

WH:SHF W3 Resident Questionnaire (A3)

Please note, each question must be worded exactly as specified, irrespective of questionnaire method (e.g. online, telephone or face to face). This questionnaire is provisional and may be subject to change.

Key Questions

1. **To what extent were you satisfied or dissatisfied with the process of your energy saving measures being installed?**
 - a. Very satisfied
 - b. Satisfied
 - c. Neither satisfied nor dissatisfied
 - d. Dissatisfied
 - e. Very dissatisfied
 - f. Don't know

2. **Since the installation, to what extent have you been satisfied or dissatisfied with your energy saving measures and how they have worked?**
 - a. Very satisfied
 - b. Satisfied
 - c. Neither satisfied nor dissatisfied
 - d. Dissatisfied
 - e. Very dissatisfied
 - f. Don't know

3. **Since the energy saving measures were installed in your home, have your mental and physical health got better, worse, or has there been no change?**
 - a. A lot better
 - b. A little better
 - c. No change
 - d. A little worse
 - e. A lot worse
 - f. Don't know

4. **Since the energy saving measures were installed in your home, have your feelings of warmth and comfort at home improved, worsened, or has there been no change?**
 - a. Improved a lot
 - b. Improved a little
 - c. No change
 - d. Worsened a little
 - e. Worsened a lot
 - f. Don't know

5. **Since the energy saving measures were installed in your home, what change, if any, have you seen to your energy bills?**
 - a. My energy bills are significantly cheaper
 - b. My energy bills are a little cheaper
 - c. My energy bills have not changed
 - d. My energy bills are a little more expensive
 - e. My energy bills are significantly more expensive

- f. Don't know

Sociodemographic Questions

1. What is your age?

- a. 18 – 24
- b. 25 – 34
- c. 35 – 44
- d. 45 – 54
- e. 55 – 64
- f. 65 – 74
- g. 75 – 84
- h. 85+
- i. Prefer not to say

2. What is your gender?

- a. Male
- b. Female
- c. Other
- d. Prefer not to say

3. How much is your household's annual income, before tax?

By income, we mean money from employment, pensions and benefits - except where the benefit is paid directly to the landlord (e.g. this can sometimes happen with housing benefits). Please include the income of all adults living in your household in your answers.

- a. Less than £5,000 per year
- b. £5,000 to £15,999
- c. £16,000 to £24,999
- d. £25,000 to £34,999
- e. £35,000 to £44,999
- f. £45,000 to £54,999
- g. £55,000 to £74,999
- h. £75,000 or more
- i. Don't know
- j. Prefer not to say

4. What is your ethnic group? Please only answer in relation to yourself and not anyone else in your household.

White

- a. English/Welsh/Scottish/Northern Irish/British
- b. Irish
- c. Gypsy or Irish Traveller
- d. Any other White background (please describe)

Mixed/multiple ethnic groups

- e. White and Black Caribbean
- f. White and Black African
- g. White and Asian
- h. Any other Mixed/Multiple ethnic background (please describe)

Asian/Asian British

- i. Indian
- j. Pakistani
- k. Bangladeshi
- l. Chinese

- m. Any other Asian background (please describe)

Black/African/Caribbean/Black British

- n. African

- o. Caribbean

- p. Any other Black/African/Caribbean background (please describe)

Other ethnic group

- q. Arab

- r. Any other ethnic group (please describe)

- s. Prefer not to say

5. Do you or anyone else in your household have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more, that limits your or their day-to-day activities?

Normal day to day activities include everyday things like eating, washing, walking and going shopping.

- a. Yes – It limits my/their day-to-day activities all of the time

- b. Yes – It limits my/their day-to-day activities some of the time

- c. Yes – but it does not limit my/their day-to-day activities

- d. No – no household members have any long-term physical or mental health conditions or illnesses

- e. Don't know

- f. Prefer not to say

If possible, grant recipient to provide Unique Property Reference Number (UPRN) to enable matching with scheme data and provision of property details. UPRN is the official unique identifier for every UK addressable property; including it (where available) helps us accurately match your records to scheme data, avoid duplicate/incorrect addresses, and pull through the right property details.