

WARM HOMES CUSTOMER SATISFACTION SURVEY 2007



**Housing
Executive**



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

Research Unit
June 2008

CONTENTS

List of Maps	2
List of Figures	2
List of Tables	2
Executive Summary	3
1.0 Introduction	
1.1 Background Information.....	7
1.2 Aims of the Survey.....	7
1.3 Methodology	8
1.3.1 Sampling	8
1.3.2 Fieldwork	8
1.3.3 Response Rate.....	8
1.4 Presentation of Findings	9
COMMENTARY	
2.0 Household Characteristics	
2.1 Gender of Respondent	10
2.2 Religion/Ethnic Origin of Respondent.....	10
2.3 Long Term Illness/Health Problems/Disability of Respondent	10
2.4 Marital status of Respondent	10
2.5 Age of Respondent.....	11
2.6 Number of Adults in Household	11
2.7 Number of Children in Household.....	11
3.0 Contacts with EAGA PLC	
3.1 Warm Homes Awareness	11
3.2 Initial Contact with EAGA.....	12
3.3 Method of Contact	12
3.3.1 Telephone Contact	12
3.3.2 Written Contact.....	12
3.4 EAGA Staff	12
4.0 Warm Homes scheme	
4.1 Aspects of the Warm Homes Scheme.....	12
4.2 Preparation for Installation Work	13
4.3 Advice on Energy Efficiency	13
4.4 Other forms of Energy Efficiency help available.....	15

5.0	Quality of Installation Service	
5.1	Insulation Contractor	15
5.2	Satisfaction with the Quality of the Workmanship	15
5.3	Condition of Property	16
5.4	Completion of Insulation Work.....	17
6.0	Quality of Central Heating Service	18
6.1	Heating Contractor	18
6.2	Use of Heating System.....	18
6.3	Central Heating Controls.....	18
6.4	Satisfaction with the Quality of the Workmanship.....	19
6.5	Improvement to the Home	19
7.0	Additional Comments on Warm Homes	20
8.0	Conclusions	21

List of Appendix Tables	22-23
--------------------------------------	-------

Tabular Results	24-33
------------------------------	-------

List of Maps

Map 1: Installer Areas in Northern Ireland.....	8
--	---

List of Figures

Figure 1: Marital Status of Respondent	10
Figure 2: Sources of information used	11
Figure 3: Aspects of Warm Homes Explained.....	13
Figure 4: Energy Advice Given 2006 - 2007	14
Figure 5: Satisfaction with Insulation Workmanship.....	16
Figure 6: Happy with Condition of Home Following Insulation Work.....	16
Figure 7: Has Home Changed as a Result of Insulation Work 2006-2007..	17
Figure 8: Satisfaction with Central Heating Workmanship 2006 - 2007	19
Figure 9: Has Home Changed as a Result of Central Heating Installation...	20

List of Tables

Table 1: Awareness of other forms of Energy Efficiency 2006 and 2007.....	15
--	----

WARM HOMES CUSTOMER SATISFACTION SURVEY 2007

Executive Summary

Household Characteristics

- 58% of respondents were female and 41% were male.
- 46% of respondents described their households as Catholic and 43% as Protestant.
- Almost three-quarters (74%) of respondents stated that they had a long-term illness/health problem/disability which limited their daily activities.
- More than half (52%) of respondents were married and more than one-fifth (21%) were widowed.
- Three-fifths (60%) of respondents were aged 60 and over.
- More than two-fifths (43%) of respondents lived in two adult person households and almost one-third (32%) lived in single person households.
- Three-quarters (75%) of respondents had no children in their household.
- In comparison to 2006 figures, the number of elderly respondents (62% in 2006; 60% in 2007) and respondents from single person households (31% in 2006; 32% in 2007) remained similar. The proportion of respondents from households with no children decreased slightly (81% in 2006; 75% in 2007).

Contact with EAGA PLC

- More than two-fifths (42%) of respondents had heard about the Scheme from friends and relatives and 22% had seen a leaflet about it.
- More than three-quarters (76%) of respondents had contacted EAGA directly and 16% 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 (93%) and the majority (98%) said that the telephone had been answered quickly.
- Of those who had written to EAGA (30 respondents; 11%) the majority (24 respondents) had received an acknowledgement to their letter within five working days.
- The majority of respondents (95%) 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 (76%) said 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	2007
who is eligible for energy saving measures	86%	85%
what energy saving measures are available	86%	82%
what energy saving measures they were eligible for	90%	82%
how long it might take to carry out the work	83%	78%

- More than four-fifths (88%) 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 had used this advice.

Figures for energy efficiency advice given by the surveyor were generally lower than those in 2006:-

	Advice Given 2006	Advice Given 2007
Switch off lights when not in use	87%	79%
Only boiling as much water in the kettle as needed	83%	73%
Don't leave TV on standby	81%	70%
Close curtains at dusk	77%	69%
Fix dripping taps	70%	60%
Defrosting fridge/freezer regularly	69%	56%

Figures for energy advice being used by respondents were generally similar to those for 2006:-

	Use Advice 2006	Use Advice 2007
Switch off lights when not in use	97%	95%
Only boiling as much water in the kettle as needed	93%	92%
Fix dripping taps	96%	89%
Don't leave TV on stand-by	87%	87%
Close curtains at dusk	85%	86%
Defrosting fridge/freezer regularly	85%	84%

- Some respondents said the EAGA surveyor had made them aware of other forms of energy efficiency help available from: Housing Executive Grants (20%; 25% in 2006); NIE (18%; 19% in 2006); and Phoenix Gas (14%; 17% in 2006).

Quality of Insulation Installation Service

- Of the 359 respondents interviewed, 84% (303 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; satisfaction levels for the work done were comparable to those for 2006.
- The majority of respondents (91%) stated that the insulation contractor had made an appointment and almost all (99%) said the contractor had kept the appointment.
- More than two-thirds (67%) of respondents said the insulation contractor had shown an ID card.
- Almost all respondents (97%) stated that the insulation contractor had treated them with courtesy (99% in 2006).
- Most respondents (91%; 92% in 2006) said they were very satisfied/satisfied with the quality of workmanship.
- The majority of respondents (92%) said they were happy with the condition in which the contractor had left their property after completion of the insulation work.
- Most respondents (85%) stated that their homes had changed for the better after they had been insulated, a similar result to 2006 (86%)

Quality of Heating Installation Service

- More than one-third (131; 37%) of respondents said they had received a new central heating system through the Scheme during the year before the interview and 13% (47 respondents) said their existing system had been repaired/upgraded.
- Almost all respondents (93%) stated the heating contractor had made an appointment and all (100%) said the heating contractor had kept the appointment.
- Almost three-quarters (71%) of respondents said the heating contractor had shown an ID card.
- The majority of respondents (96%; 95% in 2006) said the heating contractor had treated them with courtesy.
- The majority (93%) of respondents stated that they used their central heating system week day evenings, week day mornings (91%) and weekend evenings (80%). One-quarter (25%) of respondents had their central heating on all day/all the time (28% in 2006).
- The majority (93%) of respondents had been shown how to operate the time clock. More than two-thirds (67%; 72% in 2006) used the time-clock to adjust their heating.

- Most respondents (87%) had been shown how to operate the room thermostat and half (50%) used this control to adjust their heating, a decrease on the 2006 figure (56%).
- More than four-fifths (83%) of respondents said the thermostatic radiator controls had been explained to them, a slight increase on 2006 (81%). However, less than two-fifths (39%) of respondents used this control to regulate heating in their homes (38% in 2006).
- The majority (91%; 86% in 2006) 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 (90%; 87% in 2006) stated that their home had changed for the better.

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, regularly assesses levels of customer satisfaction with the different elements of the Warm Homes service, with a view to identifying areas for improvement, where appropriate.

The Warm Homes Customer Satisfaction Survey was first commissioned in May 2002 and reports are published annually. The surveys 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 2007 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 2006/7

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 the Heating Installation Service.

This report also compares the 2007 findings with those from the 2006 survey where appropriate.

1.3 Methodology

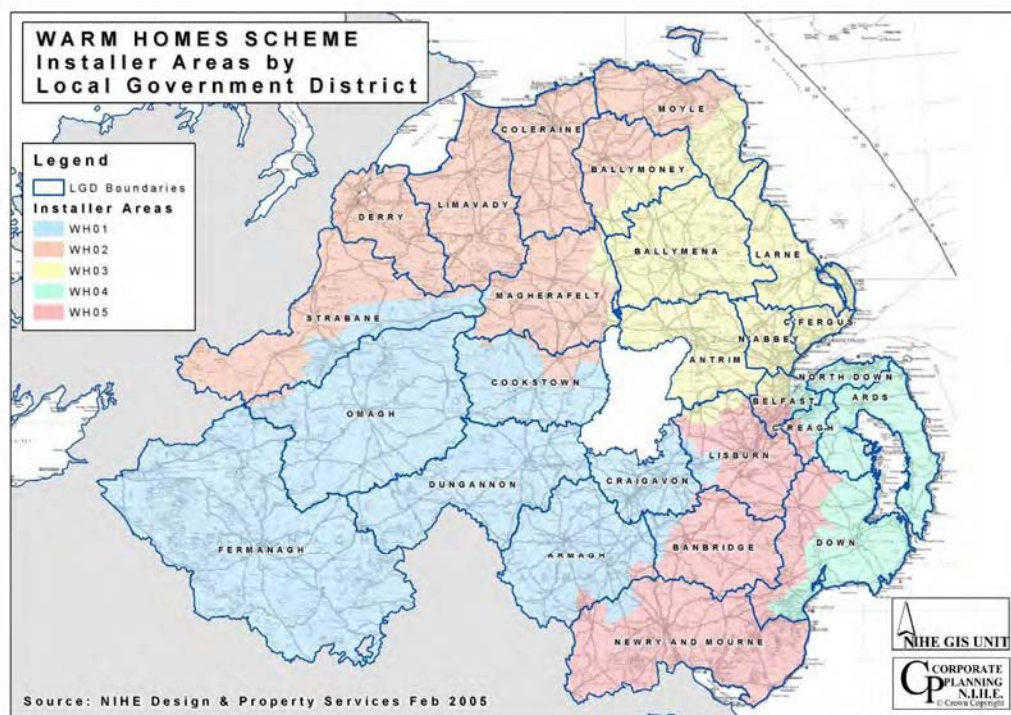
1.3.1 The Sample

The Grants Department provided the Research Unit with addresses of all households who had 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 2006/7. This sample frame did not identify which type of Warm Homes grant had been issued to each household.

The Research Unit drew a random sample, 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 7 March 2008 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 7 April 2008 and a final reminder was issued on 5 May 2008 asking respondents to return their completed forms by the end of May.

1.3.3 Response Rate

The response rate was high (73%) with a total of 359 completed surveys. On completion of the fieldwork, it emerged that four respondents had moved home and three respondents had died. A further three respondents had refused to take part in the survey. The response rate varied by installer area:

	Response 2006	Response 2007
WH01	77%	74%
WH02	70%	80%
WH03	71%	69%
WH04	69%	78%
WH05	66%	64%

1.4 Presentation of findings

For data protection purposes it is the Research Unit's 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.

2.1 Gender of Respondents

Almost three-fifths (58%; 56% in 2006) of respondents were female and more than two-fifths (41%; 42% in 2006) were male ([Appendix Table 1](#)).

2.2 Religion/Ethnic Origin of Respondents

Forty-six per cent (45% in 2006) of respondents described their household as Catholic; 43% (41% in 2006) described their household as Protestant. Small proportions of respondents described their household as mixed religion (3%), other or having no religion (1% in each case) ([Appendix Table 2](#)).

Most respondents (96%; 97% in 2006) described their ethnic origin as white; 4% (3% in 2006) refused to record their ethnicity ([Appendix Table 3](#)).

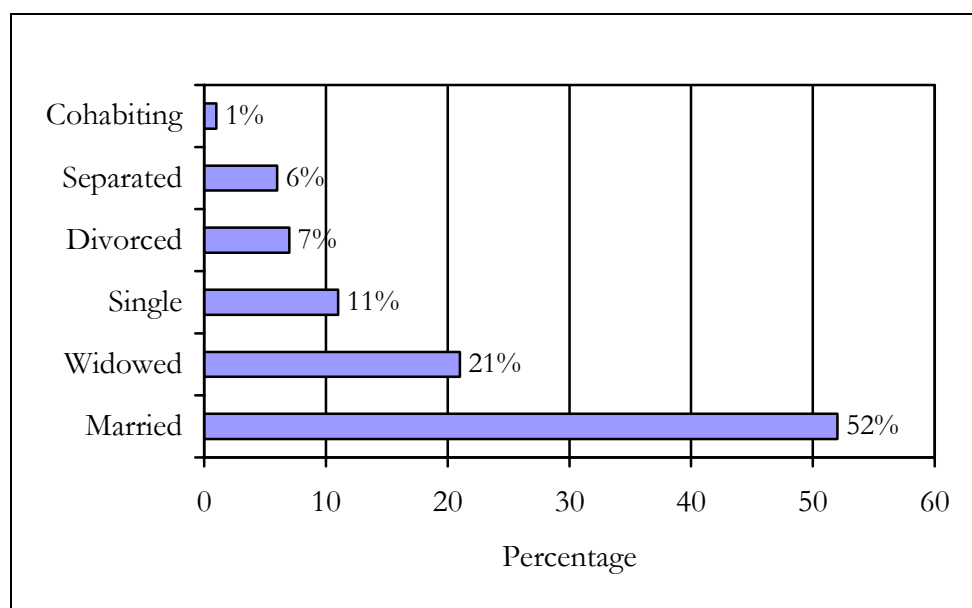
2.3 Long-term illness/health problems/disability of Respondents

Almost three-quarters (74%; 77% in 2006) 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 (23%; 20% in 2006) did not have a health problem ([Appendix Table 4](#)).

2.4 Marital Status - Respondent

More than half (52%; 54% in 2006) of respondents were married and more than one-fifth (21%; 25% in 2006) were widowed; 11% (9% in 2006) were single and 7% were divorced ([Figure 1](#); [Appendix Table 5](#)).

Figure 1: Marital status of respondent



2.5 Age of Respondents

Three-fifths of respondents (60%; 62% in 2006) were aged 60 or older and almost one-quarter (24%; 27% in 2006) were aged 40 to 59. Ten percent (5% in 2006) were aged 25 to 39 ([Appendix Table 6](#)).

2.6 Number of adults in the household

Almost one-third (32%; 31% in 2006) of respondents lived in single adult households; 43% (45% in 2006) were in two adult households and 12% (15% in 2006) were in households with three adults ([Appendix Table 7](#)).

2.7 Number of Children in the household

Three-quarters (75%; 81% in 2006) of respondents had no children in their household. Less than one-tenth (8%; 7% in 2006) had one child and a similar proportion (9%; 5% in 2006) 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 Contact with EAGA PLC

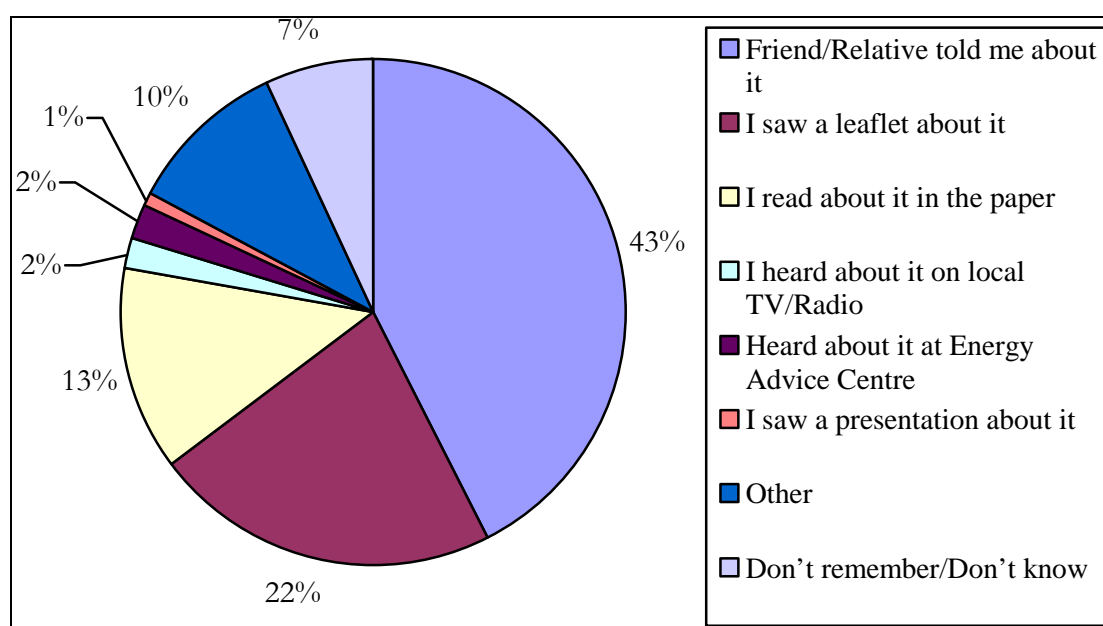
Respondents were asked how they had first heard of the Warm Homes Scheme and their method of contacting EAGA PLC.

3.1 Warm Homes Awareness

More than two-fifths (42%; 38% in 2006) of respondents had heard about the Scheme from friends and relatives. Almost one-quarter (22%; 15% in 2006) said they had first heard about the scheme through leaflets and 13% had read about the scheme in the newspaper (20% in 2006) ([Figure 2](#)).

A further 10% said they had first heard about the Scheme from other sources, such as: EAGA directly (15 respondents); NIHE (6 respondents) and 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 (76%; 78% in 2006) of respondents said they had contacted EAGA directly. Less than one-fifth (16%; 14% in 2006) 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 (93%; 95% in 2006). The majority (98%; 99% in 2006) of respondents stated that the telephone had been answered quickly ([Appendix Tables 13 and 14](#)).

3.3.2 Letter

Eleven per cent of respondents who had contacted EAGA directly (7% in 2006) had done so by writing to them. Of these 30 respondents, the majority (24 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 (95%) of respondents stated that EAGA staff had made an appointment with them and almost all (99%) had kept the appointment.

More than three-quarters (76%; 77% in 2006) of respondents stated that EAGA staff had shown their ID when they called to their home. Almost one-fifth (18%; 18% in 2006) of respondents could not remember if an ID had been shown ([Appendix Table 17-19](#)).

Almost all respondents (98%; 98% in 2006) 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 for 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

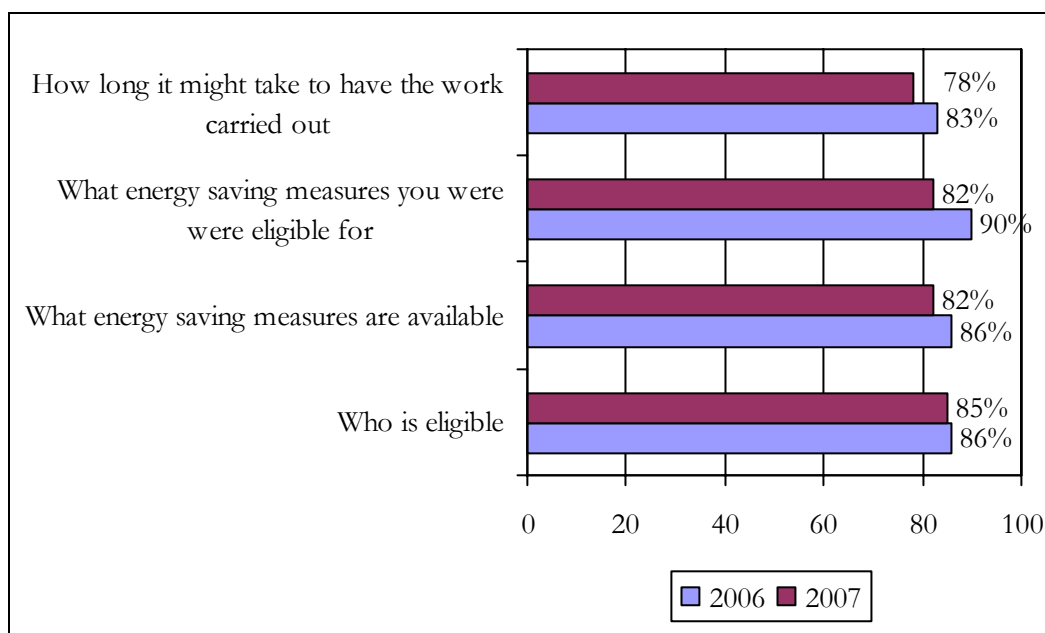
Approximately four-fifths of all respondents reported that the surveyor had explained all aspects of the Warm Homes Scheme.

The majority (85%; 86% in 2006) of respondents stated that the surveyor had explained who was eligible for the Warm Homes Scheme. A high proportion (82%;

86% in 2006) said they had been advised of what energy saving measures were available.

More than four-fifths (82%; 90% in 2006) of respondents said they had been advised what energy saving measures they were eligible to receive and more than three-quarters (78%; 83% in 2006) 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

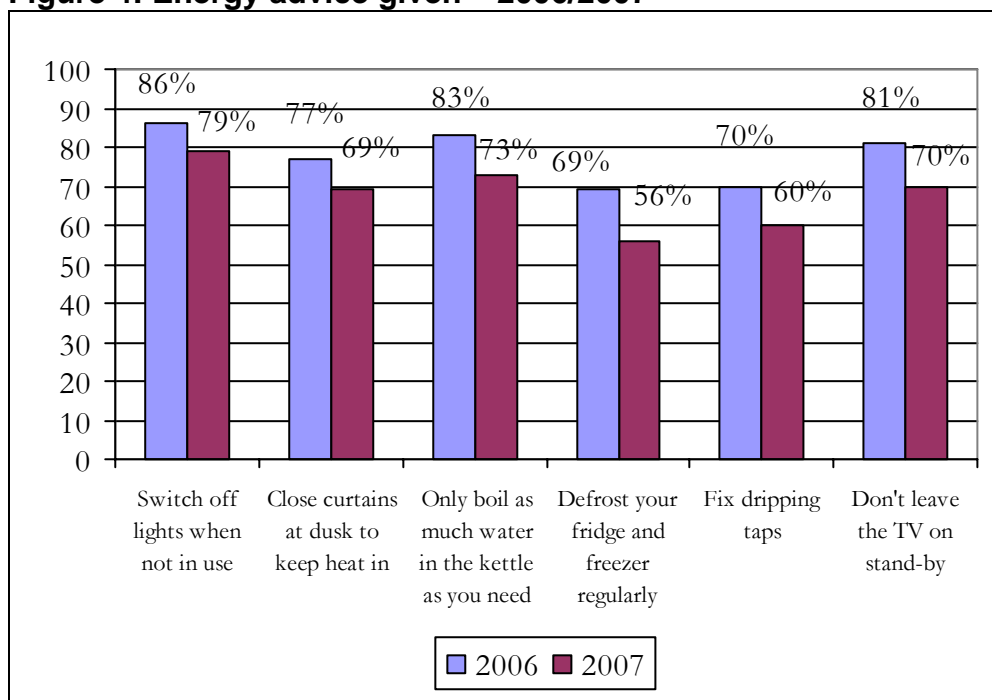
More than four-fifths (88%) of respondents said the surveyor had explained the preparations that might be necessary before the work could begin in their home (Appendix Table 22).

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; and
- switching the TV off and not leaving it on stand-by (Appendix Tables 23a-b) (Figure 4)

Figure 4: Energy advice given – 2006/2007



In comparison to results in 2006, the level of advice given by surveyors was lower and the proportion of respondents using the advice given was broadly similar.

Switching off lights

Almost four-fifths (79%; 86% in 2006) of respondents said the surveyor had advised them to switch off lights when not in use and the majority (95%; 97% in 2006) had taken this advice.

Closing curtains

More than two-thirds (69%; 77% in 2006) of respondents had been advised to close curtains at dusk and 86% (85% in 2006) had taken this advice.

Boiling the required amount of water

Almost three-quarters (73%; 83% in 2006) had been advised to boil only as much water in the kettle as needed and the majority (92%; 93% in 2006) did so.

Defrosting fridge/freezer

More than half (56%; 69% in 2006) had been advised to defrost their fridge and freezer regularly and more than four-fifths (84%; 85% in 2006) had acted on this advice. One-quarter of respondents (25%; 20% in 2006) stated they had never received the advice.

Dripping taps

Almost two-thirds (60%; 70% in 2006) of respondents had been advised to fix dripping taps and the majority (89%; 96% in 2006) had taken this advice. Almost one-quarter of respondents (23%; 20% in 2006) stated they had never received the advice.

Turning off the TV

More than two-thirds (70%; 81% in 2006) had been advised not to leave their TV on standby and most (87%; 87% in 2006) 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 2006 and 2007

	Yes	
	2006	2007
	%	%
NIHE Grants	25	20
NIE	19	18
Phoenix Gas	17	14

5.0 Quality of Insulation Service

A total of 303 respondents (84%; 83% in 2006) 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 2006 findings.

5.1 Insulation Contractor

The majority of respondents (91%; 94% in 2006) stated that the insulation contractor had made an appointment with them and almost all (99%; 100% in 2006) said they had kept this appointment ([Appendix Tables 17-18](#)).

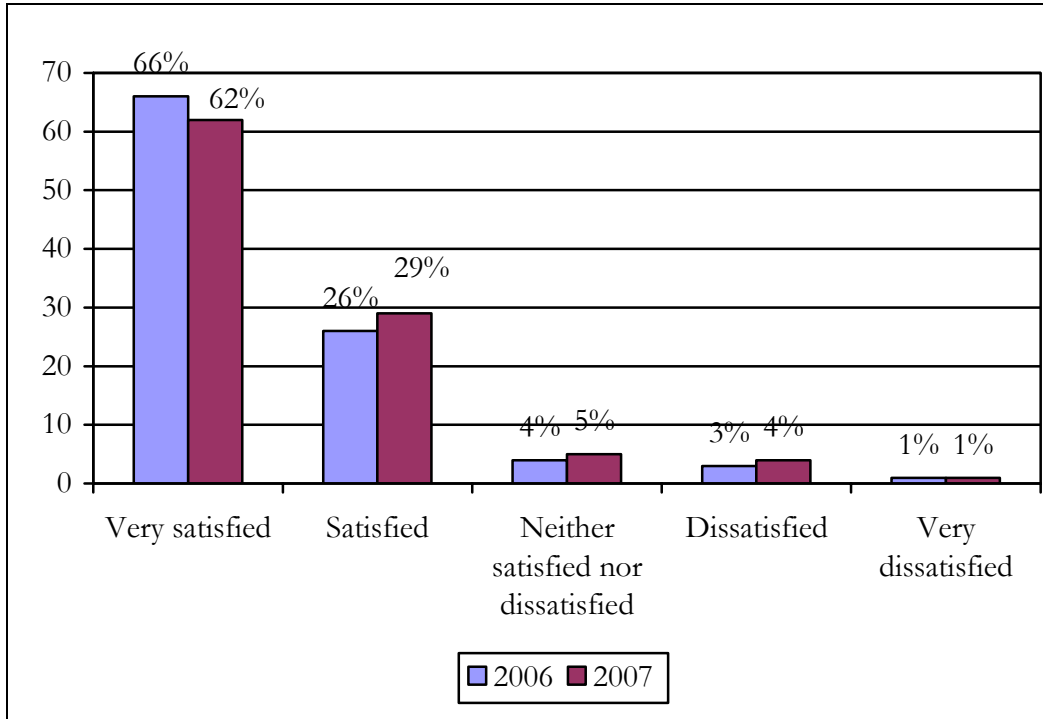
More than two-thirds (67%; 66% in 2006) of respondents stated that the insulation contractor had shown an ID card when they called to their home. Almost one-quarter (22%; 26% in 2006) of respondents could not remember and 10% said the contractor did not show any ID ([Appendix Table 19](#)).

Almost all respondents (97%; 99% in 2006) 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 (91%; 92% in 2006) of respondents were 'very satisfied/satisfied' with the quality of workmanship. Only 5% of respondents were dissatisfied and the main reasons given were 'insulation not done properly', 'contractors very untidy' and 'workmanship very poor' ([Figure 5](#); [Appendix Table 26 a-b](#)).

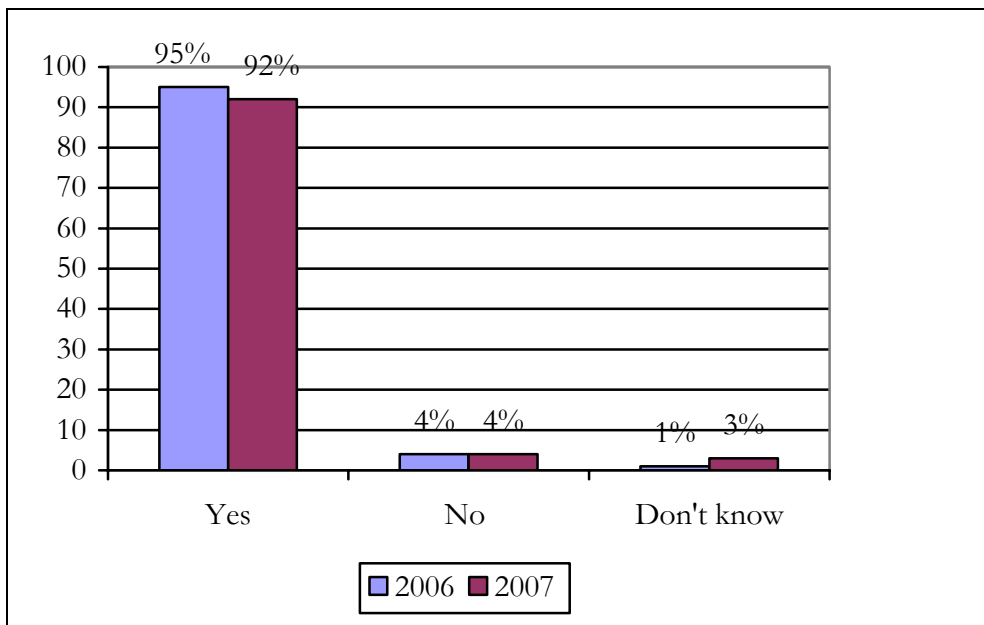
Figure 5: Satisfaction with insulation workmanship



5.3 Condition of Property

The majority (92%; 95% in 2006) of respondents said they were happy with the condition of their property after completion of the installation ([Figure 6](#); [Appendix Table 27](#)).

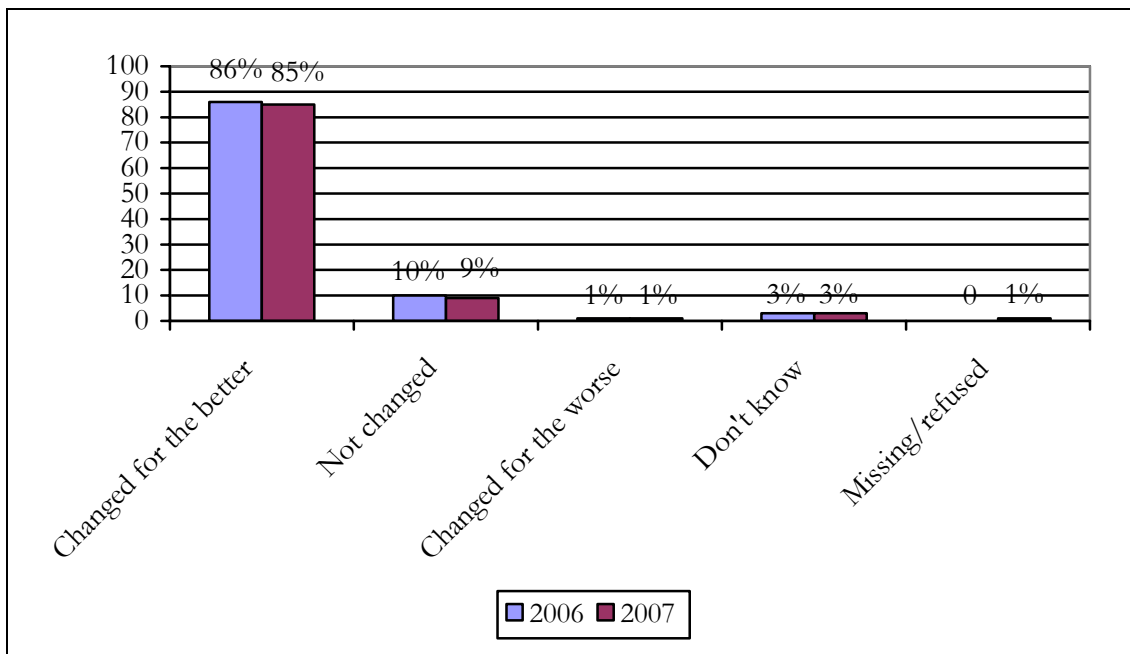
Figure 6: Happy with condition of home following insulation work?



5.4 Completion of Insulation Work

More than four-fifths (85%; 86% in 2006) of respondents stated that their homes had changed for the better following completion of the insulation work and 9% (10% in 2006) stated there had been no change (Figure 7; Appendix Table 28).

Figure 7: Has home changed as a result of insulation work? (2006 and 2007)



6.0 Quality of Central Heating Service

More than one-third (37%; 28% in 2006) of respondents said that they had received a new central heating system from EAGA Plc and 13 % (14% in 2006) 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 had received from the heating contractor, and with the quality of work done. Explanations of the heating controls were similar to the 2006 results; the proportion of respondents using the time clock and the room thermostat facilities to regulate heating had fallen compared to 2006.

6.1 Heating Contractor

Almost all respondents (93%) stated that the heating contractor had made an appointment with them and all (100%) said they had kept this appointment ([Appendix Tables 17 and 18](#)).

Almost three-quarters (71%; 69% in 2006) of respondents stated that the heating contractor had shown an ID card when they called to their home. Ten percent (12% in 2006) said the contractor had failed to show their ID card and almost one-fifth (19%) of respondents could not remember if an ID had been shown ([Appendix Table 19](#)).

Almost all respondents (96%) stated that the heating contractor had treated them with courtesy ([Appendix Table 20](#)).

6.2 Use of Heating System

The majority (93%; 94% in 2006) of respondents stated that they used their central heating system week day evenings and week day mornings (91%; 84% in 2006). One-quarter (25%; 28% in 2006) 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 Tables 31 and 32](#)).

Time Clock

Overall, the majority (93%; 92% in 2006) of respondents had been shown how to operate the time clock in their home and more than two-thirds (67%; 72% in 2006) used the time clock to adjust their heating. Almost one-third (32%; 26%: in 2006) did not use the time clock to adjust their heating.

Room Thermostat

More than four-fifths (87%; 87% in 2006) of respondents had been shown how to operate the room thermostat, and half (50%; 56% in 2006) used it.

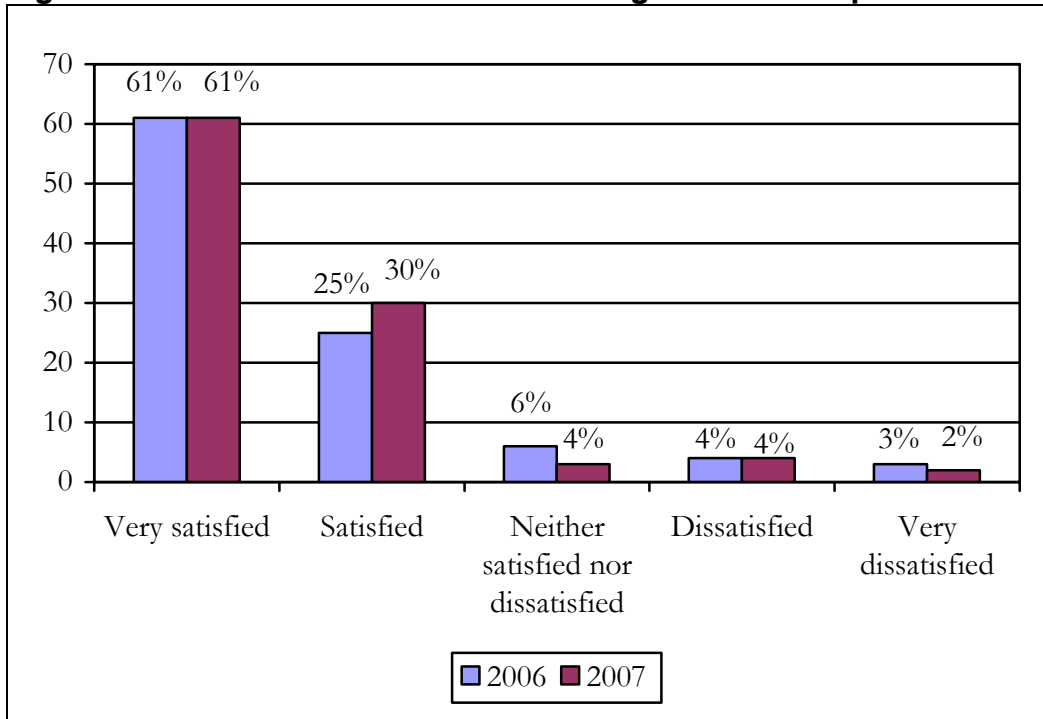
Thermostatic Radiator Controls

The thermostatic radiator control had been explained to over four-fifths (83%; 81% in 2006) of respondents. However, only 39% (38% in 2006) used it to regulate heating in their homes.

6.4 Satisfaction with Quality of Workmanship

More than three-fifths (61%; 61% in 2006) of respondents were very satisfied with the quality of workmanship and almost one-third (30%; 25% in 2004) were satisfied (Appendix Tables 33a and 33b). (Figure 8)

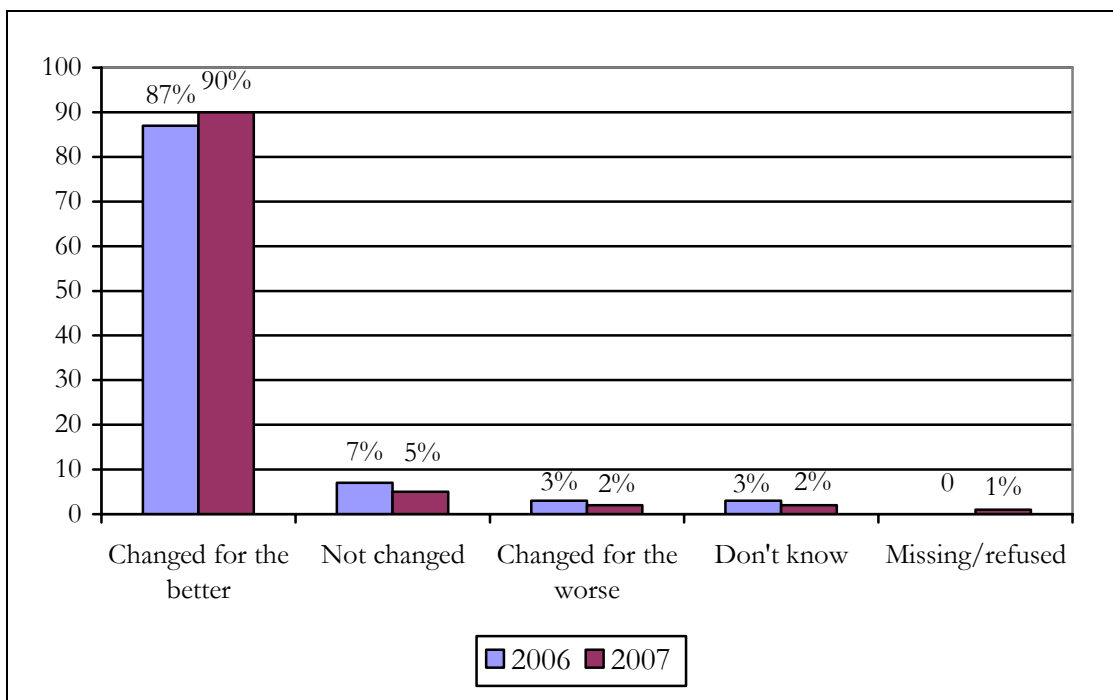
Figure 8: Satisfaction with Central Heating Workmanship 2006– 2007



6.5 Improvement to the home

The majority (90%; 87% in 2006) 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 2% stated it had changed for the worse (Figure 9; Appendix Table 34).

Figure 9: Has home changed as a result of central heating installation?



7.0 Additional Comments

Of the 359 respondents, 101 provided a total of 139 additional comments at the end of the survey.

The main comments were:

'Very satisfied with the scheme and works done'	(30%)
'Standard of workmanship very good'	(11%)
'Not impressed with the standard of workmanship'	(8%)
'Insulation won't work until double glazing installed'	(6%)
'Would like more information on energy saving measures'	(6%) (Appendix Table 35).

8.0 Conclusions

Since the launch of the Warm Homes Scheme on 1 July 2001, the annual surveys, undertaken by the Housing Executive's Research Unit, have recorded very high levels of satisfaction among those who had received help under the Scheme.

As in 2006, the 2007 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 (79%) stated that the EAGA surveyor had made them aware of the various energy saving measures. However, in general there appeared to be lower proportions of households receiving the appropriate energy advice compared to the 2006 survey. The figures for energy advice being used by respondents were similar to those for 2006.

More than four-fifths (84%) of respondents had insulation work carried out to their home and a high proportion (85%) felt that their home had changed for the better. Almost all respondents reported high levels of satisfaction with the treatment received from the insulation contractor (97%) and satisfaction with the work done (91%) was similar to 2006 (92%).

More than one-third (37%) of respondents had received a new central heating system from EAGA and 13% had their existing heating system repaired or upgraded. The majority (90%) stated that their homes had changed for the better. Almost all respondents (96%) reported high levels of satisfaction with the treatment received from the heating contractor; satisfaction levels with the work done have increased slightly (91%; 86% in 2006). Explanations of the heating controls were similar to the 2006 figures. The use of the time clock (67%; 72% in 2006) and room thermostat (50%; 56% in 2006) facilities to regulate heating had decreased slightly. The proportions of respondents using thermostatic radiator controls to regulate heating were similar (39%; 38% in 2006).

Overall, satisfaction levels remained high and participants in the Scheme continued to use the energy advice offered by surveyors to make their home energy efficient in high numbers.

List of Appendix Tables

Household Characteristics

Table 1: Gender of respondent

Table 2: Religion of household

Table 3: Ethnic origin of respondent

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

Table 5: Marital status of respondent

Table 6: Age of respondent

Table 7: Number of adults in household (excluding respondent)

Table 8: Number of children in household

Contact with EAGA PLC

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

Table 10: Other ways you first heard of Warm Homes Scheme

Table 11: Did you contact EAGA directly?

Table 12: Other ways EAGA contacted

Table 13: If yes, did you telephone?

Table 14: Was your call answered quickly?

Table 15: Did you write to EAGA?

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

Table 17: Did any of the following staff representation make an appointment to see you – EAGA Staff; Insulation Contractor; Heating Contractor?

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

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

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

- Table 21: Did the surveyor explain the following aspects of the Warm Homes Scheme?
- Table 22: Did the surveyor explain to you how you might have to prepare for the installation works (i.e. Clearing the roof or moving furniture)?
- Table 23a: Did the surveyor explain other ways that might help you save energy in your home?
- Table 23b: If yes to any advice, do you use the advice given?
- Table 24: Did the surveyor make you/your household aware of forms of energy efficiency help available?
- Table 25: Did you have insulation work carried out within the past year?
- Table 26a: How satisfied/dissatisfied are you with the quality of the workmanship in your home regarding the installation of insulation?
- Table 26b: Reason for dissatisfaction
- Table 27: Were you happy with the condition your property was left in after the insulation work had been completed?
- Table 28: Now that your home has been insulated, do you feel your home has changed?
- Table 29: Did you receive a new central heating system from the EAGA partnership within the past year?
- Table 30: How often do you use the central heating system?
- Table 31: Was the operation of the following controls explained to you?
- Table 32: Do you use the following controls to adjust the heating in your home?
- Table 33a: How satisfied/dissatisfied are you with the quality of workmanship in your home regarding the installation of heating?
- Table 33b: Reason for dissatisfaction.
- Table 34: Now that the installation of heating has been completed, do you feel that your home has changed?
- Table 35: Comments on Warm Home Scheme

Tabular Results – Warm Homes Customer Satisfaction Survey 2007

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

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

Household Characteristics

Table 1: Gender of respondent

	No	%
Female	207	58
Male	147	41
Missing/Refused	5	1
Total	359	100

Table 2: Religion of Household

	No	%
Catholic	165	46
Protestant	153	43
Mixed Religion Catholic/Protestant	9	3
Other	5	1
None	<5	1
Missing/Refused	23	6
Total	359	100

Table 3: Ethnic Origin of respondent

	No	%
White	343	96
Other	<5	1
Refused	13	4
Total	359	100

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

	No	%
Yes, has a disability that limits activities	266	74
No	83	23
Missing/Refused	10	3
Total	359	100

Table 5: Marital status of respondent

	No	%
Married	185	52
Widowed	75	21
Single	40	11
Divorced	25	7
Separated	23	6
Cohabiting	<5	<1
Missing/Refused	9	3
Total	359	100

Table 6: Age of respondent

	No	%
25-39	37	10
40-59	86	24
60+	217	60
Missing/Refused	19	5
Total	359	100

Table7: Number of adults in household

	No	%
One	114	32
Two	155	43
Three	44	12
Four	15	4
Five	9	3
Six	<5	1
Seven	<5	<1
Refused/Missing	17	5
Total	359	100

Table 8: Number of children in household

	No	%
None	268	75
One	29	8
Two	32	9
Three	7	2
Four	6	2
Refused/Missing	17	5
Total	359	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	152	42
I saw a leaflet about it	79	22
I read about it in the paper	46	13
I heard about it on local TV/Radio	8	2
Heard about it at Energy Advice Centre	6	2
I saw a presentation about it	<5	1
Other	34	10
Don't remember/Don't know	25	7
Refused/Missing	5	1
Total	359	100

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

	No
EAGA	15
N.I.H.E	6
C.A.B	<5
Age Concern/ Help the Aged	<5
Social Services	<5
Social Security Agency	<5
Contractors	<5
Phoenix Gas	<5
Sure Start	<5
MS Society	<5
Total	34

Base: 34 respondents who heard of EAGA by other method

Table 11: Did you contact EAGA directly?

	No	%
Yes – I contacted EAGA myself	274	76
No – A member of my family/friend contacted EAGA on my behalf	57	16
Other	23	6
Total	359	100

Table 12: Other ways EAGA contacted?

	No
Contacted by EAGA	12
Social Services	<5
Phoenix Gas	<5
Age Concern/ Help the Aged	<5
Bryson House	<5
MLA's Office	<5
Outreach Worker	<5
Contractors	<5
Refused/Missing	<5
Total	23

Base: 23 respondents who had someone else contact EAGA for them

Table 13: If yes, did you telephone?

	No.	%
Yes	255	93
No	12	4
Refused/Missing	7	3
Total	274	100

Base: 274 respondents who contacted EAGA directly.

Table 14: Was your call answered quickly?

	No.	%
Yes	251	98
No	<5	1
Refused/Missing	<5	1
Total	255	100

Base: 255 respondents who telephoned.

Table 15: Did you write to EAGA?

	No.	%
Yes	30	11
No	232	85
Refused/Missing	12	4
Total	274	100

Base: 274 respondents who contacted EAGA directly.

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

	No.
Yes	24
No	5
Refused/Missing	<5
Total	30

Base: 30 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	
	No.	%	No.	%	No.	%	No.	%	No.	%
EAGA Staff	340	95	12	3	6	2	<5	<1	359	100
Insulation Contractor	277	91	10	3	14	5	<5	1	303	100
Heating Contractor	165	93	<5	1	11	6	-	-	178	100

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

	Yes		No		Don't know		Missing/refused		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
EAGA Staff	337	99	-	-	-	-	<5	<1	340	100
Insulation Contractor	274	99	<5	<1	-	-	<5	<1	277	100
Heating Contractor	165	100	-	-	-	-	-	-	165	100

Table19: 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	
	No.	%	No.	%	No.	%	No.	%	No.	%
EAGA Staff	274	76	17	5	63	18	5	1	359	100
Insulation Contractor	202	67	31	10	68	22	<5	1	303	100
Heating Contractor	126	71	18	10	33	19	<5	1	178	100

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

	Yes		No		Don't know		Missing/refused		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
EAGA Staff	351	98	<5	1	-	-	6	2	359	100
Insulation Contractor	293	97	6	2	-	-	<5	1	303	100
Heating Contractor	171	96	<5	2	-	-	<5	2	178	100

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

	Yes		No		Don't know		Missing/refused		Total	
	No	%	No	%	No	%	No	%	No	%
Who is eligible	306	85	18	5	17	5	18	5%	359	100
What energy saving measures are available	293	82	27	8	20	6	19	5	359	100
What energy saving measures you were eligible for	295	82	26	7	19	5	19	5	359	100
How long it might take to have the work carried out	280	78	36	10	2	7	18	5	359	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)?

	No.	%
Yes	265	88
No	26	9
Don't know	10	3
Refused/Missing	<5	1
Total	303	100

Base: 303 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	
	No.	%	No.	%	No.	%	No.	%	No.	%
Switch off lights when not in use	284	79	43	12	21	6	11	3	359	100
Close curtains at dusk to keep heat in	248	69	67	19	28	8	16	5	359	100
Only boil as much water in the kettle as you need	263	73	58	16	23	6	15	4	359	100
Defrost your fridge and freezer regularly	202	56	90	25	46	13	21	6	359	100
Fix dripping taps	215	60	84	23	40	11	20	6	359	100
Don't leave the TV on stand-by	252	70	63	18	32	9	12	3	359	100

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

	Yes		No		Don't know		Missing/refused		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Switch off lights when not in use	269	95	5	2	-	-	10	4	284	100
Close curtains at dusk to keep heat in	212	86	27	11	-	-	9	4	248	100
Only boil as much water in the kettle as you need	242	92	14	5	-	-	7	3	263	100
Defrost your fridge and freezer regularly	170	84	26	13	-	-	6	3	202	100
Fix dripping taps	192	89	15	7	-	-	8	4	215	100
Don't leave the TV on stand-by	218	87	25	10	-	-	9	4	252	100

Base: 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	
	No.	%	No.	%	No.	%	No.	%	No.	%
Housing Executive Grants	71	20	196	55	74	21	18	5	359	100
Northern Ireland Electricity	64	18	208	58	67	19	20	6	359	100
Phoenix Gas	50	14	216	60	69	20	24	7	359	100
Other	8	2	239	67	82	23	30	8	359	100

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

	No.	%
Yes	303	84
No	53	15
Refused/Missing	<5	1
Total	359	100

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

	No.	%
Very satisfied	188	62
Satisfied	87	29
Neither satisfied or dissatisfied	14	5
Dissatisfied	11	4
Very dissatisfied	<5	1
Total	303	100

Base: 303 respondents who had insulation installed by EAGA.

Table 26b: Reason for dissatisfaction.

	No.
Didn't complete the work properly	<5
Contractors very untidy	<5
Workmanship very poor	<5
Contractors damaged the fireplace	<5
No one from EAGA has come to inspect the work so don't know if it has been done properly	<5
Don't like the smell that comes with cavity wall insulation	<5
The resin used ran onto conservatory roof leaving a permanent stain	<5
The workmen didn't speak very good English & didn't explain what they were doing	<5
Missing/Refused	<5
Total	2

Base: 13 respondents who stated they were dissatisfied with insulation work carried out by EAGA. NB respondents could give more than one response.

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

	No.	%
Yes	279	92
No	11	4
Don't know	9	3
Missing/refused	<5	1
Total	303	100

Base: 303 respondents who had insulation installed by EAGA.

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

	No.	%
Changed for the better	257	85
Not changed	26	9
Changed for the worse	<5	1
Don't know	13	3
Missing/refused	<5	1
Total	303	100

Base: 303 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?

	No	%
Yes, I received a new central heating system	131	37
Yes, my existing system was repaired/upgraded	47	13
No	181	50
Total	359	100

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

	Yes		No		Total	
	No.	%	No.	%	No.	%
All day/all the time	45	25	133	75	178	100
Weekday morning (9am-12pm)	121	91	12	9	133	100
Weekday lunchtime (12pm-2pm)	13	10	120	90	133	100
Weekday afternoon (2pm-5pm)	55	41	78	60	133	100
Weekday evenings	123	93	10	7	133	100
Weekend daytimes	78	59	55	41	133	100
Weekend evenings	106	80	26	20	133	100

Base: 178 respondents who received central heating from EAGA within the past year.

Base: 133 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	165	93	6	3	<5	2	<5	2	178	100
Room Thermostat	155	87	11	6	<5	2	9	5	178	100
Thermostat Radiator Control	148	83	14	8	7	4	9	5	178	100

Base: 178 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	119	67	56	32	-	-	<5	2	178	100
Room Thermostat	89	50	86	48	-	-	<5	2	178	100
Thermostatic Radiator Controls	70	39	105	59	-	-	<5	2	178	100

Base: 178 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	108	61
Satisfied	53	30
Neither Satisfied or dissatisfied	6	3
Dissatisfied	7	4
Very Dissatisfied	<5	2
Total	178	100

Base: 178 respondents who received central heating from EAGA within the past year

Table 33b: Reason for dissatisfaction.

	No.
Contractors caused damage to property	5
Contractor didn't complete the work properly	<5
Contractor left a mess	<5
The workmen didn't listen to anything I said	<5
Radiators are leaking	<5
I don't know how the heating controls work	<5
Contractors turned electric off overnight ruining contents of fridge-freezer – I wasn't refunded	<5
Pressure tank has to be topped up regularly	<5
Total	18

**Base: 11 respondents who stated dissatisfaction with Central Heating
NB respondents could give more than one reason.**

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

	No	%
Changed for the better?	161	90
Not changed?	8	5
Changed for the worse?	<5	2
Don't know	<5	2
Missing/Refused	<5	1
Total	178	100

Base: 178 respondents who received central heating from EAGA within the past year

Table 35: Additional Comments on Warm Homes Scheme.

	No	%
Very satisfied with the scheme and works done	42	30
Standard of workmanship was very good	15	11
Not impressed with standard of workmanship	11	8
Insulation won't work until double glazing installed	8	6
Still waiting for EAGA to carry out inspection & maintenance	8	6
Would like more information on energy saving measures and entitlements	8	6
Contractor left house a mess	<5	2
Still waiting for EAGA to carry out work	<5	2
Worried about rising fuel prices	<5	2
Property over 200 years old & Grade 1 listed & we receive no grants for upkeep of property	<5	<1
Contractor was fine, but some of the workmen were ill-mannered & unprofessional, I believe they were dismissed	<5	<1
Would have liked to have roof space covered with felt	<5	<1
Workmen had to return after initial work completed as specifications changed resulting in much disruption	<5	<1
To have the work done I had to remove built-in fireplace - this is excessive and strict	<5	<1
Our house is very cold - radiators etc. are very old	<5	<1
Had to have oil tank moved up to the top of my garden	<5	<1
Worried about loft insulation in case it is damaging to the lungs as it is fibre glass	<5	<1
The process was effective and easy to understand; however the execution left a lot to be desired	<5	<1
Disappointed that I wasn't informed about scheme earlier as I had to replace boiler before EAGA contacted me	<5	<1
The bulbs I received were too big for light shades so I was unable to use them	<5	<1
I enquired about heating upgrade and was told I wasn't entitled to it	<5	<1
From getting insulation done & new double glazing in my house has a lot of condensation	<5	<1
Would have liked to keep back boiler	<5	<1
Thermostat/heating controls should have been placed in the kitchen, not living room	<5	<1
The oil tank does not lock and they did not give me a box to let me know when my oil is running out	<5	<1
They only lagged the boiler	<5	<1
Insulation workers spoke a foreign language & I found it difficult to communicate with them	<5	<1
I would have liked the working of the system better explained	<5	<1
I did not let contractors remove my fireplace to take out back boiler so they could update system as I had already disconnected it myself	<5	<1
I am very annoyed that I was deprived of heating upgrade because I wouldn't let contractor remove back boiler	<5	<1
My solar panels have yet to work, I have not received any benefit from them	<5	<1
No change in heating after insulation was installed	<5	<1
There are a lot of restrictions to solar panels and wind turbines	<5	<1
I didn't receive a new oil burner when my system was upgraded & I worry it may fail as it is not as new as the rest of it	<5	<1
Total	139	100

Base: 139 total responses from 101 respondents