

# 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 (or willing to buy a house) in the UK, I warmly invite you to take part in this questionnaire survey.

**One of the ultimate objectives of this study is to make every house in the UK, a zero-energy bill house by 2050.**

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\\_Oob99LHMT4lrpLhSIXk2g/view?usp=sharing](https://drive.google.com/file/d/1LehpZ2cPUy_Oob99LHMT4lrpLhSIXk2g/view?usp=sharing)

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

\* Required

1. 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

## Cost information

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

	Not at all likely	Less likely	Somewhat likely	A lot likely	Extremely likely
Total upfront cost of the housing upgrade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of each upgrade activity Eg. Installing a new boiler	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Future maintenance and refurbishmen t costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost comparisons among sources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Included costs and excluded costs in the total cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Financial information

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

	Not at all likely	Less likely	Somewhat likely	A lot likely	Extremely likely
Types and amounts of finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost and conditions of the finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monthly instalment and payback period	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eligibility checking for finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support available to obtain finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Grant information

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

	Not at all likely	Less likely	Somewhat likely	A lot likely	Extremely likely
Types and amounts of available grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conditions of the grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance available to obtain grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process and documentation of obtaining grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limitations of grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Time information

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

	Not at all likely	Less likely	Somewhat likely	A lot likely	Extremely likely
Overall project duration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individual durations of home upgrade measures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durations of different combinations of home upgrade measures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seasonal differences in scheduling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Milestones of the project and key deliverables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Quality information

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

	Not at all likely	Less likely	Somewhat likely	A lot likely	Extremely likely
Certifications possible after the home upgrade (Eg. EnerPhit, EPC A,B rating)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Certification process (How these certifications are obtained)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality information about the products and materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warranty and guarantee information of home upgrade measures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guaranteed minimum quality or upgrade measures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Energy performance

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

	Not at all likely	Less likely	Somewhat likely	A lot likely	Extremely likely
Estimated future energy bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Estimated energy use reduction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Potential renewable energy generation by the house	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comparison of current and future energy use/bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Linking upgrade measures with energy performance predictions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Disruption to daily routines

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

	Not at all likely	Less likely	Somewhat likely	A lot likely	Extremely likely
Number of days affected by the home upgrade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nature of disruption (Eg. Can I use a part of the house while the home is upgraded?)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What are the alternative accommodati on options available?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What will be the cost and availability of alternative accommodati on?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upgrade works and methods which have lower disruption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Home upgrade options

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

	Not at all likely	Less likely	Somewhat likely	A lot likely	Extremely likely
What are the recommended home upgrade options?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On what basis these options are recommended?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Order of installation of upgrade measures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The big picture of home upgrade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibility of breaking the project into phases and their costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Stakeholders

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

	Not at all likely	Less likely	Somewhat likely	A lot likely	Extremely likely
Who are the stakeholders of home upgrades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What kind of influence they make	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is their level of influence Eg. High or low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When these stakeholders will influence the upgrade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality rating of the suppliers, installers, designers, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Risk information

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

	Not at all likely	Less likely	Somewhat likely	A lot likely	Extremely likely
Potential risk towards cost, time quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risks during home upgrades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Potential design risks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Potential environmental risks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and safety risks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Demographic Questions

In this section, we ask about you and your home. However, we don't collect any personal details.

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
- ☐ Bachelor's degree
- ☐ Post graduate degree

15. My source of income is from

- ☐ Employment
- ☐ Business
- ☐ Benefits
- ☐ Mix of several income sources

16. My monthly net household income is averagely

- ☐ £1000
- ☐ £2000
- ☐ £3000
- ☐ £4000
- ☐ £5000
- ☐ £6000
- ☐ £7000
- ☐ £8000
- ☐ £9000
- ☐ £10000

17. Number of people living in my house is

- ☐ Only me
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 or more

18. I/we have a house

- ☐ End of terrace
- ☐ Mid terrace
- ☐ Semi-detached
- ☐ Detached
- ☐ Flat



## 19. My/our house was built

- ☐ Before 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
- ☐ LPG
- ☐ Heat pump
- ☐ Firewood
- ☐ Coal
- ☐ Other

21. I/we have a mortgage for my house

☐ Yes

☐ No

## Consent

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 study at any time before submitting the responses, without having to give a reason.

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