

## **GETTING THE BEST OUT OF YOUR HOME**

Thank you for agreeing to help DCHA find out how much it costs to live in our homes. By filling out this survey and monitoring your energy and water costs for a month we hope to gain a much better understanding of how energy and water efficient our homes are and the best ways of helping households save on their utility times. The data collected on this form is confidential and no individual names or addresses will be used when we publicise the findings. The final report will be sent to you.

**Rose Hunter – Sustainable Living Co-ordinator Tel 01392 814471**

## GETTING THE BEST OUT OF YOUR HOME SURVEY

### Equality data

Male  Female

Are you aged 16 to 20   
 21 to 25   
 26 to 59   
 60 +

Which best describes your ethnicity (please tick one of the boxes below).

African  Indian  Pakistani   
 White  Caribbean  Bangladeshi   
 Other Asian Background  Other black background

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

### How many people live in your home, including yourself?

Number of adults? .....

Number of children (under 16 years of age) .....

Please tick the type of property you live in:

Property type: Flat One bed  Two bed  Three bed

Bungalow : One bed  Two bed  Three bed

House: : One bed  Two bed  Three bed  Four bed

Mid Terrace  end terrace

**Signed:**

**Dated:**

To monitor your energy and water you will need to keep a record of how much you use for 30 days.

Start date of monitoring \_\_\_\_\_

Finish date of monitoring \_\_\_\_\_

**Q1 Household Bills – please circle your answer**

**1a WATER**

Do you have a water meter?      YES      NO

How do you pay for your water?      Quarterly      Direct debit      Pay point

If you can read your water meter what was the reading?

On the start date \_\_\_\_\_

On the finishing date \_\_\_\_\_

If you can't read your meter

How much does your water cost you each month    £ \_\_\_\_\_

Do you have a shower?      YES      NO

Do you have a dual flush toilet?    YES      NO

Do receive any special water tariff from South West Water    YES      NO

**1b ELECTRICITY**

Who supplies your electricity? -----

How do you pay for your electricity?    Quarterly    Direct Debit    Key/card meter

On average how much does your electricity cost over one year?    £

How much are you paying per KWH?

Standard Electric \_\_\_\_\_

OR

Economy 7

Night- time unit costs \_\_\_\_\_

Day time unit costs \_\_\_\_\_

Do you receive any discount or special rate (social tariff)?

YES NO

Using your current cost meter how much electricity (kWh) have you used over the month?

\_\_\_\_\_

What was the average temperature in your living room? \_\_\_\_\_

**1c GAS**

Who supplies your gas -----

How do you pay for your gas? Quarterly Direct Debit Key/card meter

On average how much does your gas cost over a year? £

How much are you paying per KWH? \_\_\_\_\_

Do you receive any discount or special rate (social tariff)? YES NO

If you can read your gas meter what was the reading?

On the start date \_\_\_\_\_

On the finishing date \_\_\_\_\_

**1d Using your heating**

Please tick the statement which best describes the way you use your heating

- a. I start to use my heating as soon as it begins to get chilly in the autumn.
- b. I use my heating throughout the year even in summer.
- c. I try really hard not to use my heating unless it is really cold as it is too expensive.
- d. I never turn my heating on and use another form of plug in heater

**1c** Do you have any other electric heating you use: fan heater or convector?

YES NO

If yes what type

.....  
.....

**2a Household income.**

How much money do you have each week after you have paid your rent and council tax? (This is to find out if you are spending more than 10% of your disposable income on paying your energy bills and water – if you are you are considered to be in ‘fuel poverty’.) Tick the option that is closest to your situation

- a. less than £50 per week
- b. between £50 and £75 per week
- c. between £75 and £100 per week
- d. between £100 and £125 per week
- e. between £125 and £150 per week
- f. over £150 per week

**Environmental Activities.**

**Q3** Below are a list of activities. Please indicate how often you do EACH of the following activities by ticking the appropriate box.

	<b>Never</b>	<b>Rarely</b>	<b>Sometimes</b>	<b>Usually</b>	<b>Always</b>
a. I wait till I have a full load before using the washing machine.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I turn off the tap whilst cleaning my teeth.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I switch off lights in unoccupied rooms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I leave the computer/DVD/TV on standby	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I keep the heating as low as possible to save energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. I avoid leaving the tap running when washing up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. I buy low energy light bulbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. I read my energy meter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. I buy energy efficient appliances when I can	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. If I can get a better deal I switch to a new energy provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Q4 Health

Some health conditions are linked to energy and water.

Please circle your answer.

Does anyone in the house have asthma? YES NO

Does anyone in the house have eczema or a skin related condition YES NO

#### Q5 Quality of life.

Please can you choose **four** statements from those listed below that you feel are the most important and will help make your housing scheme a happy and good place to live?

- a. Having an affordable rent.
- b. Getting on with my neighbours.
- c. Good repairs and maintenance service
- e. Living in an energy and water efficient home. (Costs less to run.)
- f. Access to quality green spaces
- g. Access to friendly and professional housing staff.
- h. Problems of anti-social behaviour dealt with quickly
- i. Close to local services, schools, shops, doctors, bus etc
- j. Car parking spaces close to my house.

#### Q6. Have you changed what you do?

Has using the current cost meter or looking at your water consumption made you change how you do things in the home? For instance not over filling your electric kettle when you want a cup of tea, only half filling your bath or not leaving lights on in unoccupied rooms?

**Q7** What surprised you the most when you monitored your energy with the current cost meter?

**Q8** Please tick four statements from the list of actions below which in your opinion are **most important** for Devon & Cornwall Housing to achieve to help residents reduce their water and energy bills.

- a) Give every new tenant a current cost meter to use for the first three months
- b) Energy and water saving advice leaflets sent to each home
- c) Housing staff to give energy and water saving advice
- d) Water saving devices (hogs and hippos) sent out to every home
- e) Energy and water saving events/road shows visits to estates and housing schemes
- f) Energy saving light bulbs sent to every home
- g) Negotiate a special energy tariff for residents with an energy company

Thank you for completing this questionnaire and monitoring your home's energy and water consumption. Please return this completed form to Rose Hunter, Devon & Cornwall Housing, Freepost, EX608, Exeter EX1 2ZR