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CERT Demonstration Action UK Park Homes

SCHEME REF: SSEN09132

Alba Report 21050

Appendix 7

PARK HOMES

OCCUPIER QUESTIONNAIRE

"PRE-IMPROVEMENT"

Cover Note***Read Before Commencing Interview.***

General rules for completing the questionnaire: the following interview / responses should be completed fully, in conjunction with the relevant occupier / owner of the park home. – Any information which the occupier is unsure of / or is unable to be physically checked / or is otherwise unavailable – should be highlighted on the form as “NOT KNOWN”

For Alba Personnel Use Only – To be inserted following completion of the questionnaire

Alba Project Reference Code :

Local Authority Area Code :

Priority Group Reference Code :

Questionnaire Completed By :

Date of interview:

Section 1: General Information

Note to Interviewer :

The initial information required - is intended to get the tenants comfortable with the interviewer and to encourage response to the basic style of the questions

1.1 The Site Name where Park Home Ref is located :

Interviewer to record full details of the park home site and management contact details

1.2 The Park Home Address :

Interviewer to record full address details for the individual park home

1.3 The Park Home Manufacturer :

Interviewer to record the manufacturer i.e. Tingdene / Homeseeker etc

1.4 The Park Home Model / Style :

Interviewer to record the model / style(e.g. villa / lodge) and also the Model No if known.

1.5 The Park Home Age :

Interviewer to record the date constructed / installed on-site

1.6 Length of Time Occupiers have Lived at Current Address

Interviewer to record how long current occupiers have lived in the Park Home and also to determine any previous occupier history - if known.

Section 2: Park Home Owner / Occupier Information

2.1 The Total Number of Occupants residing full time / part time in household :

Interviewer to record no of adults / children residing in park home on a full time or part time basis.

2.2 The Age(s) of Occupants :

Interviewer to repeat for each person (where occupier is in agreement) otherwise general Classifications to be used i.e. : age below 55, below 60, between 60 and 75 and over 75.

In order to identify / confirm “priority group” status -the interviewer should record any qualifying benefits that the occupier(s) may be in receipt of - for each full time occupant residing within the park home.

2.3 Occupant 1 is in receipt of the following benefits / credits / pensions

Interviewer to repeat if more than 1 adult residing full time i.e. Occupant 2, Occupant 3...

2.4 Are there any animals living within the park home ?

Interviewer to record type of animal

Section 3: UTILITIES INFORMATION

Space Heating Information

3.1 The Primary / Main Fuel Type used in Space Heating is:

Interviewer to specify if oil / gas / coal / other

3.2 The primary space heating fuel is supplied in the form of:

Interviewer to establish the method of fuel delivery and storage for the park home e.g. i.e. LPG Bottled Gas / LPG Tank / Oil Tank / Coal etc

Hot Water Heating Information

3.3 The method(s) of heating water :

Interviewer to specify systems and use e.g. Boiler for Central heating / Electric shower etc

Boiler Information

3.4 The Boiler Type & Location :

Interviewer to specify type and if located internally / externally

3.5 The Boiler Make, Model Number and Age

Interviewer to record the manufacturer, model and age

Heating System Controls

Interviewer to record what, if any, heating controls / internal provisions there are in relation to space heating appliances within the park home

3.6 Does the Park Home have radiators :

If Yes – record how many in total and break down by size and room location

3.7 Do the radiators have TRV's:

If yes – Record what the general settings are – repeat for each room

3.8 Are there any appliance thermostats:

If Yes – Please specify what type, what appliance and temperature settings

3.9 Are there any thermostats located elsewhere in park home that are linked to space heating appliances?

Interviewer to specify type and use

*Space Heating Usage**Interviewer to record and quantify how the space heating system is (typically) used by occupiers***3.10 How many months per year is the space heating used ?***Interviewer to record time of year and no of months e.g. Oct to April – 7 months***3.11 The typical daily space heating Pattern of the park home in Winter would be:****AM:****PM:***Interviewer to record heating on / off times and establish total no of hours that space heating is on during typical 24 hour day in winter***This Pattern would continue for the period:***Interviewer to record number of months***3.12 The typical daily space heating Pattern of the park home in Summer would be:****AM:****PM:***Interviewer to record heating on / off times and establish total no of hours that space heating is on during typical 24 hour day in summer.***This Pattern would continue for the period:***Interviewer to record number of months**Secondary Heating Devices:**Interviewer to record any additional / secondary / auxiliary space heating devices used in the park home***3.12 a Are any auxiliary space heating devices used in the park home:***If Yes – Interviewer to record; Fuel Type, Manufacturer, Model, Energy Rating / Usage, location within the Park home and reason for use e.g. drying clothes / increase internal temperatures within living space etc.*

Household Appliances / Electrical Consumption

Cooking Appliance

3.13 Type of Oven:

Make / Model No:

Please specify Gas / Electric / other

3.14 The no of times the oven is used per week:

3.15 Type of Hob

Make / Model No:

Please specify Gas / Electric / other

3.16 The no of times the hob is used per week:

Refrigeration

3.17 Is there a refrigerator :

Please specify location / model type / size

White Goods

3.18 Is there a washing machine in the park home: Yes / No

If yes please complete Model type / energy rating

3.19 In a typical week, the Washing Machine would be used:

Interviewer to complete no of washes per week

3.20 Is there a tumble drier in the park home: Yes / No

If yes please complete Model type / energy rating

3.21 In a typical week, the tumble dryer would be used:

Interviewer to complete no of times tumble drier used per week

3.22 Is there a dishwasher in the park home: Yes / No:

If yes please complete Model type / energy rating

3.23 In a typical week, the dishwasher would be used:

Interviewer to complete no of times dishwasher used per week

Additional Electrical Appliances – Interviewer to complete the following when in park home and add other items to table as necessary

Appliance eg	How Often Used Per Week						
	1	2	3	4	5	6	7
TV							
Hi-Fi's / Radios							
Hairdryer							
Microwave							
SKY Box							
Electric Iron							
Computer							
Kettle							
Video / DVD Recorder							
Ventilation Fans							
Electric Blanket							
Lighting							
Power Tools							
Others: (specify)							

General Lifestyle Questions

3.24 No of Bathrooms in the park home :

3.25 No of Sinks :

3.26 No of W/C's :

3.27 No of baths :

3.28 No of Showers :

NB : *For each shower please specify – Type (ie electric) and model no / rating*

Approx usage

3.29 The no of times the shower is used per week:

3.30 The no of times the bath is used per week:

The interviewer to record any additional General Lifestyle observation, which relate to the owner / occupier that may impact directly on the energy efficiency of park home e.g. -

3.31 General observations

- (a) Typical no of hours per day / week that occupiers are present in their park home.**

- (b) Typical use of Opening lights / and doors for additional ventilation.**

- (c) Typical use / pattern of working with computer or other electrical equipment**

- (d) Special needs that demand additional heating / washing etc.**

- (e) Regular visits / additional occupation by others**

- (f) A.N.O.**

Utility Supplier Information

Interviewer to record utility supplier information. NB: Alba letter to supplier to be shown and to be signed / co-signed.

3.32 The primary space heating fuel supplier is:

Interviewer to record utility supplier information. To Include Company Name, Address + Contact

3.33 The electricity supplier is:

Interviewer to record utility supplier information. To Include Company Name, Address + Contact

Note to Interviewer: If Utilities are supplied to occupiers via the site facilities management then ensure that all information relating to the Park Site Owner / Manager is recorded.

Utility Cost Information - Historical Consumption Data (to cover minimum period of previous 24 months if possible)

Fuel:

3.34 Fuel Type:

3.35 Fuel Cost: Breakdown

Breakdown: Specify if cost is monthly / weekly / annual

Any additional information in terms of delivery schedules (present or historical would also be helpful to collate)

Electricity:

3.36 Cost: Breakdown

Breakdown: Specify if cost is monthly / weekly / annual

FINAL SECTION:

Complete on Blank Pages if Necessary:

Allow the tenants to comment - and record any aspects of the park homes which they think are poor in terms of thermal comfort or energy efficiency, such as condensation, ventilation, drafts etc.

- End of Questionnaire -

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