

Bristol Home Energy Upgrade evaluation

Introduction

To make sure Bristol is best placed to secure funding for projects like this in the future we are undertaking some in depth evaluation of the Bristol Home Energy Upgrade project.

We would be grateful if you could spend 10-15 minutes telling us about your experience. If you are a landlord you can complete the survey based on your experience of the scheme across multiple property applications. We aim to publish an initial report in mid June 2013. All responses from this survey will be anonymised.

***1. Please provide your name and post code - this will enable us to match up your responses with details we already hold (such as the installer you used), making this survey a bit shorter!**

Name:

Post Code:

Application/initial call to the Home Energy Team

***2. Why did you apply to the Bristol Home Energy Upgrade project? Please rank in order of importance with 1 being the most important.**

	First	Second	Third
I wanted to save money on my energy bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted to make my home warmer and more comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial assistance towards the work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving my property e.g. value, appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce my CO2 emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>		

Application/initial call to the Home Energy Team

***3. The process of applying, booking an assessment, finding an installer and returning paperwork was described to you over the phone at your initial application. At the end of the call, did you understand how the project worked? Please select one answer.**

- Yes, it was well explained
- Yes, in part, but I wanted to wait until I had received my paperwork
- No, there was too much information in the initial call
- No, the project was complicated

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***4. The project was designed to be customer led, with you driving forward the installation. Do you think this format worked?**

- Yes, I liked having choice and making my own decisions
- No, I would have preferred to be guided through the project more

Application/initial call to the Home Energy Team

***5. You received a brochure about the project with details on what you needed to do. Please state whether you agree or disagree with the following statements.**

	Agree	Disagree
I didn't really look at the brochure	<input type="radio"/>	<input type="radio"/>
I thought the brochure was very comprehensive	<input type="radio"/>	<input type="radio"/>
I used the brochure as a resource throughout the whole process	<input type="radio"/>	<input type="radio"/>
The brochure answered lots of my questions so I didn't have to contact the Home Energy Team	<input type="radio"/>	<input type="radio"/>

***6. Would you have liked the option of viewing details of your application in a unique online customer account where you could find out about your grant amount, finance details, what assessors and installers there are and regular updates about your installation?**

- Yes - I would be happy if everything was online
- Yes - but I would also like to be sent paperwork
- No

Assessment

***7. Did you pay for your assessment?**

- Yes
- No

***8. In relation to your assessment, please state whether you agree or disagree with the statements below.**

	Agree	Disagree
I shopped around to find the cheapest price	<input type="radio"/>	<input type="radio"/>
I knew that the cost of the assessment would be reimbursed	<input type="radio"/>	<input type="radio"/>
I considered the deadline before committing to the cost of the assessment	<input type="radio"/>	<input type="radio"/>
I had planned to get an assessment done regardless of the Bristol Home Energy Upgrade	<input type="radio"/>	<input type="radio"/>
I would still have paid for an assessment even if it wasn't reimbursed alongside the grant	<input type="radio"/>	<input type="radio"/>

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Assessment

***9. We are interested in your experience of finding an organisation and booking in your assessment. Please state how strongly you agree or disagree with the statements below.**

	Strongly agree	Agree	Disagree	Strongly disagree
I liked being given the choice of assessment organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found it easy to choose an assessment organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There was very little choice in selecting an assessment organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I contacted several different assessment organisations before making my choice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I did not really know what to ask about when contacting an assessment organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The assessor(s) I contacted were able to answer all my questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had to wait longer than I would have liked for my appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assessment

***10. What influenced your choice of assessment organisation? Please rank your top 3 factors.**

	First	Second	Third
I had used them before	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locally based organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locally based assessor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Their website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How quickly they responded to my enquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How quickly they could come and do the assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility of appointments (e.g. evening, weekend)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assessment

***11. How long did you wait to receive the EPC and/or Occupancy Assessment?**

- I received it on the same day of the visit
- Within a week
- 1-2 weeks
- Over 2 weeks

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12. Did any of the following things happen at any stage in the assessment process?

Please select as many as apply.

- The appointment was missed
- I believed the report to be inaccurate
- Assessor had to make a second visit to collect more information
- The EPC/Occupancy Assessment was corrected
- I didn't understand elements of the EPC
- I didn't understand elements of the Occupancy Assessment

What did you not understand about the EPC/Occupancy Assessment?

*13. Did you do any of the following in an attempt to better understand the EPC and/or Occupancy Assessment? Please select as many as apply.

- Contact the Home Energy team at CSE
- Contact the assessor that conducted the visit
- Contact the assessment organisation
- Asked a family member or friend
- Research online
- No, I didn't need to

Assessment

*14. How satisfied were you with the response?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

*15. Did you ask the assessor about the specifics of the Bristol Home Energy Upgrade (e.g. the grant)? Please select one answer.

- No
- Yes, but they didn't know the answer
- Yes, they didn't know the answer but signposted me on to someone that could help
- Yes, they were able to answer my questions

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***16. Did you get a full Green Deal Advice Report (i.e. an Energy Performance Certificate PLUS Occupancy Assessment)?**

- Yes
- No

Assessment

***17. In relation to your Green Deal Advice Report (i.e. EPC and Occupancy Assessment combined), please state how strongly you agree or disagree with the statements below**

	Strongly agree	Agree	Disagree	Strongly disagree
The Assessor clearly explained the Green Deal Advice Report to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Green Deal Advice Report is a useful document	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A Green Deal assessment would be worth paying for in my opinion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would not recommend having a Green Deal assessment, unless it is offered for free	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Do you have any further comments about the assessment?

Installers

***19. In principal, did you like the option of having a choice of installer? Please select one answer.**

- Yes
- No

Installer

***20. Can you tell us why you would have preferred an appointed contractor?**

***21. How many quotes did you get?**

- 1
- 2
- 3
- More than 3

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*22. How did your quotes compare?

- They varied a lot
- They all came in much the same

Installer

*23. We are interested in your experience of finding an installer and booking in your installation. Please state how strongly you agree or disagree with the statements below.

	Strongly agree	Agree	Disagree	Strongly disagree
I found it easy to choose an installer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There was very little choice in selecting an installer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I shopped around to get the cheapest price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I contacted several different installers before making my choice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I did not really know what to ask about when contacting an installer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The installers I contacted were able to answer all my questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I considered the deadline before committing to the cost of the installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I planned to get the work done regardless of the Bristol Home Energy Upgrade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Installers

*24. What influenced your choice of installer? Please rank your top 3 factors.

	First	Second	Third
Locally based installer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Their website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Their choice of product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether I could request a particular product or system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How quickly they responded to my enquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How quickly they could come and do the quotation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How quickly they could come and do the job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Installer

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*25. How long did you wait to receive your quote and invoice from the installer?

	On the same day of the visit	Within a week	1-2 weeks	Over 2 weeks	Didn't arrive
Quote	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Invoice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Installers

*26. How would you rate the customer service of your chosen installer?

- Very good
- Good
- Average
- Poor
- Very poor

*27. Did you ask the installer about the specifics of the Bristol Home Energy Upgrade (e.g. the grant)? Please select one answer.

- No
- Yes, but they didn't know the answer
- Yes, they didn't know the answer but signposted me on to someone that could help
- Yes, they were able to answer my questions

*28. Did the installer help you complete the grant paperwork?

- Yes they went through all of it with me
- Yes, but they just filled in their section
- No, I had to ask them to complete it

*29. How would you rate the workmanship of your chosen installer?

- Very good
- Good
- Average
- Poor
- Very poor

30. Do you have any further comments about the installer you used?

Finance

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*31. Did you explore the option of 'pay as you save' finance?

- Yes, I considered it but didn't contact Wessex Home Improvement Loans
- Yes, I contacted Wessex Home Improvement Loans to get more information
- Yes, Wessex Home Improvement Loans came to visit me and do an assessment
- Yes, I took out a loan via Wessex Home Improvement Loans
- No, my grant fully covered the cost of the work
- No, I decided to fund the shortfall myself
- No, I decided to borrow from elsewhere to fund the shortfall

Finance

*32. What did you think of the service from Wessex Home Improvement Loans?

	Very good	Good	Average	Bad	Very bad	Not applicable
Response to my initial enquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explanation of how the loan worked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed at which the loan was paid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Finance

*33. What do you think about the principle of the loan being based on the expected fuel bill savings you would make from installing a new boiler/solid wall insulation? Please state how strongly you agree or disagree with the statements below.

	Strongly agree	Agree	Disagree	Strongly disagree
I don't fully understand how it works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It's a good idea in principle, but I don't think it works in practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think it's a good idea	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would consider this type of finance for future improvements to my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Green Deal finance

*34. Have you heard of the Green Deal?

- Yes
- No

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35. If the pay-as-you-save finance had been repayable through your fuel bill would you have been more encouraged to fund the cost of the work in this way?

- Yes
- No
- Don't know

***36. Would you use Green Deal finance (a loan, with repayments from your energy bill) to make improvements to your home immediately (i.e. without having to save up for it) or would you prefer to fund the improvements at a later date yourself knowing you don't need the finance option?**

- Yes, I would use Green Deal finance
- No, I would prefer to fund it myself
- Don't know

***37. Please state how strongly you agree or disagree with the following statements**

	Strongly agree	Agree	Disagree	Strongly disagree
Green Deal finance is a way of enabling people to improve the energy efficiency of their homes rather than having to find the money for the work from savings etc	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Green Deal finance will help lots of people who cannot afford to improve their homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Green Deal finance it just a gimmick for Green Deal Providers to make a bit of extra cash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It doesn't matter if the Green Deal finance doesn't cover the full cost of the work. Any help towards it is better than nothing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Green Deal finance is linked to fuel bill savings. Those people who do not spend much on fuel because they cant afford it are potentially missing out on higher finance offers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Grant claim

***38. Was the grant amount...**

- Significantly lower than I expected
- A little lower than I expected
- About what I was expecting
- Higher than I expected
- Significantly higher than I expected

***39. I was expecting a grant in the region of...**

(figure in percent)

Grant claim

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***40. We are interested in your thoughts around how the grant is calculated and presented. Please state how strongly you agree or disagree with the statements below.**

	Strongly agree	Agree	Disagree	Strongly disagree
I am interested in how the grant is calculated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The paperwork clearly indicated what grant was available to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Grant claim

***41. How satisfied were you in relation to the following:**

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
The speed at which my EPC or Green Deal Advice Report was processed by CSE and my grant paperwork sent out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The speed at which my paperwork was processed by CSE (once the work had been completed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The speed at which the grant reached my bank account	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How helpful the team at CSE were in dealing with my enquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The speed at which the team at CSE dealt with my enquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Grant claim

***42. In future, who would you prefer the grant was paid to?**

- Me
- The installer

***43. Was it practical to send the grant paperwork back within 3 days of the completion of the work?**

- Yes
- No
- I wasn't aware of this

44. Can you give an indication as to why it wasn't practical to send the paperwork back within 3 days?

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45. We would appreciate any comments you have generally about your experience of the Bristol Home Energy Upgrade

Thank you

Thank you for taking the time to complete this questionnaire. We will also be doing a small number of short telephone interviews over the next few weeks and may be in touch.