

Personal Details			
Title		Name	
Address			Postcode
Date of Birth		Contact No.	
Email Address			

Household Details			
No. of Adults (Aged 65+)		No. of Adults (Aged 18-64)	
No. of Children (Aged 12-17)		No. of Children (Aged 5-11)	
No. of Children (Aged 0-4)		No. of bedrooms	

What energy efficiency improvements were made to your home?	
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Home Comfort			
Were the improvements made to your home explained to you?			
Definitely	To some extent	Not really	Definitely not
What indoor temperature do you consider normal for your home?			
In the month since your install, how much was your energy bill?			
Since your install, what was your energy bill tariff price?			
Before install:	£	After install	£

Have your energy bills reduced?

Definitely	To some extent	Not really	Definitely not
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Do you feel the works have improved the appearance of your home?

Definitely	To some extent	Not really	Definitely not
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Have any health conditions and general wellbeing improved or changed at all since install?

Definitely	To some extent	Not really	Definitely not
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### Install Satisfaction

Do you find your home is now a more comfortable temperature?

Definitely	To some extent	Not really	Definitely not
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Are you aware of how to correctly use the new technology installed in your home?

Definitely	To some extent	Not really	Definitely not
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If No is answered to any of the above – please state reasons in box below

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Was the contractor who carried out the work reliable? i.e., arrived on time

Definitely	To some extent	Not really	Definitely not
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Was the work completed to a high standard?

Definitely	To some extent	Not really	Definitely not
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On a scale of 1 to 10 how would you rate the contractor (1 = very poor, 10 = excellent)

10	9	8	7	6	5	4	3	2	1
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On a scale of 1 to 10 please indicate how you would recommend the contractor's work to family and friends.

(1=very poor work, 10 =excellent work)

<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
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Has retrofitting **ELIMINATED** the instance of any of the following problems in your house?

Draught(s)	Yes	No	Did not have this issue
Cold	Yes	No	Did not have this issue
Condensation	Yes	No	Did not have this issue
Mould	Yes	No	Did not have this issue
Damp	Yes	No	Did not have this issue
Overheating	Yes	No	Did not have this issue

Has retrofitting **CAUSED** of any of the following problems in your house?

Draught(s)	Yes	No	Did not have this issue
Cold	Yes	No	Did not have this issue
Condensation	Yes	No	Did not have this issue
Mould	Yes	No	Did not have this issue
Damp	Yes	No	Did not have this issue
Overheating	Yes	No	Did not have this issue

Please state any elements that you feel are not working as expected

Would you be interested in being a project case study? If so, we would ask you a few questions at home, take a few photos and videos of your home and the measures installed.

You can remain anonymous, but the project case study could help other tenants decide on whether they can also benefit from a retrofit project.

Please tell us anything else that you think might be relevant to helping us improve what we do

Did you find the contractor who carried out the work reliable? (i.e., arrived on time, acted professionally, communication, manner, any excessive mess etc)

Is there any other help that you would benefit from?

- Insulation
- Draught-proofing
- Energy tariff/supplier switching advice
- Financial advice/assistance
- Energy related behaviour change advice
- Help using controls
- Small energy saving appliances e.g. LED bulbs, power down devices etc.
- Other (please detail):