How do southsiders stay warm in draughty traditional tenements?

Results from a survey conducted during the early 2021 Lockdown

1 Overview

South Seeds has been supporting residents to keep warm at home and save energy for 10 years. The predominant housing type on Glasgow's southside are traditional tenement flats and the service South Seeds provided centred on making these homes more efficient to retain heat; through the work of energy officers conducting energy audits and the deployment of our energy saving handyman service.

During the early part of 2021 Scottish residents were locked down in their homes, due to the COVID-19 pandemic and discouraged from travelling to work or mixing. At the same time there was an unusually cold spell. For many residents, who live in draughty traditional tenement flats, this presented a challenge to stay warm at home, while living a fairly sedentary life.

This was the ideal opportunity to capture how the residents of draughty traditional tenement flats keep warm when it is cold.

Our key findings were:

> Well over half (64%) said they felt uncomfortably cold at times during the cold weather, but keeping the heating on continuously was not the popular choice.
>
> The most popular action when cold at home was reaching for an extra layer of clothing (23%). Turning on the heating came a close second at 18%.
>
> It was clear an extra layer involved many items. Most of the sample ticked six additional items of warm clothing that they would wear when cold. The most commonly ticked items were 'jumper' and 'warm socks'.
>
> Access to both heat and power was important. Over half (53%) of the sample selected actions that would require using energy of some sort to produce heat, for example, making a hot drink or a hot water bottle.
>
> Controlling energy bills was a big factor. The reason most participants gave for not turning their heating on for longer during this very cold phase, was their home was not energy efficient and didn't hold the heat.
>
> Participants were aware they had consumed more energy by staying at home during lockdown. Respondents noted an average increase of about 4 hours per day per household as opposed to this time last year.

2 Introduction

Scotland had been under lockdown due to the COVID-19 pandemic since 26 December 2020. The message from Government was 'stay at home'. Across the Glasgow's southside most residents live in traditional sandstone tenement flats built before 1919. These flats can be any tenure: owner occupied, socially rented, mid-market rented or privately rented.

Some residents were working, others furloughed, some unemployed or home schooling. This survey didn't seek to find out why people were at home, we wanted people to open up about how they kept warm. Even those who were still travelling to work or had started retirement before the pandemic started, were spending more time at home because there were no leisure opportunities (e.g. unessential shopping, cinema and hospitality) and visiting other households was not allowed.

The first half of February 2021 was exceptionally cold and followed some cold and icy spells in January. On the Met Office's website, they state in their climate summary for January 2021 that:

'*The provisional UK mean temperature was 2.2 °C, which is 1.5 °C below the 1981-2010 long-term average, making it the coldest January since 2010.*'[1]

The convergence of these two extremes created a difficult situation for Southsiders to navigate. In this report, we will be exploring how people living in traditional tenement buildings experienced and managed new pressures relating to their energy usage, bills and comfort during this exceptional time.

3 Aim

The survey aimed to answer two main questions:

1. **What were the participants' experiences of keeping warm at home in their tenement buildings during the winter lockdown?** It takes an efficient heating system and effective insulation to make a home feel warm. As such, in the report, we explore the participants' perceived experiences of warmth during the winter lockdown alongside certain key factors, such as heating system types, heating usage, hours spent at home, insulation, activity levels, and the affordability of energy bills, etc.
2. **What actions have the survey sample taken to stay warm?** Here we focus on the simple actions that participants take to get/stay warm, that don't require them to change their main heating system or insulate their home – like making a hot drink, turning the heating on, doing exercise, wearing warm layers, etc. Once again, we will explore some of the factors that impact on these responses – like whether they considered their time spent at home to be predominantly active or sedentary, or whether they felt their energy bills were affordable.

Overall, this report aims to discuss these two questions and to demonstrate some of the astute actions taken by Southsiders to stay comfortably warm in their traditional tenement buildings in these extraordinary times. By offering an insight into the experiences and actions taken by these

[1] Met Office (2021) Climate summaries: Overview of weather across the UK for previous months, seasons and years

individuals, South Seeds will be better placed to focus on and react to the needs of residents – for example looking into ways of improving insulation in their tenement buildings. The study will also assist South Seeds to build on the effective heat retention strategies that residents already have in place – like offering help and advice around obtaining and wearing warm layers.

4 Methodology

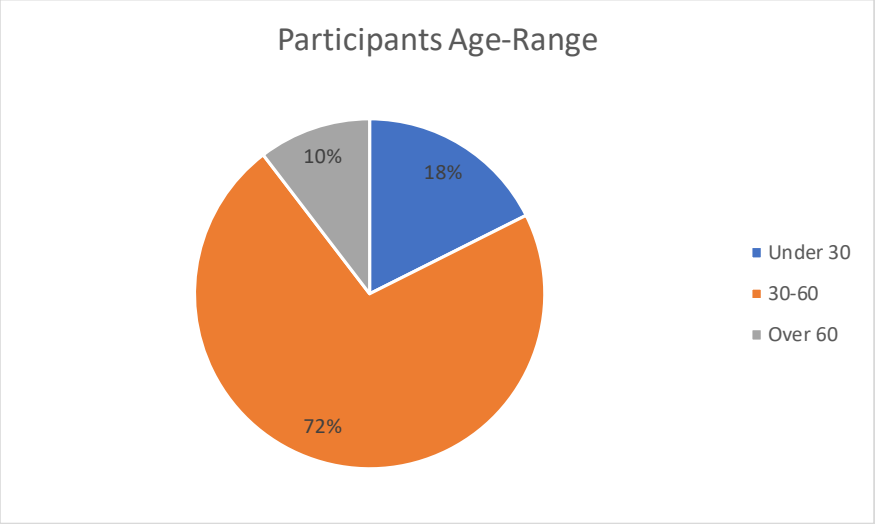
The ***South Seeds' Keeping Warm in Winter Lockdown Survey*** was made available online on 5 February 2021 and was open to responses for two weeks, before closing on 19 February. As an incentive, 10 high street vouchers of the value £10 would be given at random to participants who lived in a traditional tenement on the Southside and completed the survey.

The survey was pushed out on South Seeds social media platforms (both Facebook and Twitter). It was picked up by local community pages and shared further. The survey was also shared by interested people and repeatedly shared by South Seeds during the period 5-19 February 2021.

5 Who responded to the survey?

A total of **125** participants living in traditional tenement buildings in the Southside of Glasgow responded to the survey. As seen in Figure 1, the majority of this sample were aged between 30 and 60 years old (**72%**). **18%** were under 30 and **10%** were over 60.

Figure 1: Graph showing the spread of participants' ages



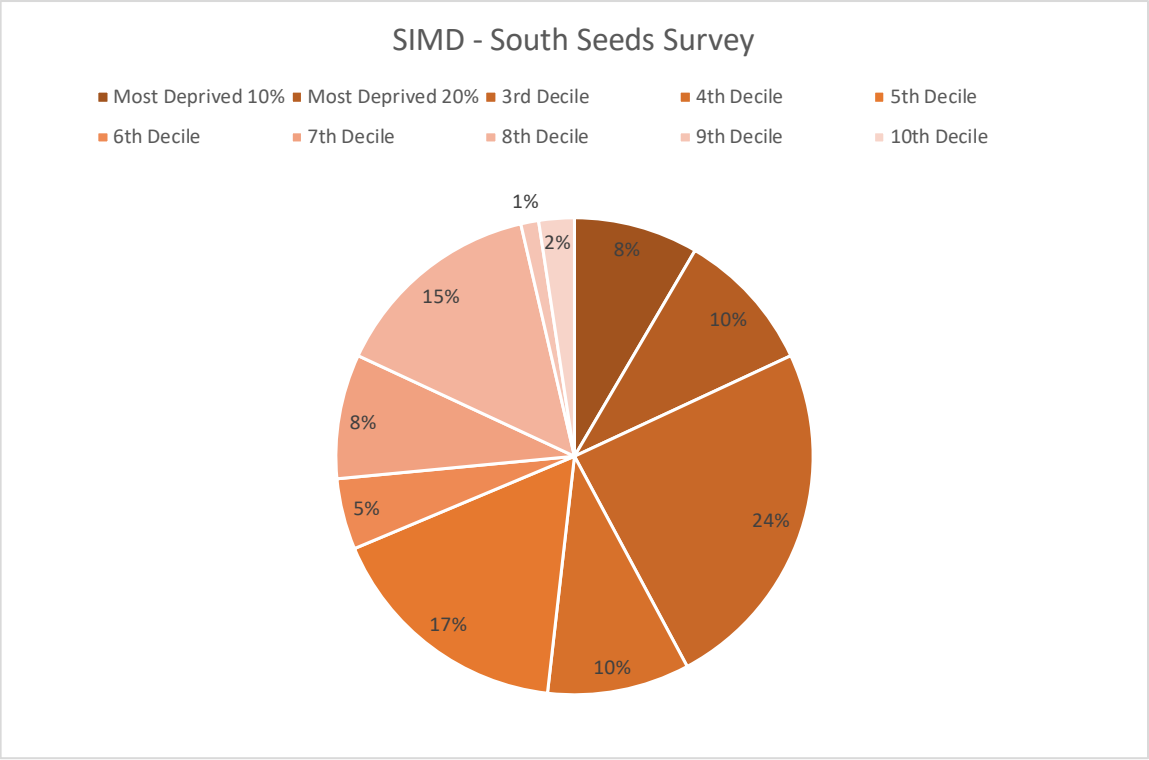
5.1 Where did they come from?

A total of **85** of the 125 participants provided their home postcode. It was a fairly even divide between those based in the postcode district G42 (**58%**) and those from G41 (**42%**). These postcode districts are both situated in the county of the City of Glasgow and are 4km south-west of the City. The postcode district G42 contains Crosshill, Toryglen, Govanhill, Queen's Park, and Polmadie. The postcode district G41 contains Pollokshields, Shawlands, Dumbreck, Crossmyloof, and Strathbungo (see Figures 2 and 3 in the Appendix).

The participants' postcodes were then anonymously inputted into the *Scottish Index of Multiple Deprivation 2020 (SIMD)* to give some insight into the socio-economic status of the participants and the likelihood of them representing views from a wide range of neighbourhoods.

This analysis indicated, as outlined in Figure 4 and 5 (the latter can be found in the Appendix) that the South Seeds survey contained a fairly diverse socio-economic range, with the majority (**24%**) of those who provided their postcodes being ranked overall in the **3rd decile**. As such, the sample cannot be classed as either wealthy or deprived, but they come from a mixture of backgrounds.

Figure 4: Graph showing the SIMD measure of deprivation in relation to the postcodes gathered in this survey



<u>Scottish Index of Multiple Deprivation 2020 (SIMD)</u>

The SIMD is a relative measure of deprivation across 6,976 small areas (called data zones). If an area is identified as 'deprived', this can relate to people having a low income but it can also mean fewer resources or opportunities. SIMD looks at the extent to which an area is deprived across seven domains: income, employment, education, health, access to services, crime and housing.

Data zones are ranked for each domain from **1**, being the most deprived area in Scotland, to **6,976**, being the least deprived. Instead of the number ranking (1 to 6,976) the easiest way to think about the SIMD score of a data zone is in percentage groupings:

Deciles split the data zones into 10 groups, each containing 10% of Scotland's data zone. The 1st decile is the 10% most deprived data zone in Scotland.[2]

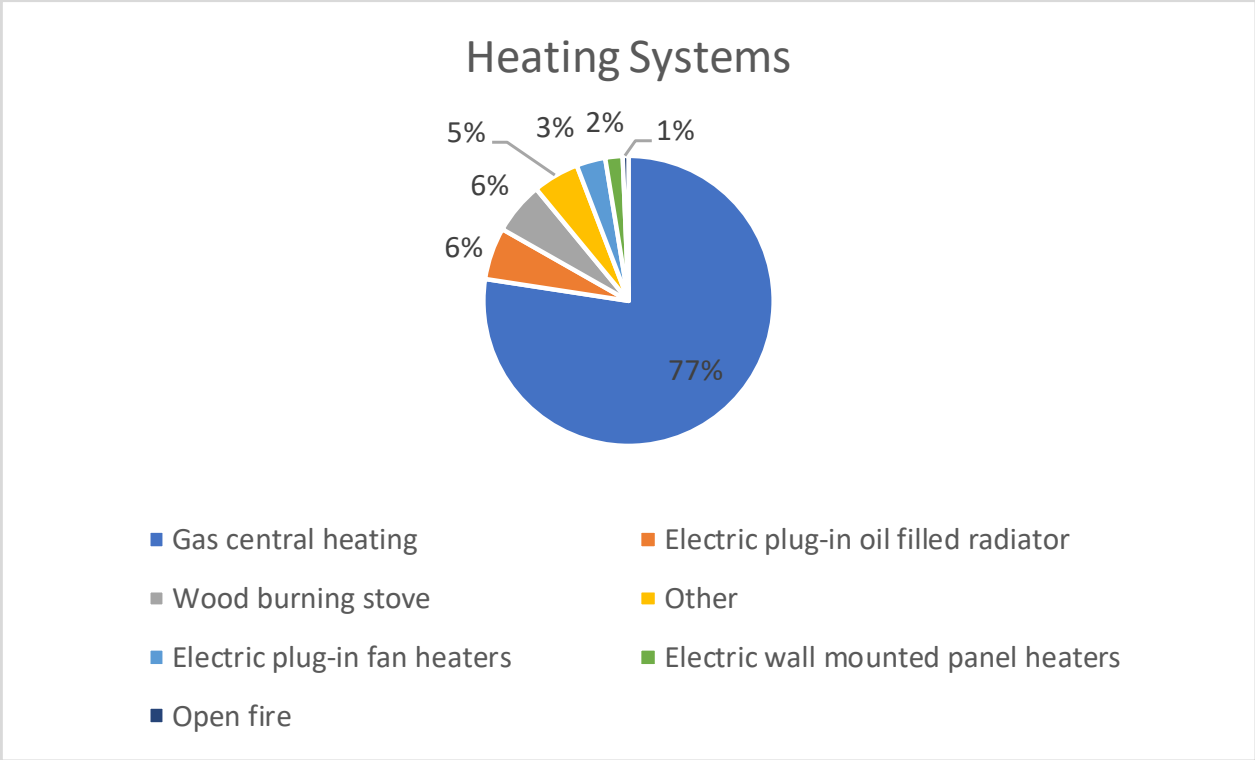
[2] Scottish Index of Multiple Deprivation (2020) https://www.gov.scot/collections/scottish-index-of-multiple-deprivation-2020/

5.2 What type of heating did they have?

When turning to the predominant heating system/s used by the total 125 participants, **78%** relied on only one form of heating system to keep warm, and the majority of this group, bar four participants, exclusively used **gas central heating** (see Figure 6). Only three members of the sample said they used electric wall mounted panel heaters, and interestingly, all three of them were in the 'under 30' age bracket. Finally, one contributor in the 'over 60' age group said they only used a gas fire to heat their home.

The remaining survey participants combined the use of their gas central heating system with other types of heating to stay warm. Two heating systems were used by **19%** of the sample, and three heating systems were used by **2%**. For example, **6%** of participants used a wood-burning stove alongside their gas central heating, and **6%** used an electric plug-in oil filled radiator. Only two of the participants said that they used three heating system types to keep warm. They both used gas central heating and a wood-burning stove, but additionally used either an electric plug-in fan or oil heater.

Figure 6: Graph showing the participants type/s of home heating system



6 Results

Summary of Results:

- **78%** of the survey sample relied on only one form of heating system to keep warm, and the vast majority exclusively used gas central heating
- **64%** of participants said that they regularly felt uncomfortably cold during the winter lockdown

- Two thirds of participants estimated spending an additional **40+** hours at home, with **42%** of them spending **50** additional hours at home this winter as opposed to this time last year
- In terms of heating usage, the sample reported an average increase of **3.7** hours per day per household as opposed to this time last year — a sharp average increase of **78%**
- **67%** said that they had been '**more sedentary than active**' during the winter lockdown
- **56%** of the sample said that they did not think their homes were well insulated or retained heat effectively. With heat loss being perceived mainly from the **Windows**, followed by **Door to Stairwell** and then **Floor**
    - **64%** of those who said they felt their home was **well insulated** also said that they had **not** felt uncomfortably cold on a regular basis during the winter lockdown
- The most popular action taken when cold was to put an extra layer of clothing on (**23%**), followed by turning the heating on (**18%**). **53%** of the sample selected actions that would require using energy of some sort to produce heat, for example making a hot drink or a hot water bottle
- Participants were most likely to turn their heating on more if their home was more energy efficient and held heat in longer (**31%**)
- The majority of participants (**62%**) said they thought their energy bills were '**a wee bit more**'
- Most of the sample ticked **6** additional items of warm clothing that they would wear when cold. The most commonly ticked items were '**Jumper**' and '**Warm Socks**'

The results show that, due to the winter lockdown, participants are spending a lot more time at home than this time last year, and they are turning their heating on more during the day. The combination of a very cold winter and lockdown means that, despite increased heating usage, participants have still regularly felt uncomfortably cold at home. Increased heating usage has also led to the sample reporting that their bills have increased this winter, with a significant portion stating that they have found them a struggle or very difficult.

The majority said that they did not feel that their homes were well insulated or held heat effectively, and they listed multiple weak points where they perceived heat being lost. On the other hand, participants who said their homes were well insulated were far less likely to report having felt regularly cold at home. This suggests that solutions such as installing insulation and draught proofing could significantly help to improve residents comfort levels when spending most of the day at home.

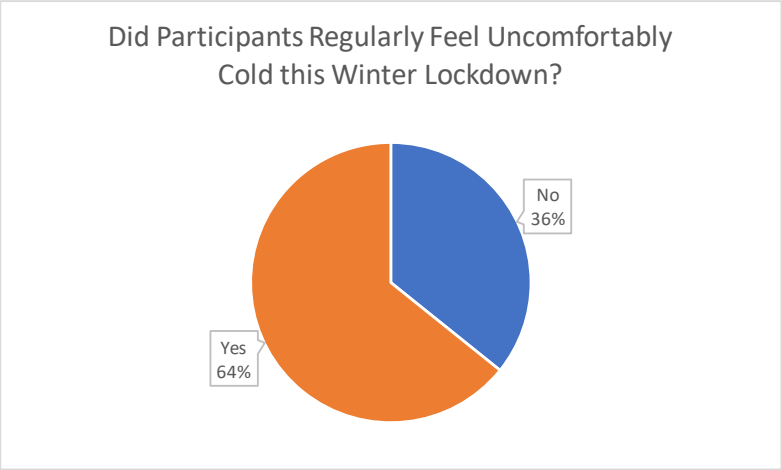
Another key finding is that the most popular action for participants to take when they felt cold was to wear more layers. Participants recognise the value of wearing layers to stay warm, which is more popular with the sample than turning the heating on. As participants are already using layers to keep warm during the winter months, it would be interesting to explore where South Seeds could assist and advise in this area.

Ultimately, focusing on improving insulation, draught proofing and people's understanding and access to warm clothing could be very beneficial to the residents of tenement buildings in the Southside of Glasgow.

7 Participants' Experiences

After finding out a bit about the participants age-range, locations and heating systems, it's time to turn our focus on to what their experiences were of keeping warm during the winter lockdown. The survey asked whether, since Boxing Day 2020, whilst spending time at home, participants regularly felt uncomfortably cold (see Figure 7).

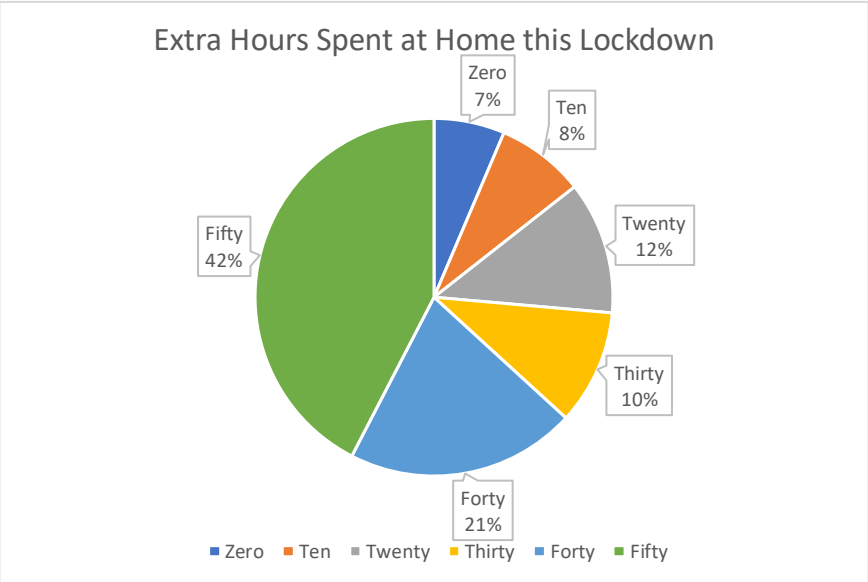
Figure 7: Graph illustrating participants' experiences of feeling cold at home during the winter lockdown



Increased Hours at Home Per Day and Increased Heating Usage:

One factor that is likely to have affected individuals' comfort levels this winter is the significant increase in the amount of time spent at home compared to this time last year (outlined in Figure 8).

Figure 8: Graph showing the sample's additional hours spent at home per day this winter versus the same period last year



Two thirds of participants were spending an additional **40+** hours at home, with **42%** of the total sample spending roughly an extra two whole days at home this winter as opposed to last year. This had a direct impact on how many hours a day on average the participants had their heating on during lockdown. The sample reported an average increase of **3.7** hours per day per household as opposed to this time last year, which is a steep average increase of **78%**.

It must be said that this increased usage is not solely down to participants spending a lot more time at home, but also to it being an exceptionally cold winter. It's also important to note that they have provided estimates of usage, which impacts on the accuracy of this finding. However, it indicates that the participants think they are substantially increasing their heating usage. Having heating on for nearly an extra four hours a day might (all things being equal) also mean that they will be sharply increasing their energy bills, which in turn could be having a particularly negative impact on those located in the most deprived data zones in Scotland, as identified in the SIMD. The impact on participants bills could be to some extent off-set by a reduction in commuting costs for those working at home, but this study did not examine whether this effect was taking place. Also, some participants in employment may receive help with their energy bills from their employers. On the Scottish Government's website, it currently states that:

'Employers may consider if they wish to make a payment of the flat rate £6 per week/ £26 per month non-taxable allowance for working from home expenses, such as electricity, heating or broadband costs permitted by HMRC guidance. That is a matter for individual employers which needs to take account of their own financial situation at the current time.'[3]

Clearly this payment is at their employer's discretion and is not a reliable source of support. It also does not assist those who are, for whatever reason, currently unemployed. Perceived changes to the sample's energy bills will be explored in more depth later in the survey.

Activity Levels:

Another factor that may have affected how warm participants felt at home this winter lockdown will be how active they are in their own homes. The sample were asked how active they had been since Boxing Day 2020, and **67%** said that they had been '**more sedentary than active**'. An additional **20%** said that they had been 'mostly sedentary', leaving only **13%** as being either 'mostly active' or 'more active than sedentary'.

More/Mostly Sedentary:

Of those who classed themselves as being more sedentary, **64%** said that they had regularly felt uncomfortably cold this winter lockdown. It is intriguing to explore how the remaining **36%** of the sample, who classed themselves as being more sedentary than active, kept themselves consistently warm at home.

The vast majority of these particular participants said that they did not feel that their homes were well insulated or that they retained heat effectively. This suggests that either the heating systems used by these participants were ineffective; that it was necessary that effective additional actions were taken by the participants to stay warm; or a combination of the two. With regard to the former, all but two of these participants said that they relied predominantly on gas central heating,

[3] Scottish Government's Coronavirus (COVID-19): guidance on working from home (2021)

with a few using additional heating systems like wood-burning stoves or electric plug-in oil or fan heaters. Every single one of these participants listed multiple layers worn and actions taken, like making a hot water bottle to stay warm, which will therefore need to be explored in greater detail later in the report.

More/Mostly Active:

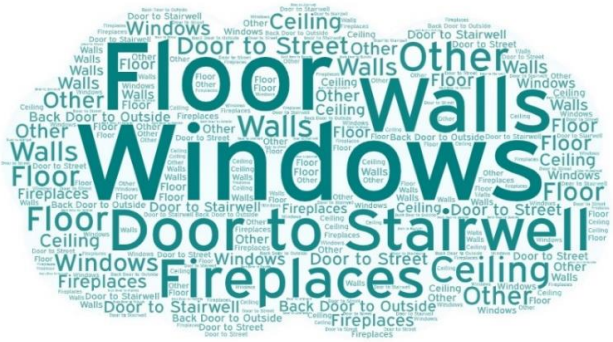
With regard to the portion of the survey sample who said they were more active than sedentary, none of this group felt that their homes were well insulated or that they retained heat effectively. However, despite being active, the majority (**69%**) said they had regularly felt uncomfortably cold this winter lockdown. As with the participants who classed themselves as more sedentary than active, they all relied on gas central heating, with a minority using additional heating systems. They also list the multiple layers worn and actions taken, like making a hot drink to stay warm. This all suggests that the heating systems used by these more active participants, along with the responses they took when cold, were not sufficient to stay comfortable at home this winter lockdown.

Insulation and Heat Retention:

So far, we have learnt from the survey responses that the sample have been spending a lot more time at home since Boxing Day 2020; that they have been heating their homes for roughly double the hours per day they were this time last year; that the majority of the participants class themselves as being more sedentary than active; and that most of the sample have regularly felt uncomfortably cold whilst at home. So what else is contributing to the survey participants' discomfort? For a home to be warm it needs an efficient heating system, and heat needs to be retained through effective insulation of the building stock. We already know that the sample predominately use gas central-heating systems to warm their homes, but how well are their buildings insulated, and how is this impacting on their levels of comfort?

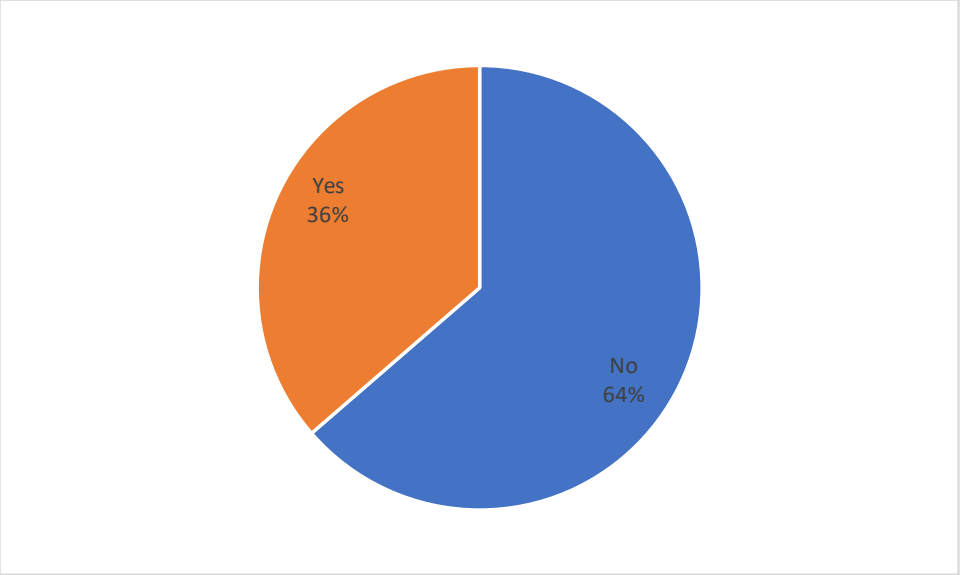
When asked whether they felt that that their home is well insulated and retains heat effectively, **56%** of the sample said 'No', **26%** said 'Not sure' and only **18%** saying 'Yes'. When asked where they thought the heat was escaping from, this former group ticked numerous boxes when answering this multiple-choice question. This highlights that the sample perceives heat loss as occurring from multiple points in their tenement buildings, and that numerous solutions would be needed to effectively insulate their homes. The most commonly ticked box in this multiple-choice question was **Windows**, followed by **Door to Stairwell** and then **Floor** (see figure 9). This suggests a low prevalence of double-glazing, as well as floor and door insulation.

Figure 9: Word cloud illustrating the participants' perception of heat loss from their tenement buildings



Significantly, **64%** of those who said they felt their home was well insulated also said that they had **not** felt uncomfortably cold on a regular basis during the winter lockdown (see Figure 10). This highlights the important role insulation plays in an individual's experience of warmth and comfort in their home.

Figure 10: Graph illustrating whether participants who had well insulated homes felt comfortably warm this winter

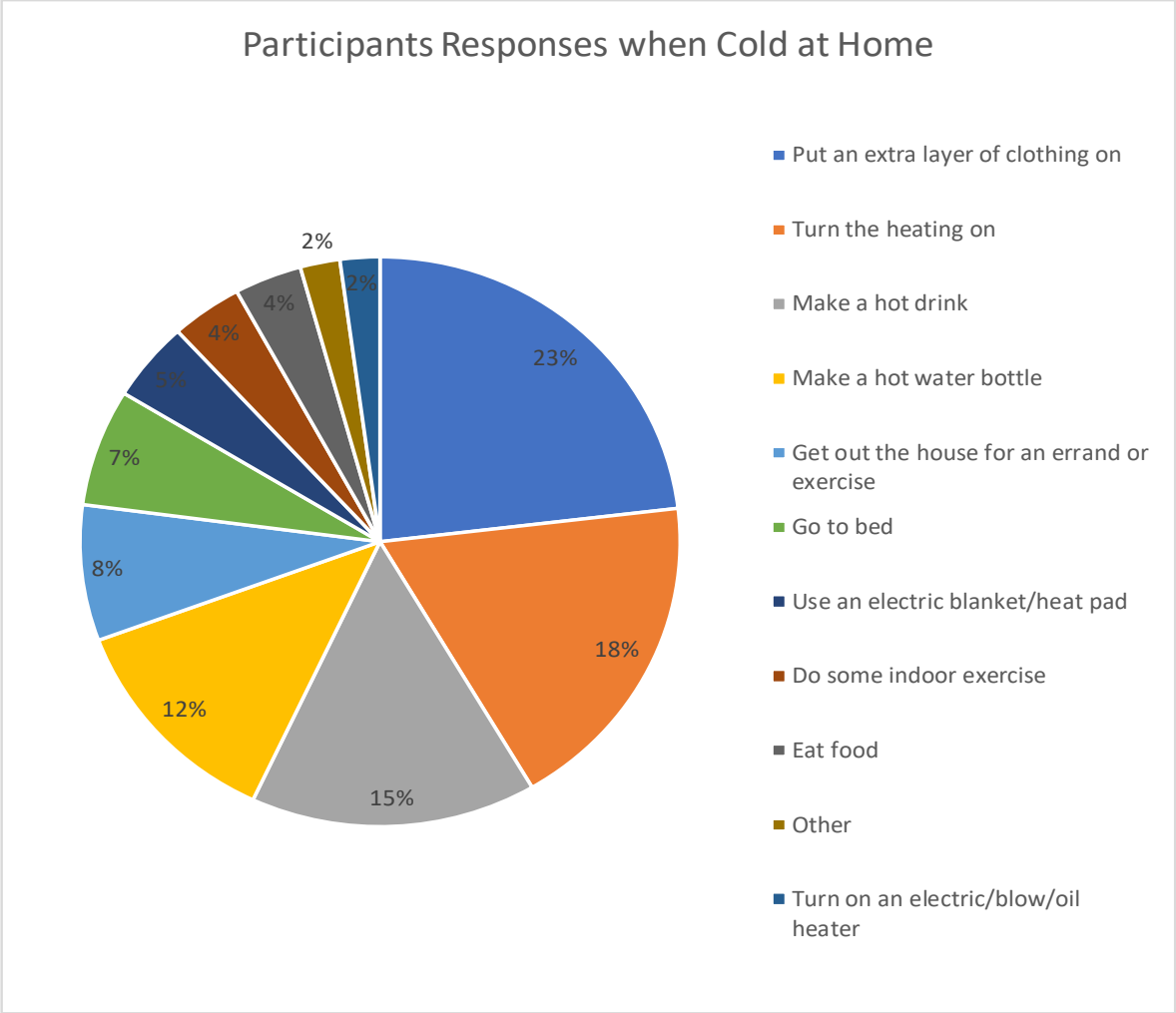


8 Participants Actions/Responses

The majority of the sample said that their homes were poorly insulated, however this survey does not go on to ask whether participants have chosen to take measures to better insulate them, but instead asks them how they have responded, in the moment, to feelings of discomfort. Most commonly, the survey participants said they took between **3** and **5** actions when they felt uncomfortable, with **3 actions** being the most popular (**24%**). This shows that, once again, people were more likely to take a multipronged approach to improving their comfort levels.

The most popular action selected was to put an extra layer of clothing on (**23%**), followed by turning the heating on (**18%**). Significantly, **53%** of the sample selected actions that would require using energy of some sort to produce heat (see Figure 11). For example, boiling the kettle to make a hot drink or a hot water bottle, this will in turn have an impact on the participants' energy usage and bills.

Figure 11: Graph illustrating the various responses made by participants when they felt cold at home this winter

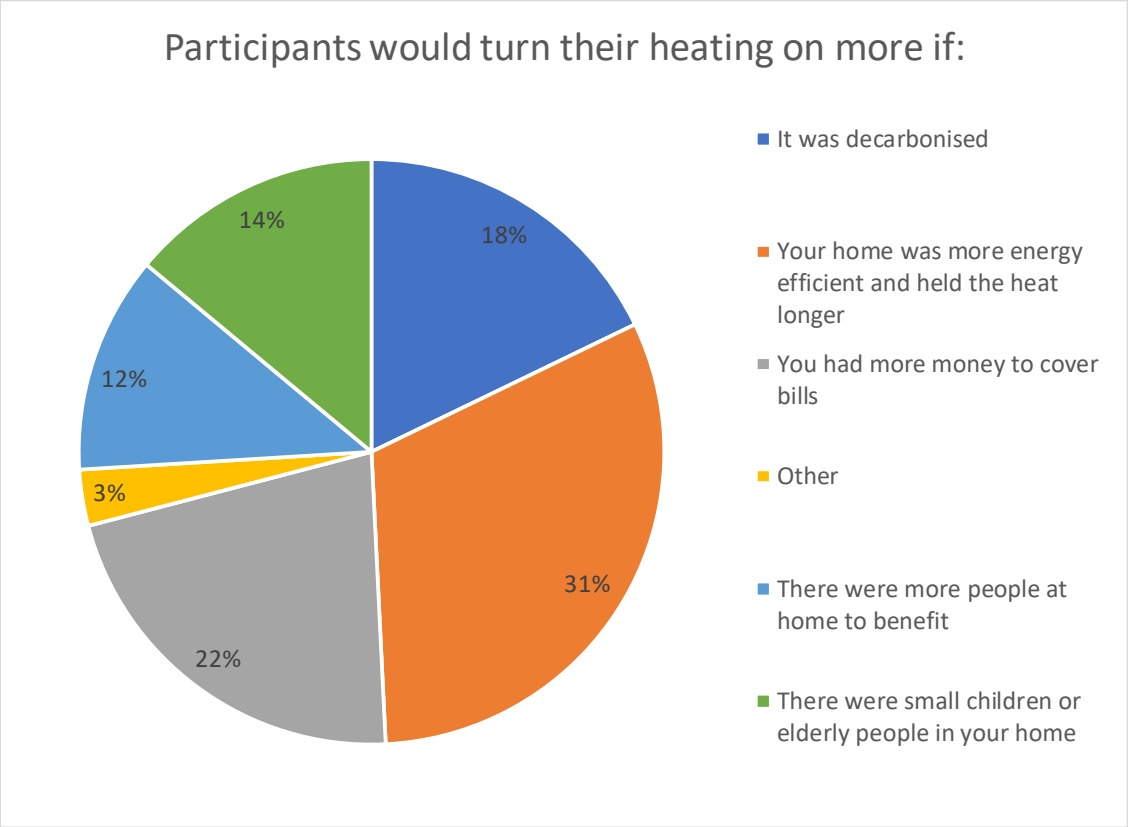


What Factors would Increase Participants Heating System Usage?

When focusing on increasing heating-system usage, the participants were asked a multiple-choice question about which factors would encourage them to turn it on more. It was most common for participants to select two of the six proposals (**40%**). A total of **72%** said there were numerous factors that would get them to turn on their heating more, with just **28%** saying it would come down to one change in circumstances. This indicates that there are numerous factors that can prevent an individual from turning on their heating system.

As seen in Figure 12, the most popular solution was their home being more energy efficient and holding heat in longer (**31%**). The next most common choice was having more money to cover their bills (**22%**). Another popular choice was whether heating was decarbonised (**18%**). This finding is interesting as we have already learnt that the majority of participants do not feel that their traditional tenement buildings are well insulated. Poor insulation is therefore discouraging individuals from turning their heating on more as that heat is quickly lost, which is a waste of heat and money.

Figure 12: Graph illustrating what would encourage the sample to turn their heating on more



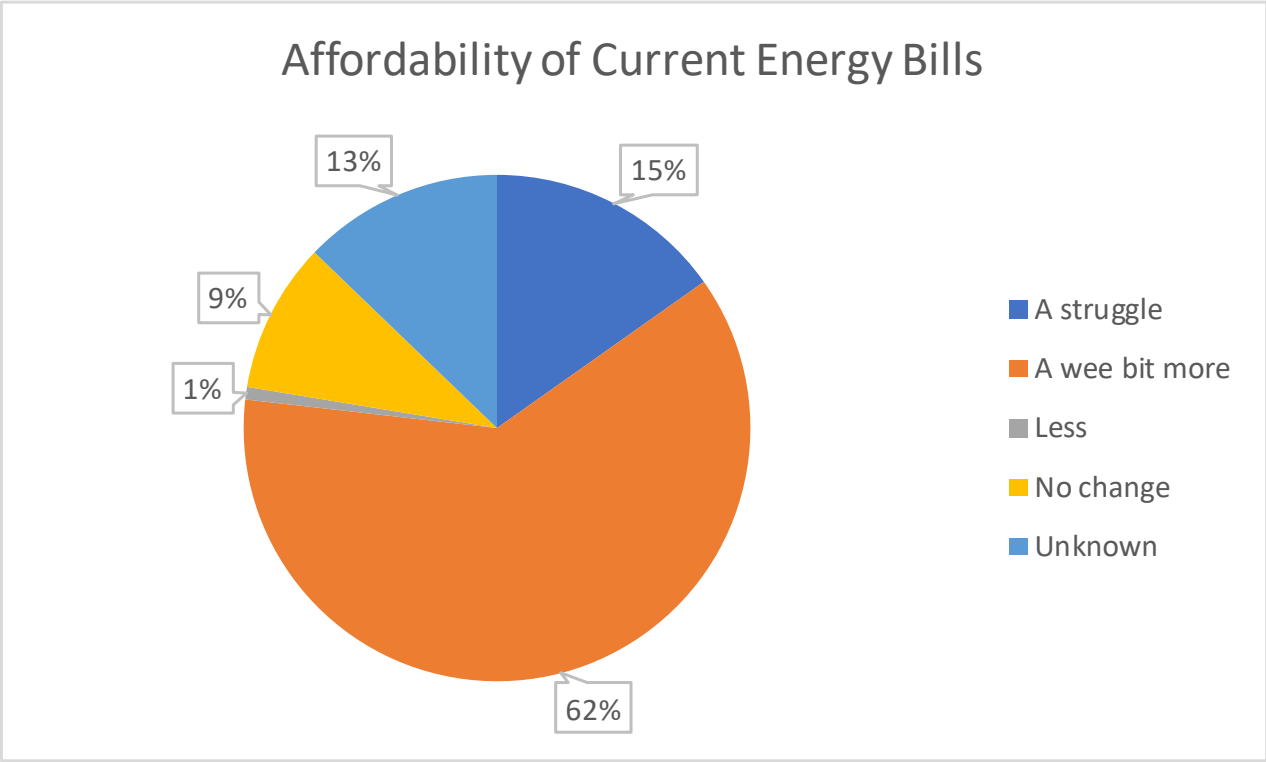
Affordability of Participants Energy Bills:

Reluctance to turn the heating on at home is made more significant when residents are struggling to pay their energy bills. Of the sample, the majority (**62%**) said they thought their energy bills were '**a wee bit more**', followed by **15%** saying it was '**a struggle**'/ '**very difficult**'[4], and **13%** saying that they were 'unknown' (see Figure 13). Whether or not participants know the full extent to which their energy bills have been affected by a combination of the lockdown and an exceptionally cold winter is yet to be seen.

We can conclude however, that higher energy bills and poor home insulation combine to make it less desirable for individuals to turn their heating on. When focusing on the **15%** who said that their current energy bills were '**a struggle**' or '**very difficult**', **69%** of these particular participants said that they had regularly felt uncomfortably cold this winter lockdown, and only two of the participants in this group said that their home was well insulated. Every single one of the participants in this group said that they would turn their heating on more if either their homes were more energy efficient, or they had more money to cover bills, or both.

[4] In the online survey participants were able to select either 'a struggle' or 'very difficult' in the tick box list. Given the similarity between these two terms we have combined them when presenting the results for the purposes of clarity

Figure 13: Graph illustrating how affordable the participants are currently finding their energy bills



Layers:

As seen previously, the most popular action for participants to take when they felt cold was to put on an extra layer of warm clothing. Participants were given a multiple-choice question, which listed a range of additional warm items of clothing that could be worn. The sample ticked a maximum of **12** of the 15 warm items listed. Most of the sample ticked **6** additional items of warm clothing that they would wear when cold. When it comes to adding layers, it seems, quite simply, the more the merrier. The most commonly ticked items were '**jumper**'(**15%**) and '**warm socks**' (**15%**). **Slippers** (**13%**) and **long-sleeved tops** (**10%**), were also among the more popular items of clothing to wear when cold (see Figures 14 and 15).

Figure 14: Graph illustrating the types of warm layers worn by the sample

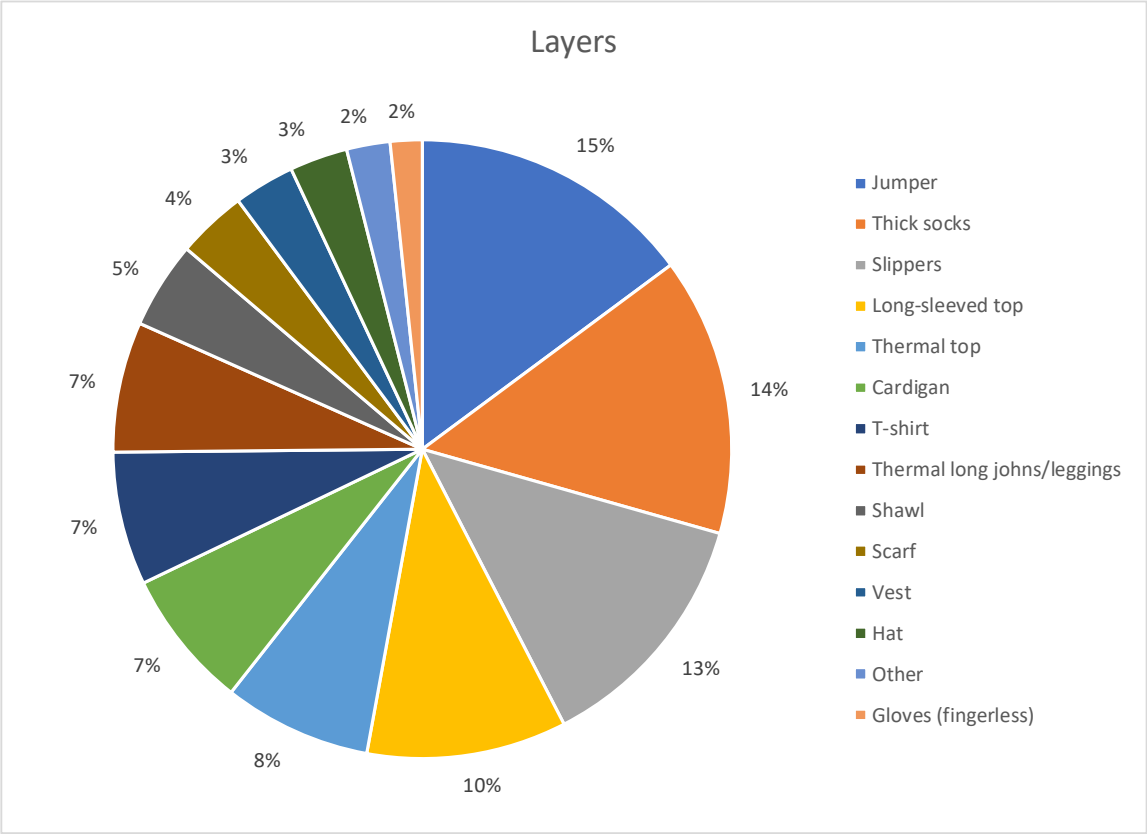


Figure 15: word cloud illustrating the most popular warm items of clothing worn by participants

Top Tips for Keeping Warm:

At the end of the survey, participants were asked for their '**top tips**' for staying warm in their tenement homes this winter.

Figure 16: word cloud illustrating participants' top tips for staying warm during the winter lockdown

As illustrated in Figure 16 above, the majority of the sample reiterated the importance of wearing layers to keep warm whilst spending long hours at home during the winter lockdown. The participants repeatedly addressed four key areas in their responses to this question:

1) Heating the body directly through wearing warm clothing; consuming warm drinks and food; and through contact with heated items such as hot water bottles and electric blankets
2) Focus on 'spot heating' particular key rooms that are in regular use rather than the entire home
3) Draught proofing and insulating the home — for example, installing thermal lined blinds and curtains and blocking open fireplaces
4) Being active and taking regular daily exercise inside and/or outside

Below are a couple of the participants 'top tips', taken from their survey responses:

> *"Dress in layers. Move around regularly. Check for draughts. Heat only the room/s being used. Keep doors shut"* **Barbara, G42**
>
> *"Close the curtains as soon as it starts to get dark. Put on several thin jumpers (before you get cold in the first place), this is more effective than one thick layer. Lots of hot drinks! Slippers! A blanket on your knees. Granny was right."* **Lindsey, G42**
>
> *"Heating the kitchen & living room only; feet in warm socks on the hot water bottle and praying to the boiler gods for their mercy. And plastic bags in the draughts of course."* **Paul, G41**

south seeds

9 Insights

In this report we learnt that, due to the winter lockdown, participants were spending a lot more time at home this year as opposed to previous years. The majority of the sample said that their time spent at home was more sedentary than active, meaning they were not producing heat consistently from moving around. This may be one contributing factor why participants reported an average increase of 78% when it came to the hours of heating usage per household per day, as opposed to this time last year.

The form of heating used by the vast majority of the sample was gas central heating, with a small portion combining heating types, such as wood-burning stoves. Despite having their heating on for longer each day than they would have last year, most of the participants said that they regularly felt uncomfortably cold at home during the winter lockdown. This could signify that their heating systems were either not effective or that heat was being lost from their tenement building. With regard to insulation, the majority of the sample said that they did not think their homes were well insulated or retained heat effectively. However, the findings indicated effective insultation meant that participants were far less likely to report having felt regularly uncomfortable this winter.

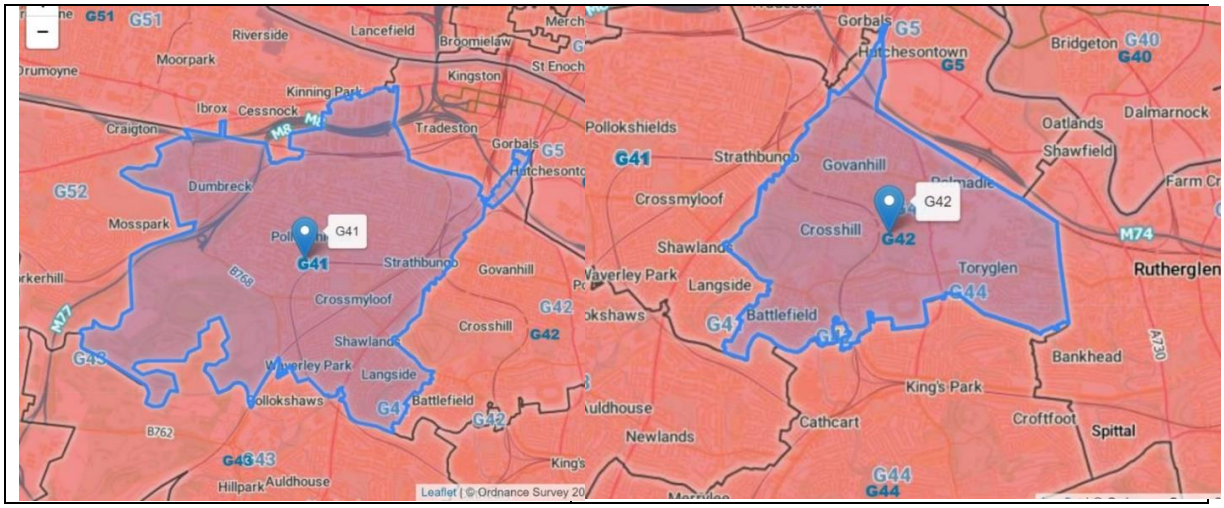
Participants listed multiple weak points where heat was being lost from their homes. With heat-loss being perceived mainly from the windows, followed by the door to the stairwell and the floor. This suggests that multiple solutions are needed to address these deficiencies in insulation and draught-proofing. Not only would such measures make homes in tenement buildings warmer, but they are also likely to have a positive impact on the affordability of residents' energy bills. Most of the participants reported that their energy bills have increased this winter, with a significant portion also stating that they have been finding them 'very difficult'/ 'a struggle'. Solutions such as installing insulation and draught proofing could help residents with the affordability of their energy bills as they would not necessarily need to heat their homes for as long and/or frequently to feel the benefit.

Finally, the findings demonstrate that the most popular action for participants to take was to wear more layers. Participants clearly acknowledge the value of wearing layers to stay warm, which is seen to be more popular than turning the heating on. As participants are already using layers to keep warm during the winter months, it would be interesting to explore where South Seeds could assist and advise in this area.

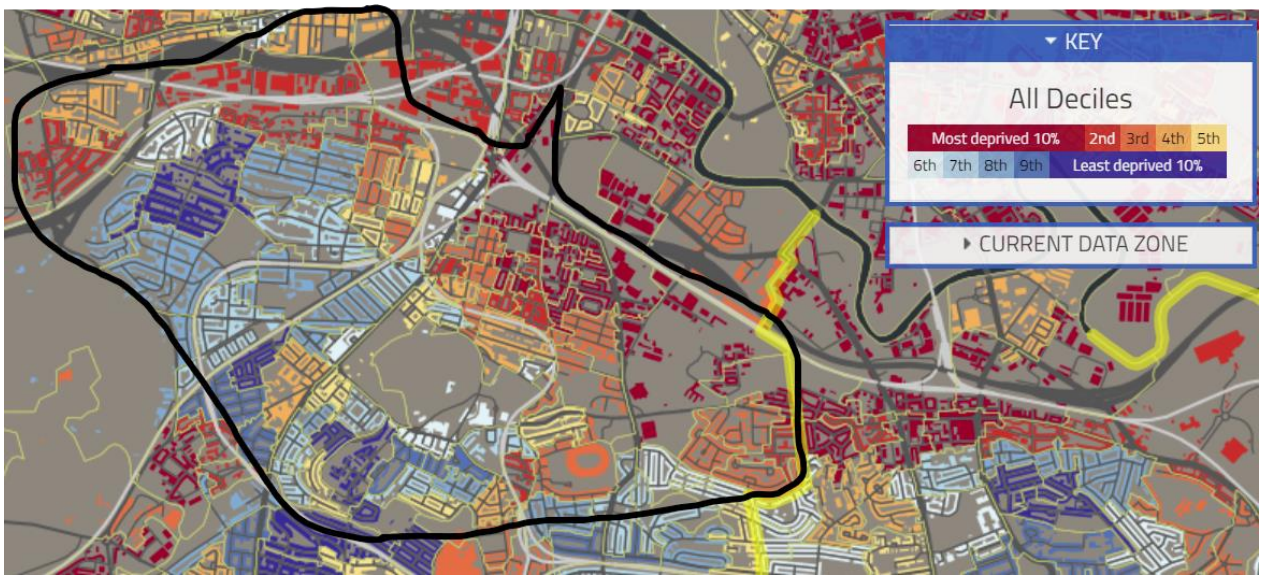
Ultimately, focusing on improving insulation, draught proofing and people's understanding and access to warm clothing would be very beneficial to the residents of tenement buildings in the Southside of Glasgow.

Appendix

Figures 2 & 3: Maps of G41 and G42 postcode districts where all of the participants who provided their postcodes live



Figures 5: SIMD's Data Zones for G41 and G42 https://simd.scot/#/simd2020/BTFTFTT/13/-4.2738/55.8263/



Screenshots of Online Survey:

Spending extra time in a traditional tenement? How do you stay warm?

During this winter lockdown, which started on Boxing Day 2020, many people are having to spend much more time at home, not just because of changes to work patterns but also the lack of leisure opportunities. Currently the only community indoor spaces are essential shops! We want to know about your experience. How are you making it work? Do you have top tips to share?

This survey, created by South Seeds, will take less than 5 minutes to complete. We value your time and we have high street vouchers to give 10 Southsiders who complete this survey and leave their email address at the end.

South Seeds is a community organisation based in the South Central area of Glasgow. We aim to work in partnership with residents and organisations within the local community to help improve the look and feel of the area. Our mission is to enable Southsiders to lead more sustainable lives.

Q1.
Do you live in a traditional tenement building?

- ○ Yes
- ○ No

Q2. What is your age?

- ○ Under 30
- ○ 30-60
- ○ Over 60

Q3. Since Boxing Day 2020, how many more hours per week are you spending at home under lockdown?

[ ]

Q4. Would you describe your time at home? As:

- ○ Mostly active
- ○ More active than sedentary
- ○ More sedentary than active
- ○ Mostly sedentary

Q5. How do you heat your home? **Please tick as as many of the boxes below as apply to you**

- ☐ Gas central heating
- ☐ Electric storage heating
- ☐ Electric wall mounted panel heaters
- ☐ Electric plug-in oil filled radiator
- ☐ Electric plug-in fan heaters
- ☐ Wood burning stove
- ☐ Open fire
- ☐ Renewable energy installation (heat pump, solar panels etc)
- ☐ Other (please specify) [ ]

Q6. Do you feel that your home is well insulated and retains heat effectively?

- ○ Yes
- ○ Not sure
- ○ No

Q7. Where do you think the heat is escaping from your home? **Please tick as many of the boxes below as apply to you**

- ☐ Floor
- ☐ Walls
- ☐ Windows
- ☐ Ceiling
- ☐ Fireplaces
- ☐ Door to stairwell
- ☐ Door to street
- ☐ Back door to the outside
- ☐ Other (please specify)

Q8. On a typical weekday during this winter lockdown, on average how many hours a day do you have your heating on?

Q9. This time last year on a typical weekday, approximately how many hours did you have your heating on?

Q10.
If you have a thermostat, what temperature do you currently set it at?

Q11. The affordability of your energy bills are currently:

- ○ Unknown
- ○ Very difficult
- ○ A struggle
- ○ A wee bit more
- ○ No change
- ○ Less

Q12. Since Boxing Day 2020, whilst spending time at home, have you regularly felt uncomfortably cold?

- ○ Yes
- ○ No

Q13. During this winter lockdown, when you feel cold at home what is your most common response? **Please tick as many of the boxes below as apply to you**

- ☐ Turn the heating on
- ☐ Make a hot drink
- ☐ Eat food
- ☐ Put an extra layer of clothing on
- ☐ Turn on an electric/blow/oil heater
- ☐ Make a hot water bottle
- ☐ Use an electric blanket/heat pad
- ☐ Go to bed
- ☐ Get out the house for an errand or exercise
- ☐ Do some indoor exercise
- ☐ Other (please specify)

Q14. You would put the heating on more if: **Please tick as many of the boxes below as apply to you**

- ☐ It was decarbonised
- ☐ You had more money to cover bills
- ☐ Your home was more energy efficient and held the heat longer
- ☐ There were more people at home to benefit
- ☐ There were small children or elderly people in your home
- ☐ Other (please specify)

Q15.
During this winter lockdown, if you plan to be sedentary at home for a few hours, which of the following layers will you put on? **Please tick as many of the boxes as apply to you**

- ☐ None
- ☐ Thermal top
- ☐ Thermal long johns/leggings
- ☐ Vest
- ☐ Long-sleeved top
- ☐ T-shirt
- ☐ Jumper
- ☐ Shawl
- ☐ Hat
- ☐ Gloves (fingerless)
- ☐ Scarf
- ☐ Thick socks
- ☐ Slippers
- ☐ Cardigan
- ☐ Other (please specify)

Q16.
What's your top tip for staying warm in your tenement home this winter lockdown?

If you live Southside and would like to be in the running for one of the ten £10 high street vouchers (you can use on-line), please enter your name, email and postcode below.

We would like to interview a few residents to find out a wee bit more about keeping warm in a traditional tenement. If you don't mind us calling you for a short chat, please leave your telephone number. Please note we won't pass your contact details on to third parties.

Many thanks for your time.

If you would like support with your energy bills at home, call one South Seeds energy officers for a chat.

Energy officers, Jola and Paul, split the week and cover Monday to Friday between 9.30am and 4.30pm

Monday	Jola 07752 727 457
Tuesday	Paul 07548 334 147
Wednesday	Jola 07752 727 457
Thursday	Paul 07548 334 147 or Jola 07752 727 457
Friday	Paul 07548 334 147

Once you have called them, they will call you back. If you want to show them something in your home, you can use WhatsApp or email to send photos.

They can support you with bills, prepayment meters, lost electricity keys and gas cards, fuel debt, Warm Home Discount applications, complaints, heating controls, home energy efficiency advice and more.