



FP6-038441

STACCATO

**Sustainable Technologies And Combined
Community Approaches Take Off**

Integrated project

Concerto

**Del. No. 12 - Interim and final reports on the social aspects,
including quantitative data on households with changed
attitudes towards RES and RUE**

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Dissemination Level		
PU	Public	X
PP	Restricted to other programme participants (including the Commission Services)	
RE	Restricted to a group specified by the consortium (including the Commission Services)	
CO	Confidential, only for members of the consortium (including the Commission Services)	

1 Appendix A Questionnaire and frequencies

research and consultancy on sustainability



To follow your expectations and experiences about the renovation project, two surveys will be held. The first one is held before the renovation project starts, the second one will be held in a later stage. The surveys are done by IVAM, the research consultancy of the University of Amsterdam. Herewith you receive a questionnaire. We would kindly like to ask you to fill in the questionnaire. You can return the questionnaire free of charge to IVAM with the enclosed envelop.

Answering the questions will take about 10 minutes of your time. Unless mentioned otherwise, each question can only be answered with one answer.

2

3

The first questions are about your present housing situation.

1. In which Block do you live? (ring the correct answer)

I live in Block A B C D E F G H K L M
D 3% G 39% H 18% K 1% L 20% M 19%

2. Where do you live?

0	Het Laagt	33%
0	Het Hoogt	64%
0	Bovenover	1%
0	Benedenlangs	2%

3. On which floor do you live?

0	Ground floor	18%
0	1 ^e floor	18%
0	2 ^e floor	23%
0	3 ^e floor	19%
0	4 ^e floor	22%

4. Of what type is your apartment?

0	4-room apartment	63%
0	3-room apartment	20%
0	2-room apartment	14%
0	Atelier apartment	3%
0	Business apartment	-

5. From which corporation do you rent your apartment?

0	Ymere	38%
0	Eigen Haard	62%

6. At the time, have you agreed with the plans for improvements?

0	Yes	16%
0	No	79%
0	not applicable	5%

7. How satisfied are you at present with the following aspects of your housing situation, before the renovation project?

	Very unsatisfied	Satisfied	Neutral	Very Not satisfied	
Costs for rent	1%	15%	38%	32%	14%
Costs for energy	1%	17%	33%	36%	13%
Comfort	3%	44%	31%	17%	5%
Neighbours	2%	40%	36%	18%	4%
Image of the neighbourhood	5%	30%	21%	32%	12%
Safety	3%	33%	41%	18%	5%

We would like to know what you think of the information about the renovation project.

8. Which information-sources have you seen?

(more than one answer possible)

0	information booklet	49%
0	the news letters	86%
0	the website 'www.hetbreed.nl'	23%
0	project brochure	46%
0	non of these	3%

9. With who have you had personal contact about the renovation project?

(more than one answer possible)

0	district warden	7%
0	residents' committee	32%
0	renovation project supervisor	5%
0	with no one	61%

10. Do you think that you receive enough information about the renovation project?

0	much too much	1%
0	too much	2%
0	enough	56%
0	too little	35%
0	much too little	6%

11. Do you think that the information about the renovation is clear?

0	very clear	1%
0	clear	43%

0	not clear / not unclear	30%	
0	unclear		20%
0	very unclear		6%

12. Are informed about the renovation project on time?

0	much too early	7%	
0	too early		9%
0	just on time		68%
0	too late	13%	
0	much too late		3%

13. About which topics would you like / do you need more information?

(more than one answer possible)

0	Energy consumption		39%
0	Energy costs		54%
0	Energy meters		42%
0	Solar boilers		27%
0	Costs for the rent		61%
0	Rent subsidies		26%
0	Comfort		26%
0	Different, namely.....		20%
0	No extra information is needed	17%	

The following questions are about the renovation project in general.

14. Do you expect to use the guesthouse?

0	certainly		28%
0	probably		18%
0	don't know		28%
0	probably not		13%
0	certainly not		13%

15. Do you think that your complaints will be treated well?

0	certainly		7%
0	probably		28%
0	don't know		51%
0	probably not		8%
0	certainly not		6%

16. What do you think of the renovation project?

0	very useful		35%
0	useful		45%
0	neutral		14%
0	not useful		1%
0	not useful at all	5%	

17. How do you experience the renovation project?

0	I don't look forward to it at all	31%	
0	I don't look forward to it	42%	
0	don't know / no opinion	18%	
0	it won't be too bad		9%
0	it will be no problem at all		-

18. What do you think of the support for this renovation project?

0	very good	4%
0	good	27%
0	not good, not bad	54%
0	bad	9%
0	very bad	6%

19. Do you think that the provision of information should take people who don't speak Dutch into account?

0	certainly	37%
0	somewhat	25%
0	don't know / no opinion	22%
0	a little	4%
0	certainly not	12%

The following questions are about electricity, warmth/heat and energy.

3.1

3.2

20. How much do you pay monthly for electricity and warmth/heat?

On average 50 Euro for electricity (n=47)	don't know	53%
On average 142 Euro for warmth/heat (n=26)	don't know	70%
On average 176,5 euro for energy in total (n=26)		

21. Do you think to pay more, as much as, or less for electricity after the renovation project?

0	a lot less	5%	
0	less	17%	don't know 27%
0	as much as now	36%	
0	more	12%	
0	a lot more	3%	

22. Do you think to pay more, as much as, or less for warmth/heat after the renovation project?

0	a lot less	18%	
0	less	35%	don't know 27%
0	as much as now	6%	
0	more	10%	
0	a lot more	4%	

23. How much do the following statements apply to you?

	Always	Often	Sometimes	Never	Not applicable
I pay attention to the energy friendliness of new appliances that I buy	38%	24%	23%	6%	9%
I close the curtains when it gets dark outside	43%	16%	16%	15%	10%
I lower the heating at night	52%	18%	14%	9%	7%

I switch off the lights in rooms where no one is	85%	11%	3%	1%	-
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24. To what extent do you agree with the following statements?

	Totally agree	Agree	Don't agree/ don't disagree/ don't know	Disagree	Totally disagree
I think that sustainable energy is important	35%	33%	27%	4%	1%
My friends think that sustainable energy is important	14%	26%	55%	3%	2%
I feel obliged for future generations to use sustainable generated energy	20%	36%	33%	8%	3%
It is good to be less dependent of the energy company	20%	35%	39%	6%	-
When warm water is heated with solar boilers I can use more energy	4%	11%	41%	33%	11%

24a. I use green electricity No 61% Yes 39%

The last questions are about yourself and your household.

25. Of how many persons do your household exist? 2.1 persons (average)

26. What is the age of the youngest child? 6.3 years (average)
not applicable 70%

27. What is the year of your birth? 1949 (average)

28. What is the highest level of education that you finished?

0	Primary school	8%
0	Mavo, mulo, ulo, lower professional education	31%
0	VWO, HAVO, HBS, gymnasium, lyceum	7%
0	Middle professional education	25%
0	Higher professional education	20%
0	University	9%

29. What is the net income of your household per month, approximately?

0	Less than €1000	16%
0	Between €1000 and €1500	33%
0	Between €1500 and €2000	22%
0	Between €2000 and €2500	23%
0	Between €2500 and €3000	3%
0	More than €3000	3%

Did not answer the question: 9%

30. What is the nationality of the breadwinner in your household?

0	Dutch	88%
0	Surinam	2%
0	Antillean	1%
0	Turkish	1%
0	Moroccan	5%
0	Indonesian	3%
0	Different, namely	1% (Ghanesian)

When you have other comments about the renovation project, you write them here:

52% gave comments

When you have comments about the questionnaire, you can write them here:

18% gave comments

You can send the questionnaire to IVAM with the enclosed return-envelop (no stamps needed).
Antwoordnummer 11683, 1000 RA Amsterdam
Thank you sincerely for your cooperation!

REPORT ON THE SOCIAL QUESTIONNAIRE FOR THE STACCATO BUILDING RENOVATION PROJECT

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SECTION I: GENERAL INFORMATION ABOUT THE REpondENTS

1.1 General information about the housing situation of the respondents

- The average size of the flats is 50 m², with the smallest apartment having 41 m² and the largest 84m², while the vast majority (over 97%) of them ranges between 48 and 52 m² (*Figure 1.1.1*).
- Almost all the respondents (96.7 %) live in a 2 roomed flat (*Figure 1.1.2*)
- The flats of the respondents are almost equally distributed along the 10 floors of the building, with slightly smaller number on the middle floors (5th and 6th) (*Figure 1.1.3*).
- Out of the 295 respondents, only 4.8 % are renting the flat they currently live in, the rest of 95.2% are owners (*Figure 1.1.4*).

Figure 1.1.1 Size of apartments

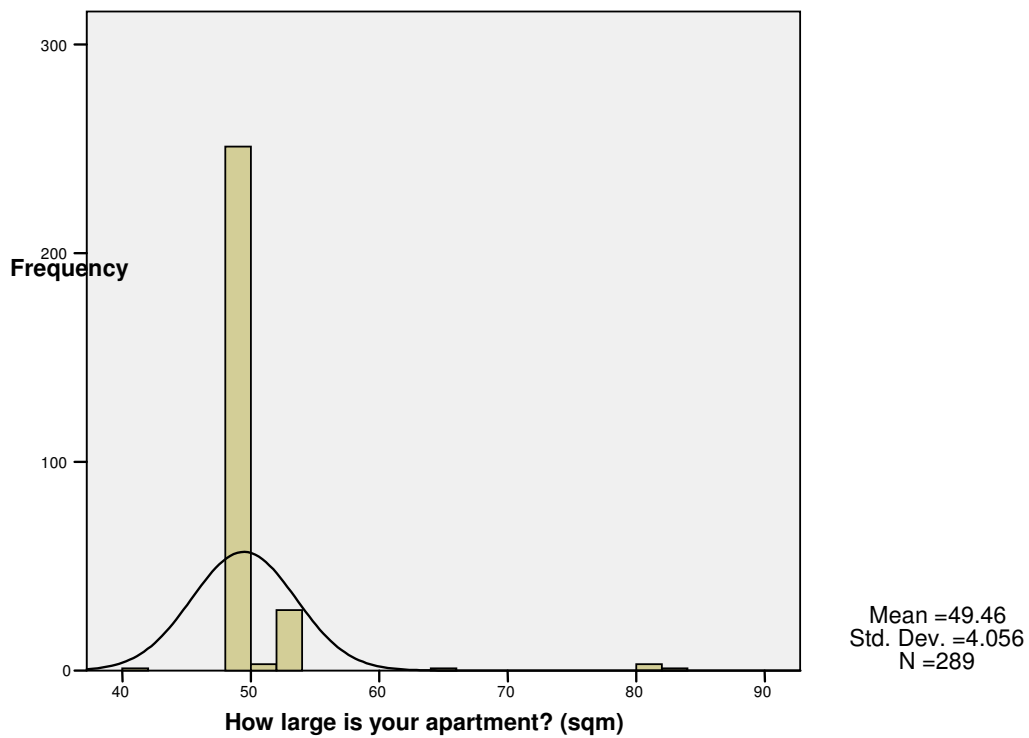


Figure 1.1.2 Number of rooms in the apartment

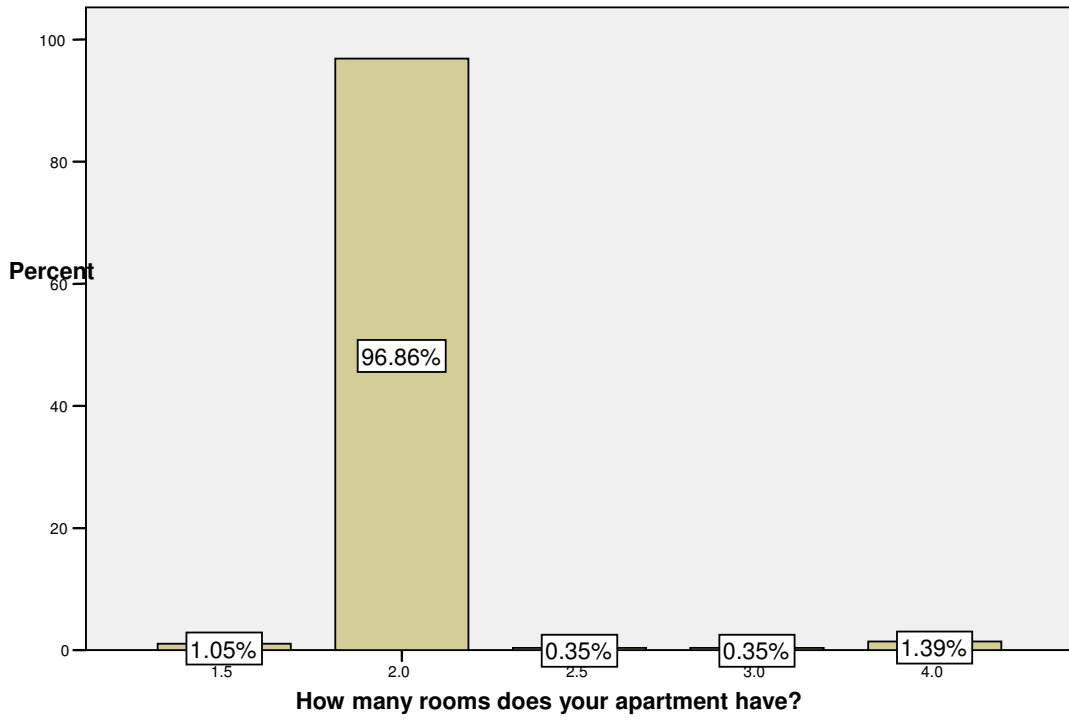


Figure 1.1.3 Apartment floor

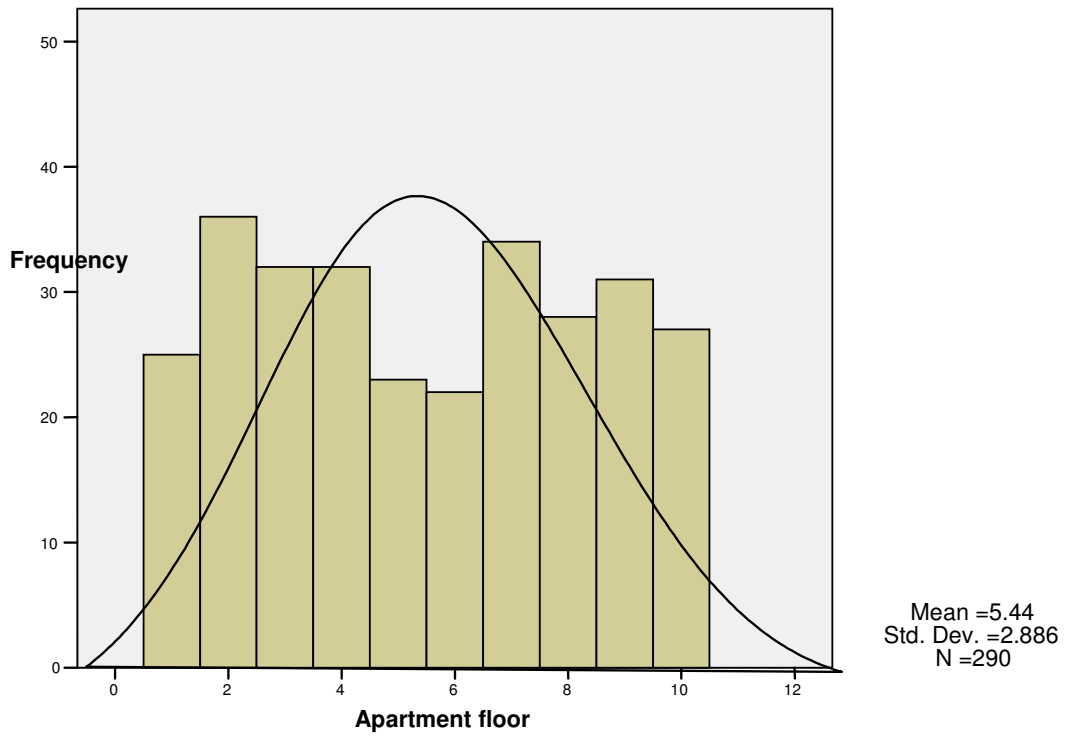
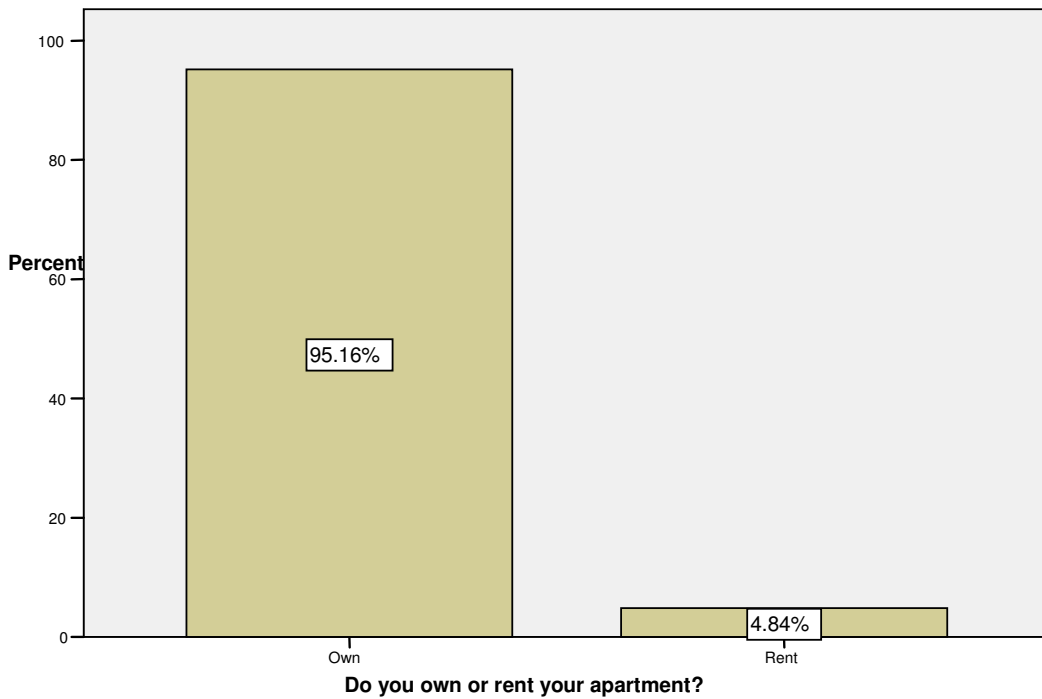


Figure 1.1.4 Ownership of apartment



1.2 General information about the household

- The typical household in the sample has only one adult, namely 41% of all households (*Figure 1.2.1 and Table 1.2.1*)
 - Nearly 80% of respondents live in households with 1 or 2 adults (*Figure 1.2.1 and Table 1.2.1*)
 - There are no children living in 81% of the households (*Figure 1.2.2. and Table 1.2.2*)
 - The mean number of children (within the 19% of households that have at least one) is between 1 and 2 (*Table 1.2.3*)
 - The mean age for the youngest child (within the 19% of households that have at least one) is 9.5 years (*Table 1.2.3 and Figure 1.2.3*)
-
- The typical household (namely 41% of households) has a gross monthly income between 40,000 and 100,000 HUF (*Table 1.2.4 and Figure 1.2.4*)
 - 79 % of the households have an income between 40, 000 and 200,000 HUF (*Table 1.2.4 and Figure 1.2.4*)
 - Only 1.5 % of the households have a monthly gross income lower than 40,000 HUF and only 5.5 % have it higher than 400,000 HUF (*Table 1.2.4 and Figure 1.2.4*)
 - The respondents pay an average Electricity bill of 6191 HUF, an average 6545 HUF for the Basic charge and 4435 HUF for Warm water. The highest reported average bill is for Heating, nearly 17 000 HUF per month (*Table 1.2.5*)

Figure 1.2.1 Number of adults in the household

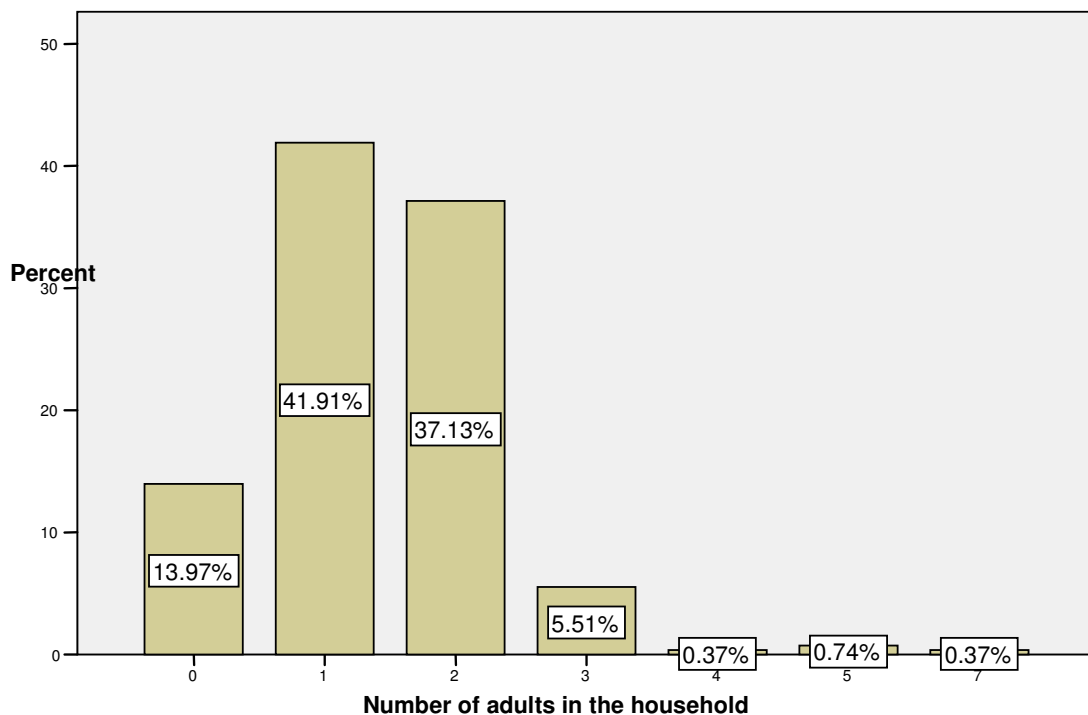


Table 1.2.1 Number of adults in the household

	<i>Frequency</i>	<i>Percent</i>

Valid	0*	38	14.0
	1	114	41.9
	2	101	37.1
	3	15	5.5
	4	1	.4
	5	2	.7
	7	1	.4
	Total	272	100.0
Missing	System	22	
Total		294	

*Most likely respondents referred to “0 adults except for myself” when answering “0” to this question. We cannot evaluate, however, how many of the responses referred to the total number of adults in the household and how many counted only those apart from themselves (despite the clear formulation of the question).

Figure 1.2.2 Number of children in the household

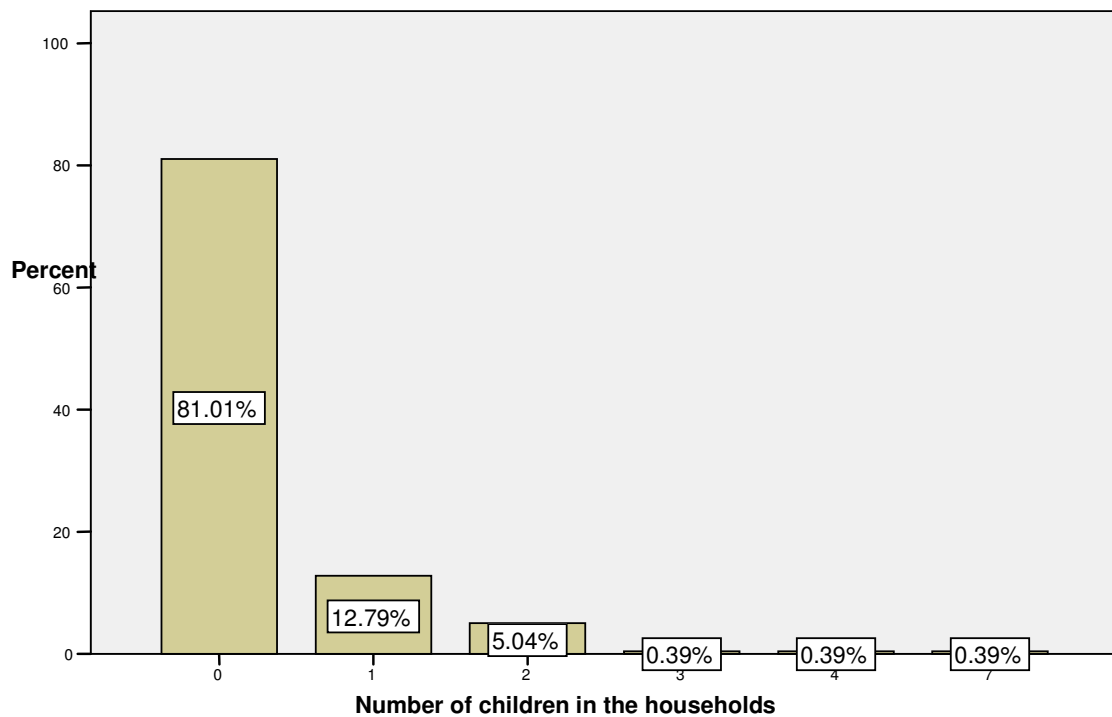


Table 1.2.2 Number of children in the household

		<i>Frequency</i>	<i>Percent</i>
Valid	0	209	81.0

	1	33	12.8
	2	13	5.0
	3	1	.4
	4	1	.4
	7	1	.4
	Total	258	100.0
Missing		36	
Total		294	

Table 1.2.3 Children in households where there is at least one child

	<i>N</i>	<i>Minimum</i>	<i>Maximum</i>	<i>Mean</i>	<i>Std. Deviation</i>
<i>Age of youngest child in the household</i>	44	1.0	18.0	9.380	5.8325
<i>Number of children in the household</i>	49	1	7	1.49	1.023

Figure 1.2.3 Age of youngest child in the household

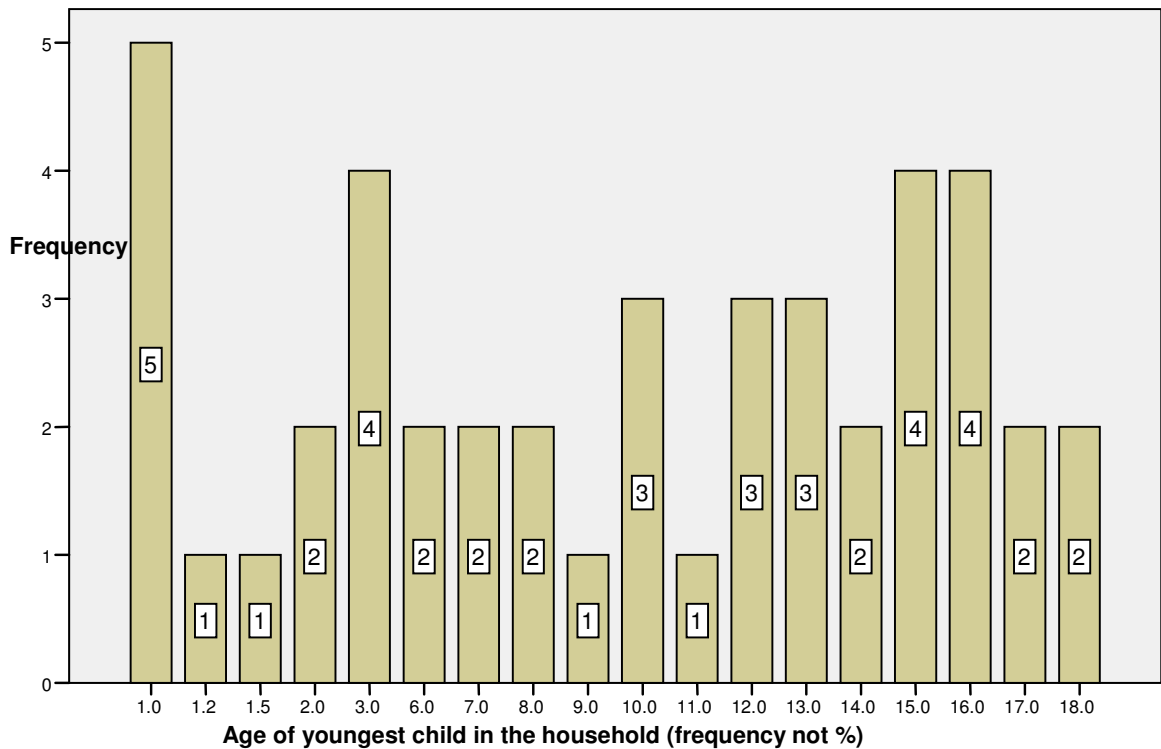


Table 1.2.4 Gross monthly salary of the household

		<i>Frequency</i>	<i>Percent</i>	<i>Cumulative Percent</i>
Valid	<40 000 Ft	3	1.2	1.2

	40-100 000 Ft	107	41.6	42.8
	100 000 - 200 000 Ft	97	37.7	80.5
	200 000 - 400 000 Ft	36	14.0	94.6
	> 400 000 Ft	14	5.4	100.0
	Total	257	100.0	
Missing		37		
Total	294	100.0		

Figure 1.2.4 Gross monthly salary of household

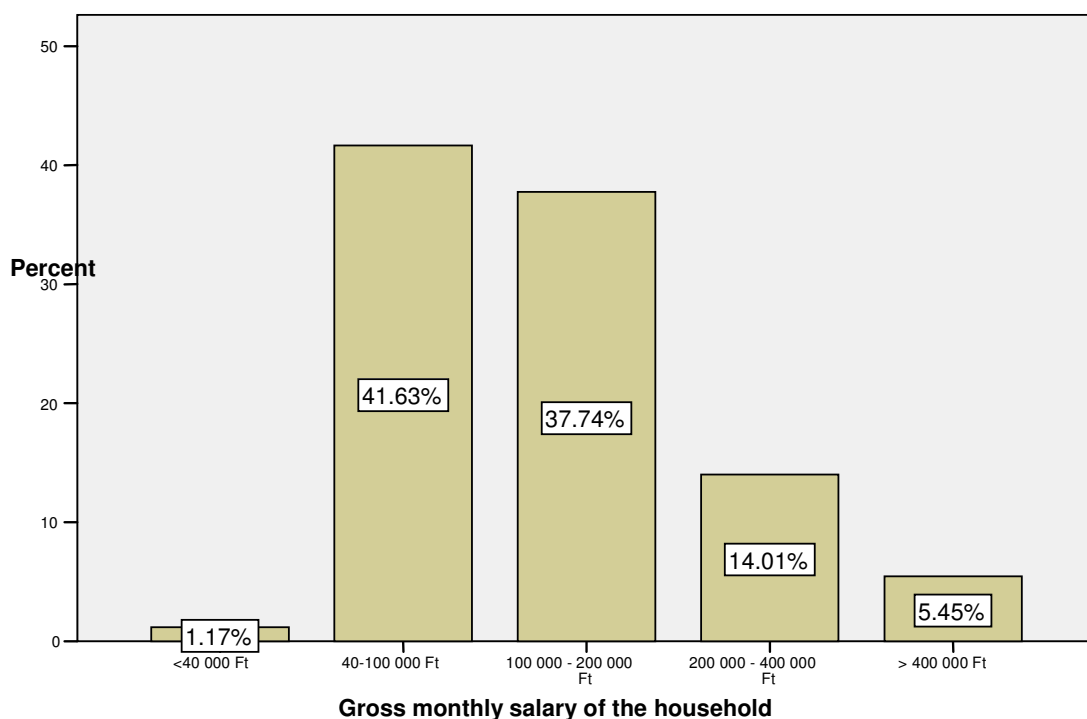


Table 1.2.5 Average monthly expenses

Expense category	N	Minimum	Maximum	Mean	Standard deviation
Electricity	257	1300	40000	6191.18	3973.43
Fotav: basic charge	195	1500	20000	6545.38	2275.588
Fotav: heating	171	0	42000	16963.95	7430.832
Hot water	176	0	24000	4434.24	3806.647

1.3. Background information about respondents

- Nearly $\frac{3}{4}$ of all respondents are women (Figure 1.3.1)

- Overall, the respondents are rather old, the mean age is nearly 60 (*Figure 1.3.2*)
- The median age is 61, meaning that half of the respondents are older than 61 (*Figure 1.3.2*)
- Only 10% are below 32 years old, 20 % are below 40 years old. And 20% are above 76 years old (*Figure 1.3.2*)
- Almost all the respondents have at least secondary education (88%) and 43% have a tertiary degree (*Figure 1.3.3*)
- Not surprisingly considering the distribution by age, more than half (55%) of the respondents are pensioners. White collar occupations sum up to nearly one third of the sample, followed by skilled and unskilled workers (13%) *Figure 1.3.4*

Figure 1.3.1 Gender of respondent

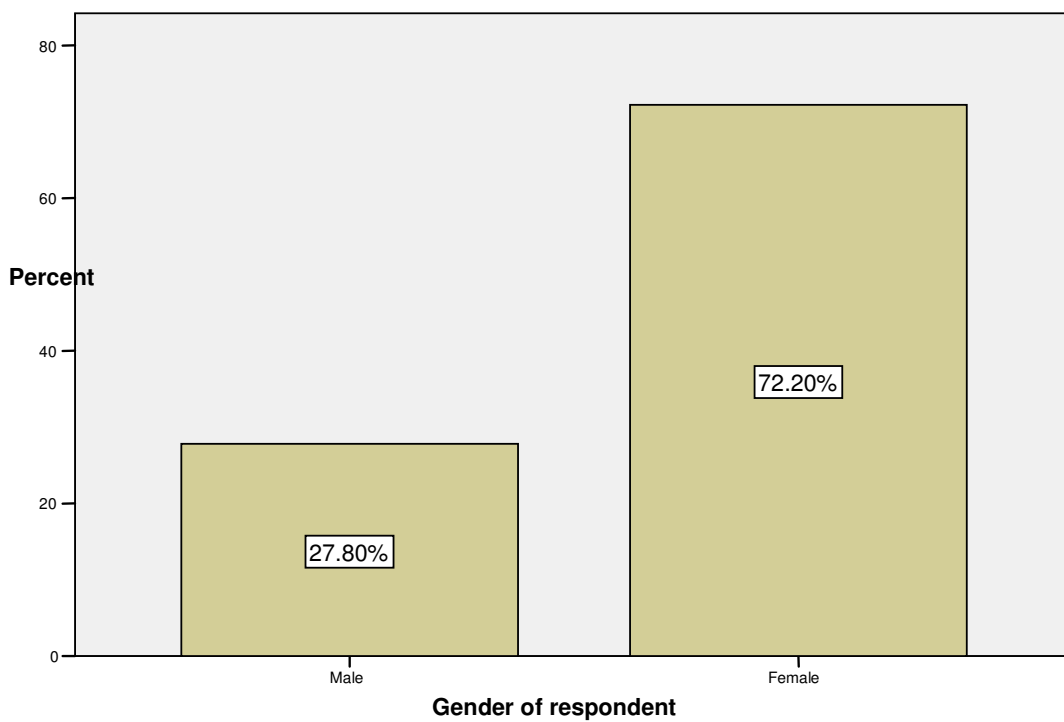


Figure 1.3.2 Age of respondent

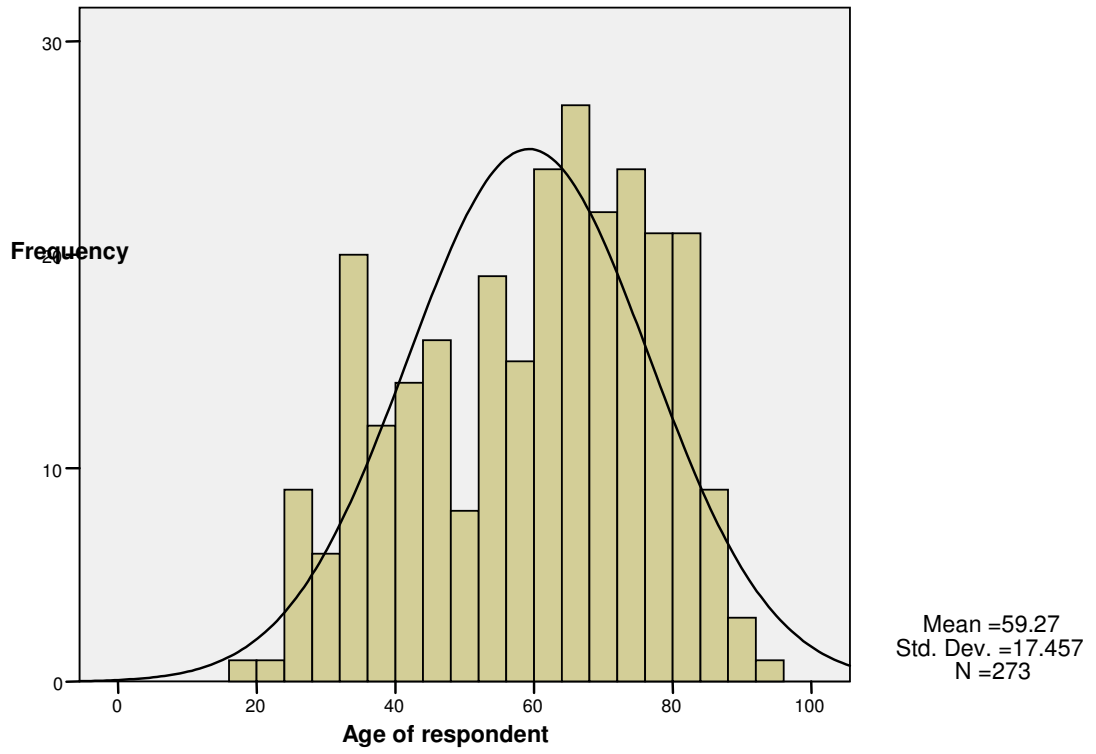


Figure 1.3.3 Respondents' level of education

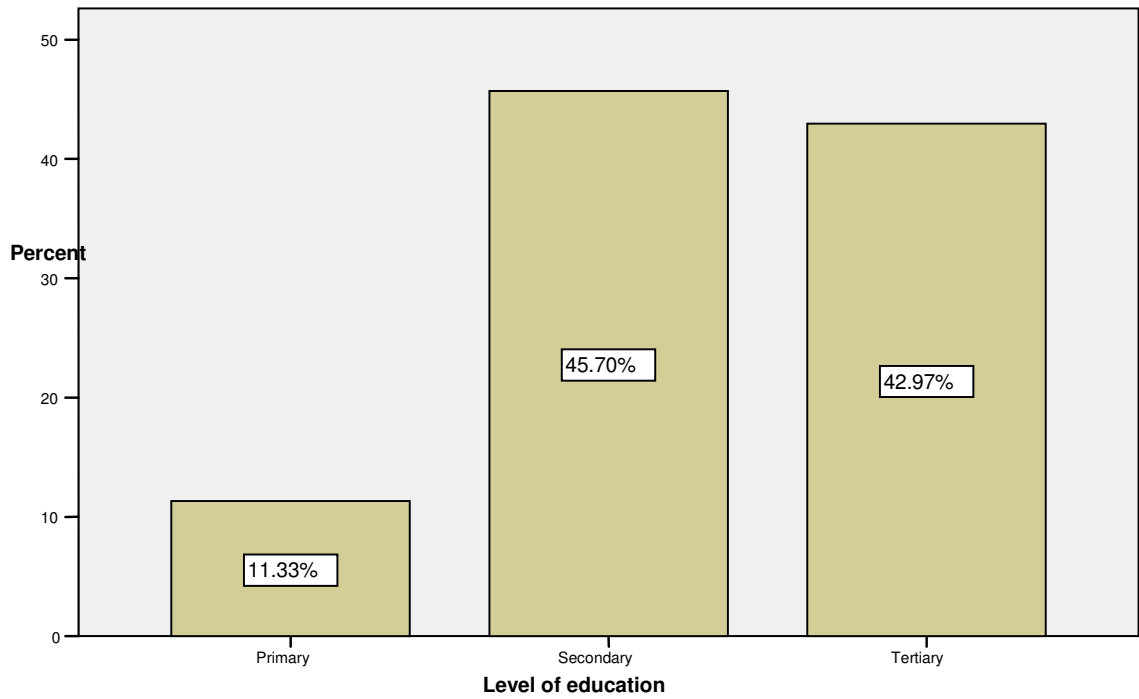
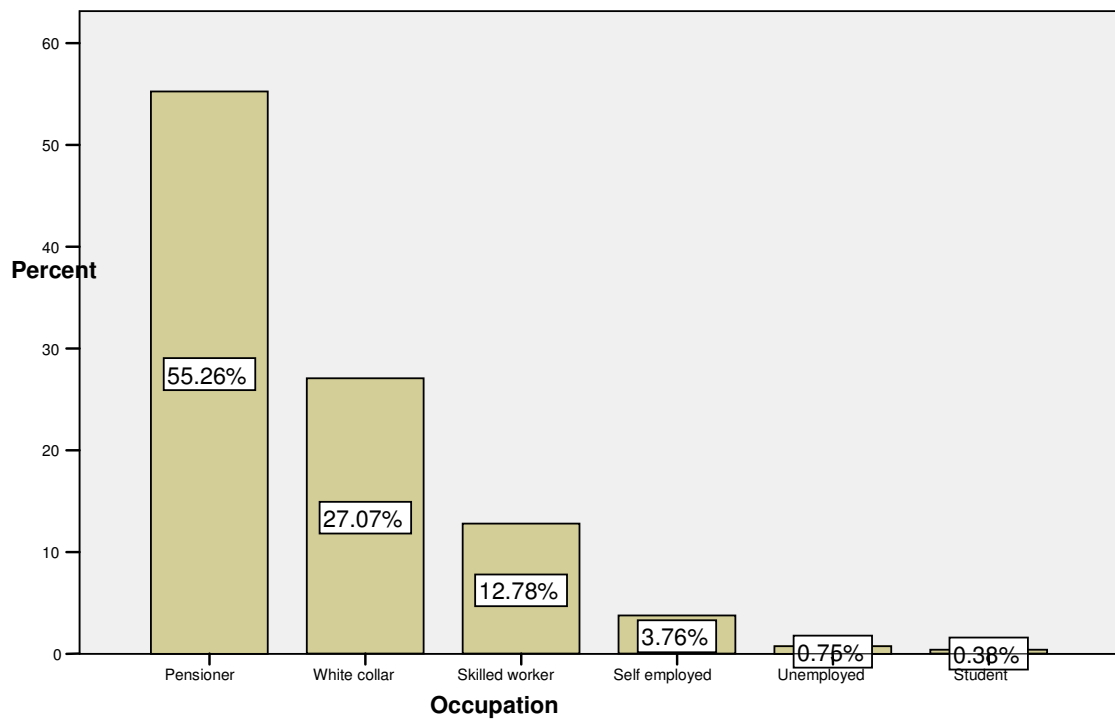


Figure 1.3.4 Respondents' occupation



SECTION 2: SATISFACTION WITH THE APARTMENT AND NEIGHBORHOOD BEFORE THE RENOVATION

- Overall, respondents are most satisfied with the comfort their apartment provides during winter (a mean score of 3.45 on a scale from 1 to 5, where 5 would indicate “very satisfied”) *Table 2.1*
 - They are also more satisfied than dissatisfied with the costs for shared expenses (3.38) *Table 2.1*
 - The costs for energy (2.24) and the Comfort in summer (2.22) are the least satisfying aspects (*Table 2.1*)
 - There is a big difference between the perceived degree of comfort during winter and during summer, with summer being the most problematic aspect (*Table 2.1*)
-
- Nearly 55 % of the respondents are satisfied or very satisfied with the costs for shared expenses; only 17 % are dissatisfied or very dissatisfied with this aspect (*Table 2.1* and *Figure 2.1.1*)
 - 70% of the respondents are dissatisfied or very dissatisfied with the costs for energy; only 17 % are satisfied or very satisfied with this aspect (*Table 2.1* and *Figure 2.1.2*)
 - Only 23 % of the respondents are dissatisfied or very dissatisfied with the comfort their apartment provides during winter, while 68 % are satisfied or very satisfied with it (*Table 2.1* and *Figure 2.1.3*)
 - However, 70 % are dissatisfied or very dissatisfied with the comfort during summer, while only 18 % are satisfied or very satisfied with it (*Table 2.1* and *Figure 2.1.4*)
 - The quality of the neighborhood is satisfying or very satisfying for 37 % of the respondents; nearly the same percentage (42) find it very dissatisfying or dissatisfying (*Table 2.1* and *Figure 2.1.5*)

Table 2.1 Summary of level of satisfaction

	<i>Very dissatisfied (%)</i>	<i>Dissatisfied (%)</i>	<i>Neutral (%)</i>	<i>Satisfied (%)</i>	<i>Very satisfied (%)</i>	<i>Mean level of satisfaction*</i>	<i>N</i>
<i>Costs for shared expenses</i>	2.8	14.2	28.1	51.7	3.1	3.38	288
<i>Costs for energy</i>	24.6	45	14	15	1.4	2.24	280
<i>Comfort in winter</i>	5.6	17.1	9.8	61.2	6.3	3.45	286
<i>Comfort in summer</i>	27.5	42.9	11.8	15.7	2.1	2.22	287
<i>Quality of neighborhood</i>	11.9	29.7	21.8	32.8	3.8	2.87	293

*The question used a 5 points scale, where 1 means “very dissatisfied” and 5 “very satisfied”; the closer the mean is to 5, the higher the level of satisfaction expressed.

Figure 2.1.1 Level of satisfaction with the costs for shared expenses

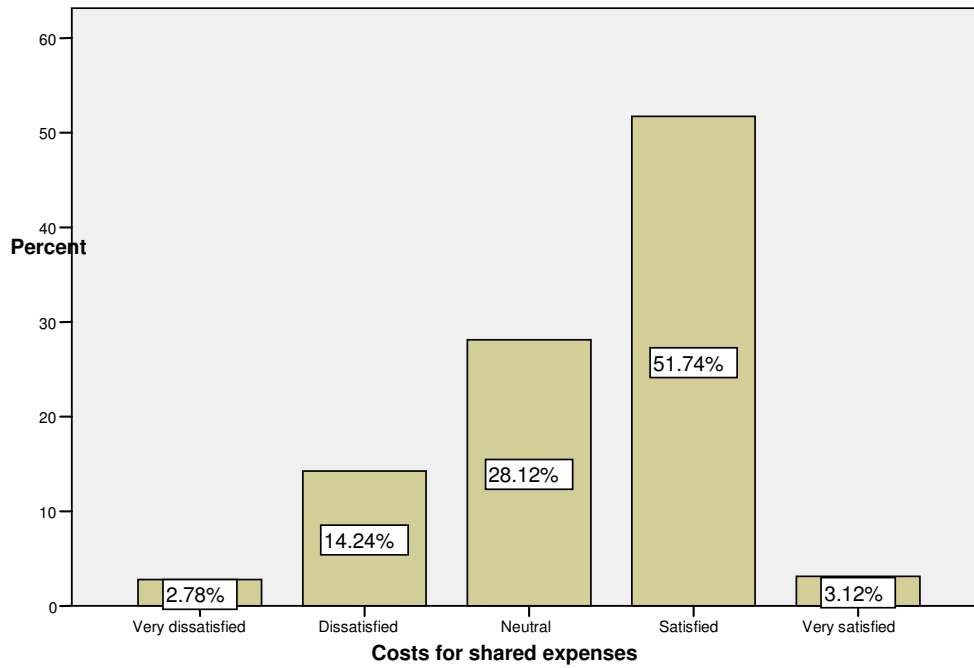


Figure 2.1.2 Level of satisfaction with the costs for energy

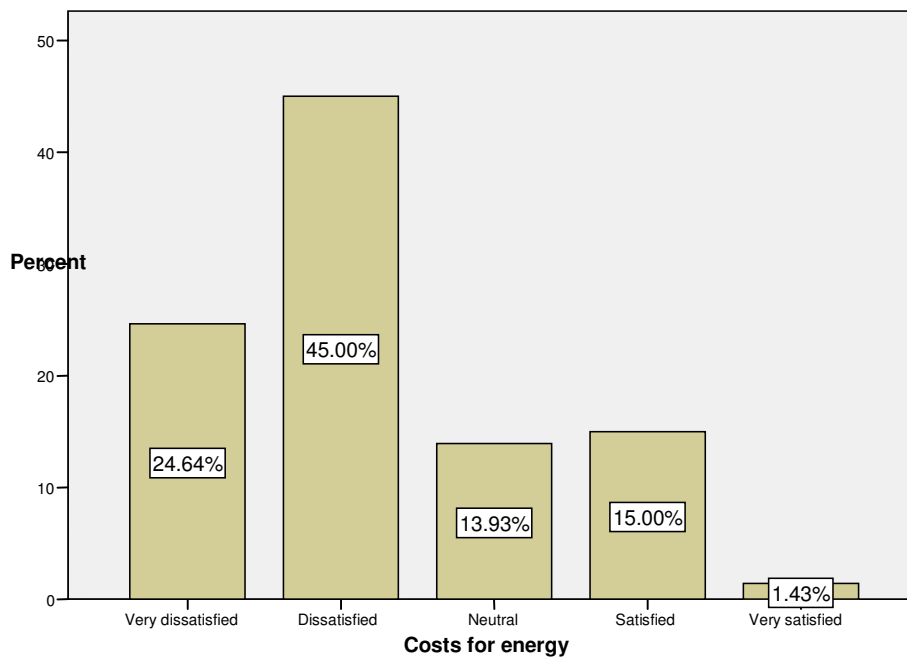


Figure 2.1.3 Level of satisfaction with comfort in winter

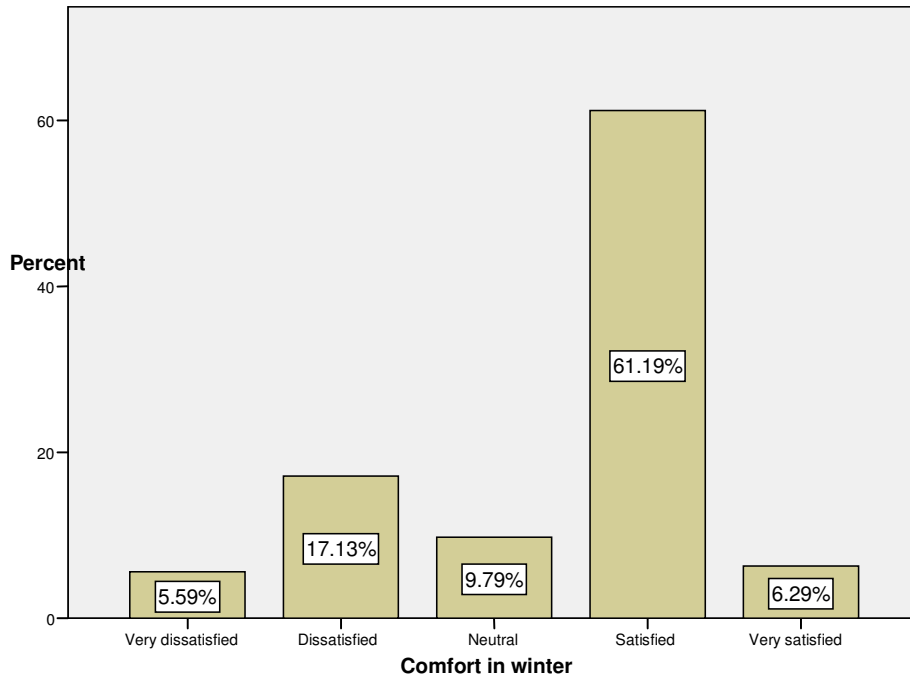


Figure 2.1.4 Level of satisfaction with comfort in summer

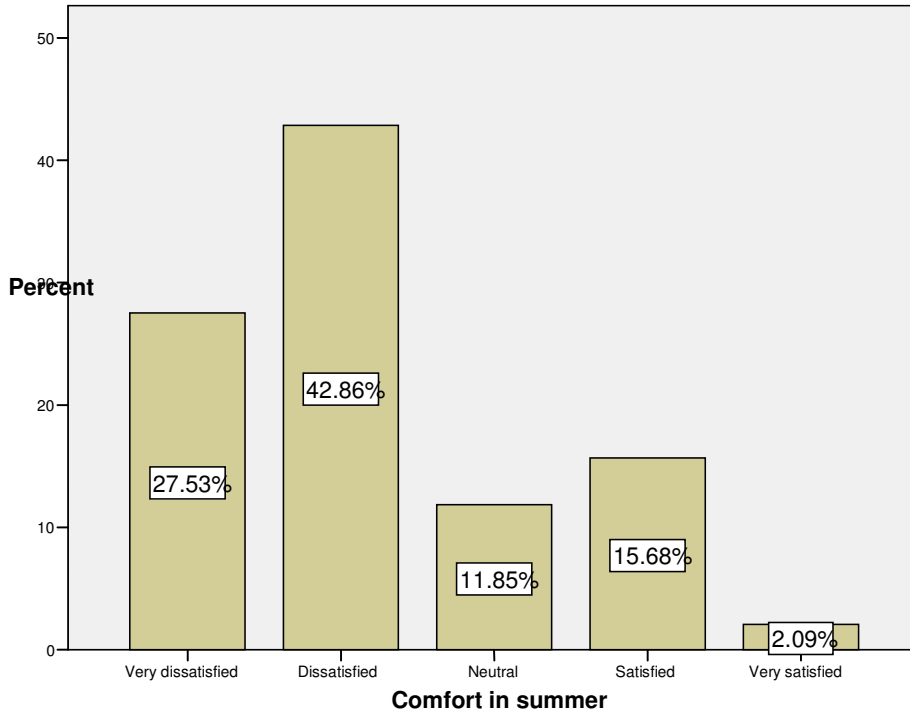
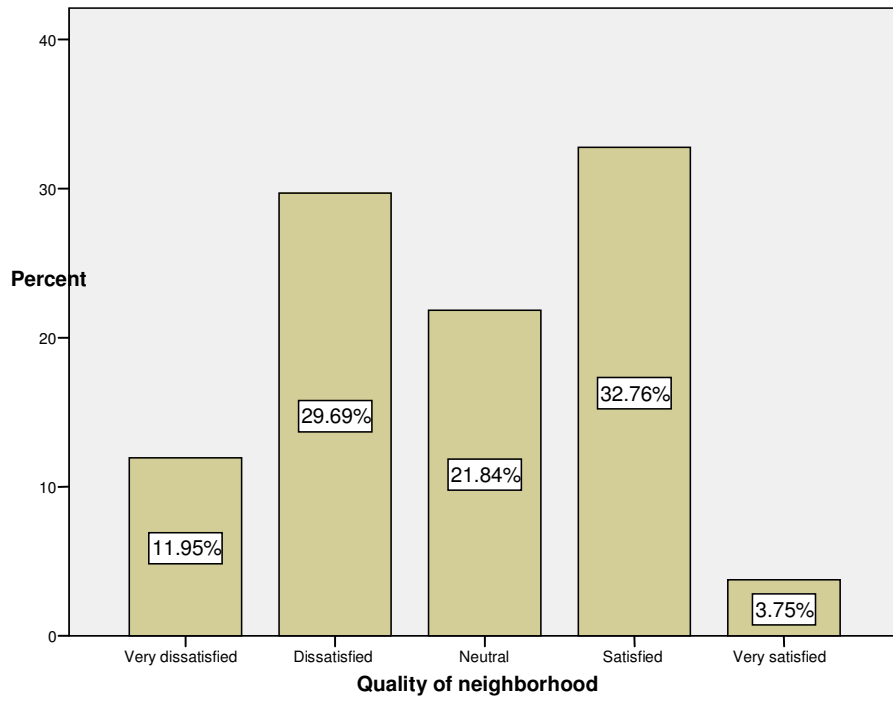


Figure 2.1.5 Level of satisfaction with the quality of neighborhood



SECTION 3: ATTITUDES ABOUT ENERGY AND ENVIRONMENT

3.1 General attitudes towards energy saving

- There is almost unanimous agreement among the respondents that saving energy is important (a mean level of importance of 4.79, where 5 signifies “very important”) (*Table 3.1*)
- There is almost unanimous agreement among the respondents that saving money while saving energy is important (a mean level of importance of 4.83, where 5 signifies “very important”) (*Table 3.1*)
- 80 % of respondents find saving energy very important, and even more of them (84 %) find it important that they can also save money when saving energy (*Table 3.1, Figure 3.1.1 and Figure 3.1.2*)
- The crosstabulation between the *Level of income of the household* and the *Importance of saving money while saving energy* shows that generally, the lower the income of the household, the higher the importance attributed to saving money. However, the association of *Importance of saving energy* (as well as *Importance of protecting the environment*) with *Income* is not significant. In other words, regardless of income, people express similar attitudes towards protecting the environment: it is only that poorer households are also more concerned about the money saving opportunity that comes along with it.
- The difference between the importance given to energy saving by those having opted for a full or a partial renovation is at the border of being statistically significant. There is little variance in responses for the *Importance of saving energy* and *Importance of saving money while saving energy*, so the conclusion that the *option for full or partial renovation* reflects the attitude towards energy saving can only be done with caution. What justifies mentioning it nevertheless is the fact that the *type of renovation* people have opted for is significantly associated with other attitude variables as well (see below).
- Also, the *willingness to do renovations in the absence of the project* is associated with the *importance given to saving energy* on a very low level of statistical confidence: those who would invest in renovations anyways (or have already done so) tend to attribute more importance to energy saving.
- *Gender, age* and (more surprisingly) *education* make no difference in the distribution of the two questions

Table 3.1 Importance of energy saving (summary)

How important is it for you...	<i>Very unimportant (%)</i>	<i>Somewhat important (%)</i>	<i>No opinion either way (%)</i>	<i>Somewhat important (%)</i>	<i>Very important (%)</i>	<i>Mean*</i>	<i>N</i>
<i>... to save energy?</i>	0.3	0	0	19.5	80.2	4.79	293
<i>... that in saving energy you can also save money?</i>	0	0.3	0.3	15.2	84.1	4.83	290

*The question used a 5 points scale, where 1 means “very unimportant” and 5 “very important”; the closer the mean is to 5, the higher the level of importance expressed.

Figure 3.1.1 Importance of energy saving

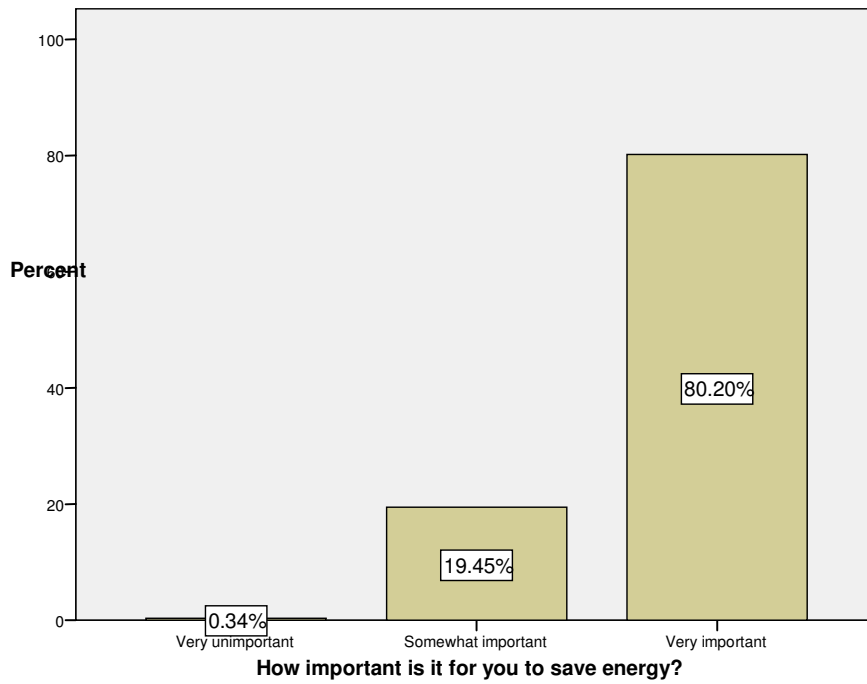
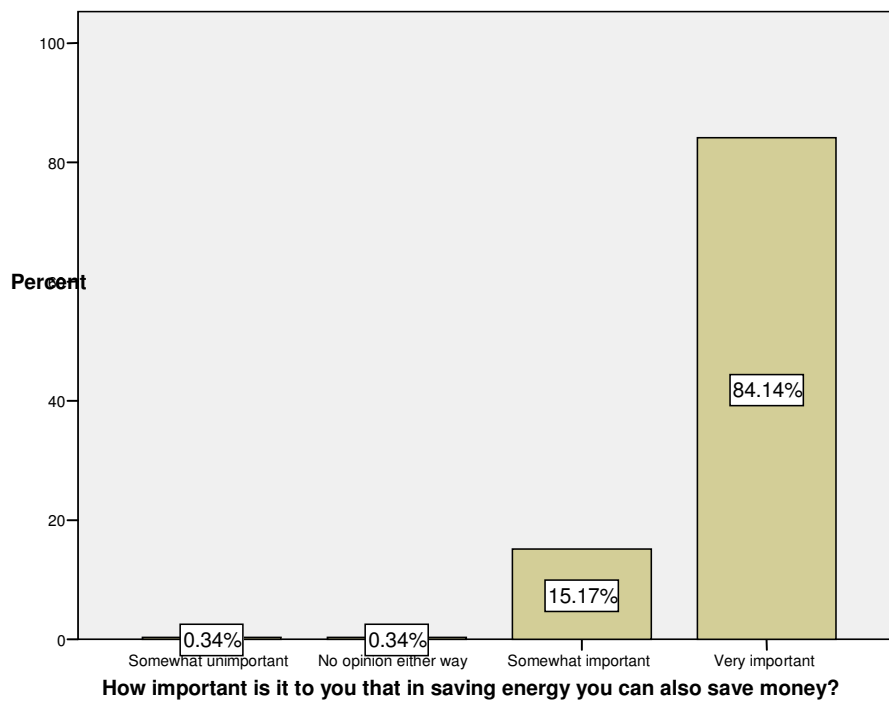


Figure 3.1.2 Importance of saving money while saving energy



3.2 Attitudes towards sustainable energy and environment protection

- Overall, there is good evidence of positive attitudes towards sustainable energy and environment protection among the respondents: a mean score of 4.71, where 5 indicates full agreement with the statement that “sustainable energy is important” (Table 3.2)
- Also, they evaluate their friends’ opinions as agreeing with the importance of sustainable energy (mean score of 4.4) Table 3.2
- The same strong agreement is found regarding the importance of protecting the environment as a reason for saving energy (mean score of 4.53) Table 3.2
- Also, they tend to disagree (although not strongly) with the statement that “environmentalists exaggerate the significance of environmental problems” (mean score of 2.64) Table 3.2 and Figure 3.2.5
- Whether environmentalists exaggerate the environmental problems is highly debatable among the respondents: 27% of them agree or totally agree that environmentalists exaggerate; 23 % neither agree nor disagree, nearly 33 % disagree, and almost 19 % strongly disagree (Table 3.2 and Figure 3.2.5). Informants’ level of education does explain some of this variation: those with a university degree tend to totally disagree with the statement to a far greater extent than those with primary education.
- They tend to disagree (although not strongly) that the environmental problems will be solved by technology and science, without change in their lifestyle (mean score of 2.55) Table 3.2 and Figure 3.2.4
- It is interesting to note that 20% think that solving the environmental problems does not require change in their lifestyle Table 3.2 and Figure 3.2.4
- The level of education is significantly associated with the answer to this question: the higher the level of education, the more people disagree with the statement.
- Also, they tend to agree that using solar boilers would allow them to use more energy (mean score of 4) Table 3.2 and Figure 3.2.3
- None of these variables is associated with *income, gender, type of renovation or willingness to renovate in the absence of the project*; As mentioned above, the level of education makes a difference for the way people perceive environmentalists presentation of environmental problems and their attitude towards the necessity of changing their lifestyles

Table 3.2 Attitudes towards sustainable energy and protection of environment (summary)

	<i>Totally disagree (%)</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>	<i>Totally agree (%)</i>	<i>Mean*</i>	<i>N</i>
<i>I think that sustainable energy is important.</i>	0	0	0.3	28.5	71.2	4.71	288
<i>My friends think that sustainable energy is important.</i>	0	0.4	12	35	52.6	4.4	266
<i>When warm water is</i>	3.4	5.3	19.9	31.2	40.2	4	266

<i>heated with solar boilers I can use more energy.</i>							
<i>Protecting the environment is an important reason for saving energy.</i>	0.7	1.5	1.1	37.2	59.5	4.53	274
<i>Environmentalists strongly exaggerate the significance of environmental problems.</i>	18.4	32.6	22.8	19.1	7.1	2.64	267
<i>Science and technology will solve a lot of environmental problems without us having to change our lifestyles.</i>	19.6	35.2	24.1	13	8.1	2.55	270

*The question used a 5 points scale, where 1 means "totally disagree" and 5 "totally agree"; the closer the mean is to 5, the higher the level of agreement with the statement.

Figure 3.2.1 Importance of sustainable energy for respondent

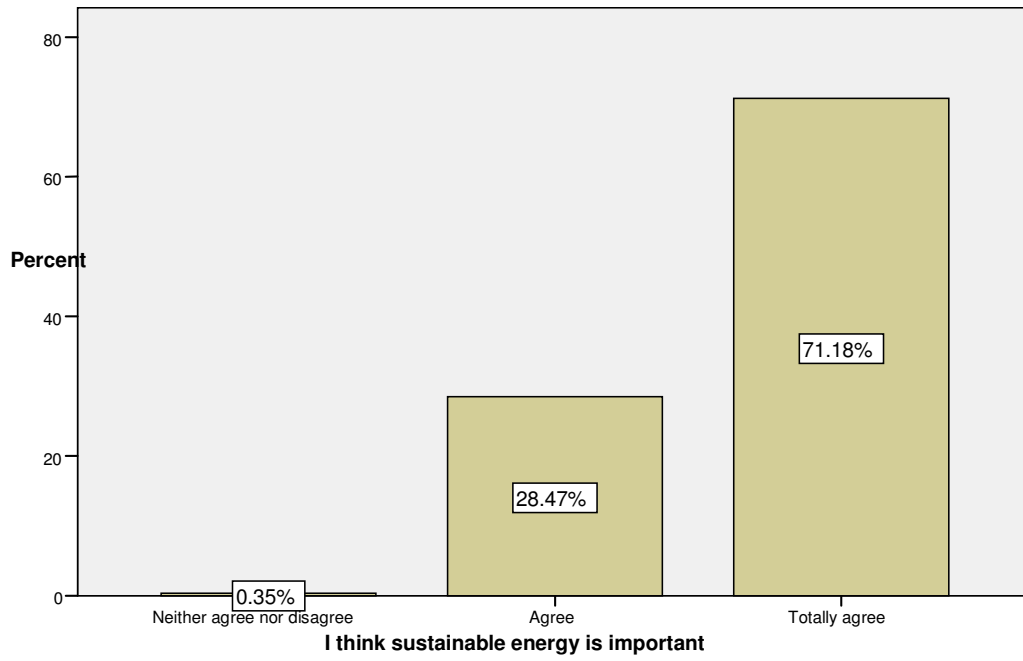


Figure 3.2.2 Importance of sustainable energy for friends

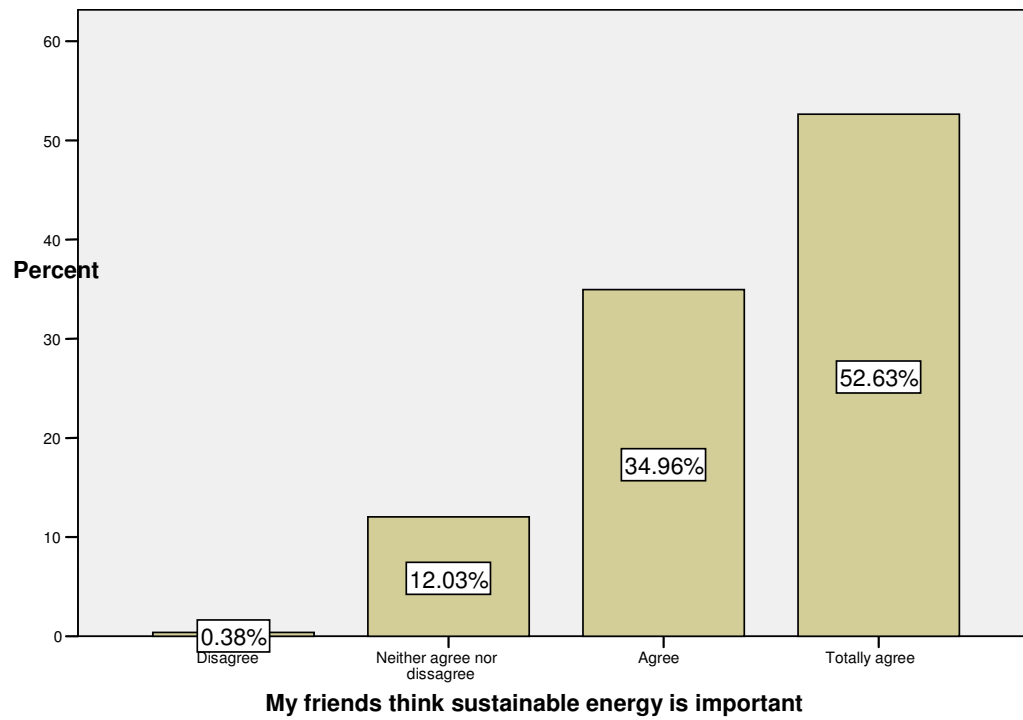


Figure 3.2.3 Using solar boilers enables more energy use

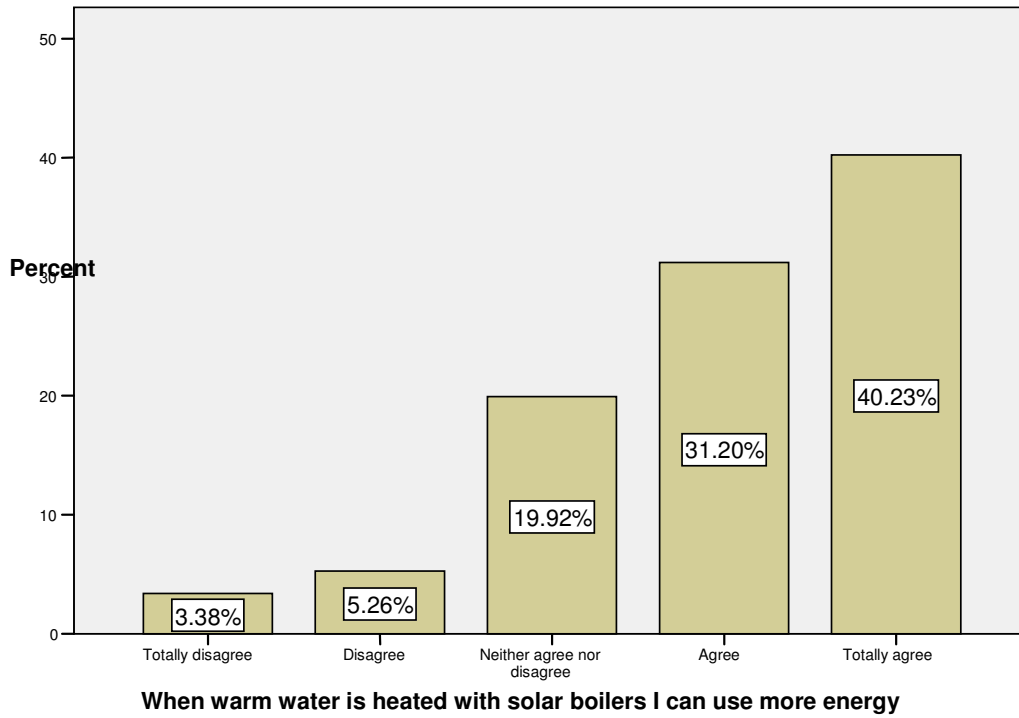


Figure 3.2.4 Saving energy for protecting the environment

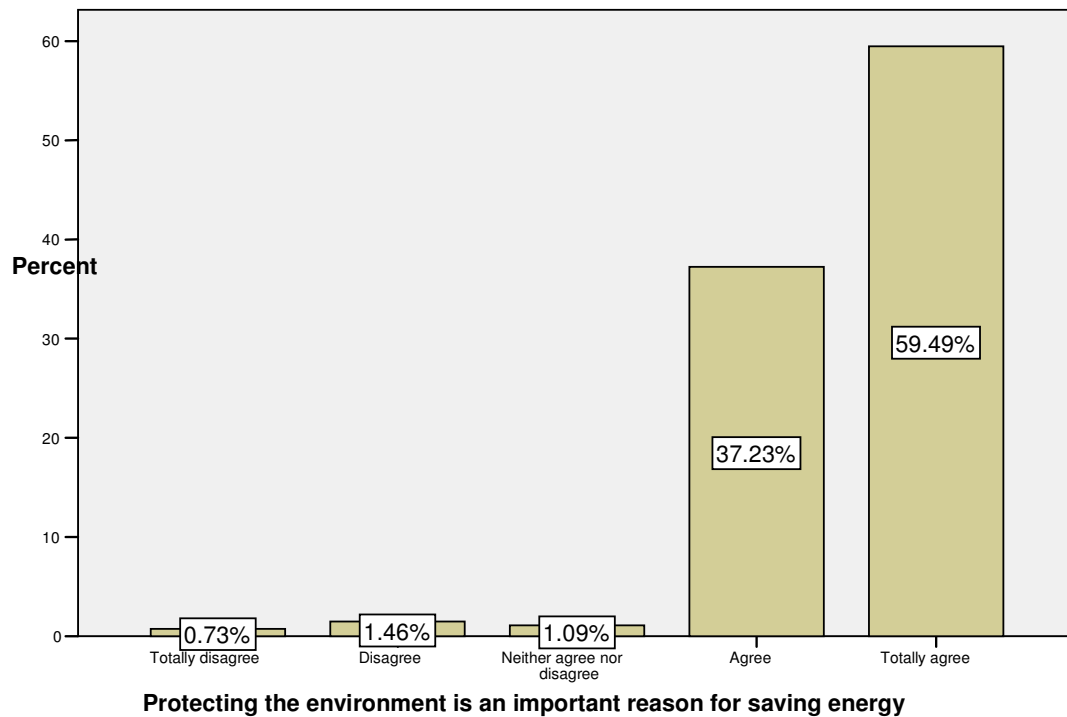


Figure 3.2.5 Environmentalists exaggerate environmental problems

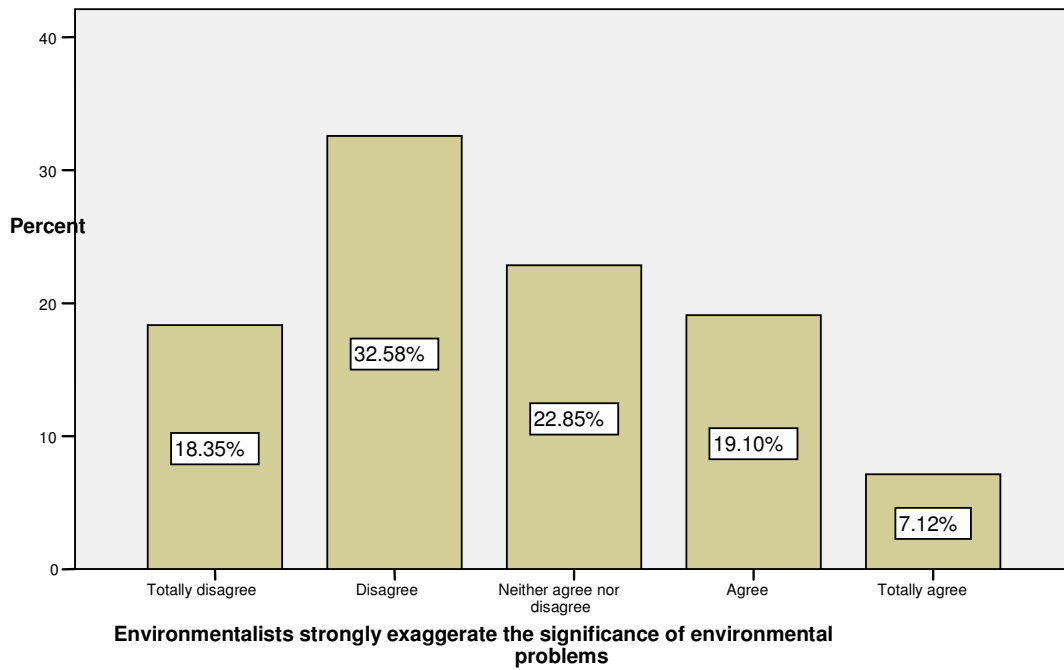
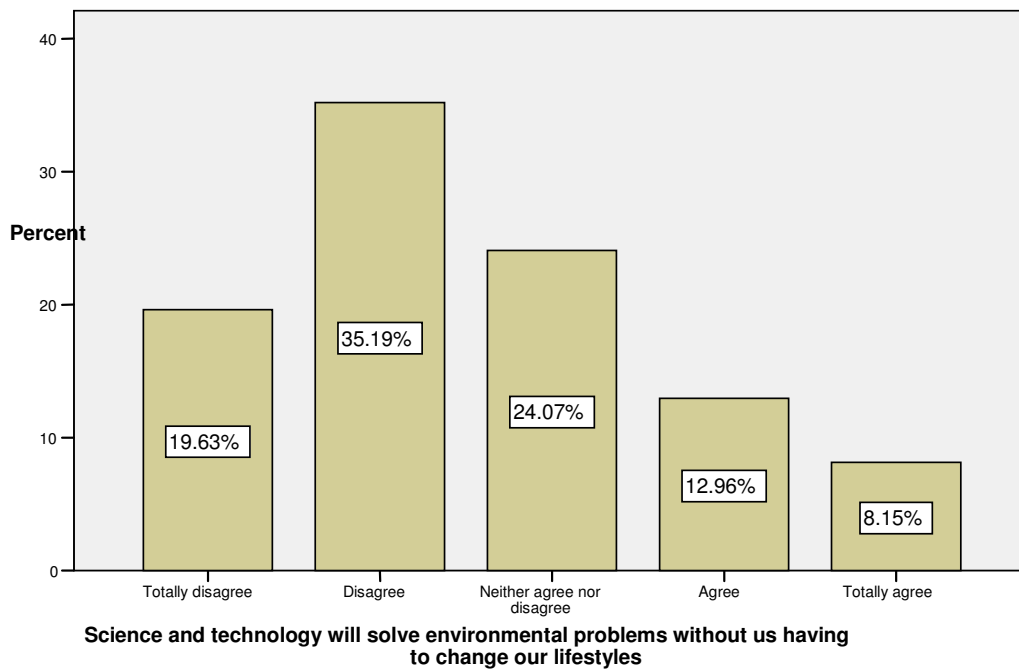


Figure 3.2.6 Problems will be solved by science and technology without change in lifestyle



3.3 Environmental friendly practices

- Overall, there is good evidence of environmental friendly practices (on a scale from 1 to 4, where 4 indicates “always” and 1 “never”, the mean scores for all indicators were closer to 4 than to 1) *Table 3.3*
- Only 2.2 % of respondents never pay attention to the energy friendliness of new appliances, 16% never close the curtains when it is dark outside, 16% never lower the heating when no-one is in the room and only 1 person declared they never switch off the lights when no-one is in the room (*Table 3.3 and Figures 3.3.1 – 3.3.4*)
- The best scores are obtained for “switching off the light when no-one is in the room: more than 80% always do it, and 15% often do it (*Table 3.3 and Figure 3.3.4*)
- Closely following is attention paid to the newly bought appliances: 68% of respondents always do it, and 21% often (*Table 3.3 and Figure 3.3.1*) People who would not invest in the renovation on their own are also less likely to pay attention to the newly bought appliances (significant association). Also, people who have opted for full renovation are more likely to pay attention to the appliances (significant t test for the difference of means);
- No other variable shows any association with *income, type of renovation, gender, age or willingness to invest in renovations on their own*
- Less than half (43%) of the respondents always lower the heating when no-one is in the room, ¼ of them often do it, while 20% only sometimes (*Table 3.3 and Figure 3.3.3*)
- Only 36% of people always close the curtains when it is dark outside, 27% often do it and 22% only sometimes; this is the aspect where the worst practices are reported (*Table 3.3 and Figure 3.3.2*)

Table 3.3 Practices (summary)

	<i>Never (%)</i>	<i>Sometimes (%)</i>	<i>Often (%)</i>	<i>Always (%)</i>	<i>Mean*</i>	<i>N</i>
<i>I pay attention to the energy friendliness of new appliances that I buy</i>	2.2	9	21.1	67.7	3.54	279
<i>I close the curtains/shutters when it gets dark outside</i>	15.7	21.7	27	35.6	2.82	267
<i>I lower the heating control on the radiator when no-one is in the room</i>	16.1	18.1	23.7	42.2	2.92	249
<i>I switch off the lights when no-one is in the room</i>	0.4	1.4	15.1	83.2	3.81	285

*The question used a 4 points scale, where 1 means “Never” and 5 “Always”; the closer the mean is to 4, the higher the level of agreement with the statement.

Figure 3.3.1 Energy friendliness of appliances

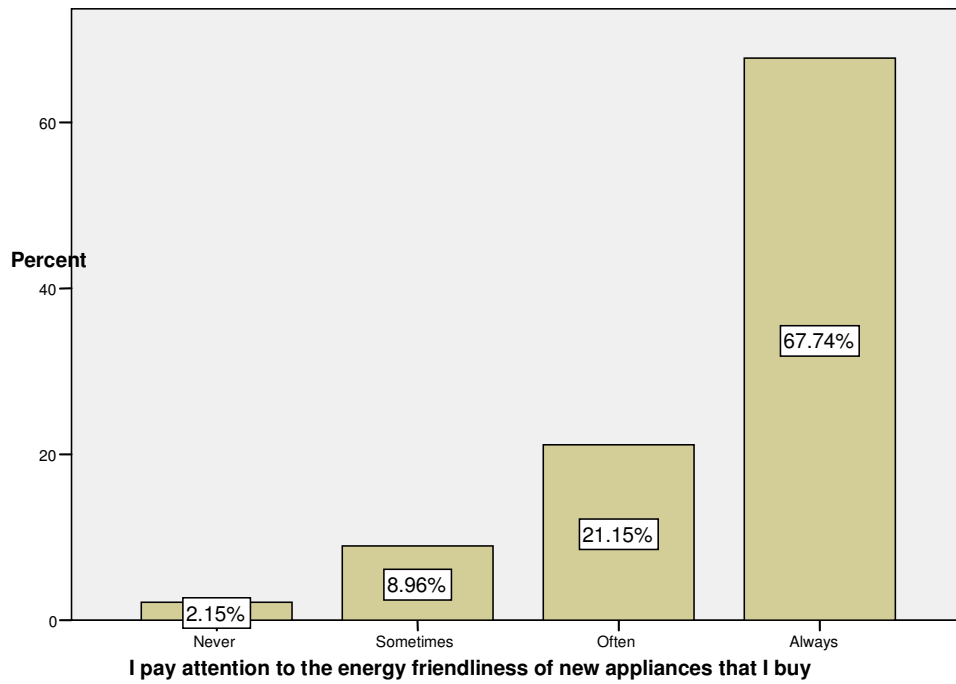


Figure 3.3.2 Closing curtains when dark outside

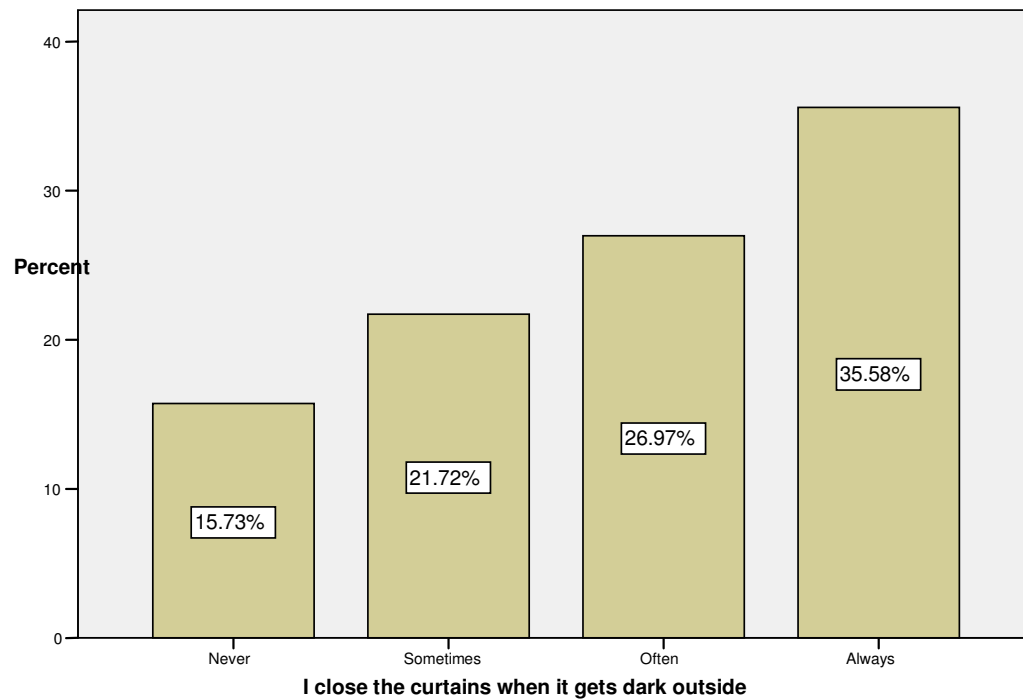


Figure 3.3.3 Lowering heater when nobody is in the room

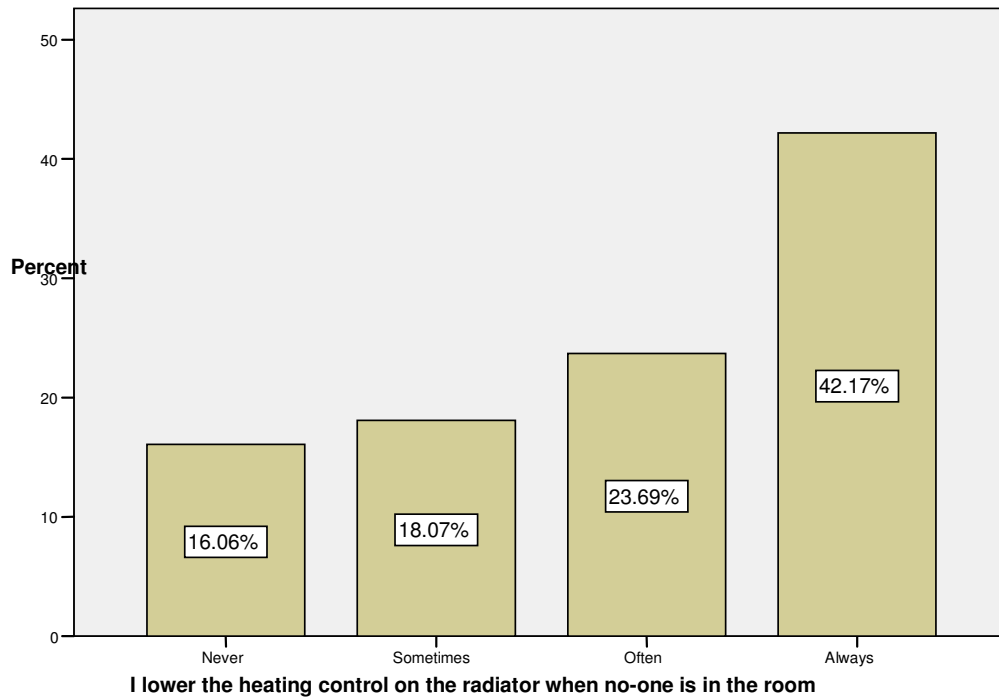
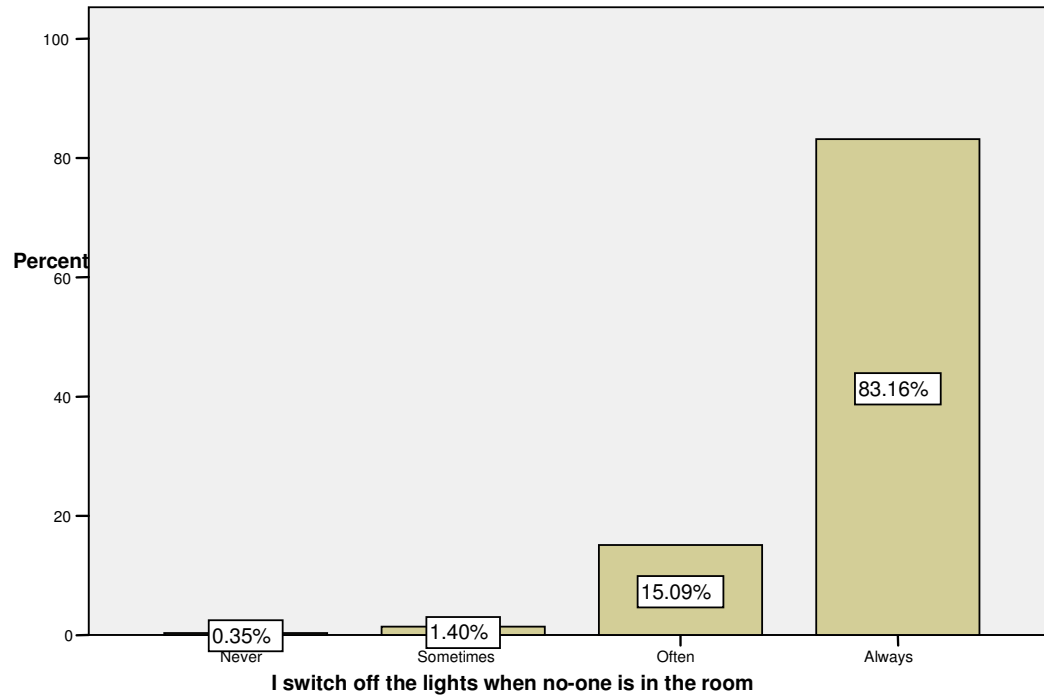


Figure 3.3.4 Switching off lights when nobody is in the room



SECTION 4: ATTITUDES TOWARDS THE RENOVATION PROJECT

4.1 General opinions about the project

- Overall, respondents have a very favorable attitudes towards the renovation project: 95% find it useful or very useful (*Table 4.1.1 and Figure 4.1.1*). Respondents who have opted for a full renovation are more positive about the project than those having opted for the partial renovation (A mean score of 4.61 vs 4.26 – significant t test for the difference)
- Also, respondents who would not invest in renovation if the project was not happening are less positive about the project than those who have either done it already or would do it (A mean score of 4.34 vs 4.66 – significant t test for the difference)
- They also estimate the level of support the project among their neighbors as being high: 74% think it is very strong and quite strong, while only 2% think it is quite or very low (*Table 4.1.2 and Figure 4.1.2*)
- They also generally think that the renovation will not be a big problem: 40% think it will not be a problem at all, 40% that it will not be too bad and only 12% express serious concerns (*Table 4.1.3 and Figure 4.1.3*). The respondents having opted for a full renovation are less worried about the perspective (A mean score of 4.09 vs 3.59 – significant t test for the difference)
- In interpreting these differences, however, it is important to note that the majority of respondents has opted for a full external renovation (88%) and only 12% for a partial external renovation (*Table 4.1.4 and Figure 4.1.4*)
- *Income, gender and age* do not make a difference in the distribution of answers

Table 4.1.1 Overall opinion about the renovation project

		<i>Frequency</i>	<i>Percent</i>
	<i>Not useful at all</i>	0	0
Valid	<i>Not useful</i>	2	.7
	<i>Neutral, no opinion</i>	13	4.5
	<i>Useful</i>	99	34.1
	<i>Very useful</i>	176	60.7
	Total	290	100.0
Missing		4	
Total		294	

Figure 4.1.1 Overall opinion about the renovation project

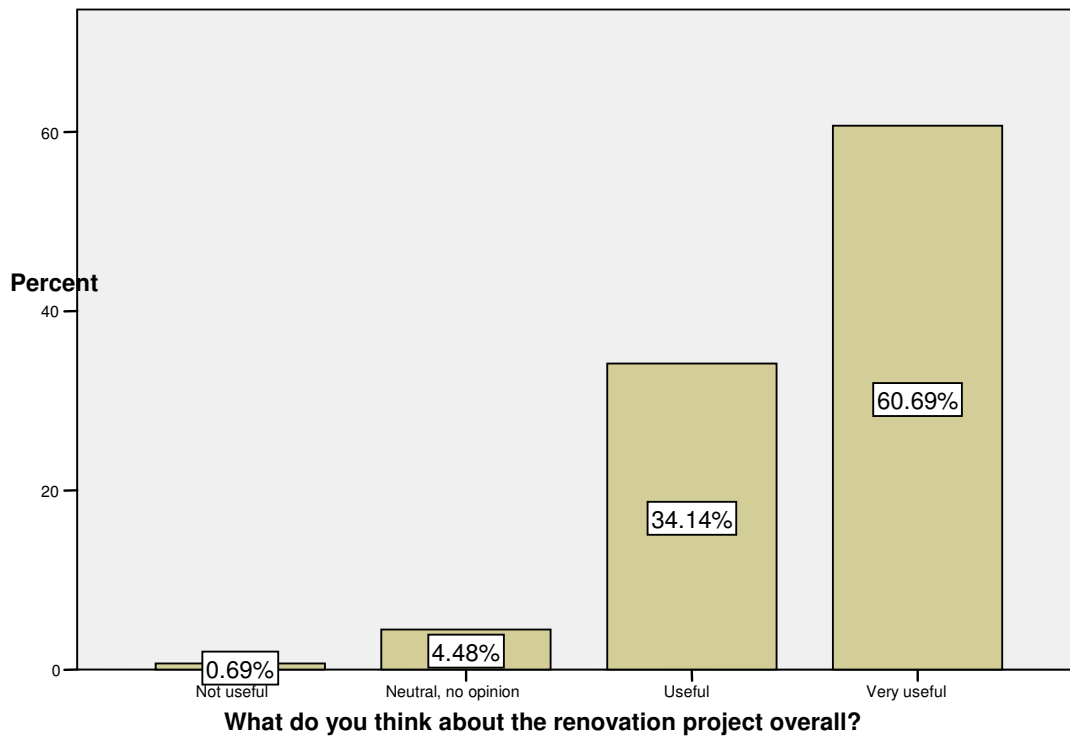


Table 4.1.2 Estimated overall level of support of the people living in the apartment block for the renovation project

		<i>Frequency</i>	<i>Percent</i>
Valid	<i>Very weak</i>	1	.3
	<i>Quite weak</i>	4	1.4
	<i>Moderate, neither strong nor weak</i>	70	24.1
	<i>Quite strong</i>	178	61.4
	<i>Very strong</i>	37	12.8
	Total	290	100.0
Missing		4	
Total		294	

Figure 4.1.2 Estimated overall level of support of the people living in the apartment block for the renovation project

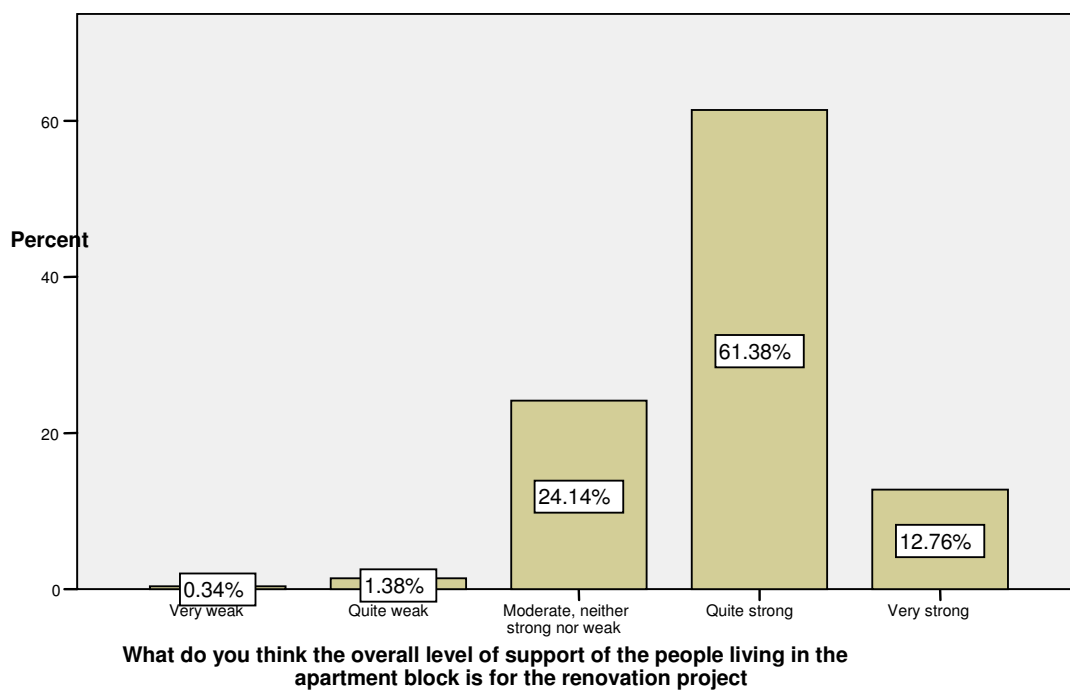


Table 4.1.3 Attitude towards the forthcoming renovation

		<i>Frequency</i>	<i>Percent</i>
Valid	<i>I'm not looking forward to it at all</i>	6	2.1
	<i>I'm not looking forward to it</i>	28	9.7
	<i>Don't know/No opinion</i>	32	11.0
	<i>It won't be too bad</i>	117	40.3
	<i>It will be no problem at all</i>	107	36.9
	Total	290	100.0
Missin g		4	
Total		294	

Figure 4.1.3 Attitude towards the forthcoming renovation

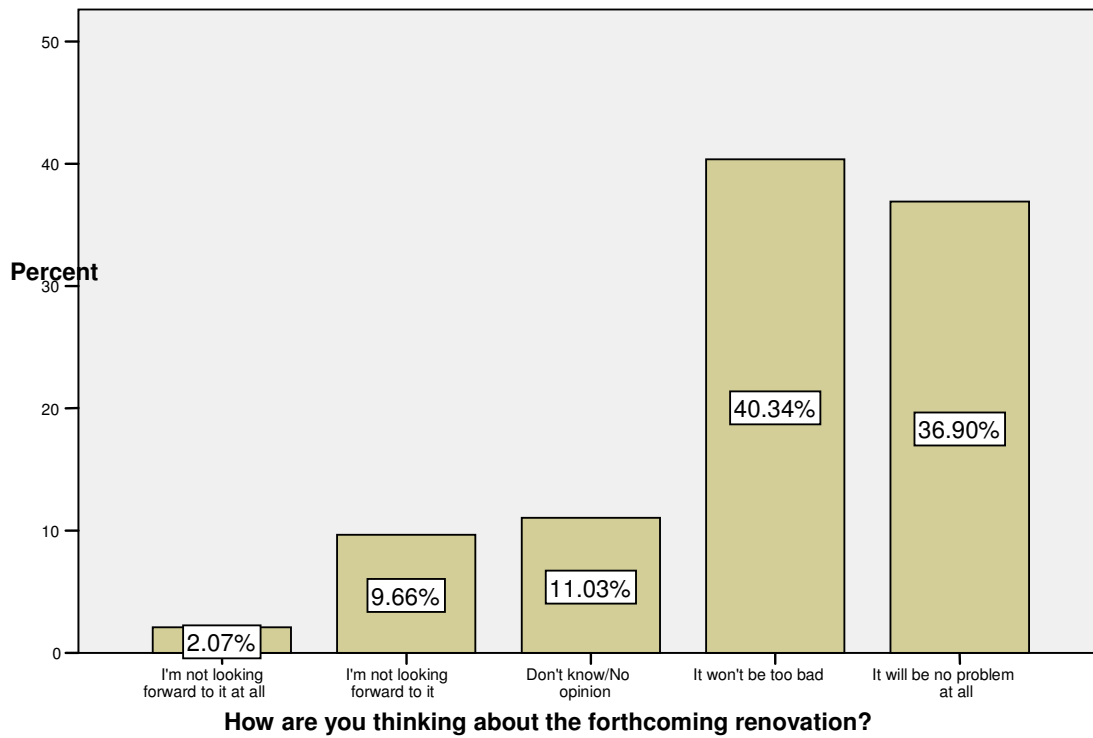
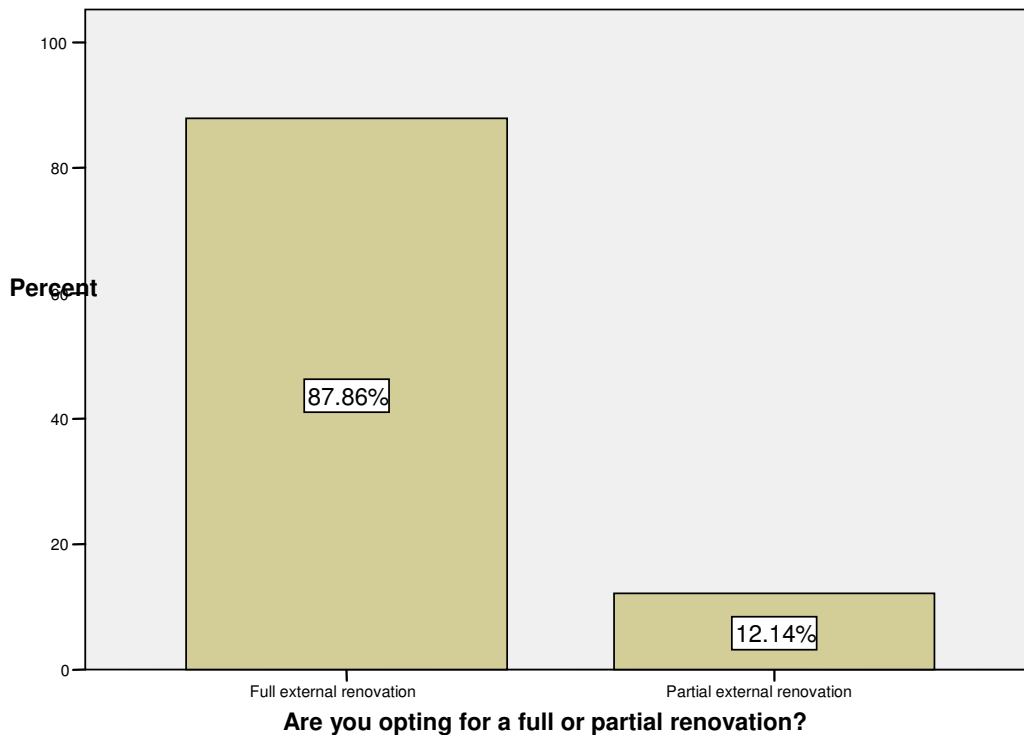


Table 4.1.4 Type of renovation

		<i>Frequency</i>	<i>Percent</i>
Valid	<i>Full external renovation</i>	246	87.9
	<i>Partial external renovation</i>	34	12.1
	Total	280	100.0
Missing	<i>Don't know</i>	12	
	<i>System</i>	2	
	Total	14	
Total		294	

Figure 4.1.4 Type of renovation



4.2 Opinions concerning information about the project

- Overall, respondents expressed positive evaluations regarding the information about the renovation project in what quantity, clarity and timeliness was concerned (*Tables and Figures 4.2.1 through 4.2.3*)
- 55 % thought the quantity of information was about right, 27 % evaluated it as either somewhat or far too little; 17 % thought it was somewhat or far too much (*Table 4.2.1 and Figure 4.2.1*)
- 71% found the information very clear and clear and only 12% considered it very unclear or unclear (*Table 4.2.2 and Figure 4.2.2*)
- 78% thought that information came right on time; only 10% considered it came (much) too early and 12 % that it came (much) too late (*Table 4.2.3 and Figure 4.2.3*)
- However, roughly half of the respondents would have appreciated more information regarding “Energy costs”, “Energy meters” and “Solar boilers” (*Table 4.2.4*)
- Almost one third of them would have wanted to know more about energy consumption and only 10% about comfort (*Table 4.2.4*)
- In addition, 12% of the respondents declared no further information would have been necessary (*Table 4.2.4*)

Table 4.2.1 Quantity of information

		<i>Frequency</i>	<i>Percent</i>
Valid	<i>Far too little</i>	23	7.9
	<i>Somewhat too little</i>	56	19.2
	<i>About right</i>	162	55.5
	<i>Somewhat too much</i>	48	16.4
	<i>Far too much</i>	3	1.0
	Total	292	100.0
Missin		2	

g			
Total		294	

Figure 4.2.1 Quantity of information

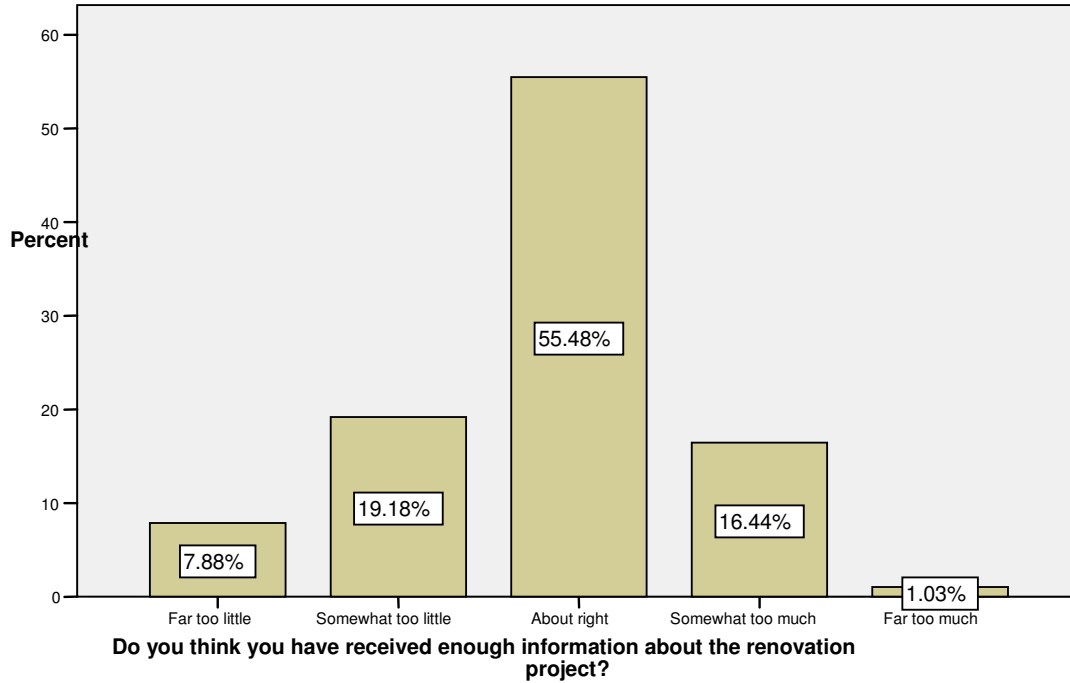
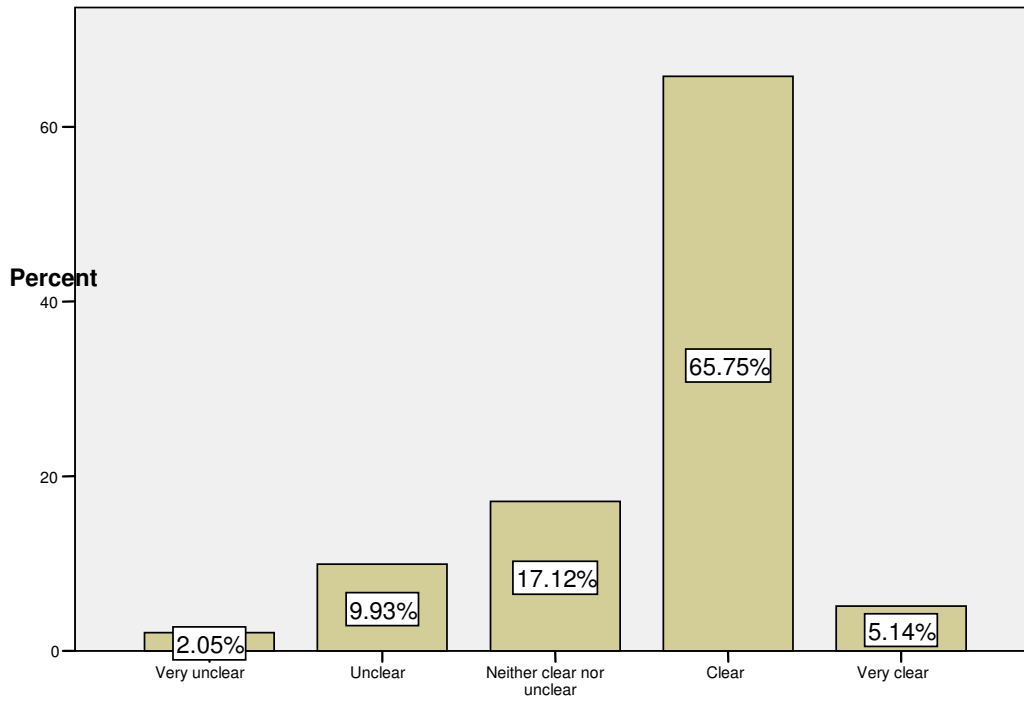


Table 4.2.2 Clarity of information

		<i>Frequency</i>	<i>Percent</i>
Valid	<i>Very unclear</i>	6	2.1
	<i>Unclear</i>	29	9.9
	<i>Neither clear nor unclear</i>	50	17.1
	<i>Clear</i>	192	65.8
	<i>Very clear</i>	15	5.1
	Total	292	100.0
Missing		2	
Total		294	

Figure 4.2.2 Clarity of information



Do you think that the information about the renovation is clear?

Table 4.2.3 Timeliness of information

		<i>Frequency</i>	<i>Percent</i>
Valid	<i>Much too late</i>	8	2.8
	<i>Too late</i>	27	9.4
	<i>Just at the right time</i>	224	78.3
	<i>Too early</i>	13	4.5
	<i>Much too early</i>	14	4.9
	Total	286	100.0
Missing		8	
Total		294	

Figure 4.2.3 Timeliness of information

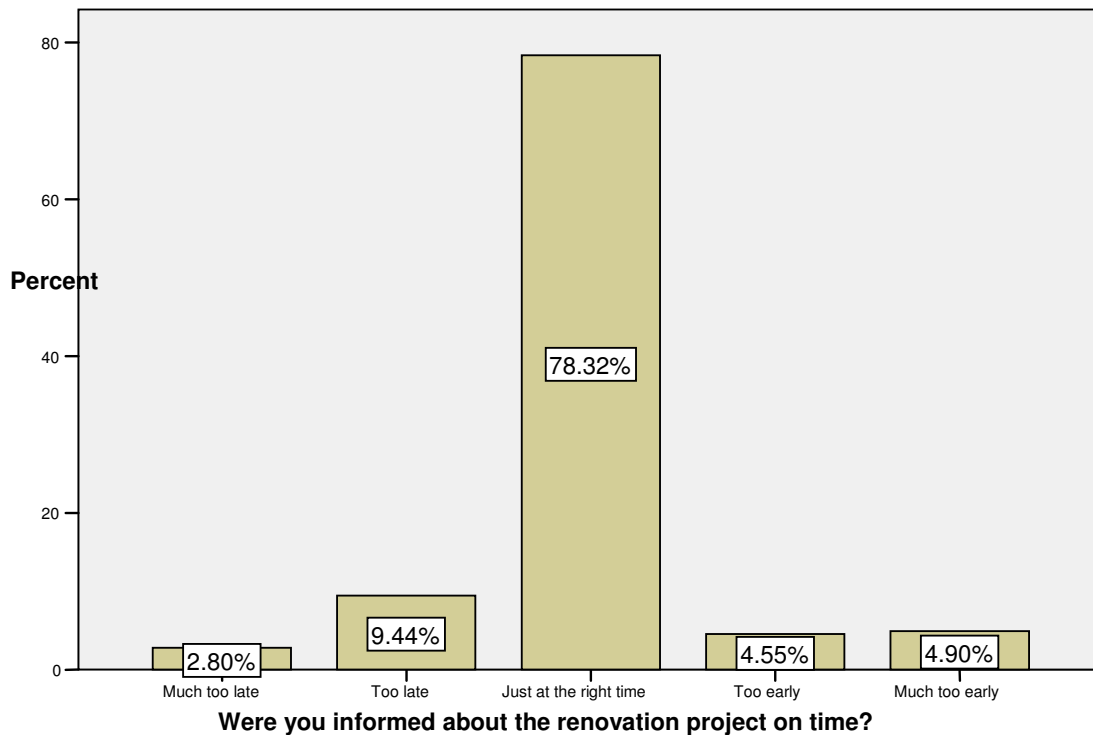


Table 4.2.4 Topics about which more information would have been needed

Topic	% of respondents who mentioned the topic*
Energy consumption	31
Energy costs	52
Energy meters	49
Solar boilers	49
Comfort	9
Other	0

*Multiple responses were allowed, percentages do not add up to 100% on the column

In addition, 12% of the respondents considered that no extra information was needed.

4.3 Post-renovation expectations

- The respondents are rather optimistic about the effects the renovation project will have on their bills: 92% expect to pay less or a lot less for heating; 90% expect to pay less or a lot less for hot water and 66% expect to pay less or a lot less for electricity (*Table 4.3.1*)
- Nearly a third of the respondents expect the electricity bill to remain unchanged and more than half don't expect the basic charge to change in any direction (*Table 4.3.1*)
- Less than 1% expect their bills to go up as a result of the renovation project (*Table 4.3.1*)

- Almost 83% consider that the value of their apartments will raise as a result of the renovation: more than half of the people expect a raise with more than 10% and 30% of them expect an raise in the value, but with less than 10% (*Table 4.3.2 and Figure 4.3.2*)
- Only 3% state that they think the value of the apartment will not raise, 15% do not know or have no opinion about this aspect (*Table 4.3.2 and Figure 4.3.2*)
- There is little agreement regarding the willingness to pay for improved energy efficiency: 40% of the respondents say they would not have made the renovation themselves. Half of the remaining 60% had already done the renovations and the other half just expressed the intention of doing so, even without Staccato. (*Figure 4.3.3*)

Table 4.3.1 Expectations about bills after the renovation

<i>Pay for...</i>	<i>A lot more (%)</i>	<i>More (%)</i>	<i>As much as now (%)</i>	<i>Less (%)</i>	<i>A lot less (%)</i>	<i>N</i>
...electricity	0.4	0.8	32.8	58.9	7.2	265
...basic charge	0.4	1.2	54.3	37.4	6.7	254
...heating	0.4	0.4	7.2	76.5	15.5	251
...hot water	0.4	0.8	10.3	68.3	20.2	252

Table 4.3.2 Expectations about the value of the apartment after the renovation

		<i>Frequency</i>	<i>Percent</i>
Valid	<i>Yes, rise more than 10%</i>	149	52.3
	<i>Yes, rise less than 10%</i>	86	30.2
	<i>No, it will not rise as a result</i>	9	3.2
	<i>Don't know/no opinion</i>	41	14.4
	Total	285	100.0
Missin g		9	
Total		294	

Figure 4.3.2 Expectations about the value of the apartment after the renovation

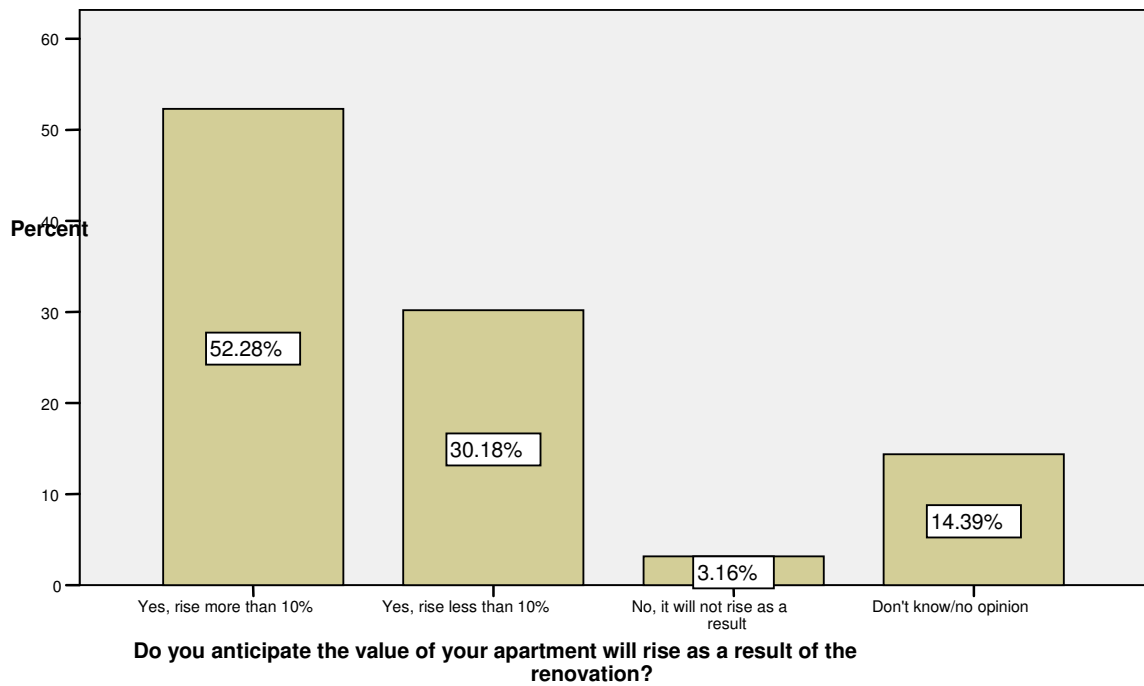


Figure 4.3.3 If the renovation project were not taking place, would you spend money on your apartment to improve its energy efficiency?

