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| Collecting information requirements for home upgrade decision-making |  |

01.07.2023

Dear respondent,  
  
**Invitation to Respond to a Questionnaire Survey**  
  
I am Chamara Panakaduwa, a post-graduate research student at the University of Salford, United Kingdom. I am conducting research to help homeowners with their decision-making in housing retrofits. (Housing retrofits are basically defined as any of the upgrades to the house. However, energy-related improvements are highlighted).  If you are a homeowner in the UK, I warmly invite you to take part in this questionnaire survey.  
  
**One of the ultimate objectives of this study is to reduce energy bills of our houses.**  
  
Your personal details are not collected and there is no way for us to trace back who are the respondents and which respondent provided what information. Responding to this survey is totally voluntary. By submitting a completed response, you are giving us informed consent to collect, store and process your submitted data. Details with regard to this questionnaire survey are further elaborated in the participant information sheet. Click the below link.  
  
[https://drive.google.com/file/d/1LehpZ2cPUy\_Oob99LHMT4lrpLhSIXk2q/view?usp=sharing](https://drive.google.com/file/d/1LehpZ2cPUy_Oob99LHMT4lrpLhSIXk2q/view?usp=sharing" \t "_blank)  
  
There are 10 question sections and one demographic question section. The questionnaire will take approximately 10 minutes to complete. Deadline for this activity is 31st July 2023.  
  
Thanks in advance,  
Yours truly,  
  
Chamara Panakaduwa

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**1.0 Eligibility criteria check**

In order to be eligible for taking part in the questionnaire survey, you must be a UK resident. You (or your family) may already own a house in the UK. Alternatively, you may be willing to buy a house in the future.  
  
We are going to talk about upgrading the house (already owned or to be purchased).  
  
Please choose the best answer

I/we already own a house in the UK. (A UK homeowner)



I/we expect to buy a house in the UK (Potential UK homeowner)



This is not for me. I quit



1. - Not at all likely
2. - Less likely
3. - Somewhat likely
4. - A lot likely
5. - Extremely likely

Imagine you are thinking about upgrading your home. How likely are you to use the following information for decision-making?

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| 2 Cost information | | | | | |
| Total upfront cost of the housing upgrade | 1 | 2 | 3 | 4 | 5 |
| Cost of each upgrade activity Eg. Installing a new boiler |  |  |  |  |  |
| Future maintenance and refurbishment costs |  |  |  |  |  |
| Cost comparisons among sources |  |  |  |  |  |
| Included costs and excluded costs in the total cost |  |  |  |  |  |

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| 3 Financial information | | | | | |
| Types and amounts of finance | 1 | 2 | 3 | 4 | 5 |
| Cost and conditions of the finance |  |  |  |  |  |
| Monthly loan instalment and payback period |  |  |  |  |  |
| Eligibility checking for finance |  |  |  |  |  |
| Support available to obtain finance |  |  |  |  |  |

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| 4 Grant information | | | | | |
| Types and amounts of available grants | 1 | 2 | 3 | 4 | 5 |
| Conditions of the grants |  |  |  |  |  |
| Assistance available to obtain grants |  |  |  |  |  |
| Process and documentation of obtaining grants |  |  |  |  |  |
| Limitations of grants |  |  |  |  |  |

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| 5 Time information | | | | | |
| Overall upgrade project duration | 1 | 2 | 3 | 4 | 5 |
| Individual durations of home upgrade measures |  |  |  |  |  |
| Durations of different combinations of home upgrade measures |  |  |  |  |  |
| Seasonal differences in scheduling |  |  |  |  |  |
| Milestones of the project and key deliverables |  |  |  |  |  |

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| 6 Quality information | | | | | |
| Certifications possible after the home upgrade (Eg. EnerPhit) | 1 | 2 | 3 | 4 | 5 |
| Certification process (How these certifications are obtained) |  |  |  |  |  |
| Quality information about the products and materials |  |  |  |  |  |
| Warranty and guarantee information of home upgrade measures |  |  |  |  |  |
| Guaranteed minimum quality or upgrade measures |  |  |  |  |  |

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| 7 Energy performance | | | | | |
| Estimated future energy bills | 1 | 2 | 3 | 4 | 5 |
| Estimated energy use reduction |  |  |  |  |  |
| Potential renewable energy generation by the house |  |  |  |  |  |
| Comparison of current and future energy use/bills |  |  |  |  |  |
| Linking retrofit measures with energy performance predictions |  |  |  |  |  |

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| 8 Disruptions to daily routines | | | | | |
| Number of days affected by the home upgrade | 1 | 2 | 3 | 4 | 5 |
| Nature of disruption (Eg. Can I use a part of the house during upgrade?) |  |  |  |  |  |
| What are the alternative accommodation options available? |  |  |  |  |  |
| What will be the cost and availability of alternative accommodation? |  |  |  |  |  |
| Upgrade works and methods which have lower disruption |  |  |  |  |  |

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| 9 Home upgrade options | | | | | |
| What are the recommended home upgrade options? | 1 | 2 | 3 | 4 | 5 |
| On what basis these options are recommended? |  |  |  |  |  |
| Order of installation of upgrade measures |  |  |  |  |  |
| The big picture of home upgrade |  |  |  |  |  |
| Possibility of breaking the project into phases and their costs |  |  |  |  |  |

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| 10 Stakeholders | | | | | |
| Who are the stakeholders of home upgrades | 1 | 2 | 3 | 4 | 5 | |
| What kind of influence they make |  |  |  |  |  | |
| What is their level of influence Eg. High or low |  |  |  |  |  | |
| When these stakeholders will influence the upgrade |  |  |  |  |  | |
| Quality rating of the suppliers, installers, designers, etc. |  |  |  |  |  | |

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| 11 Risk information | | | | | |
| Potential risk towards cost, time quality | 1 | 2 | 3 | 4 | 5 | |
| Risks during home upgrades |  |  |  |  |  | |
| Potential design risks |  |  |  |  |  | |
| Potential environmental risks |  |  |  |  |  | |
| Health and safety risks |  |  |  |  |  | |

**Demographic information**

It is important to highlight that the questionnaire does not collect your email address, name or anything that helps someone to identify the respondents.

12 I am a 🞎 Male 🞎 Female 🞎 Prefer not to say

13 I was born

🞎 Before 1961 🞎 In between 1961 - 1980 🞎 In between 1981 - 1995 🞎 After 1995

14 My maximum educational qualification is

🞎 Below high school 🞎 High school 🞎 College 🞎 Bachelors 🞎 Post graduate

15 My source of income is from

🞎 Employment 🞎 Business 🞎 Public benefits 🞎 Other

16 My net household income is

🞎 £1000 🞎 £2000 🞎 £3000 🞎 £4000 🞎 £5000

🞎 £6000 🞎 £7000 🞎 £8000 🞎 £9000 🞎 £10000

17 Number of people in my/our house is

🞎 1 🞎 2 🞎 3 🞎 4 🞎 5 🞎 6 🞎 7 🞎 8 🞎 9 🞎 10

18 I/we live in a house

🞎 Mid-terrace 🞎 End of Terrace 🞎 Flat 🞎 fully Detached/Bungalow

🞎 Semi-detached 🞎 I don’t know

19 This house was built

🞎 Pre 1919 🞎 1919-1944 🞎 1945-1964 🞎 1965-1980 🞎 1981-1990 🞎 After 1990 🞎 I Don’t know

20 The heating of my/our house is

🞎 Gas 🞎 Electricity 🞎 Heat pump 🞎 LPG 🞎 Firewood 🞎 Coal 🞎 Other

21 I/we have mortgaged my house

🞎 Yes 🞎 No 🞎 Not applicable as I am renting

Thank you!

Declaration of the respondent

I have duly read and understood the information on the participant information sheet. By submitting the responses to the questionnaire survey, I consent voluntarily to be a respondent in this study. I understand that I can refuse to answer any question and I can withdraw from the survey at any time before submitting the responses, without having to give a reason.

Submit