



Energy Efficiency and Affordable Warmth Survey

Overview

To thank you for your participation in this survey, the Council is offering you the chance to win shopping vouchers for a wide range of local and high street shops!

FIRST PRIZE - £100 SHOPPING VOUCHER

SECOND PRIZE - £50 SHOPPING VOUCHER

THIRD PRIZE - £30 ALDI VOUCHER

More prizes to be won, including vouchers to spend at your favourite high street shops!

East Renfrewshire Council's environment and housing services departments are conducting an affordable warmth survey as part of wider research into fuel poverty and energy efficiency.

We are hoping to find out how we can help you to save money on your gas and electricity bills and better heat your home. We will use the results of this survey to develop the support and services we offer our residents, to make sure you are getting the help you need to manage your energy.

For more information or to receive energy advice from the Council, contact Environment Officer Andrew Tweedie at andrew.tweedie@eastrenfrewshire.gov.uk or call 0141 577 8529.

Please note that we are interested in the views of the householder or bill payer. Only one survey will be accepted per address.

Visit <https://getinvolved.eastrenfrewshire.gov.uk/housing-services/practice> to complete the survey online.

Why We Are Consulting

For us to better understand the needs of our residents and improve our services, we need to gain further information from householders about the following:

- The condition of your property and anything you have done to improve the energy efficiency of your home.
- What actions you are taking to try and save energy.
- Your concerns relating to home heating and fuel costs.
- Your awareness of support and services available to help you save money and manage your energy bills.

Please note that taking part in the survey is voluntary, but it will help us better understand the views of local people on energy efficiency and affordable warmth. The answers you provide will remain confidential and will not be directly linked to you as an individual.

Useful Links and Contact Information

- East Renfrewshire Citizen's Advice Bureau - 0141 881 2032, 216 Main St, Barrhead <http://www.cas.org.uk/bureaux/east-renfrewshire-citizens-advice-bureau>
- East Renfrewshire Council - Energy Information <http://www.eastrenfrewshire.gov.uk/saving-energy>
- East Renfrewshire Council, - Environment Officer Andrew Tweedie - andrew.tweedie@eastrenfrewshire.gov.uk or call 0141 577 8529.
- East Renfrewshire Council's Income Maximisation Service - 0141 577 3071 <http://www.eastrenfrewshire.gov.uk/article/5930/Benefits-health-check>
- East Renfrewshire Council's Money Advice Service – 0141 577 8420 <http://www.eastrenfrewshire.gov.uk/money> Free text 'money' followed by your name to 80800 Free phone: 0800 052 1023
- Home Energy Scotland - 0808 808 2282 <http://www.greenerscotland.org/warm-homes>
- Money Matters, Money Advice Centre, Energy Project – 0141 445 5221
- Priority Services Register - <https://www.citizensadvice.org.uk/consumer/energy-supply/help-if-you-re-older-disabled-or-on-a-low-income/priority-services-register-for-older-and-disabled-people/>
- Warm Home Discount - <https://www.gov.uk/the-warm-home-discount-scheme>

Your Details

If you'd like to be entered into the prize draw, with a chance of winning up to £100 shopping vouchers, please make sure you leave your address and contact details below.

All the information you provide is confidential and will not be shared with third parties.

1) Name

2) E-Mail

3) Phone Number

4) Address

Your Household

1) What is your Postcode?

2) Please select the option which best describes who is living in your household.

Single Person		Other with children	
Couple without children		Pensioner	
Couple with children		Pensioner couple	
Single parent		Other	
Unrelated adults (house/ flat share)			

If other, please specify

3) How many people live in your home. Please select the number of people within each age range.

	1	2	3	4	5	6+
0-5						
6-11						
12-17						
18-24						
25-34						
35-59						
60-84						
85+						

4) What best describes your employment status?

Employed full-time		Retired	
Employed part-time		Unemployed	
Employed zero hour contract		Stay at home parent/carer	
Student		Long-term ill health	

5) Would you consider yourself or anyone in your household to have a disability?

Yes	
No	
Prefer not to answer	

6) Are you in receipt of benefits?

Yes	
No	

7) If yes, what do you receive?

Job Seeker's Allowance		State Pension	
Disability Living Allowance/Personal Independence Payments		Income Support	
Incapacity Benefit		Other	

If other please specify.

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8) How often is someone at home? (This will affect how much gas and electricity you use)

Most of the time	
Evenings and weekends	
Hardly ever	

Your Home

1) What type of building do you live in?

Flat		Semi-detached	
Top floor flat		Bungalow	
Mid-terraced		Detached	
End-terraced		Other	

2) What is type of accommodation do you live in?

Council		Privately Owned	
Housing Association		Sheltered/Supported Accommodation	
Privately Rented		Other	

3) When was your home built?

Before 1918		Between 1961 and 1980	
Between 1918 and 1940		After 1980	
Between 1941 and 1960		Don't Know	

Income

1) Please tell us your total monthly net (take home) household income , including an benefits you may receive.

Less than £200		£2000-£2399	
£200-£399		£2400-£2799	
£400-£799		£2800-£3199	
£800-£1199		£3200-£3599	
£1200-£1599		£3600-£3999	
£1600-£1999		£4000+	
Prefer not to answer			

Energy Payment

1) How do you pay for your gas?

Monthly Direct Debit		Fuel Direct (payments taken directly from benefits)	
Quarterly Bill/Direct Debit		Electricity Only	
Pay As You Go (key or card)			

3) How do you pay for your electricity?

Monthly Direct Debit		Pay As You Go (key or card)	
Quarterly Bill/Direct Debit		Fuel Direct (payments taken directly from benefits)	

4) On average , how much do you spend on gas per month?

£0-£15		£50—£69		£110—£129		Electricity only	
£16 -£29		£70- £89		£130—£149			
£30-£49		£90-£109		£150+			

4) On average , how much do you spend on electricity per month?

£0-£15		£50—£69		£110—£129	
£16 -£29		£70- £89		£130—£149	
£30-£49		£90-£109		£150+	

- 5) Do you regularly fall behind or are in arrears with your bill payments? Please select the response which best applies to you for each of the following options.

	Never	Rarely	Often	Always	Not Applicable
Gas and Electricity					
Rent/Mortgage					
Council Tax					
Phone/Internet/TV					
Loan/Store Card/ Credit Card					

If you would like to receive any money management or debt advice, please contact East Renfrewshire Council's Money Advice Service on 0800 052 1023 or the Citizen's Advice Bureau on 0141 881 2032

- 6) If you have a pay as you go meter, have you ever self-disconnected? (had to go without gas or electricity because you were unable to top up?)

Yes	
No	
Not applicable	

- 7) If yes, can you please tell us why?

- 8) If you have a pay as you go meter, how convenient do you find it to top up?

Inconvenient		Quite convenient	
Quite inconvenient		Convenient	
It's alright		Not applicable	

9) Have you changed your energy supplier or tariff within the last 2 years?

Yes	
No	

10) If yes, how were you prompted to switch?

Tariff comparison website		Ad campaign	
Cold calling (telephone)		Sales pitch in shopping centre or high street	
Cold calling (door to door)		Other	

If other please specify

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11) Are you satisfied with your current energy plan?

Yes	
No	

If you need any advice regarding tariff comparisons or how to change supplier please contact East Renfrew shire Council's Money Advice Service on 0800 052 1023 or drop by the Citizen's Advice Bureau at 216 Main St. Barrhead.

Energy Efficiency

1) What actions are you taking in your home to help save energy? (Please select all that apply)

Use draft excluders		Wait until you have a FULL load for washing either dishes or clothes		Switch off the lights when you are not in the room	
Avoid leaving appliances on standby		Turn your thermostat down by 1°C—this can reduce your bills by up to 10%		Close doors when you leave the room to stop unnecessary heat loss	
Fill your kettle up with only the amount of water you require		When preparing meals, use the right size pan and hob ring for the job		Put the plug in the sink when you start to run the hot water tap	
Mostly use showers rather than baths (1 bath = 5 showers)		Opt for a 30°C wash when possible		Close curtains in the evening to stop heat escaping through the window	
Use LED's or Energy Saving Lightbulbs		Avoid leaving windows open when the heating is on		I'm not taking any actions	

2) Have you had any of these improvements carried out in your home? And if so, how long ago?

	Within the last 5 years	5-10 years	10+ years	Already there when I moved in	Not appropriate for house type	Don't have	Don't know
Loft insulation							
Cavity wall insulation							
Draught proofing							
Energy efficient boiler							
Renewable technologies e.g. biomass boiler, solar thermal panels.							
Double/triple glazing							

3) Are there any further measures you would like to take to improve the energy efficiency of your home?

Yes	
No	

If yes, please specify

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If you are interested in finding out more information on potential grants or loans to improve the energy efficiency of your property, please contact Home Energy Scotland on 0808 808 2282.

5) Are there any particular reasons why you have not made these improvements yet?

Cost		House type will not allow	
Don't know where to start		Concentrating on alternative improvements	
Concerns over getting a reliable tradesman		Landlord is responsible for improvements	

6) Does your home have single glazed, metal framed windows?

Yes	
No	

Health and Wellbeing

1) Do you find it difficult to heat your home to a temperature which is comfortable?

Yes	
No	

2) If yes, what do you feel is the main reason for this? Please select the option which best applies.

It's too expensive		Lack of draught proofing		Inadequate insulation	
Poor heating system (gas)		Size of property		Faulty heating controls	
Poor heating system (electric)		Health reasons		Single glazing	
Property type		Don't know how to operate heating controls		Other	

3) Do you often worry about managing to pay your bills? Please select the response that best applies to you for each of the following options.

	Never	Rarely	Often	Always
Energy				
Rent/ Mortgage				
Council Tax				
Food				
Phone/ Internet/TV				
Transport				

4) Is your inability to heat your home affecting the health of anyone in your household?

Yes	
No	

If yes, please specify how

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Awareness of Support

1) Are you aware of the priority services register?

The Priority Services Register offers additional services, free of charge, to customers in need of extra assistance. If you are a pensioner, have long-term ill health, are registered disabled or have a hearing or visual impairment, you may be eligible to register. Examples of the free services provided include help with meter readings, priority in an emergency and the option to have a bill nominee. For further information or to register, contact your energy supplier.

Yes	
No	

2) Are you aware of the warm home discount scheme?

The Warm Home Discount Scheme offers support to households who need it most. Selected energy providers offer eligible customers a one-off payment of £140 on their electricity bill. **Please note that not all suppliers offer this discount.** For more information regarding eligibility criteria and details on how to apply, contact your energy supplier or contact the Council's Income Maximization Team on 0141 577 3071.

Yes	
No	

3) Do you think it would be useful to have energy advice and support available locally in East Renfrewshire?

Yes	
No	

4) If yes, which of the following services would you find useful? Please select all that apply.

A location that you can drop in to for advice	
A phone based advocacy service (someone acting on your behalf)	
A home visit to help with your energy bills	

- 4) If you would like to request contact from Home Energy Scotland to receive free and impartial energy advice, please leave a contact number below.

Home Energy Scotland (0808 808 2282) is a Scottish Government funded service set up to provide support and advice to householders, communities and small businesses to reduce their energy use and save money.

Please note that if you leave your contact number below, we will refer you on to Home Energy Scotland who will contact you to offer assistance.

Additional Comments

If you have any further comments concerning your household energy efficiency and affordable warmth please share them below.