Screening questions

**If own home outright/buying with mortgage (filtered from standard Omnibus question)**
I’d now like to ask you some questions about making improvements to your home or undertaking any maintenance and repairs

**Ask all**
A1. Are you either solely or jointly responsible for making decisions about home improvements or repair work in your home?

**SHOW SCREEN, SINGLE CODE**
- Yes – solely responsible
- Yes – jointly responsible
- No – someone else is responsible for this - CLOSE
- Don’t know - CLOSE
- Refused - CLOSE

**IF CODES 3-5, SCREEN OUT. IF CODES 1-2, CONTINUE.**

I am now going to ask you some questions, firstly around home improvements, and then on maintenance and repairs which you may have carried out on your current home.

**If only 1 adult in household or solely or jointly responsible for decisions at A1**
A2. In the last TWO YEARS, have you used a tradesperson to undertake any of the following types of home improvement work in your current home? Do NOT include any work you did yourself or you ONLY undertook because the tradesperson knocked on your door or cold called over the phone.

**INTERVIEWER NOTE: please code separate events only.**

**SHOW SCREEN, MULTI CODE**
- General building work (including, for example, extensions and conversions)
- New fitted kitchen
- New fitted bathroom
- Installing insulation
- Installing damp proofing
- Electrical Installations
- New boiler or central heating system
• Other work to interior of house (including installing burglar alarms)
• Glazing, conservatories or external doors
• Installing solar heating
• New roofing
• New guttering, fascias or soffits
• Other work to exterior of house
• Adaptations to make house more accessible for people with disability
• New tarmacing or paving e.g. driveway or patio
• None of these

If solely or jointly responsible for decisions at A1
A3. In the last 12 MONTHS, have you used a tradesperson to undertake any of the following types of maintenance or repair work in your current home? Again, do NOT include any work you did yourself or you ONLY undertook because the tradesperson knocked on your door or cold called you over the phone

Please do not include work which you have already mentioned as a home improvement

SHOW SCREEN, MULTI CODE

• Decorating one or more rooms inside home (including walls and paintwork)
• Decorating (repainting) outside of house (including walls, windows and external doors)
• Cleaning or repairs of gutters
• Cleaning or repairs of drains
• Repairs to roof
• Repairs to damp proofing and damp courses
• Other repairs to exterior of house e.g. brickwork, underpinning, or other structural work
• Repairs to inside of house e.g. replacing damaged kitchen/bathroom tiles or replastering
• Electrical repairs e.g. faulty light switch or rewiring
• Plumbing repairs e.g. leaking tap or replacing hot or cold water tanks
• Central heating repairs/ servicing
• None of these

CLOSE IF NONE OF THESE AT A2 AND A3
B1 Selection of sampled event
IF ONLY 1 ITEM SELECTED AT A2, THIS IS THE SAMPLED EVENT (HOME IMPROVEMENT) – SKIP TO SECTION C

IF NONE AT A2 AND ONLY 1 ITEM SELECTED AT A3, THIS IS THE SAMPLED EVENT (MAINTENANCE/REPAIR) SKIP TO B3

If more than 1 item selected at A2
B1. Of the home improvement projects that you said you had carried out with a tradesperson in the last 2 years, which was the most recent?

SHOW ONLY THOSE CODED AT A2, SINGLE CODE

- General building work (including, for example, extensions and conversions)
- New fitted kitchen
- New fitted bathroom
- Installing insulation
- Installing damp proofing
- Electrical Installations
- New boiler or central heating system
- Other work to interior of house (including installing burglar alarms)
- Glazing, conservatories or external doors
- Installing solar heating
- New roofing
- New guttering, fascias or soffits
- Other work to exterior of house
- Adaptations to make house more accessible for people with disability
- New tarmacing or paving e.g. driveway or patio

ITEM SELECTED AT B1 IS THE SAMPLED EVENT (HOME IMPROVEMENT) – SKIP TO SECTION C

If NONE at A2 and more than 1 item selected at A3
B2. Of the maintenance and repair projects that you said you had carried out with a tradesperson in the last 12 months, which was the most recent?

SHOW ONLY THOSE CODED AT A3, SINGLE CODE

- Decorating one or more rooms inside home (including walls and paintwork)
- Decorating (repainting) outside of house (including walls, windows and external doors)
• Cleaning or repairs of gutters
• Cleaning or repairs of drains
• Repairs to roof
• Repairs to damp proofing and damp courses
• Other repairs to exterior of house e.g. brickwork, underpinning, or other structural work
• Repairs to inside of house e.g. replacing damaged kitchen/bathroom tiles or replastering
• Electrical repairs e.g. faulty light switch or rewiring
• Plumbing repairs e.g. leaking tap or replacing hot or cold water tanks
• Central heating repairs/ servicing

ITEM SELECTED AT B2 IS THE SAMPLED EVENT (MAINTENANCE AND REPAIR)

If none selected at A2 (i.e. repair or maintenance selected as sampled event)
B3. Which of the following best describes the nature of this repair or maintenance work?

SHOW SCREEN

The work was non-emergency
The work was an emergency repair
Don’t Know

C. Details of the sampled event

For the rest of the questions in this section, I’d just like you to think about when you used a tradesperson to...

(TEXT SUB OF SAMPLED EVENT).

Note for scripting: the ‘sampled event’ should be chosen using the following rules:

- If B1 is asked it will be the answer at B1
- If B2 is asked it will be the answer at B2
- If only one coded at A2 it will be the answer at A2
- If none coded at A2 and only one coded at A3 it will be the answer at A3

Ask all
C1. What was the total cost of the work you had done? Please give your best estimate if you are not exactly sure.

**SHOW SCREEN, SINGLE CODE**
- Less than £100
- £100-£250
- £249-£499
- £500-£999
- £1,000-£1,999
- £2,000-£4,999
- £5,000-£9,999
- £10,000-£24,999
- More than £25,000
- Don’t know
- Refused

**Ask all**

C2. Which of these best describes how you paid for the work?

**SHOW SCREEN, SINGLE CODE**
- Payment in full in advance (before started the work)
- Payment in full on completion of the work and no deposit up front
- Deposit up front and balance on completion
- No deposit, payment in instalments
- Deposit up front and payment in instalments
- Covered by maintenance/repair plan
- Other (SPECIFY)
- Don’t know
- Refused

**Ask all**

C3. How many suppliers did you ask to quote for the work?

INTERVIEWER: IF THERE WERE DIFFERENT STAGES OF THE WORK ASK RESPONDENT TO FOCUS ON THE MAIN PART.

**SHOW SCREEN, SINGLE CODE**
- One
- Two
- Three
- Four
- Five
• Six or more
• None (I had no choice of supplier) SKIP TO C6
• Don’t know

Ask if C3 = codes 1, 2, 3, 4, 5, 6 OR DK
C4. What were the main reasons you choose the supplier you did?

DO NOT READ OUT. PROMPT TO CODES IF NECESSARY. CODE ALL THAT APPLY
PROBE: What other things did you consider?

You had used them previously
They were recommended by family/friends/colleagues/neighbours (word of mouth)
They were cheaper than other suppliers
Their price was reasonable/competitive (not cheapest)
They allowed payment using your preferred method (e.g. cheque, card)
They were a member of a trusted trader scheme
They were a member of a trade association or professional body
They had qualifications or accreditations
They could work within your timescales/start quickly
You felt you could trust them
They provided guarantees/warrantees
They had a good understanding of your requirements
They were rated well on the Internet
They had a reputation for high quality
I was impressed by examples of their previous work I had seen (e.g. in a showroom/friends house)
They provide good customer service
You saw their adverts
They are a local/locally focused business
Other (specify)
Don’t know

Ask if C3 = codes 1, 2, 3, 4, 5, 6 OR DK/REF
C5. I’m now going to read out a list of factors that you may have thought about when choosing a supplier. For each of these please tell me how important, if at all, they were to you in your choice of supplier.

RANDOMISE STATEMENTS

• Price
• Quality of product and work
• Customer service – for example speed of dealing with enquiries
• When the work could be done – for example the supplier could do the work when you wanted
• Reliability and having the confidence they would deliver

SHOW SCREEN

READ OUT. SINGLE CODE.
Extremely important,
Very important,
Fairly important,
Not very important
Not at all important
Don’t know

READ OUT: If you used more than one supplier, for the rest of the questions in this section I’d just like to talk to you about the supplier you used to carry out the main part of the work

Interviewer Note: If in doubt choose supplier who carried out work of the highest value

Ask all
C6. Which, if any, of the following were provided IN WRITING by the supplier you used before they started work?

SHOW SCREEN, MULTICODE
• Quote (Price given)
• Basic specification outlining the work to be undertaken
• More detailed specification with detailed description of the work
• Contract (Terms and conditions of work)
• Complaints procedure
• Details of any guarantee or warrantee offered
• None of these
• Don’t know

Ask all
C7. To the best of your knowledge, how big was the supplier you used?

IF NECESSARY: Exclude any sub-contractors used

SHOW SCREEN, SINGLE CODE
• Self employed/one man band
• Small company (more than 1 person - up to 10 employees)
• Medium sized company (11-49 employees)
• Large organisation (50+ employees)
• Don’t know

Ask all
C8. How satisfied would you say you were overall with the work you had carried out? Please think about all aspects, including value for money, professionalism of the tradespeople, quality, sticking to timings, and any other aspects that you feel are important.

SHOW SCREEN, SINGLE CODE

• Completely satisfied with all aspects of the work
• Very satisfied with the work, although one or two minor issues
• Fairly satisfied - had some issues but work completed satisfactorily
• Fairly dissatisfied – had a number of issues and not completely satisfied with the work
• Very dissatisfied with the work and had a lot of issues which took a long time to get sorted out
• Completely dissatisfied with the work as the issues have still not been sorted out
• Don’t know

Ask all
C9. What problems if any did you encounter with the work you had carried out? PROBE: what other problems did you encounter?

SHOW SCREEN, MULTI CODE

• Problems with plans/specifications – for example not clear / mistakes
• Substandard work – faults with work, things had to be done again, etc
• Substandard goods – for example fittings not of adequate quality, or already damaged when they arrived
• Wrong goods delivered – fixtures and fittings delivered were wrong type, colour, etc
• Trader did not do what they had agreed – the results didn’t match the descriptions
• Delays
• Cost was higher than expected – no firm price agreed in advance
• Cost was higher than expected – additions to agreed price
• Knock-on inconvenience or damage – for example tradesman damaged something; water cut off unexpectedly
• Problems getting snags or faults sorted out after initial work
• Trader went out of business before completing work
• Trader was rude or aggressive
• Some other problem (specify?)
• No problems encountered
• Don’t know

Ask all who have encountered a problem at C9 (i.e. if any of codes 1-13)
C10. And what actions if any did you take to resolve [IF ONE PROBLEM CODED AT C9: this problem / IF MORE THAN ONE CODED AT C9: these problems]? PROBE: what else did you do?
SHOW SCREEN, MULTICODE
• Asked the company for a full/partial refund
• Asked the company for an apology
• Asked the company to re-do some/all the work
• Asked the company for compensation
• Attempted to use guarantees, warranties or insurance policies
• Withheld some/all the payment
• Made a complaint to the company
• Made a complaint to someone else
• Something else (specify)
• Have not taken action
• Don’t Know

Ask all who have encountered a problem at C9
C11. We would now like you to estimate the total value of financial losses to you as a result of [IF ONE PROBLEM CODED AT C9: this problem / IF MORE THAN ONE CODED AT C9: these problems] as of the current date. Looking at this list, which band would you put them into?

Please include, for example, the cost of putting things right at your own expense and any other losses. Exclude anything you have been fully compensated for.

IF NECESSARY: Please do not include in your estimate anything that has now been fully recompensed by an insurance policy, but do include anything where an insurance policy has not left you fully compensated.
SHOW SCREEN. SINGLE CODE

- A - Not a problem or problems that can easily be assessed in money terms
- B – £0 (No direct financial loss)
- C – Less than £50
- D – More than £50 but not more than £100
- E - More than £100 but not more than £250
- F – More than £250 but not more than £500
- G – More than £500 but not more than £1,000
- H – More than £1000 but not more than £2,000
- I – More than £2000 but not more than £5,000
- J – More than £5000
- Don’t Know
- Refused

CHECK: IF AMOUNT CODED AT C11 > THAN AMOUNT CODED AT C1 SHOW THE FOLLOWING TEXT:
INTERVIEWER: LEVEL OF FINANCIAL LOSS CODED IS GREATER THAN TOTAL COST OF THIS WORK. CHECK WITH RESPONDENT IF THIS IS CORRECT. IF NECESSARY GO BACK AND CHANGE ANSWER.

D. Demographics

Ask all
D1. Including what we have talked about today, how many times would you say you have used a tradesperson to undertake home improvement, maintenance or repair work in the LAST FIVE YEARS? Please include work done on your current home and anywhere else you have lived as a home owner in the last five years.

- 1
- 2
- 3
- 4-6
- 7-9
- More than 10
- Don’t know

Ask all
D2. Would you be willing to be recontacted for any further research on home improvements and repairs in the future?

SINGLE CODE
- Yes
- No
- Refused