		No		Total	
	No.	%	No.	%	No.	%
All day/all the time	41	28%	105	61%	130	100
Weekday morning (9am-12pm)	88	84%	17	16%	105	100
Weekday lunchtime (12pm-2pm)	9	9%	96	91%	105	100
Weekday afternoon (2pm-5pm)	26	25%	79	75%	105	100
Weekday evenings	99	94%	6	6%	105	100
Weekend daytimes	59	56%	46	44%	105	100
Weekend evenings	93	89%	12	11%	105	100

Base: 146 respondents who received central heating from EAGA within the past year.
Base: 105 respondents who do not have their heating on all day/all the time.

Table 31: Was the operation of the following controls explained to you?

	Yes		No		Don't Know		Missing/ Refused		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Time Clock	134	92%	8	6%	<5	2%	<5	<1%	146	100
Room Thermostat	127	87%	13	9%	5	3%	<5	<1%	146	100
Thermostat Radiator Control	118	81%	18	12%	8	6%	<5	1%	146	100

Base: 146 respondents who received central heating from EAGA within the past year

Table 32: Do you use the following controls to adjust the heating in your home?

	Yes		No		Don't Know		Missing/ Refused		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Time Clock	105	72%	38	26%	-	-	<5	2%	146	100
Room Thermostat	81	56%	62	43%	-	-	<5	2%	146	100
Thermostat Radiator Control	55	38%	87	60%	-	-	<5	3%	146	100

Base: 146 respondents who received central heating from EAGA within the past year

Table 33a: How satisfied/dissatisfied are you with the quality of the workmanship in your home regarding the installation of heating?

	No.	%
Very Satisfied	89	61%
Satisfied	36	25%
Neither Satisfied or dissatisfied	9	6%
Dissatisfied	6	4%
Very Dissatisfied	5	3%
Total	146	100

Base: 146 respondents who received central heating from EAGA within the past year

Table 33b: Reason for dissatisfaction.

	<i>No.</i>
Contractor left a mess and didn't come back to fix faults	<5
Contractors caused damage to property	<5
Pump taken away so now have to drain off excess hot water	<5
Workmen were rude and untidy	<5
Talked into having back boiler removed against my better judgement	<5
Total	11

Base: 11 respondents who stated dissatisfaction with Central Heating

Table 34: Now that the installation of heating has been completed, do you feel that your home has?

	<i>No</i>	<i>%</i>
Changed for the better?	127	87%
Not changed	10	7%
Changed for the worse	5	3%
Don't know	<5	3%
Missing/Refused	-	-
Total	146	100

Base: 146 respondents who received central heating from EAGA within the past year

Table 35: Additional Comments on Warm Homes Scheme.

	<i>No</i>	<i>%</i>
Very satisfied with the scheme and works done	32	28%
The workmen did a great job	16	14%
Would like central heating replaced/upgraded	7	6%
Didn't want back boiler removed	6	5%
Contractor won't come back to fix faults	5	4%
Worried about rising oil prices	<5	<1%
Decided not to have heating upgraded, wished to hold on to dual heating option	<5	<1%
Contractor left house a mess	<5	<1%
Have difficulty operating heating controls	<5	<1%
Very disappointed with scheme and standard of work	<5	<1%
Wanted radiator reflector panels	<5	<1%
New heating system making noises, would like it checked out	<5	<1%
Thankful for the extra comfort the work has brought	<5	<1%
Would like to know more about solar panels	<5	<1%
Still waiting for EAGA to carry out work	<5	<1%
Only received low energy light bulbs, draught excluders and hot water jacket	<5	<1%
There was a problem with leaks	<5	<1%
Fireplace has come away from the wall	<5	<1%
Cannot get decoration done due to rain coming through window	<5	<1%
Water pressure very poor with hot water from solar panels	<5	<1%
Would have liked more information as only some work carried out	<5	<1%
Insulation placed across rafters in roof space made it very difficult to board	<5	<1%
Builder said cavity wall not completely insulated	<5	<1%
Contractor sent subcontractor out to fix faults	<5	<1%
Contractor didn't leave instruction manual for heating system	<5	<1%
Felt intimidated by foul language used by contractors	<5	<1%
Not enough warning given for essential preparation	<5	<1%
Have to keep heating at high temperature otherwise it switched off	<5	<1%
People should be made more aware of their entitlements	<5	<1%
Won't notice any improvement until double glazing installed	<5	<1%
Was told walls not insulated, workmen came and told me they were	<5	<1%
Don't know why I didn't qualify for Thermostatic Radiator Valves	<5	<1%
Not sure if condensation problem has been fixed	<5	<1%
Had to get second contractor to redo job after first one did a poor job	<5	<1%
Roof space not insulated as I was unable to clear it out	<5	<1%
Total	116	100

Base: 116 total responses from 85 respondents