

**From:** [Foi Enquiries](#)  
**To:** [REDACTED]  
**Subject:** EIR-17-0062 - New Builds  
**Date:** 20 January 2017 14:57:02  
**Attachments:** [Further Information - Right to Review & Appeal.pdf](#)  
[EIR-17-0062 - Draft Energy Survey 12 June.doc](#)

---

Dear [REDACTED],

Thank you for your information request of 11 January 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

**I would like to request the following information under the above legislation relating to Post Completion Questionnaires on New Build Council Housing by your organisation**

**1. Have you developed any new build council housing during the past 5 years?**

Yes.

**2. Do you undertake post completion questionnaire after each development?**

Aberdeen City Council (ACC) commissioned the Open University in Scotland (OUIs) to conduct a study with residents of five sustainable social housing developments in Aberdeen. Three developments were built in Phase 1, and the research focussed on these in 2012 and 2013, and two developments were built in Phases 2 and 3, and the research focussed on these in 2013 and 2014. The OUIs and ACC focussed the evaluation of these homes on the "lived experience" of low energy social housing. This meant that alongside the typical technical data found in post occupancy evaluation we used qualitative and quantitative approaches to explore how people live in and adapt to low energy housing.

**a. If yes, do you send a questionnaire to every household or to a sample of the new builds?**

Various methods were used to gather information. Workshops, interviews, Technical data, and a sampled questionnaire was sent to each of the new build projects, this was also followed up by a face to face interview with the respondents and there was an invite to all tenants to attend workshops.

**b. Please can you provide me with a copy of survey(s) used by your organisation?**

Please see attached.

**3. Please confirm who was / is involved in compiling the questionnaire?**

**For example Development Officer, Surveyor, contractor, tenants / applicants etc**

The survey questions were based on a review of literature, discussions with ACC staff and workshops.

**4. What does the feedback from the questionnaires inform?**

Outcome from the study has informed future design to meet the needs of our tenants.

**5. Can you provide examples where feedback from the questionnaires has informed future new build developments or improvements?**

The results of the study has and will continue will help to focus on improving factors such as:

- Improved information and advice to tenants
- User friendly controls for heating systems etc.

- The design team needs to be broad, and develop a clear understanding of the different needs and wants of residents

Other improvements from issues raised out-with the study are:

- Increased Storage
- Improved Private and public spaces
- Parking

We hope this helps with your request.

Yours sincerely,

Grant Webster  
Information Compliance Officer

### **INFORMATION ABOUT THE HANDLING OF YOUR REQUEST**

As the information which you requested is environmental information, as defined under Regulation 2(1) of the Environmental Information (Scotland) Regulations 2004 (the EIRs), ACC considered that it was exempt from release through FOISA, and must therefore give you notice that we are refusing your request under Section 39(2) of FOISA (Freedom of Information (Scotland) Act 2002). However, you have a separate right to access the information which you have requested under Regulation 5 of the EIRs, under which ACC has handled your request. Please refer to the attached PDF for more information about your rights under the EIRs.

Information Compliance Team  
Communications and Promotion  
Office of Chief Executive  
Aberdeen City Council  
Room 1-24  
Town House  
Broad Street  
ABERDEEN AB10 1AQ

[foienquiries@aberdeencity.gov.uk](mailto:foienquiries@aberdeencity.gov.uk)

01224 523827/523602

Tel 03000 200 292

\*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.  
Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

[www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk)

**Aberdeen City Council**  
**Survey of energy efficient homes**

Please help us to assess the effect of your energy efficient home by answering the following questions.

Section 1: About you

1. How many people live in this home?

Age	Number of people
0 - 9	
10 - 19	
20 - 64	
65 - 79	
80+	

2. When did you move into this home?

Month	Year
-------	------

3. How much of the time is your home empty? Please tick the option that agrees most with your lifestyle.

There is someone in the house most of the time.	<input type="checkbox"/>
The house is empty for a few hours on most days.	<input type="checkbox"/>
The house is empty for 6 – 12 hours on most days.	<input type="checkbox"/>
I/we are away from the house for more than half the time.	<input type="checkbox"/>

4. Are there reasons why your home needs to be particularly well heated (for example, young children, elderly people or people with disabilities living in the home)?

<p>Yes / No</p> <p>If yes, please tell us the reasons briefly:</p>
--

5. How many bedrooms are in your home?

1   2   3   4
---------------

6. How many people in your home are in paid employment?

0   1   2   more than 2
-------------------------

Section 2: Control of your energy system

7. Please tick the statement which most agrees with how you use your energy system.

My energy system is set at one temperature and I never change it.	
My energy system is set at one temperature but I change it occasionally to suit the conditions.	
I frequently change the settings on my energy system.	

8. If your energy system is set to a particular temperature, please tell us what this temperature is.

My energy system is set at ..... degrees.
---

Please tick the box which reflects most closely your opinion of the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
9. The instructions provided for using the energy efficient systems in my home are clear.					
10. I understand how to control the temperature in my home.					
11. I would like someone to set the system up for me so that I don't have to touch it at all.					
12. I would like someone to set the system up for me at the most cost-effective level.					
13. I can easily see how much energy I am using.					
14. I need a meter which shows me more clearly how much money I am spending on heating.					
15. I like having control over the energy settings in my home.					
16. I would like more help to understand my energy system.					

Section 3: Cost

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
17. I am worried about the cost of my energy.					
18. The amount I pay for energy seems about right.					
19. I find it hard to make sense of my energy bills.					
20. I moved into this home because I thought that energy costs would be lower.					
21. I am careful not to use more energy than I need to.					
22. Energy costs are important to me when choosing a home.					

Section 4: Comfort

23. What do you do if you feel cold? Please tick all that apply.

I turn up the heating.	
I wear warmer clothes.	
I take other action which is	
I never feel cold.	

24. What do you do if you feel too hot? Please tick all that apply.

I turn down the heating.	
I wear fewer clothes.	
I open the windows.	
I take other action which is	
I never feel too hot.	

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
25. The temperature in my home is about right.					
26. The temperature in my home varies at different times of the day.					
27. I feel warmer here than in my last home.					
28. It is easy to keep my home at the right temperature.					
29. I have plenty of hot water when I need it.					
30. If I change the heating control, it responds quickly.					
31. I have found it easy to adapt to using this system.					

Section 5: The wider picture

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
32. Care for the environment was a reason for choosing a home like this.					
33. Living in this home has made me think more about environmental issues.					
34. I recycle as much as I can.					
35. I am always careful about my energy use so that I can help to save the planet.					
36. The problem of global warming has been exaggerated.					
37. The world has plenty of resources left for us to use.					

General questions

Please answer each of these briefly in the space provided.

What was your main reason for moving into your home?

Are you generally satisfied with your home?

Do you think that the energy-efficient technology installed into your home is worthwhile?

Would you advise a friend or relative to move into a home like this?

Are there any downsides to having this technology in your home?

Is there anything else that you would like to add?

**Thank you for your help with our questionnaire.**