

**Arawak Walton Housing Association**  
**Postal Survey Two June 2021 - How Do You Manage Heating in Your Home**

**Summary:** Of the 138 surveys sent out 104 were returned, which is a 75.36% return rate. The results here are based on the 104 responses received, bearing in mind there are cases where some questions were skipped and/or went unanswered.

**1.0 Introduction:** Arawak Walton is committed to ensuring that residents can give their views and take part in the decision-making process in a way that fits with their lifestyle and commitment. This survey was carried out by means of a questionnaire, consisting of enquiries on the theme 'How Do You Manage Heating in Your Home', which was also available to complete online.

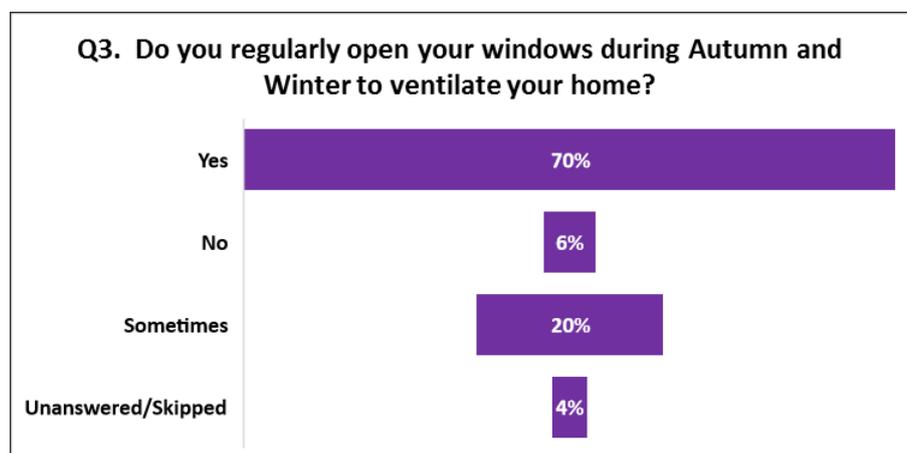
**1.1. For Question 1, we invited you to tell us 'When you use your central heating system which of the following statements apply?' (Please tick one)** As shown in the table below, the majority (71) responders selected the statement 'I switch the heating on when I feel cold'; 'My heating is on timer' came in at (14) votes, a total count of (12) stated 'I use my radiator valve to heat specific rooms when required', and a low number (3) picked 'I do not use my central heating'; and similarly the same number (3) skipped the question. The responder choosing 'Other' commented "I very rarely use my central heating. I only use it 1 or 2 weeks in winter and only for up to 6 hours at a time".

<b>Q1. When you use your central heating system, which of the following statements apply?</b>	
I switch the heating on when I feel cold	71
My heating is on timer	14
I use my radiator valve to heat specific rooms when required	12
I do not use my central heating	3
Other	1
<b>Unanswered/Skipped</b>	<b>3</b>

**1.2. For Question 2, we enquired 'When heating your home are any of the following statements applicable?' (Please tick one)** 'I only use the central heating,' accounted for (88) of the responses received; 'I use my Gas/Electric fire in my living room' came in second with a vote of (4); 'I use portable heaters in my home' (3). Responders that skipped or left the question unanswered was (7) and 'Other' received a vote of (2).

<b>Q2. When heating your home are any of the following statements are applicable?</b>	
I only use the central heating	88
I use portable heaters in my home	3
I use my gas/electric fire in my living room	4
Other	2
<b>Unanswered/Skipped</b>	<b>7</b>

**1.3. In Question 3, we asked 'Do you regularly open your windows during Autumn and Winter to ventilate your home?' (Please tick one).** The popular response (70%) indicated 'Yes' they regularly opened the windows during Autumn and Winter to ventilate the home', (20%) came in second place deciding on 'Sometimes'; (6%) said 'No' and the remaining (4%) skipped or failed to answer the question.



**Arawak Walton Housing Association**  
**Postal Survey Two June 2021 - How Do You Manage Heating in Your Home**

1.4. In Question 4 we asked you ‘Do you regularly use your Kitchen and Bathroom fans when the rooms are in use?’ (Please tick one) Our findings revealed (68%) said ‘Yes’, (14%) stated ‘No’, 13% specified ‘Sometimes’ and (4%) missed or failed to answer the question.

1.5. In Question 5 we said, ‘How do you dry your laundry when it is raining?’ (Please tick all that apply). We provided the option to select more than one answer in this question therefore, the votes accounted for the following as detailed in the table below. Of the returns received (40) specified, ‘I use a clothes maiden,’ (21) ticked ‘I have an externally vented tumble dryer’ (18) selected ‘I put clothes on the radiators,’ (13) chose ‘Other’ and (3) skipped or left the question unanswered. ‘Other’ comments offered up were having the use of the local launderette or a Schemes in-house washing and drying facilities.

Q5. How do you dry your laundry when it is raining?	
I have an externally vented tumble dryer	21
I use a clothes maiden	40
I have a condensing dryer	9
I put clothes on the radiators	18
Other	13
<b>Unanswered/Skipped</b>	<b>3</b>

1.6. In Question 6 we asked you ‘Are personal finances a factor when considering when to put your heating on?’ (Please tick one). Just over half (51%) said ‘No’, (38%) ‘Yes’, (6%) Prefer not to say’, and (5%) skipped or left the question unanswered.

2.0	SUMMARY
2.1	The answers demonstrated that the vast majority of respondents only put their heating on when they feel cold. This is described as “flash heating” and is not always the most efficient way to heat your home. It can be more economical to keep your heating on a low setting for longer periods of time to maintain a constant temperature and to reduce the risk of condensation and mould.
2.2	The survey suggests that very few people use their gas or electric fire as a secondary source of heat.
2.3	We note that a high number of respondents stated that they use either a clothes maiden or the radiators to dry their washing. This is concerning as it is also a large cause of condensation and mould.

## ACTIONS

- As the survey has identified there are a lot of issues surrounding the causes of condensation and mould, and with this in mind, we will produce a short educational video that we can email to tenants containing tips and advice of how to manage such issues.
- The figures demonstrate that gas and electric fires are not a priority in peoples’ homes. If tenants no longer want their fire then we are happy to remove it and brick up the opening, on the condition that the tenant takes responsibility for the redecoration.
- It is concerning that 38% of respondents stated that money was a consideration of whether to put the heating on when they feel cold. The Housing Services team will identify organisations and charities that can assist tenants with such issues. We will publish our findings in our Newsletter

Thank you for taking the time to complete Postal Survey 2, 2021 – How Do You Manage Heating in Your home?