Resident Questionnaire Guidance (A3) – Wave 3

27/03/2026

Contents

1. Purpose & Overview

1.1 Objective of A3

The Resident Questionnaire (A3) is a short survey which Strategic Partners are expected to administer as a part of their mandatory self-evaluation for Warm Homes: Social Housing Fund (WH:SHF) Wave 3, alongside any Challenge Fund Grant Recipients who have opted in.

The purpose of the A3 Resident Questionnaire is to support the broader evaluation of WH:SHF Wave 3 by measuring and assessing how the scheme has been delivered, and achieved its desired outputs, outcomes and impacts. Additionally, the A3 Resident Questionnaire offers participating Grant Recipients an opportunity to build quantitative survey skills for future research and evaluation projects.

This questionnaire focuses on residents, who are most directly affected by the scheme during the retrofit process and, subsequently, by the improved energy performance in their homes.

1.2 Audience & scope of this guidance

This guidance is intended for Grant Recipients, their Registered Partners and any consultants that may have been procured to help deliver the evaluation.

We strongly recommend reading this document in full. While the exact approach taken for A3 is at your discretion, there is a minimum methodological standard that must be met to ensure data consistency, comparability and aggregation across Wave 3 projects. This document both provides details of what the A3 survey must achieve, as well as key considerations for Grant Recipients when deciding their individual approach.

1.3 Roles & expectations

Strategic Partners are mandated to deliver the A3 survey to their residents, while Challenge Fund Grant Recipients have opted-in. Participating Grant Recipients are responsible for ensuring accurate and timely delivery of A3 data in the format specified by this document. Your A3 Resident Questionnaire data must be provided in one return and be sent to SHFW3_EvaluationSupport@iffresearch.com via IFF's secure file transfer system FileX by 1st September 2028 (unless an extension is agreed in advance – see Chapter 8 for more details). If delivery of your Resident Questionnaire continues past this point (depending on your delivery timings) you will be expected to make a final data upload to DESNZ directly upon final completion of the survey.

All consortium members of participating organisations are required to assist in the delivery of the A3 Resident Questionnaire.

Consortium leads and their partners must agree on an approach to distribute the survey across organisations. This should include agreement on roles and responsibilities, questionnaire design, and mode of delivery, as well as any other shared processes, to ensure consistent implementation.

Please review this guidance thoroughly before raising queries. If you require assistance, you can contact us at SHFW3_EvaluationSupport@iffresearch.com.

In addition to this guidance document, the IFF Research team will provide timely responses to your questions, the opportunity for annual check-in sessions for updates and queries, and knowledgesharing workshops and training sessions on key A3 Resident Questionnaire topics to ensure successful and efficient delivery.

2. Privacy information and research ethics

Data protection and ethical practice is central to robust social research. It is not only about complying with legal data protection requirements (i.e. UK GDPR), but also about conducting research in a way that respects tenants, protects their personal data, and treats participants fairly. Ethical research ensures that surveys are purposeful, transparent, inclusive, and minimise the risk of harm. To support Grant Recipients this section sets out the six principles (2.1) that should guide the research, as well as an Ethics checklist (2.5) to support you in thinking proactively about these issues when delivering the A3 survey.

2.1 The principles of research ethics

The Government Social Research (GSR) unit has published guidance on conducting social research that meets ethical standards. This guidance is underpinned by six principles. We have outlined these principles below, alongside their relevance to the A3 survey. You will need to consider these principles in more detail, and how they apply to your intended methodology. For further reading and guidance, you can access the full GSR guidance on ethical practice here: 2021-GSR_Ethics_Guidance_v3.pdf

- **Principle 1: Research should have a clear user need and public benefit**

The A3 residents survey is being carried out in the public interest (UK GDPR Article 6(1)(e)) as part of delivering government-funded improvements. It helps to provide an evidence base for public service delivery.

- **Principle 2: Research should be based on sound research methods and protect against bias**

Research should be designed and conducted using appropriate, proportionate methods to ensure findings are credible and not misleading. This includes using clear, unbiased questions and following the exact wording of the questions provided in Annex A to ensure consistency and comparability. A further key element is adhering to good sampling practice, as outlined in Chapter 3. Finally, if you undertake your own internal analysis, results should be interpreted carefully so that conclusions accurately reflect the evidence gathered and are not overstated.

- **Principle 3: Research should adhere to data protection regulations and the secure handling of personal data**

Research must comply with data protection legislation and ensure that personal data is handled securely and transparently. This includes identifying and documenting your lawful basis for processing, sharing a clear privacy notice with respondents, and collecting only the data that is necessary for your stated purpose. You must ensure appropriate security measures are in place, define how long data will be retained, and make clear to tenants how their information will be used, stored and, where relevant, shared. We expect all data collection and processing to be GDPR compliant and in line with the Data Protection Act 2018.

If you decide to include additional open-ended questions alongside the questions required by DESNZ, you should be aware that respondents may voluntarily disclose sensitive personal information in their free-text responses, even where this has not been explicitly requested. You should therefore ensure that appropriate safeguards are in place for handling such data, including restricting access to open-ended responses to only those who need to review them, and taking care when storing, sharing or reporting on this data to avoid the identification of individual respondents.

Principle 4: Participation in research should be based on specific and informed consent

Participation in research must be voluntary and based on informed consent. Tenants should clearly understand what the survey is about, how their responses will be used, and that they are free to take part, or not, without any negative consequences. For the A3 Resident Questionnaire, this means providing a simple opt-out option at any time, explaining any follow-up contact or incentives, and ensuring that consent is explicit.

- **Principle 5: Research should enable participation of the groups it seeks to represent**

Research should be designed so that all groups the survey aims to represent are able to participate. This means considering participation opportunities for those groups who are typically hard to reach in social research, including tenants with limited digital access or those with disabilities. For the A3 Resident Questionnaire, this could involve offering alternative survey formats, clear and simple language, or accessible support where needed. You may also wish to consider providing the option for respondents to complete the survey in another language if certain ones known to be widely spoken by your residents. Inclusive participation helps ensure that findings accurately reflect the views of the full tenant population and supports fairness and credibility in your research.

- **Principle 6: Research should be conducted in a manner that minimises personal and social harm**

The A3 Resident Questionnaire should be conducted in a way that reduces the risk of harm to participants and the wider community. Since the survey is made up of short, relatively simple questions with pre-coded responses, the risk of causing personal harm is minimal. However, respondents should always have the option to select “Prefer not to say” if a question feels inappropriate or too sensitive for them. If you decide to include additional questions, please consider whether they are sensitive in nature, or if they could lead to participant harm.

Where surveys are conducted face-to-face, you should also consider the wellbeing and safety of interviewers. Appropriate lone-working arrangements and clear procedures should be in place to support staff delivering the survey. Minimising harm applies to everyone involved in the research process.

2.2 Key ethics considerations for the Resident Questionnaire

We anticipate that the key ethical considerations when delivering the Resident Questionnaire will include managing opt-outs and permissions to contact, handling incentives appropriately, ensuring compliance with UK GDPR and tenant rights, and maintaining robust data security. These areas are particularly important in protecting residents and reducing organisational risk. We set these out in more detail below.

Managing opt outs

It is essential to respect tenants’ preferences regarding participation in surveys. Participation in the Resident Questionnaire is voluntary for residents, and this should be made clear to them at the outset. Residents who have opted out or previously indicated that they do not wish to be contacted should not receive letters, survey links, calls, or reminders, or be visited by a face-to-face interviewer as part of this research.

Efficient record-keeping is critical. You should maintain a clear record of opt-outs and, where relevant, flag these individuals in your survey sample to prevent accidental contact in the future. Properly managing opt-outs not only respects tenants' choices but also reduces the risk of complaints and ensures compliance with data protection principles.

Incentives

As noted in Chapter 5, funding from Wave 3 is not available for incentives. However, if you choose to offer incentives for your survey with your own funding, it is vital that they are managed correctly. For example, if using a prize draw, it is essential that all eligible participants have an equal chance of winning. It is your responsibility to ensure that any incentive is fair, transparent, and compliant.

A useful resource for guidance on managing incentives can be found here: MRS Use of Incentives in Market Research and non-research projects - Infographic | Market Research Society

GDPR and tenant rights

All survey participants must be informed of their rights under UK GDPR. Tenants should clearly understand that participation is voluntary and that they can choose not to take part, skip questions, or withdraw from the survey at any time. They also have the right to request a copy of the personal data collected about them and to have it corrected or deleted where applicable.

It is essential to communicate these rights transparently in your privacy notice and survey materials, so tenants can make an informed decision about their participation. Ensuring this helps protect personal data, supports ethical research practice, and maintains trust with residents.

2.3 Privacy notice

A privacy notice is a document provided to respondents that explains how their personal data will be collected, used, stored and shared. Providing a privacy notice is a legal requirement under GDPR and the Data Protection Act 2018, and must be shared with respondents prior to or at the point of data collection. A clear and transparent privacy notice helps to build trust with respondents and ensures that they are fully informed about how their data will be handled before they choose to participate.

Your privacy notice should set out the purpose and lawful basis for collecting the data, who will have access to it, how long it will be retained, and whether it will be shared with any third parties. It should also make clear that participation is voluntary and explain how respondents can exercise their data rights, including the right to withdraw, access, or request the deletion of their data. To assist you in meeting these requirements, a template privacy notice has been provided in Annex B.

We strongly recommend using this template as the basis for your own privacy notice, adapting it as necessary to reflect the specific circumstances of your survey and your organisation's data handling practices.

2.4 Data security and storage

Protecting tenant data is a fundamental part of ethical research and is essential for maintaining trust, meeting legal obligations, and minimising risk. All survey data must be stored securely, with access limited to only those who need it for legitimate research purposes. This includes both digital and physical records, as well as any personal identifiers collected during the survey.

How you store your data is your responsibility, and it is important to work closely with your organisation's Data Protection Officer (DPO) to ensure that appropriate organisational structures, policies, and technical safeguards are in place. This includes secure storage systems, controlled access, regular backups, and a clear plan for data retention and deletion. Ensuring these measures are in place helps protect respondents' personal information and supports responsible, compliant use of survey data. It is also important that data from the Resident Questionnaire is transferred securely to IFF using our secure file-sharing service. Further details on securely sharing the data can be found in Annex D.

2.5 Ethics checklist

The checklist below is structured around the GSR principles. Against each principle you will find a shortlist of questions to help you reflect on key ethical considerations and demonstrate that your approach is both responsible and proportionate. You do not need to use this checklist, and it is not exhaustive. It is for internal use to help as a starting point for thinking about the ethics of your survey.

Table 1 Ethics Checklist

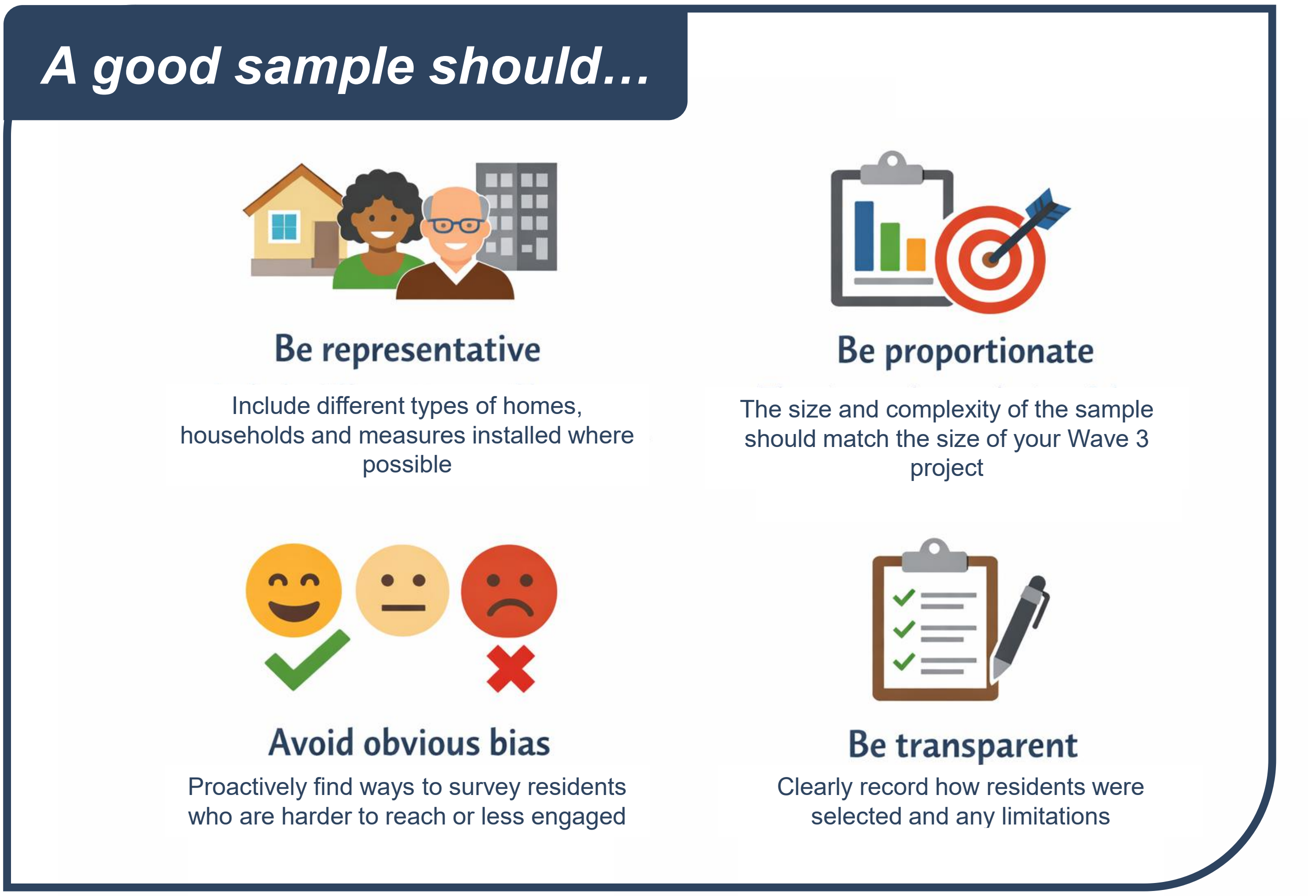
GSR Principles	Checklist	Check-box
Principle 1: Research should have a clear user need and public benefit	Have you clearly explained the reason for the survey to tenants?	
Principle 2: Research should be based on sound research methods and protect against bias	Are you using the exact wording of A3 questions and response options? These can be found in Annex A.	
	Have you identified who you need to hear from?	
	Have you followed good sampling practice?	
	Have you planned your analysis so that the results can be interpreted accurately and objectively?	
Principle 3: Research should adhere to data protection regulations and the secure handling of personal data	Have you identified your lawful basis for processing personal data?	
	Have you provided a clear privacy notice to respondents?	
	Are you collecting only the data that is necessary?	
	Have you familiarised yourself with GDPR requirements and ensured your practices are compliant?	
	Is survey data stored securely with access limited to those who need it?	
	Are you making sure to transfer data to IFF, and contractors if applicable, in a secure fashion?	

GSR Principles	Checklist	Check-box
Principle 4: Participation in research should be based on specific and informed consent	Have you clearly explained that participation is voluntary?	
	Have you provided a simple opt-out option for respondents?	
	If offering incentives, are the terms clear and transparent?	
	If offering incentives do all participants have equal chance of receiving this?	
Principle 5: Research should enable participation of the groups it seeks to represent	Which participant groups might be at risk of exclusion from the survey, or might find it difficult to respond?	
	Is the survey accessible?	
	Have you considered alternative survey formats or other language options?	
Principle 6: Research should be conducted in a manner that minimises personal and social harm	Are respondents able to skip questions or select “Prefer not to say” if needed?	
	Have you avoided collecting unnecessary sensitive information?	
	Do you have an escalation procedure in place in case of interviewer harm?	
	Do you have a complaints procedure and is this communicated clearly to respondents?	

3. Sampling

Sampling is the process of deciding which residents will be invited to complete the A3 Resident Questionnaire. The following chapter explains the elements of the sampling process that you will need to consider before you can administer the survey.

Getting the sample right is important because it helps ensure the findings reflect the full range of residents who received measures, rather than being skewed towards particular groups. When designing your sampling approach, it is helpful to keep the following four principles in mind:



It is important that your sample is representative of the target population. Representativeness is affected not only by how households are selected, but also by who responds. Even with a census or a carefully designed random probability sample, non-response can introduce bias if certain groups are less likely to participate.

To support representativeness and inclusion, you should:

- Ensure that the sampling approach provides coverage across key household and property characteristics (for example, property type, geographic area, or measures installed).
- Consider how survey delivery methods may affect participation among different groups, particularly those who may face barriers to engagement.
- Use inclusive survey modes where possible (for example, offering paper or telephone options alongside digital surveys, or the option to complete the survey in another language) to reduce exclusion linked to digital access, language, or accessibility needs.

3.1 Determining a population and identifying a sampling frame

The best place to start when developing your sample is with the target population. The target population for the A3 Resident Questionnaire is all households that received measures under your Wave 3 project. Your survey sample should be designed to represent this group as accurately as possible.

To do this, you will need to create a sampling frame. A sampling frame is a complete and up-to-date list of all households in the target population. How it is used will depend on your chosen sampling approach, which is outlined below.

If you are inviting all households that received measures (a census approach), the sampling frame is the full list of contacts you will invite. If you are selecting a subset of households, the sampling frame is the list from which those households are drawn. How you select your approach is covered in the following section.

Your sampling frame underpins the quality of your data, so it is important that it is as accurate and comprehensive as possible. Gaps or errors in the sampling frame can lead to coverage bias, where some households are unintentionally excluded.

Your sampling frame should include at a minimum the following information:

- Unique Property Reference Number (UPRN), if available
    - First line of address and postcode, if UPRN is unavailable
- Property type (e.g. terraced, semi, detached, flat, bungalow)
- Measures installed
- Date of installation (point of handover to the assessor, when the last measure to be installed in that property is complete)
- Up-to-date tenant contact information (e.g. email address, phone number, postal address)
- Landlord name

If you have any other information that might be useful for your analysis, make sure to include it in your sampling frame. For example, you might want to include the name of the installer organisation, or data on previous installations. It's much easier to include this data upfront than to add it later during the analysis stage.

3.2 Sample design options

When designing your A3 survey, there are two main sample design options to consider:

- **A census**
- **A random probability sample**

Each has advantages and limitations, and the most appropriate option will depend on your organisation's size and resources, and the characteristics of your tenant population.

Census approach

A census approach involves distributing the A3 questionnaire to every household that received measures as part of your Wave 3 project.

Because all eligible households are invited to take part, this approach removes sampling error at the selection stage and ensures that no subgroup is deliberately excluded.

While a census can support the collection of a broadly representative dataset, it does not guarantee representativeness in practice. If certain groups are less likely to participate in the survey, the results might not fully represent everyone's views. For example, households with limited digital access may be underrepresented if the survey is primarily delivered online. For this reason, it's important to make sure that your delivery mode caters for the whole population, and no groups are excluded.

Random Probability Sampling

Random probability sampling involves selecting a proportion of eligible households to be invited to complete the survey.

This approach can reduce the resources required to administer the survey while still ensuring adequate coverage across key groups of interest. While there are ways to draw a sample in a non-random way, **we recommend that you draw a random sample of homes.**

One random sampling approach is probability sampling. Probability sampling involves randomly selecting households from the sampling frame, ensuring that every eligible household has a known and non-zero chance of selection (i.e., every household has a fair chance of being chosen). Within a probability sampling approach, we recommend stratifying the sample that you draw to help ensure that it reflects the mix of homes and measures delivered through the project. Stratification means grouping households by key characteristics before selection. In the context of your Wave 3 project, these are likely to be categories like property type, type of measures installed, or region (if your project spans a large area).

Stratifying by multiple characteristics at the same time can quickly become complex. To keep the approach manageable, particularly where research experience may be limited, we recommend:

- prioritising **one main stratification variable** (for example, property type or region),
- randomly selecting households within each group, and
- reviewing how other key characteristics (such as measures installed) are represented in the final sample that has been drawn compared to the population.

For example, if you choose to stratify by **property type**, first calculate the proportion of each property type in the full population. You would then draw the same proportions in your sample. If your total population was 60% houses and 40% flats, and you were drawing a sample of 1,000 homes, you would draw a sample of 600 houses and 400 flats, with households selected at random within each group.

Once you have drawn those 1,000 households, it's important to review the distribution of those households across other key criteria. For example, if one particular measure installed (e.g. heat pumps) is underrepresented in comparison to the population, you may want to consider redrawing the sample and potentially including additional stratification (such as using strata for measures within property type) to address this.

This approach helps make the sample more representative and ensures that survey results reflect the full diversity of households in your project. If you use a stratified sampling approach, it is important to clearly document how the sample was divided and how households were selected, including any limitations.

One easy way to make sure your sample is drawn randomly is by using the =RAND() function in Excel. This will generate a random number for each of your sample records. You can then sort your list by these random numbers and select the first N households to form your sample. This ensures that every household in your sampling frame has an equal chance of being selected.

For those seeking further details on stratifying a random sample, we will be delivering additional training covering sample design, currently scheduled for June 2026.

3.3 How to decide the best sampling approach

Table *2* below indicates which option may best suit your organisation's needs. It is not an exhaustive list, but it provides guidance to help identify the approaches that may work most effectively for your organisation based on the size of your population (i.e. the number of tenant households receiving measures funded by Wave 3).

If you have any questions, or would like your sampling approach to be reviewed, the IFF Research team will be available to assist you over email or phone.

Table 2 Sampling approach recommendation based on treated homes

Planned number of homes treated	Recommended approach	Reasoning
Fewer than 500 homes	Census	If your population is relatively small, a census is the best approach to maximise representativeness. This approach requires minimal sampling expertise, removes the need for decisions related to sample selection, and ensures that every resident has the opportunity to respond. When using this approach, it is important to choose a survey mode (or modes) that allows all residents to participate.
Between 500 and 1,000 homes	Census/Random probability sampling	Both sampling approaches could be appropriate depending on resources, project priorities, and available expertise. For smaller projects in this range, a census may be most feasible, while for larger projects, random probability sampling can be more efficient. If using a census, consider resource requirements, particularly if your planned survey fieldwork approach is expensive to administer (e.g., face-to-face). If using random probability sampling, use probability sampling to ensure all households have a known, non-zero chance of selection, and make sure key subgroups (property type, measures installed) are represented.
More than 1,000 homes	Random probability sampling	For larger projects, conducting a census can be resource intensive. Random probability sampling allows you to manage survey administration while maintaining representativeness. Use probability sampling to ensure all households have a known, non-zero chance of selection, and stratify by key characteristics (e.g., property type, tenure, geographic area) to maintain coverage across the population.

3.4 Margin of error

When deciding on your sampling approach it is also important to consider your **margin of error.** We understand that this section is rather technical, so please take your time to read through the information. As always, if you have any questions, don't hesitate to contact the IFF Research team.

Whenever you survey a sample of residents rather than the entire population, the results will inevitably differ slightly from the true views of all residents**.** Even with a census approach, it's very unlikely that every individual will respond, which still results in a margin of error. The margin of error shows how much uncertainty there is in your results and how close the survey findings are likely to be to the true population values.

The margin of error shows how close the survey results are to what is true of the entire population. For example, with a margin of error of ±5%, this means that if your survey finds that 60% of respondents are satisfied, we can be 95% confident[1] that the true level of satisfaction across your full population is between 55% and 65%.

The main thing you can do to minimise margin of error is increasing **the number of completed surveys you achieve**:

- More completed surveys → smaller margin of error
- Fewer completed surveys → larger margin of error

Small numbers of completed surveys produce higher margins of error and may not reflect the views of the whole population.

Calculating margin of error

There is no single minimum number of completed surveys (achieved sample size) required for the A3 Resident Questionnaire, as projects vary widely in size across Grant Recipients. However, you should aim to achieve the highest number of surveys, to reduce the margin of error to the lowest possible level, as this determines how confidently findings can be interpreted.

As a guide, a margin of error of ±5% or lower for a survey figure of 50% is ideal and allows for meaningful analysis of the results. If your margin of error rises above ±10%, the number of completed surveys is likely too small to draw reliable conclusions, making it difficult to conduct meaningful analysis or compare results across different groups of residents.

Table *3* should give you an idea of how the number of completed surveys and the survey result itself (the percentage observed) impact the margin of error of your data. For example, if you only complete 50 surveys, the margin of error of a finding of 50% is nearly 14%. In practice, this would mean that if 50% of your 50 respondents said they were satisfied with the energy saving measures installed, the true value of this finding could be anywhere between 36% and 64%. This is why it's important to maximise the number of responses that you achieve!

Table 3 Effect of number of completed surveys on margin of error

Example number of surveys completed	Error margin +/- (findings of 50%)	Error margin +/- (findings of 10% / 90%)
50	13.86%	8.32%
100	9.80%	5.88%
200	6.93%	4.16%
300	5.66%	3.39%
400	4.90%	2.94%
500	4.38%	2.63%

Note: Margin of error is largest for results around 50%, and smaller for extreme results (10% or 90%). Planning for the 50% case ensures your sample size is sufficient for the most uncertain outcomes.

[1] "95% confident" means that if the survey were repeated many times under the same conditions, approximately 95% of the time the true value for the full population would fall within the stated range.

If your final achieved sample represents typically more than 5% - 10% of your total population (for example, if you are installing measures in 400 homes and plan to achieve 50 survey completes), you can adjust your error margin calculations to reflect this – this is known as a Finite Population Correction (FPC). The online margin of error calculator linked below can calculate this for you. You can also find more information on how this works here: https://www.statology.org/finite-population-correction-factor/

Calculating your target number of completed surveys

Once you know your total population size, you can use the A3 calculator page below to work out how many completed surveys you should aim for, based on the margin of error you would like to achieve:

https://www.shfevaluationhub.co.uk/a3-calculators.html

1. Enter your total population size (the number of households that received measures)
2. Enter your desired confidence level (please use 95%).
3. Enter your desired margin of error (e.g., ±5% for high precision, ±10% for indicative results).
4. Click Calculate: the tool will give you the minimum number of completed surveys required to achieve that precision.

You will need to factor in the cost of conducting the fieldwork when deciding on your target number of completed surveys.

Response rates

For larger populations, the proportion of residents required to complete the survey to achieve a given margin of error is much smaller. However, drawing a large sample and accepting a very low response rate can introduce bias, because certain groups may be under-represented. For example, often older people are more likely to respond to surveys than younger people; it can also be the case that people who are dissatisfied feel more motivated to respond because they want to complain. This would then mean that your final results don't truly represent the views of the population (and could potentially lead to skewed results).

In these cases, a smaller, well-designed sample is likely to be more reliable than a large but poorly engaged one. You should aim to maximise the number of completes from your starting sample. Please see section 5.2 for guidance on how to improve response rates.

We recommend that you aim for at least a 25% response rate. If, for example, you are aiming for 200 survey completes, this means you will need to draw a sample of at least 800-1,000 records.

For larger projects, you may wish to compare results across subgroups for your internal analysis (for example, by property type, region, or measures installed). If this is the case, you should also consider aiming for a larger number of completed surveys within each group, as each subgroup will require a sufficient number of responses to support meaningful analysis.

For small populations, the number of completed surveys to achieve your target margin of error can require a relatively high response rate. With a small population, you might be able to use more labour-intensive survey methods (such as face-to-face interviews) to maximise the number of responses that you achieve.

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3.5 Sampling checklist

To make your sampling approach clear and easy to follow, it is helpful to record the key decisions and steps you take. The checklist below can be used to ensure your sample is well-designed, representative, and properly documented.

Table 4 Sampling checklist

Population and sampling frame	Check
Clearly define the target population (Complete and up-to-date list of eligible homes)	
Include key information (see example list in chapter 3.1)	
Sampling approach	
Select a census or random probability sampling approach	
Is the sampling approach appropriate for the size of your project?	
Record your rationale for choice of approach	
Are the key groups of interest represented in your sample design?	
Sample design	
Record your total starting population	
Calculate and consider your desired margin of error	
Set a target number of surveys to complete to achieve your desired margin of error	
Calculate the likely response rate	
If using random probability sampling, use the required response rate to work out how many records you need to draw to achieve target no. of completes	
Checks and documentation	
Check your final sample is representative of your population	
Record any limitations to your sampling approach	
Record any other sampling decisions you took	

4. Questionnaire design and timings

Questionnaire design and timings are critical considerations in delivering an effective survey. The questions that are included determine the type of information you are able to collect and, in turn, the type of analysis you will be able to carry out. Being clear about what information you would like to gather at the outset will help ensure that questions are purposeful, relevant and capable of generating meaningful insights.

Although the Resident Questionnaire has been developed for your use, there are important considerations around questionnaire structure and wording, fieldwork mode and timing that you will need to take into account to ensure that your findings are robust and reliable.

4.1 Required questions

We have provided you a list of ten questions for the Resident Questionnaire that you must use as a part of your survey. You can find the required questions in the Annex A.

You must include all of these questions and response options exactly as we have worded them and in the same order which we have presented them. This includes the exact wording of any guidance text after each of the demographic questions. These have been provided by DESNZ to allow for comparability of data across grant recipients..

4.2 Adding and Integrating Questions

You can include additional questions in the Resident Questionnaire, either before, after or in between the mandatory survey questions. You may want to consider adding more questions to collect further data for your own internal analysis. When designing questions there are a number of factors to consider. In the list below we outline key considerations of relevance to this questionnaire:

- Questions and answer codes should use the principles of Plain English. They should be written in simple language, with any technical terms defined for residents. Short sentences are recommended.
- Avoid asking about multiple things within one question ("How satisfied were you with the speed and tone of communication from your installer") – it's best to separate these out into two questions.
- Use neutral wording in question text.
- Any scale questions (e.g. Agree/Disagree scales) should be balanced such that you employ the same number of positive and negative response options. Where relevant you can re-use the scales already contained within the A3 Resident Questionnaire.
- For questions where there is not an exhaustive list of answer codes, an 'Other' code should be included, allowing residents to provide an answer in their own words. This is especially important for demographic questions.
- You should include 'Don't know' and 'Prefer not to say' codes to all questions, so that residents do not have to answer if they do not want to.
- Consider the flow of your survey. Avoid starting with complex questions, if possible, order questions in a logical or chronological way for your respondents.

We strongly recommend the inclusion of a recontact question that asks respondents permission to be contacted again if needed. This allows you to follow up with respondents to clarify their responses.

You can find more detail about this in Chapter 6, about Quality Assurance. If a respondent consents to recontact, it is best practice to collect their preferred contact details at that time.

In addition, you will need to make sure you consider these additional questions' effects on respondent burden. Respondent burden refers to the time and effort placed on participants when completing a survey, which can affect response rates, data quality and overall engagement. Generally, the more questions there are, the greater the respondent burden. If your survey is too long, residents might not feel it's worth their time to complete or might experience fatigue mid-way through the survey and drop out or provide less considered responses to get through the survey quicker. To avoid this, we advise that you are selective with your questions to ensure that you get the maximum number of valid completes from residents.

The same considerations apply if you want to integrate the Resident Questionnaire into a survey that you already deliver to residents. In order to reduce respondent burden, you might want to consider removing some questions from your original survey to reduce the overall length.

4.3 Fieldwork mode

There are multiple ways, or modes, by which you can deliver a survey. These include in person, online, via telephone, or on paper. A summary of each mode's advantages, disadvantages and costs are provided in **Table 5** below.

Table 5 Survey mode comparison

Survey Mode	Pros	Cons	Costs
In person 	• Usually gets a higher response rate than other survey modes • Respondent can ask for clarifications on the spot • Helps to include individuals without access to the internet or phones	• Answers may be influenced by the interviewer • Takes more time to organise and complete • Can raise safety or access issues	• Paying interviewers and their expenses • Training and managing staff • Longer timelines increase overall costs
Online 	• Cheaper per response and quick to run • Respondents may feel more comfortable answering sensitive questions • Respondents can answer at a time that works for them	• At risk of excluding people without internet access or with limited digital capabilities • Some respondents rush or give low effort answers • Less likely to include more disengaged individuals, without interviewer to encourage participation	• Online survey platform fees

Survey Mode	Pros	Cons	Costs
Telephone	• Respondent can ask for clarifications on the spot • Easier to supervise interview quality • Tends to achieve best response rates, as interviewers can call potential respondents several times to encourage participation	• Many people do not answer calls from an unknown number • Misses people without reliable phone access • Can be administratively burdensome to manage • Risk of over-calling respondents / appearing intrusive	• Paying interviewer or call center costs • Training and managing staff
Paper	• Can reach people regardless of internet access or digital capabilities • Can appear more trustworthy than online links or cold calls	• Routing* must be simple enough for the respondent to understand themselves • Slow turnaround due to the time it takes to set up, post and wait for respondents' returns • Tends to have the lowest response rate of all modes • Manual data entry once paper survey is received	• Paying for materials, printing and postage (if mailed) • Staff time to manually enter the data onto an online system

**(this refers to any questions that your organisation has included that are asked of only some respondents, based on their characteristics or previous responses)*

The survey mode you choose will depend on your in-house capacity, or the capabilities of the third-party delivering your Resident Questionnaire, as well as the characteristics of your residents. If you already have established systems and experience in conducting in-person or telephone surveys, it will be most effective to build on that existing infrastructure. The same applies to third-party providers. You will also need to consider the connectivity of your residents, including whether they have reliable access to the internet or a telephone. The chosen mode (or modes) should be accessible to as many residents as possible to avoid introducing bias by unintentionally excluding certain groups.

It is common for surveys to offer multiple modes of response, and we would encourage you to take this approach to ensure your survey is accessible to all sampled residents. For example, you might begin with an online or telephone survey and then follow-up with in-person interviews to engage harder-to-reach or digitally excluded residents. You will need to mitigate multimode effects, which means ensuring that a respondent is likely to reply in the same fashion regardless of the mode used. Steps to achieve this include:

- Limit response scale complexity, using short, clearly labelled response scales
- Keep pre-coded lists relatively short

- If possible within your survey software, rotate the order of pre-coded lists (excluding satisfaction scales, which should be read out or presented in full in a consistent order)
- Minimise multi-code / select all that apply questions
- If combining self-completion modes (paper or online) with interviewer-led modes (telephone or in-person) ensure response options are read out by the interviewer to reflect the experience of those self-completing

During fieldwork it is advisable to monitor survey responses split by mode to see if there are any 'mode effects' in play. For example, residents may interpret questions differently depending on whether they are read aloud or presented in writing.

4.4 Fieldwork timing

To ensure the impacts of the retrofit measures are captured accurately, it is important to allow sufficient time between installation and survey completion, so that the measures can take full effect in residents' homes. It is for this reason that **we strongly recommend that residents are only surveyed once they have experienced a period of cold weather after their installation**.

As installations will be carried out throughout the year, there is no single, fixed point at which the Resident Questionnaire must be carried out. As per the final Grant Funding Agreement (page 20), the survey must not be administered any earlier than one-month post-installation. However, we recommend allowing for a longer period.

Our guidance is that surveys are conducted between 6 months and 14 months after installation, with 12 months being ideal. Crucially, this timeframe should include a period of cold weather. This approach allows for sufficient time for residents to feel the effects of their measures, without such a long delay that details of the installation experience are forgotten.

There are two main strategies that your organisation could adopt to fulfil these criteria:

- **A rolling approach**: residents would be surveyed exactly one-year post-installation, guaranteeing a winter period. This would mean that fieldwork is continuous.
- **A batch approach**: all residents would be surveyed from a particular installation period at the same time. For example, your organisation might survey all residents who had measures installed in 2026 during March 2027. You may decide to have multiple batches throughout a calendar year; however, it is vital that your organisation ensures that a cold period has been experienced by each surveyed resident since their installation.

Please factor into your fieldwork plans that we require the data to be shared with us **by 1st September 2028**. We can extend this deadline up to 31st October 2028 if you share an interim data file with us prior to this date, allowing us to check and sign-off your file structure and format. Please see Chapter 8 (Data specification & templates) for more information on this.

If delivery of your Resident Questionnaire continues past this point (depending on your delivery and survey timings) you will also be expected to make a final data upload to DESNZ directly upon completion of the survey. Instructions for this will be provided nearer the time.

5. Fieldwork Management & Response Rates

Effective fieldwork management is essential for the successful delivery of the A3 Resident Questionnaire, to ensure that consistent and accurate data is collected, which is in line with the required specifications.

An important component of fieldwork management is maximising response rates. This chapter outlines a range of methods that can be employed to do so, one of the most influential being the use of incentives.

5.1 Delivery responsibility

The research may be conducted either by in-house teams within your organisation, or by external contractors that you commission. Regardless of who delivers your A3 Resident Questionnaire, overall responsibility for the research remains with you, the Grant Recipient. You must ensure that the research is carried out in accordance with the minimum methodological standards as outlined in this guidance document.

This includes ensuring that the approved questionnaire wording is used, and that the data produced matches the required specifications.

5.2 Options for maximising response rates

There are a range of methods that can be used to maximise response rates. As discussed previously, surveys may be delivered through several modes. The most effective approaches for maximising response rates will vary depending on the mode of delivery.

Table 6 below outlines a range of methods for maximising response rates, and indicates which are most appropriate for each survey mode.

If there is sufficient demand, IFF Research will also provide bespoke training focussing on maximising response rates. Please do attend this training session if you feel it would be beneficial and want to learn more.

Table 6 Response Maximisation Techniques

Response maximisation technique	In person	Online	Telephone	Postal
Flexibility with dates and times so that you can fit around respondents, including weekends and early mornings/evenings if requested.	✓		✓	
Well informed and approachable interviewers. Ensure that interviewers can engage confidently, politely and knowledgeably with respondents, as this can have a big impact on both response rates and data quality.	✓		✓	
Offering the survey in languages other than English. If possible, offer the survey in other languages, particularly in cases where a significant proportion of the sample are non-English speakers. This may be easier to do for some delivery modes, such as postal and online, over others.	✓	✓	✓	✓
Personalised introduction / invite. Introductions and invites should be clear and concise, and offer a 'hook' or selling point for taking part. Knowing how the research will be used and 'what's in it for them' drives participants' decisions over whether to take part in a study.	✓	✓	✓	✓
Use of reminders. These can be issued in a range of formats, including letters, emails, phone calls, or text messages.	✓	✓	✓	✓
A well-designed survey. The presentation, look and layout of the questionnaire is important both in engaging participants initially and in ensuring that the survey is easy to complete. The survey should: • Use formatting and colour to make the survey more attractive and engaging • Provide instructions on how to answer each question (tick or click one box, tick/click as many answers as apply, write in/type your answer)		✓		✓

Response maximisation technique	In person	Online	Telephone	Postal
• Meet accessibility requirements, for example by allowing respondents to choose the font size. • Include a note at the end as to what to do next (i.e. how to submit, and who to contact in case of queries or concerns)				
Advance communication from familiar stakeholder. A tenant liaison officer or similar should inform residents of the upcoming survey and of any external contractor conducting the research, and the mode(s) that will be used.	√	√	√	√
Ensuring email and letter invites look important, and avoid looking like marketing or junk. Where you are employing an external contractor we recommend they use your official branding in the survey and invites.	√	√	√	√
Offering incentives upon completion of the survey. Please see the next section of this document for guidance.	√	√	√	√
Keeping the length of the survey as short as possible. Clearly communicate the expected duration beforehand.	√	√	√	√
Visible identification. Interviewers should carry official identification and supporting materials to build trust and credibility.	√			
Emphasis on confidentiality. Communicate that the research is conducted in accordance with GDPR requirements, and provide clear access to the privacy notice.	√	√	√	√

5.3 Incentives

As presented in Table 6 above, incentives may be used to encourage participation in the survey. If you would like to use an incentive, it must be fully funded by your organisation. No external funding is available for this purpose.

Incentives can be offered in a range of formats, including cash payments, vouchers, or entry into a prize draw. Incentives that require participants to spend money to be redeemed, such as money-off vouchers, are not permitted due to ethical concerns. This aligns with guidance from the Market Research Society, who state that incentives should not require participants to incur costs in order to receive them.

Where possible, we recommend offering respondents entry into a prize draw to incentivise participation in the survey. A prize draw can be effective in improving survey response rates at relatively low cost. This approach is also likely to be more cost-effective than providing individual cash payments or vouchers to each respondent, as the overall cost is limited to a single prize rather than a payment per completed response.

The use of incentives does raise important considerations, in that they must be proportionate, and not constitute, or be perceived to constitute, a bribe. It is therefore important that incentives are considered carefully and used appropriately. If you decide to offer incentives, you must review the Market Research Society regulations on using incentives to inform your approach. This guidance highlights the importance of ensuring that participants are fully informed **before they start the survey** about all aspects of the incentive, including what the incentive will be, when they will receive it (including whether any conditions are attached e.g. passing of quality control checks), and what they have to do in order to receive it. You can access the full MRS regulations for administering incentives and free prize draws here.

If you choose to offer entry into a free prize draw to respondents that complete the survey, the process must be carried out fairly and transparently. Each participant must have an equal chance of winning, with the winner being selected through a fully random process.

If you decide to remove a participants' responses from the final dataset due quality assurance reasons, you may decide not to issue an incentive. The MRS guidelines state that for this option to be available, the participant must have clearly not met the criteria set out in the instructions for completing the survey. it is also important that you communicate that this may be a possibility to the respondent prior to their participation in the survey. Please see chapter 6.2 for more information on quality assurance during fieldwork.

If you notify a prize draw winner of their win in writing (either by email or post) you should include a deadline for them to claim the prize, and make it clear if they do not respond by that date a new winner will be drawn. This ensures you do not get left with unclaimed prizes or face uncertainty around whether you can draw a new winner if the original does not respond to communications.

6. Quality assurance

Quality assurance is an important process that ensures that all data collected is accurate, reliable and unbiased. If data is inaccurate or incomplete, the results of a research project might be misleading or even harmful.

There are four key quality assurance checkpoints: sampling, survey-set up, during fieldwork and final data entry.

If you are part of a consortium, the lead grant recipient is responsible for monitoring and overseeing progress across their consortium members throughout the sampling, survey set-up and fieldwork phases. The lead grant recipient is also responsible for collating and sending the final data to IFF Research. It is for this reason that we would recommend that the lead grant recipient completes the quality assurance for the data entry stage.

The key quality assurance checks relating to the sampling stage have been detailed in the 'Sampling checklist', in Chapter 3 (Sampling) above.

6.1 Survey set-up

It is essential to ensure the Resident Questionnaire is set up correctly, whether it is delivered online or on paper, taken by residents independently or with an interviewer present. A well-designed survey improves residents' experience, helping to guarantee understanding and reduce dropouts and complaints. It also minimises the need for corrective work later on and supports a positive perception of your organisation.

There are three key areas to review: wording, mechanics and formatting. **Table *7*** is a non-exhaustive checklist of items to verify once your survey has been set up.

Table 7 Survey QA Checklist

Wording	Check
Are all questions present?	
Is the question wording correct?	
Are all answer options included?	
Are all answer options wording correct?	
Is there a 'Don't know' or 'Prefer not to say' answer option included for each question?	
Mechanics	
Is the routing / filtering correct, if there is any? *	
Can respondents select the correct number of options?	
Are respondents prevented from skipping the question without selecting a response?	
Formatting	
Are the questions and answer options correctly displayed?	
For open questions and those that ask respondents to specify, is there a box available for them to input their answer?	

**(this refers to any questions that your organisation has included that are asked of only some respondents, based on their characteristics or previous responses)*

To ensure that everything is correct, we would recommend that more than one person goes through the questionnaire, checking the items above. Small mistakes are easy to miss.

6.2 During fieldwork

It is important to monitor the data during fieldwork:

- First, it reveals whether the questionnaire is set up correctly; in other words, it can tell you if anything was overlooked during the quality assurance of the survey set-up phase.
- Second, checking the data verifies whether residents understand the questions in the survey. For example, if you have included additional questions alongside those required by DESNZ, checking the data may reveal that your questions need changing or a resident needs re-contacting.
- Third, it can tell you how engaged residents are when completing the questionnaire and if their response should be included in the final data set.

Primarily, quality assurance in this phase of a research project is concerned with whether you have the data you were expecting and whether this data makes sense.

A few days after the Resident Questionnaire is launched, you should perform what is known as a topline check, to ensure that the survey is set up and being completed correctly. We recommend that you should do a topline check after around 20 residents have completed the survey.

During a topline check, you are both verifying that everybody is answering all the questions that they should, and that residents understand the questions. For the Resident Questionnaire, this comprises two steps.

First, compare the number of residents that have completed the survey to the number of responses for each question. For example, if 22 residents have completed the survey, you should expect to see 22 responses for each question. As all the questions in the Resident Questionnaire are asked to all residents, this step is simple. When a survey contains routing (i.e. questions that are asked of only some respondents, based on their characteristics or previous responses), this step becomes especially important. If you have not received responses to all the questions you should, then you need to update the survey set-up to ensure that any future respondents are asked all the questions they should be. Subsequently, you will need to recontact the residents that have missing responses to ask those questions.

Second, you should check whether you have a high proportion of residents selecting 'Don't know' answers. What counts as a high proportion cannot be easily specified. However, if 30% of residents, or more, are selecting 'Don't know' for any one question, then it is worth asking why this might be. Depending on the exact question and survey length, any of the following might apply:

- Residents genuinely do not know the information that you are asking them about. This is a finding in and of itself. This tends to be the case for complex questions or those requiring long-term recall.
- Residents do not understand the question you asked because the question wording is unclear.
- The questionnaire is too long and residents are fatigued. They are answering 'Don't know' to get to the end of the survey. This is especially likely if the proportion of 'Don't know' responses increases later on in the survey.
- Residents are motivated to receive any financial incentive on offer and want to get through the survey as quickly as possible.
- Residents are worried that they might face consequences, perhaps from your organisation, if they express their true opinion or experience. This may indicate the need for improved reassurance, transparency or confidentiality messaging at the beginning of the survey.

When you have an idea of what might be causing the high proportion of 'Don't know' responses, then you will need to update the survey to make sure the issue does not persist. **As a reminder, in this case of the Resident Questionnaire, *you <u>should not change the wording or order</u>* of the questions that we have provided you**. In general, however, to resolve these issues, you might want to consider adding text to assure residents that estimations are acceptable, making the question wording clearer, shortening the survey (if you have included additional questions) or adding reassurance at the start to explain that their responses will not lead to any consequences from your organisation.

It is also important to consider respondent engagement. This means whether the resident took the survey seriously and completed it in a way that reflects their true opinions or experiences. Reviewing residents' engagement is particularly important when the survey offers a financial incentive upon completion. There are some indicators which might show that a resident has not fully engaged with the survey:

- Answering 'Don't know' or 'Prefer not to say' for most, or all, questions
- Residents 'straight-lining,' which involves selecting the same answer for each question (i.e. always selecting the first option for each question)
- Residents completing the survey in a very short amount of time

These factors do not automatically mean that a resident is not engaging with a survey. Many respondents might end up 'straight-lining' if they were either very satisfied or very dissatisfied with the whole retrofit process. You will have to make a judgement call on whether any further action is needed. You may decide to remove certain residents' responses from the final dataset, as they are unlikely to reflect their true experience. In such cases, you may also choose not to issue any incentive, if applicable. The MRS guidelines state that for this option to be available, the participant must have clearly not met the criteria set out in the instructions for completing the survey. You can access these guidelines here. You must also have communicated to the respondent the possibility that their incentive might be withdrawn before they participated in the survey. Please see chapter 5.3 on Incentives for more detail.

6.3 Data Entry

Finally, it is important to check that the data has been entered correctly into the Data File Template, as this is the format you will use to submit your data to us. IFF Research will carry out our own quality assurance checks, and if we identify any issues, we will contact you to resolve them. Ensuring accuracy at this stage avoids delays and benefits both parties.

For more information about the file, please see chapter 8 on Data specification & templates.

After inputting the data in the Data File Template, we would recommend completing the checks in **Table 8Error! Reference source not found.**.

Table 8 Data entry QA checklist

Data Entry Checks	Check
Does the number of rows match the number of residents that completed the Resident Questionnaire?	
Is each cell filled in on each row?	
Is the first line of the house's address filled in and postcode provided, if the UPRN is unavailable?	
Is the data in each column in the correct format? (E.g. text, number, date)	
Are all survey respondent IDs unique?	
For the question columns, is the number inputted in the acceptable range? (E.g. For Q1, is the number between 1-7? If an 8 is in there, then this is a problem)	
Is the installation date before the survey completion date?	
Does the data in the Data File Template match your records? (E.g. are there the same number of 18-24 year olds in both your records and the Data File Template)	

7. Weighting

Weighting is a statistical technique in which datasets are manipulated through calculations in order to bring them more in line with the population being studied. In practice, this means giving more or less influence to certain responses, depending on how well the sample matches the make-up of the known population. This may use characteristics such as property type, age or region.

Weighting is important because it corrects any imbalances in the sample, ensuring that the findings are representative and can be generalised to the wider population.

It is important to note that, to ensure consistency in our analysis, **A3 data must be submitted to IFF Research un-weighted.** The weighting process, incorporating all A3 data submissions, will be carried out separately by the IFF analysis team.

If you are interested in weighting your survey data to reflect your own population for internal analysis purposes, we are happy to support you understand the process. Please contact SHFW3_EvaluationSupport@iffresearch.com.

8. Data specification & templates

After collecting all Resident Questionnaire data, you will need to prepare it for submission. As mentioned before, we are expecting one submission of all data collected, by 1st September 2028 (with extensions available to October 31st 2028 if we have pre-checked an interim data file; see details below). To support this, we have created the A3 Data File Template, which sets out exactly how your survey data should be formatted.

The Data Specification Excel file contains the following tabs:

- Instructions– explains the required data format and source
- Data File Template – the template you should use to fill in your survey data
- Validity Checks – allows you to see where errors are occurring in your data
- Example – some correctly formatted example data
- Survey Data – shows the numeric codes association with each response option for each question
- GR ID – lists three-letter ID codes assigned to each GR

The rest of this chapter summarises the information provided in the Data Specification Excel file. Please review the spreadsheet before raising queries, as it contains further examples and additional detail.

8.1 File format

Your A3 datafile must be submitted in Excel format (with the file extension .xlsx) and include one row of data per completed survey. The file must contain the column headings detailed in the Instructions tab, containing the data in the format described in that tab.

8.2 Instructions

The Instructions tab contains detailed guidance on the origin and format of the data that is required for each column of the Data File Template. Table 9 below is a summary of the data format and data source needed for each column of the template. More information for each column can be found within the A3 Data File Template.

Table 9 Data specification summary table

Column Heading	Data format	Data Source
Organisation	Text	Please enter the three-letter code linked to your organisation, which is found on the 'GR ID' tab. If you are part of a consortium, this should be the three-letter code linked to the lead grant recipient of the consortium. You should then enter the landlord of each property (which could be your own organisation) in the 'Landlord' column against each row.
Name_of_completer	Text	Please enter your name. This will be used for queries regarding this research only.

Column Heading	Data format	Data Source
Contact_email	Text	Please enter your contact email. This will be used for queries regarding this research only.
Date_completion	Date	Please enter the date you completed the form.
Unique_ID	Number	Please enter a unique ID for each respondent. We recommend numbering your records sequentially (e.g. 1, 2, 3…)
UPRN	Number	Please enter the Unique Property Reference Number (UPRN) for the respondent's home, if available. If you are unable to provide this data for a particular respondent, please leave this cell blank. If no UPRN is available, you must fill in Address First Line and Postcode
Address	Text	Please enter the first line of address for the respondent's home, if not entering UPRN. Please note this must go as far as the road name (e.g., "Flat 5", or "Flat 5, West Building" is insufficient; "Flat 5, West Building, North Gardens" is fine).
Postcode	Text	Please enter the postcode of the respondent's home, if not entering UPRN. Please note this must be a full postcode, rather than just the first part.
Landlord	Text	Please enter the name of the organisation which is the landlord of the property, or "Infill" if the property is not owned by a landlord involved in the project. If you are part of a consortium, this should be the name of the partner organisation that is the landlord of the property (rather than entering the name of the lead partner for all rows).
Q1-Q10	Number	Enter responses to the question in the format of numbers. The number key for all questions and answers can be found in the Data Specification Excel File, in the Survey Data tab.
Installation_Date	Date	Enter the date (DD/MM/YYYY) that the installation works were completed at the property.
Survey_Completion_Date	Date	Enter the date (DD/MM/YYYY) that the respondent completed the survey.
Survey_Mode	Text	Select how the survey was carried out for this response (valid responses are: “Online”, “Telephone”, “Face-to-face”, “Postal”, or “Other”).

If you have any technical difficulties with your form, please contact IFF Research at SHFW3_EvaluationSupport@iffresearch.com.

You are welcome to send us an interim version of your datafile containing partial data, so we can check that the structure / format of your data is correct, and advise if any adjustments are needed. Once we have approved your interim datafile, we would be happy to agree a slightly later deadline for submission of your final file (up to 31st October 2028), as we will require less time for QA at this stage. Please let the IFF team know when you would like to submit your interim file so we can schedule this in – any interim files must be send using the secure transfer method set out below.

9. Secure transfer

9.1 FileX guidance

Any data files that you share with IFF need to be sent securely using FileX, IFF's secure transfer site. Guidance on how to do this can be found in Annex D.

10. Annexes

Annex A – A3 Survey Questions

A3 survey required questions

Please note, each question must be worded exactly as specified, irrespective of questionnaire method (e.g. online, telephone or face to face). This questionnaire is provisional and may be subject to change.

Key Questions

1. **To what extent were you satisfied or dissatisfied with the process of your energy saving measures being installed?**
    1. Very satisfied
    2. Satisfied
    3. Neither satisfied nor dissatisfied
    4. Dissatisfied
    5. Very dissatisfied
    6. Don't know

2. **Since the installation, to what extent have you been satisfied or dissatisfied with your energy saving measures and how they have worked?**
    1. Very satisfied
    2. Satisfied
    3. Neither satisfied nor dissatisfied
    4. Dissatisfied
    5. Very dissatisfied
    6. Don't know

3. **Since the energy saving measures were installed in your home, have your mental and physical health got better, worse, or has there been no change?**
    1. A lot better
    2. A little better
    3. No change
    4. A little worse
    5. A lot worse
    6. Don't know

4. **Since the energy saving measures were installed in your home, have your feelings of warmth and comfort at home improved, worsened, or has there been no change?**
    1. Improved a lot
    2. Improved a little
    3. No change
    4. Worsened a little
    5. Worsened a lot
    6. Don't know

5. **Since the energy saving measures were installed in your home, what change, if any, have you seen to your energy bills?**
    1. My energy bills are significantly cheaper
    2. My energy bills are a little cheaper
    3. My energy bills have not changed

4. My energy bills are a little more expensive
5. My energy bills are significantly more expensive
6. Don't know

Sociodemographic Questions

6. **What is your age?**
    1. 18 – 24
    2. 25 – 34
    3. 35 – 44
    4. 45 – 54
    5. 55 – 64
    6. 65 – 74
    7. 75 – 84
    8. 85+
    9. Prefer not to say

7. **What is your gender?**
    1. Male
    2. Female
    3. Other
    4. Prefer not to say

8. **How much is your household's annual income, before tax?**
    By income, we mean money from employment, pensions and benefits - except where the benefit is paid directly to the landlord (e.g. this can sometimes happen with housing benefits). Please include the income of all adults living in your household in your answers.

    1. Less than £5,000 per year
    2. £5,000 to £15,999
    3. £16,000 to £24,999
    4. £25,000 to £34,999
    5. £35,000 to £44,999
    6. £45,000 to £54,999
    7. £55,000 to £74,999
    8. £75,000 or more
    9. Don't know
    10. Prefer not to say

9. **What is your ethnic group? Please only answer in relation to yourself and not anyone else in your household.**
    White
    1. English/Welsh/Scottish/Northern Irish/British
    2. Irish
    3. Gypsy or Irish Traveller
    4. Any other White background (please describe)

    Mixed/multiple ethnic groups
    5. White and Black Caribbean
    6. White and Black African
    7. White and Asian
    8. Any other Mixed/Multiple ethnic background (please describe)

    Asian/Asian British
    9. Indian

10. Pakistani
11. Bangladeshi
12. Chinese
13. Any other Asian background (please describe)

Black/African/Caribbean/Black British

14. African
15. Caribbean
16. Any other Black/African/Caribbean background (please describe)

Other ethnic group

17. Arab
18. Any other ethnic group (please describe)
19. Prefer not to say

10. **Do you or anyone else in your household have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more, that limits your or their day-to-day activities?**

    Normal day to day activities include everyday things like eating, washing, walking and going shopping.

    1. Yes – It limits my/their day-to-day activities all of the time
    2. Yes – It limits my/their day-to-day activities some of the time
    3. Yes – but it does not limit my/their day-to-day activities
    4. No – no household members have any long-term physical or mental health conditions or illnesses
    5. Don't know
    6. Prefer not to say

Annex B – Privacy Notice Template

Privacy notice template:

To access the template, click here.

Annex C – Data File Template

Data file template:

To access the data file template, click here.

Annex D – FileX Guidance

FileX guidance:

To access the guidance for sharing your A3 data with IFF, click here.