

# Identifying household questionnaire

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	
Tenure - e.g., owner, social housing, private rented etc.		Year moved to property	Property age
Social housing provider (if applicable)		Building type – e.g., detached, flat, terraced	

Home Comfort Details			
Is your home warm enough in winter?		Is your home too warm in summer?	
Do you get any condensation?		Do you get any mould?	
If yes to mould, what rooms and location in those rooms?			
Do you open windows in winter?		How many hours per day do you have your heating on?	

Do you have a thermostat?		What temperature is your thermostat set to?	
Do you heat the whole home or just certain rooms?		How many layers do you tend to wear on a typical winter day in your home?	

### Heating System Details

What fuel does your heating use?		Who is your energy provider?	
If you know your tariff name, please state		How do you pay for your energy bill? e.g., direct debit, pre-paid meter	
How old is the heating system?			
How much are you paying for your energy each month?	Summer		
	Winter		
How much energy do you each month?	Summer		
	Winter		

### Appliance Details

What fuel do you use for cooking?		What size is your cooker? e.g., normal 4 ring hob, range > 4 rings	
Approx. number of household showers per week		Approx. number of household baths per week	
How do you heat your hot water?		How often do you use a tumble dryer?	
No. of fridges and freezers		Is this a fridge-freezer or separate stand alone?	

## Health and Wellbeing Details

Does anyone in the household have a chronic health condition?		
If so, what form does this take?		
Is this affected by the cold or damp?		
Is there anything else in your home that affects your physical or mental health condition?		

## Information sharing

This questionnaire information will be treated in the strictest confidence and no personal information will be shared with anybody outside the scheme or used for any other purpose than to help us deliver the improvements to your home.				
Do you consent to this information being shared with organisations with the scheme?	Yes		No	

# Phone call script identifying household questionnaire

Hi Mr/Miss **[contact's name]** my name is **[your name]** and I'm calling from **[organisation name]** on behalf of **[organisation running retrofit]** about the **[name of funding scheme]** scheme.

We sent you a letter recently about this government funded scheme that helps improve the energy efficiency and comfort of homes.

Some of the carbon benefits are:

**[List carbon benefit 1]**

**[List carbon benefit 2]**

**[List carbon benefit 3]**

Thank you for registering your interest in the scheme, so that your home is considered as one of the homes that could be selected for improvements as part of this scheme.

The next step is to complete a questionnaire with you over the phone, this will help us determine if your home is suitable for the scheme - it will only take **[x]** minutes' then... we'll move onto the next steps of the process.

Are you happy with everything I've said so far?

Are you ready to answer the first question?

Carry on and complete the 'Identifying Household Questionnaire'

Questionnaire troubleshooting:

- Questions regarding the questionnaire?
- Application?
- Scheme?