

Communal heating consumer survey results

This survey was conducted by Kantar TNS on behalf the Greater London Authority (GLA) between 18th September – 6th October 2017.

A total of 384 responses were gained from 44 sites across London. Between 7 and 14 interviews were completed at each site. Respondents were residents where communal heating systems supplied by CHP are in place.

Surveys were conducted face to face in the respondent's homes.

Sites were obtained from a combination of internal and external resources, including the London Heat Map, the London Development Database, as well as information supplied by Local Authorities and the Department for Business, Energy and Industrial Strategy (BEIS).

Any value marked with * is lower than 0.5%

	Total 384 %
<i>Does your household own or rent this accommodation?</i>	
Owned outright	8
Owned with a mortgage	23
Private rented	33
Social rented	36
Total	100
<i>How many bedrooms does your home have?</i>	
Studio	6
1 bedroom	16
2 bedrooms	29
3 or more bedrooms	49
Total	100
<i>Which of the following best describes when the communal heating system was installed in your home?</i>	
It was installed while I was living in my own home	6
It was installed before I moved in	92
Don't know	2
Total	100
#asked to those who responded "It was installed while I was living in my own home"	
<i>To what extent were you consulted on the installation decision?</i>	
n=22	

Fully, all my concerns or questions were answered	55
Partially, some of my concerns or questions were answered, b	36
Not at all, I was not given an opportunity to raise concerns	9
Total	100

How would you rate information provided to you in the following circumstances before the new housing system was installed?

n=22

a) The installation of the new heating system and when things were happening

Very good	23
Fairly good	68

TOTAL GOOD 91

Fairly poor *

Very poor *

TOTAL POOR *

I was not provided with any information about this 9

Total 100

b) The benefits of the new heating system

Very good 32

Fairly good 50

TOTAL GOOD 82

Fairly poor 5

Very poor 5

TOTAL POOR 9

I was not provided with any information about this 9

Total 100

c) When repairs would take place on the new heating system

Very good 23

Fairly good 55

TOTAL GOOD 77

Fairly poor 5

Very poor 5

TOTAL POOR 9

Don't know 5

I was not provided with any information about this 9

Total 100

d) How to operate and use the new heating system

Very good 32

Fairly good 59

TOTAL GOOD 91

Fairly poor *

	Very poor	*
	TOTAL POOR	*
	I was not provided with any information about this	9
	Total	100

Which of the following best describes how your heating and hot water is controlled:

I cannot control the timing and temperature of heat to my home; this is controlled by a third party	7
I am able to turn the heat on and off manually, but I cannot programme the timings of when this happens	40
I am able to turn the heat on and off and I can programme the timings of when this happens	53
Total	100

How easy or difficult would you say it is to use the heat controls in your house?

n = 202; those who have programmable heating

	Very easy	60
	Quite easy	31
	TOTAL EASY	91
	Neither easy nor difficult	5
	Quite difficult	1
	Very difficult	1
	TOTAL DIFFICULT	2
	Don't know	1
	Total	100

How often, if at all, would you say you encounter the following problems in your home due to your heating and hot water system?

a) The heating is too hot

At least weekly	1
Every couple of weeks	1
Monthly	1
Every few months	5
A couple of times a year	5
Every few years	3
Never	81
Don't know	2
Total	100

b) The heating is too cold

At least weekly	1
Every couple of weeks	2
Monthly	3
Every few months	5
A couple of times a year	8

Every few years	4
Never	75
Don't know	2
Total	100

c) There are unplanned interruptions to my heating

At least weekly	
Every couple of weeks	1
Monthly	1
Every few months	6
A couple of times a year	9
Every few years	8
Never	72
Don't know	3
Total	100

d) The hot water is too hot

At least weekly	2
Every couple of weeks	1
Monthly	1
Every few months	4
A couple of times a year	7
Every few years	3
Never	82
Don't know	1
Total	100

e) The hot water is too cold

At least weekly	1
Every couple of weeks	1
Monthly	3
Every few months	5
A couple of times a year	10
Every few years	5
Never	74
Don't know	
Total	100

f) There are unplanned interruptions to my hot water

At least weekly	*
Every couple of weeks	*
Monthly	2
Every few months	6
A couple of times a year	13
Every few years	8
Never	67

Don't know	3
Total	100

Have you ever had to do any of the following?

a) Make a complaint or contact your hot water and heating customer service for any other reason?

Yes	23
No	76
Don't know	1
Total	100

b) Have any repairs made to your hot water and heating system?

Yes	23
No	76
Don't know	2
Total	100

To what extent would you agree or disagree that the customer service were...

n = 113; those who have made a complaint or had repairs

a) Easy to contact – I knew where to find contact information about them

Strongly agree	24
Agree	50

TOTAL AGREE 74

Neither agree nor disagree 7

Disagree 6

Strongly disagree 11

TOTAL DISAGREE 17

Don't know 2

Total 100

b) Helpful and informative – they knew how to help me

Strongly agree	19
Agree	54

TOTAL AGREE 73

Neither agree nor disagree 13

Disagree 4

Strongly disagree 7

TOTAL DISAGREE 12

Don't know 2

Total 100

c) Quick to solve the problem

Strongly agree	17
Agree	40
TOTAL AGREE	57
Neither agree nor disagree	18
Disagree	13
Strongly disagree	12
TOTAL DISAGREE	25
Don't know	1
Total	100

To what extent would you agree or disagree that the repairs...

n=88; those who have had repairs to hot water or heating system

a) Took place quickly

Strongly agree	17
Agree	40
TOTAL AGREE	57
Neither agree nor disagree	13
Disagree	20
Strongly disagree	9
TOTAL DISAGREE	30
Don't know	1
Total	100

b) Fixed the problem

Strongly agree	23
Agree	58
TOTAL AGREE	81
Neither agree nor disagree	10
Disagree	6
Strongly disagree	2
TOTAL DISAGREE	8
Don't know	1
Total	100

c) Were easy and straightforward to arrange

Strongly agree	18
Agree	47
TOTAL AGREE	65
Neither agree nor disagree	18
Disagree	11
Strongly disagree	3
TOTAL DISAGREE	15
Don't know	2
Total	100

Which of the following best describes how your heating and hot water bill works?

I pay a pre-payment meter and top up when I need to	22
I pay a utility bill for only the amount of heat I use	42
I pay on a utility bill a fixed charge along with a usage charge	36
Total	100

Give your best estimate for how much you pay a year to heat your home and your water?

NOTE: Cold water supply (e.g. Thames Water bill) to your home NOT included in the amount below

£0 - £499	21
£500 - £999	29
£1000 - £1499	7
£1500 or more	1
Don't know	40
Exact amount (if known)	1
Total	100

Which of the following best describes how you feel about the cost of heating your home?

I pay too much	28
I pay about the right amount	58
I pay too little	1
Don't know	14
Total	100

Thinking about your bills over the course of the year, would you say your bills are now more or less than with previous heating and hot water systems you've used, or about the same?

Much more	10
A little bit more	22
About the same	47
A little bit less	8
Much less	2
Don't know	12
Total	100

How satisfied or dissatisfied are you with the following aspects of your heating and hot water system?

a) Consultation on installation

Very satisfied	8
Fairly satisfied	26

	TOTAL SATISFIED	34
	Neither satisfied nor dissatisfied	9
	Fairly dissatisfied	1
	Very dissatisfied	2
	TOTAL DISSATISFIED	3
	Don't know	54
	Total	100
b) Information on how to use the system		
	Very satisfied	27
	Fairly satisfied	52
	TOTAL SATISFIED	78
	Neither satisfied nor dissatisfied	12
	Fairly dissatisfied	4
	Very dissatisfied	3
	TOTAL DISSATISFIED	7
	Don't know	3
	Total	100
c) The level and ease of control over the temperature of your heating		
	Very satisfied	31
	Fairly satisfied	47
	TOTAL SATISFIED	77
	Neither satisfied nor dissatisfied	11
	Fairly dissatisfied	5
	Very dissatisfied	4
	TOTAL DISSATISFIED	9
	Don't know	2
	Total	100
d) The level and ease of control over the temperature of your hot water		
	Very satisfied	32
	Fairly satisfied	47
	TOTAL SATISFIED	78
	Neither satisfied nor dissatisfied	8
	Fairly satisfied	5
	Very dissatisfied	5
	TOTAL DISSATISFIED	11
	Don't know	3
	Total	100
e) The level and ease of control over the timing of your heating and hot water		
	Very satisfied	32
	Fairly satisfied	42
	TOTAL SATISFIED	74
	Neither satisfied nor dissatisfied	9

	Fairly satisfied	7
	Very dissatisfied	5
	TOTAL DISSATISFIED	11
	Don't know	5
	Total	100

f) The reliability of your heat and hot water service

	Very satisfied	35
	Fairly satisfied	49
	TOTAL SATISFIED	84
	Neither satisfied nor dissatisfied	9
	Fairly satisfied	3
	Very dissatisfied	3
	TOTAL DISSATISFIED	6
	Don't know	1
	Total	100

g) Customer service – being able to reach someone for help with repairs and complaints

	Very satisfied	18
	Fairly satisfied	38
	TOTAL SATISFIED	55
	Neither satisfied nor dissatisfied	15
	Fairly satisfied	3
	Very dissatisfied	3
	TOTAL DISSATISFIED	6
	Don't know	24
	Total	100

h) The cost

	Very satisfied	9
	Fairly satisfied	37
	TOTAL SATISFIED	46
	Neither satisfied nor dissatisfied	24
	Fairly satisfied	10
	Very dissatisfied	12
	TOTAL DISSATISFIED	21
	Don't know	8.9
	Total	100.0

If you had the choice, would you or would you not change your energy supplier?

	Yes, definitely	9
	Yes, probably	21
	TOTAL YES	30
	No, probably not	38

No, definitely not 19

TOTAL NO 58

Don't know 13

Total 100

Overall, how satisfied or dissatisfied are you with the heating and hot water system in your home?

Very satisfied 32

Fairly satisfied 49

TOTAL SATISFIED 82

Neither satisfied nor dissatisfied 11

Fairly dissatisfied 4

Very dissatisfied 2

TOTAL DISSATISFIED 6

Don't know 1

Total 100

How likely is it that you would recommend this system of heating and hot water to a friend or colleague?

0 - Not at all likely 4

1 1

2 2

3 3

4 4

5 15

6 12

7 22

8 21

9 10

10 - Extremely likely 6

Is there a Tenant/Resident Association at your development?

Yes 27

No 53

Don't know 20

Total 100