Multiple Benefits Tenant Survey Pre-installation Survey

Introduction

We have installed some energy efficiency measures in your home. We are committed to take actions, and provide support, to help make your home energy bills more affordable.

By completing this survey, you will help us understand how we can support you to reduce your energy bills. Your response will also show how we can help others in your community to do the same.

A few things to note:

- The survey will take 10-12 minutes to complete.
- Completion of this survey is voluntary, but we'd really appreciate your assistance.
- You will not be identified in any reports or papers using information from this survey without your written permission.
- All information collected will be kept strictly confidential and stored securely. Any use of the data will be subject to standard data use policies which protect your privacy.

By participating in this survey, you confirm that you have understood this information and agree to take part in the survey.

If you have any questions, please email [housing provider email address]

Thank you for your taking the time to complete this survey.

About you

1.	Address	
2.	Postcode	
3.	Name of tenant	
4.	i) Housing provide	er
	ii) Property Refere	nce Number (if applicable)
5.	Today's date	

Paying Energy Bills

6. Over the past year, how easy or difficult has it been for you to pay for electricity, gas or other fuel to use in your home?

Very difficult	Difficult	Neither difficult or easy	Easy	Very easy

7. How often do you feel stressed about paying your home energy bills?

Always	Often	Sometimes	Rarely	Never

Comfort at Home

8. Do you find the temperature of your <u>living room</u> uncomfortable in:

	Always	Often	Sometimes	Rarely	Never
Summer (Dec - Feb)					
Winter (June - Aug)					
Spring (Sept – Nov) / Autumn (March - May)					

If you responded "never" to Question 8, move to question 9.

8a. Do you find the temperature in your <u>living room</u>:

	Too warm	Too cold	Both
Summer (Dec - Feb)			
Winter (June - Aug)			
Spring/Autumn (Sept – Nov) / Autumn (March - May)			

9. Do you find the temperature of your <u>bedroom</u> uncomfortable in:

	Always	Often	Sometimes	Rarely	Never
Summer (Dec - Feb)					
Winter (June - Aug)					
Spring (Sept - Nov) / Autumn (March - May)					

If you responded "never" to Question 9, move to question 10.

9a. Do you find the temperature in your <u>bedroom</u>:

	Too warm	Too cold	Both
Summer (Dec - Feb)			
Winter (June - Aug)			
Spring/Autumn (Sept – Nov) / Autumn (March - May)			

10. During summer, how often do you use a cooling appliance while at home?

Always	Often	Sometimes	Rarely	Never

If you responded "rarely or never" to the previous question, answer question 11. If not, move to question 12.

11. Why do you rarely, or never, use a cooling appliance while at home?

l do not have a home cooling appliance	I have a cooling appliance but cannot afford to use it while at home
I do not have a home cooling appliance because I cannot afford to buy one	I chose not to use cooling for other reasons
My home has been cool, so I did not need to	

12. How do you currently cool your home or stay cool during summer?

Free standing fan	Leave doors and/or windows open
Air conditioner	I can't cool my home
Ceiling fan	Other

13. During winter, how often do you use a heating appliance while at home?

Always	Often	Sometimes	Rarely	Never

If you responded "never or rarely" to the previous question, answer question 14. If not, move to question 15.

14. Why do you rarely, or never, use a heating appliance while at home?

l do not have a home heating appliance	I have a heating appliance but cannot afford to use it while at home
I do not have a home heating appliance because I cannot afford to buy one.	I chose not to use heating for other reasons
My home has been warm, so I did not need to	

15. How do you currently heat your home or stay warm during winter?

Free standing electric heater	Fire place
Gas heater	Close windows and/or doors
Air conditioner	I can't heat my home
Oil heater	Other

16. How often do you have an issue with draughts in your home?

	Never		Often (morning and night most days)
	Rarely (every few days)		Always
	Sometimes (morning or night most days)		
17. To	what extent have you no	ticed m	ould or mildew in your home?

No visible mould / mildew	Moderate mould / mildew patches
Specks of mould / mildew	Extensive discoloured areas due to mould / mildew

Energy use at home

18. How much control do you think you have over the energy use of your home?

Very low control	High control
Low control	Very high control
Neutral	l don't know

- 19. Through this program so far, have you received any information about reducing your energy use or energy bills?
 - Yes, I received information Not sure / I can't remember
 - No, I have not yet received information

If you responded "Yes, I received information" to the previous question, answer question 20 and 21. If not, please go to question 22.

20. If yes, how useful was the information provided?

Not at all useful	Very useful
Somewhat useful	Not sure / I don't know

21. How easy or difficult was the information to understand?

Very difficult	Easy
Difficult	Very easy
Neither difficult or easy	Not sure / I don't know

About you

22. Do you speak a language other than English at home?

Yes	Νο	I'd prefer not to say

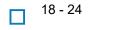
23. Which of the following languages do you speak at home (you may select more than one)?

Arabic	Khmer
Cantonese	Korean
Dari	Mandarin
Greek	Vietnamese
Italian	Other (please specify)

24. How do you identify?

Female	Male	Other	I'd prefer not to say

25. What is your age?



55 - 64

25 - 34	65 or older
35 - 44	I'd prefer not to say
45 - 54	

26. Do you identify as Aboriginal or Torres Strait Islander?

Yes	Νο	I'd prefer not to say

27. Are you a person with a disability?

Yes	No	I'd prefer not to say

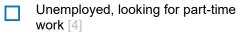
28. What is the highest level of education you have completed?

Year 10 or below [1]	Diploma, Advanced Diploma or Associate Degree [5]
Year 11 or 12 [2]	Bachelor's Degree [6]
Certificate I or II [3]	Bachelor Honours Degree, Graduate Certificate or Graduate Diploma [7]
Certificate III or IV [4]	Masters or Doctoral Degree [8]

29. How would you describe your current employment status?

Employed, working full-time (35 hours or more per week) [1]	Not in the labour force (e.g. retired, stay at home parent/carer) [5]
Employed, working part-time (1-34 hours per week) [2]	Other (please specify) [6]

Unemployed, looking for full-time
work [3]



30. What is the total weekly income of your household (before tax)?

Prefer not to say [7]

\$0 to \$599	\$3,000 or more
\$600 to \$999	I'd prefer not to say
\$1,000 to \$2,999	

31. Which of the following best describes your household?

Single person with no children at home [1]	Multiple family household – two or more families [5]
Single person with children at home [2]	Group household – two or more unrelated persons (e.g. share-house) [6]
Couple with no children at home [3]	Other type of household [7]
Couple with children at home [4]	Prefer not to say [8]

Thank you for completing this survey.

In a few months we would like to send you a follow-up survey to hear about the benefits of the upgrade you received.