

These questions are for educational purposes. In completing the survey, you are consenting for these results to be analysed as part of a MSc Research study. All results will remain anonymous.

These questions are related to the **existing and new-build social housing properties**. Please direct the questions to the appropriate department for completion.

Please mark your answer with an X and provide comments where required. Please provide your role within the organisation.

Role of person Completing the Spreadsheet

Length in Service

Category	Question	Yes	No	Comments	
User Satisfaction	Customer Satisfaction	Do you measure tenant satisfaction in any way across your <u>new-build</u> social housing building stock? (if yes, please provide details)	X		Following occupation periods of 6 and 12 months, a tenant satisfaction survey is completed to measure satisfaction with the quality of the home, specific elements of the property, the private outdoor spaces or communal areas, the new home user guide and defects. New build housing stock is also included in our general perception survey (which includes TSM measures) as well as our range of transactional satisfaction surveys (where there is a relevant transaction) following occupation.
User Satisfaction	Customer Satisfaction	Do you measure tenant satisfaction in any way across your <u>existing</u> social housing building stock? (if yes, please provide details)	X		Existing social housing stock is included in our general perception survey (which includes TSM measures) as well as our range of transactional satisfaction surveys (where a relevant transaction occurs).
User Satisfaction	Customer Satisfaction	Do you have a formal policy or procedure in place to capture tenant satisfaction in existing or new housing stock?	X		There is a procedure in place.
User Satisfaction	Customer Satisfaction	How frequently do you measure tenant satisfaction?			Satisfaction with new build schemes are measured after 6 months and after 12 months of occupation. Satisfaction is also measured on an ongoing basis through our monthly perception surveys and transactional surveys (where a relevant transaction occurs). In existing social housing stock, tenant satisfaction is measured monthly across all survey types.
Sustainability	Analysing meter readings/utility invoices	Do you record energy / water meter readings across your social housing stock? (if yes, please specify)		X	
Sustainability	Analysing meter readings/utility invoices	If yes, do you analyse this data (if yes, please specify)		X	
Sustainability	Analysing meter readings/utility invoices	If no, do you see any merit in recording utility data from your social housing stock? (if yes, please specify)	X		There is merit in this for the following reasons: - Energy usage data, particularly during the winter period, can be used as an indicator of energy efficiency or heat loss when used as part of a data model with stock condition data. - Energy usage data, when used as part of a data model with heating type data, can identify households at risk of or in fuel poverty. - Energy and utility usage data can be used to detect tenancy management issues (abandonment for example).
Sustainability	Energy Systems	Do you report on embodied carbon emissions from your new-build social housing projects? (if yes, please specify approach)		X	
Sustainability	Energy Systems	Do you report on in-use embodied carbon emissions in your new-build or existing social housing stock? (if yes, please specify approach)		X	
Sustainability	Energy Systems	Do you compare measured performance data (e.g. energy or carbon), with design targets (e.g. SAP)?		X	
Sustainability	Energy Systems	Do you compare energy performances of home to those of a similar build type within your area?		X	
Sustainability	Energy Systems	Do you compare measured performance data with any other benchmarks? (if yes, please specify)		X	
Defects	Snagging	Do you capture any snagging items?	X		for new build
Aftercare	Customer Satisfaction	Do you have an aftercare team once your homes are built?	X		via construction contract
Forward Feed-Cycle	Lessons Learnt	Do you capture lessons learnt? (if yes, please specify)	X		post completion meetings and reports
Forward Feed-Cycle	Lessons Learnt	Do your lessons learnt feed into future or existing housing stock? (if yes, please specify)	X		
Occupant Behaviour	Analyse Building Layout	Do you speak with residents and assess how they are using the spaces within their homes?	X		via post completion survey
Occupant Behaviour	Analyse Building Layout	If yes, do you compare this with residents of the same type of building?		X	
Aftercare	Passive control measures	Do you provide regular refreshers with tenants on how to operate the systems within their homes?		X	
Sustainability	Energy Systems	Does your <u>new build</u> social housing have a maintenance plan in place?			Question to ambiguous to provide a response
Sustainability	Energy Systems	Does your <u>existing</u> Social Housing stock have a maintenance plan in place?			Question to ambiguous to provide a response
Information	Data Capture	How do you collect feedback from social housing tenants? i.e. electronically, digitally (please specify)	X		Through telephone surveys
Sustainability	Monitoring	Do you report any housing energy use internally or externally? (if yes or no, please specify)		X	
Sustainability	Environmental Performance	Do you measure noise (from inside the home) once your social housing homes are built?			
Sustainability	Environmental Performance	Do you measure air quality (from inside the home) once your social housing homes are built?		X	

Sustainability	Environmental Performance	Do you measure air tightness in your social housing stock once they are built?			
Sustainability	Environmental Performance	Do you measure heat loss (e.g. U-values, co-heating tests, thermal imaging etc) in <u>new-build</u> social housing?		X	
Sustainability	Environmental Performance	Do you measure heat loss (e.g. U-values, co-heating tests, thermal imaging etc) in <u>existing</u> social housing?		X	No based on specific aspects of question
Standard	Standard	Are you aware of BS 40101? (the new Building Performance British Standard)?		X	
Standard	Standard	Are you aware of what Post Occupancy Evaluation (POE) is? If yes, please comment			
Forward Feed-Cycle	Reporting	Do you report back any findings from engagement with social housing residents back to the design team?		X	
Forward Feed-Cycle	Reporting	Do you report back any findings from engagement with social housing residents back to the senior leadership team?		X	
Forward Feed-Cycle	Reporting	Do you produce a report upon practical completion and after a period of occupation which captures feedback from your tenants?		X	
Standard	Standard	Do you have a Post Occupancy Evaluation policy / is this something you would like to develop? (If yes, give details)		X	We have a procedure rather than policy. No assistance required to develop a policy

For the following Section, please use the comments box provided and any associated drop down list.

Standard	Standard	If you have a Post Occupancy Evaluation Policy, who takes ownership of this?			HRA post occupancy resident satisfaction undertaken by housing development team
Standard	Standard/monitoring	How many post occupancy evaluation documents have you received from developers?			None
Standard	Standard/monitoring	Do you carry out post occupancy evaluations at regular intervals? If yes, please set out.			HRA only - twice for each project completed
	Other	Please provide comments on any information that you would like to capture (and which you do not currently) post completion or as ongoing housing stock considerations			
		Please select how important you feel POE is to your organisation			Important for HRA development to inform learning and review
		Please select how much benefit you feel POE could bring to your social housing stock			No drop down to select
		Please provide any challenges you feel there may be to introducing POE within your organisation (this can be a list)			Resident engagement and participation that reflects experience of new building and not unrelated life events

Thank you for your participation, the survey is complete. Please return to rebecca.lovelock@basildon.gov.uk within 20 days.