



**GREEN DEAL ASSESSMENTS**  
**Final QUESTIONNAIRE 12.02.14**  
**DEC15348**  
**JN 272.169.01470.1**

The Green Deal is a scheme that can help you make energy-saving improvements to your home or business, for example:

- Insulation - e.g. solid wall, cavity wall or loft insulation
- Heating
- Draught-proofing
- Double glazing
- Renewable energy generation - e.g. solar panels or heat pumps

It starts with a Green Deal assessment that establishes what energy-savings improvements could be made to a home and how much a typical household might save in energy bills by doing so. The assessor collects information about the house (number of rooms, existing insulation, etc.) and how energy is used in the home (use of central heating, etc.).

If you decide to install the improvements identified in the assessment you can choose to pay for them using a special financing arrangement developed for the Green Deal. This enables you to make energy-saving improvements without having to pay all the costs in advance. You have to pay back the cost of the improvements over time because the Green Deal finance is a loan, not a grant. However, the savings on your energy bills after you've made the improvements should cover the repayment of the loan. You can also choose to pay for any measures yourself at the time of the work

As part of this mystery shopping research exercise, shoppers arrange to have Green Deal (GD) assessments carried out by different advisors.

You may also be selected to receive a visit from a CADS surveyor who will check information reported by the GD Advisors. The questionnaire for your CADS assessment will be relatively short and will capture key verification information only.

Please do not guess any details about your property and ensure the information supplied is accurate. You will only need to complete details about your property for Stage 1 of the questionnaire on your first assessment. For subsequent assessments the questionnaire will route you to Stage 2. Please follow the questionnaire accordingly

**Stage 1**

**Details about your property**

X-0	Is this your first Green Deal assessment for this project? <b>Yes will route to 0-0</b>	<b>Yes</b> Go to 0-0 and complete details about your property, you only need to do this for your first assessment		<b>No, I have already completed one of these and already provided details about my property</b>							
X-1	Is this your fifth assessment for this project? <b>Yes will route to A1-9</b> <b>No will route to A1-0</b>	<b>Yes, this is my 5<sup>th</sup> assessment which is being carried out by CADS HS Surveyor</b> Go to QA1-9		<b>No</b> Go to Stage 2 of this questionnaire (QA1-0)							
0-0	Do you own your property?	Owner		Tenant							
0-1	What type of property do you live in?	1	House Semi-detached								
		2	House Mid Terrace								
		3	House end of Terrace								
		4	House detached								
		5	Flat, Maisonette or Tenement								
0-1x	Has your property been extended?	Yes		I do not know		No					
0-1a	How many floors is your property?	One		Two		Three		Other Please explain			
0-1b	Construction of property Please do not guess and ensure the information supplied is accurate	Stone		Brick		Timber frame		Other Please explain		Do not know Please explain	
0-2	What is the estimated age of your property?	1	Pre 1900								
		2	1900-1929								
		3	1930-1949								
		4	1950-1966								
		5	1967-1975								
		6	1976 – 1982								
		7	1983 – 1990								
		8	1991 – 1995								
		9	1996 – 2002								



		10	2003 – 2006				
		11	2007 onwards				
0-3	Which of the following areas is your property located in?	1	Urban				
		2	Suburban				
		3	Rural				
0-4	What is the size of your property?	1	Under 2000 sq. ft./ 185.81 sq. meter				
		2	Over 2000 sq. ft./ 185.81 sq. meter				
0-5	What Region do you live in? <b>If Wales go to 0-7</b>	1	Wales				
		2	England				
0-6	FOR SHOPPERS WHO LIVE IN ENGLAND Please confirm what region within England you live in?	1	London				
		2	South East				
		3	South West				
		4	Midlands				
		5	North				
0-7	Please provide your House number and/or name	✍ Please comment					
0-8	Please provide your Street/Road name	✍ Please comment					
0-9	Please provide your City or Town name	✍ Please comment					
0-10	Please provide your Post Code	✍ Please comment					
0-11	Do you consent for your address details to be passed onto The Department of Energy and Climate Change and CADS? <b>Please do not accept this visit if you do not want this to happen.</b>	Yes		No ✍ Please comment			
0-11a	How many rooms does your property have including bedrooms, lounge, dining room, study etc. but <b>excluding bathrooms?</b>	✍ Please provide number					
0-11b	How many bathrooms do you have?	✍ Please provide number					
0-12	Does your property have any of the following types of insulation?  <b>If yes please explain</b>  Most modern houses are built with Solid Wall Insulation that is installed at the time of construction. Solid Wall insulation typically comprises solid pieces of foam that are inserted in to the cavity between the inner and external brickwork  Cavity wall insulation is used to reduce heat loss through a cavity wall by filling the air space with material that inhibits heat transfer	1	Solid Wall	Yes ✍ Please explain	No	Do not Know	
		2	Cavity wall insulation	Yes ✍ Please explain	No	Do not Know	
		3	Loft insulation	Yes ✍ Please explain	No Route to 0-12B	Do not Know Route to 0-12B	
0-12a	What is the thickness of your current loft insulation?	1	99 mm or less				
		2	100mm				
		3	200mm				
		4	300mm				
		5	Other ✍ Please comment				
0-12b	Does your property have any of the following draught proofing?	1	Windows	Yes, All	Yes, Some	No	
		2	Doors	Yes, All	Yes, Some	No	
		3	Other	Yes ✍ Please comment		No	
0-13	How was the following draught proofing installed?  <b>If 'Other' please explain</b>	1	Windows	Self-installed	Professionally installed	Installed before I brought the house	Does not apply to me
		2	Doors	Self-installed	Professionally installed	Installed before I brought the house	Does not apply to me



		3	Other	Self- installed ✍ Please comment	Profession ally installed ✍ Please comment	Installed before I brought the house ✍ Please comment	Does not apply to me	
0-14	Does your property have double glazing?	Yes, the property is fully double glazed		Yes, the property is partially double glazed		No		
0-15	What type of heating do you have in your home?	Gas		Electric		Other ✍ Please explain		
0-15a	How many radiators/heaters do you have? If more than 10 please state how many you have	1						
		2						
		3						
		4						
		5						
		6						
		7						
		8						
		9						
		10						
		More than 10 ✍ How many?						
0-16	Please provide the year of installation for the heating – Record date in full – e.g. record 9 <sup>th</sup> August 2013 as 09/08/2013 Give an estimate if exact date not known							
0-17	Do you have a boiler? If 'No' go to 0-19	Yes		No, I have other means of heating Go to 0-19				
0-17a	What make and model is your boiler For example: Worcester, Combi, Greenstar 24i Junior	✍ Please comment						
0-18	How old is your boiler?	Less than 1 year old						
		1 year old - 3 Years old						
		4 years old – 7 years old						
		8 years old – 10 years old						
		More than 10 years ✍ How many? I do not know						
0-18a	How many months in a year do you turn your heating on to heat the house? Please provide an estimate	✍ How many months?						
0-18b	Is your house warm enough in the mornings with the heating on?	Yes		No ✍ Please explain				
0-18c	Is your house warm enough in the evenings with the heating on?	Yes		No ✍ Please explain				
0-19	Does your property have any renewable energy generation - e.g. solar panels or wind turbine?	1	Solar Panel		Yes	No		
		2	Wind turbine		Yes	No		
		3	Heat Pump		Yes	No		
		4	Biomass boiler		Yes	No		
		5	Other		Yes ✍ Please explain	No		
0-20	Do you use energy efficient bulbs in your home	Yes Throughout the property		Yes in some of the rooms		No		
0-20a	How much was your last annual electricity bill? N.B. If you receive quarterly bills it should state on the bill your annual spend if not please estimate.	✍ Please write the figure in pounds and pence						



0-20b	How much was your last annual gas bill? N.B. If you receive quarterly bills it should state on the bill your annual spend. If not please estimate	<b>✍ Please write the figure in pounds and pence</b>					
<b>Details about you</b>							
0-21	How old are you?	1	Under 25				
		2	25-35 years				
		3	36-45 years				
		4	46- 55 years				
		5	56-65 years				
		6	66 years or over				
0-21a	Are you in receipt of any of the following benefits? <b>We need to know this information so we can establish if you may be eligible for any financial help in relation to the green deal and energy assessments on your property.</b>	1	Pension Credit				
		2	Child Tax Credit				
		3	Income Support				
		4	Income based Job seekers allowance				
		5	Working Tax Credit				
		6	Other ✍ Please explain				
		7	No – I do not receive any of these benefits				
0-21b	What is your annual household income?	Less than £10,000					
		£10,000 - £14,999					
		£15,000 - £17,999					
		£18,000 - £23,999					
		£24,000 - £25,999					
		£26,000 - £39,999					
		£40,000 - £59,999					
		£60,000 - £79,999					
		£80,000 - £99,999					
£100,000 or more							
0-21c	How many people live in your property including children?						
0-21d	Do you live in a conservation area?	<b>Yes</b> ✍ Please explain			No		
<b>Stage 2</b>							
<b>The Green Deal assessment booking</b>							
<b>This section relates to your interaction with the Green Deal organisation that you rang for an appointment. This does not relate to the call you made to The Energy Saving Advice Service Line (ESAS).</b>							
A1-0	Were you able to fully complete your mystery shopping assignment as described in your Coversheet and briefing notes? <b>If NO, please explain what happened.</b>	I was able to FULLY complete the assignment		No, the assignment encountered difficulties ✍ Please explain			
A1-1	Please provide the telephone number you called (for the Green Deal Assessment Organisation)?						
A1-2	Did you have to make more than one call to make an appointment?	Yes I had to make more than one call ✍ Please explain	No I was able to make an appointment on the first call	No I had to wait for a call back ✍ Please explain	I was told to apply online ✍ Please explain		
A1-3	Excluding engaged attempts; how many attempts did you make to get through? Remember to leave 30 minutes between attempts. You must wait 10 minutes following your IVR selection before terminating the call	1	2	3	No answer on the 3rd attempt <b>Contact GfK for guidance</b>		
A1-4	Date of your successful call (when you got through to make the appointment booking) – Record date in full – e.g. record 9 <sup>th</sup> January 2014 as 09/01/2014.						
A1-5	What day of the week did you make the telephone call?	Mon	Tue	Wed	Thu	Fri	Sat
A1-6	In what time bracket did you make the telephone call?	Morning 09:00-11:29		Lunch-time 11:30-14:29	Afternoon 14:30-17:00		
A1-7	What time did you make the call? – Use 24-hour clock e.g. 15:05						
A1-8	What time did the call end? – Use 24-hour clock e.g. 15:30						
A1-9	Please confirm the type of assessment organisation that you telephoned to arrange a visit to your property for a Green Deal assessment (this will be on your coversheet)	1	<b>Green Deal organisation from the list provided by The Energy Saving Advice Service Line (ESAS)</b>				



	If you need a CADS assessment GfK will call you. Only select option 2 if this happens	2	<b>CADS HS Surveyor Route to 11-0</b>		
		3	<b>Other / Please explain</b>		
A1-10	Please provide the name of the Accredited Green Deal organisation that you contacted from the list supplied by ESAS who then carried out your Green Deal assessment?	<b>/ Please Comment</b>			
<b>Initial Contact</b>					
2-0	Did the adviser say 'How can I help you' or something similar? e.g. 'Can I be of assistance?', 'What can I do for you?', 'Can I help?', etc.	Yes	No		
2-1	Was the greeting <b>clear and easy to hear</b> ? I.e. The greeting should not be rushed or mumbled, you should be able to hear the full greeting, including the name of the adviser (if given).	Yes	No		
<b>Appointment Booking</b>					
3-0	Were you able to book a face to face appointment with a Green Deal advisor to carry out the assessment via the call centre you called? If No; why not? <b>Yes will route to 3-3</b>	Yes <b>Go to 3-3</b>	No <b>/ Please explain</b>		
3-1	Did an adviser call you back to arrange the assessment?	Yes	No		
3-2	When you called back / received a call back; did you have to explain your enquiry again?	Yes	No		
3-3	Did the adviser offer you a choice of dates and times for your face to face appointment in order for an assessment to be carried out?	Yes	No		
3-4	When was the first appointment available	0-5 working days	6-10 working days	10-15 working days	More than 16 working days <b>/ Please explain</b>
<b>Responsibility &amp; Resolution – At any point during your call ...</b>					
4-0	Were you told the charge for the assessment? <b>If Not told go to 5-0</b> <b>Please explain your answer</b>	Yes, the call handler told me <b>/ How much and method of payment</b>	No but I was told the Green Deal advisor would inform me of any charges <b>/ Please explain</b>	I was told there was no charge	Not told <b>Go to 5-0</b>
4-1	Were you told this charge would have to be paid upfront at the time of making the booking? <b>Please explain your answer</b>	Yes <b>/ please explain</b>	No <b>/ I was told I could pay the advisor on the day</b>	I was told the fee would only be payable if I did not proceed with recommended measures <b>/ please explain</b>	
4-2	Were you told that a charge would be refunded if you went ahead and undertook the work? <b>Please explain your answer if yes</b>	Yes <b>/ please explain</b>	No		
<b>Overall</b>					
5-0	Overall, how would you rate the call in terms of quality of information during booking? Only consider the quality of the information given against the scenario profile – ignore all other elements of the call (i.e. holds / transfers / soft skills of call handler/s). Please explain your answer				
	<b>Very Good /</b>	<b>Quite Good /</b>	<b>Average /</b>	<b>Quite Poor /</b>	<b>Very Poor /</b>
5-1	Overall, how would you rate the call in terms of the customer service provided to you, had you been a genuine customer, potential customer, or user of the service? Please explain your answer				
	<b>Very Good /</b>	<b>Quite Good /</b>	<b>Average /</b>	<b>Quite Poor /</b>	<b>Very Poor /</b>
5-2	Overall, how would you rate the call in terms of the helpfulness of the call handler? Please explain your answer				
	<b>Very Good /</b>	<b>Quite Good /</b>	<b>Average /</b>	<b>Quite Poor /</b>	<b>Very Poor /</b>
5-3	<b>If you could improve one thing about booking the appointment, what would it be?</b>				<b>/ Comment</b>
5-4	Did the Green Deal organisation attempt to do the assessment over the telephone or online instead of visiting your home?	<b>Yes they tried to arrange to do it over the</b>	<b>Yes they tried to arrange to do it online</b>	<b>No they arranged to visit my property</b>	



		<b>telephone</b> ✍ <b>Please explain</b>	<b>Please explain</b>	
5-5	What date was your appointment by an accredited Green Deal advisor booked in for? Record date in full – e.g. record 9th August 2014 as 09/08/2014			
5-6	Were you told the name of the Green Deal accredited advisor?	<b>Yes full name</b> ✍ <b>Please provide name given</b>	<b>Yes partial name</b> ✍ <b>Please provide name given</b>	<b>I was told the assessor would ring me to arrange</b> <b>No</b>



<b>STAGE 3</b>									
<b>The day of your Green Deal assessment</b>									
6-0	Date of your Green Deal assessment visit– Record date in full – e.g. record 9 <sup>th</sup> August 2014 as 09/08/2014.								
6-1	What day of the week did your Green Deal assessment take place?	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
6-2	In what time bracket did the assessment take place?	Morning 09:00-11:29		Lunch-time 11:30-14:29		Afternoon 14:30-17:00		Evening After 17:01	
6-3	Did the advisor arrive on time?			Yes			No ✍ <b>Please Comment</b>		
6-4	Please provide the name of the Green Deal advisor who carried out the assessment at your property								
6-5	Did the advisor show you their Identification Card on arrival			Yes without prompting		Yes but I had to prompt to see it		No I was not able to see any ID even after prompting ✍ <b>Please Comment</b>	
6-6	Did the advisor explain the inspection process?			Yes ✍ <b>Please Comment</b>			No		
6-7	Did the advisor explain how long they would be at your property			Yes ✍ <b>Please Comment</b>			No		
<b>The inspection by the Green Deal advisor</b>									
Some of this information may have already been pre-populated based on the information you have already provided or the Green Deal organisation may have on their data base but they should still confirm the following details about your property.									
<b>General details of your assessment</b>									
7-0	How long did the Green Deal advisor spend at your home in total? <b>Please write in hours and minutes</b>			(HH-MM)					
7-1	How long did the Green Deal advisor spend undertaking the physical assessment of the property? <b>Please write in hours and minutes</b>			(HH-MM)					
7-2	Approximately how long did the advisor spend talking to you about your energy use and the Green Deal? <b>Please write in hours and minutes</b>			(HH-MM)					
7-3	Did the advisor go into all rooms in the house (including the loft if applicable)?			Yes			No		
7-4	Did the advisor ask about the number of occupants in the dwelling (on average for most the year)?			Yes			No		
7-5	Did the advisor ask about the number of showers per day in total including all occupants?			Yes			No		
7-6	Did the advisor ask about the number of baths per day in total including all occupants?			Yes			No		
7-7	Did the advisor ask about the room thermostat temperature?			Yes			No		Do not have one
7-8	Did the advisor ask about the number of hours the house is heated on a normal day when the heating is on?			Yes			No		
7-9	Did the advisor ask about the number of hours the house is heated on the weekends?			Yes			No		



7-10	Did the advisor ask about the percentage of time the dryer is used to dry your laundry?	Yes		No	I do not have a dryer	
7-11	Did the assessor confirm you have the following appliances?	Shower	Yes by asking me	By their own inspection	No	
		Fridge	Yes by asking me	By their own inspection	No	
		Freezer	Yes by asking me	By their own inspection	No	
		Washing machine	Yes by asking me	By their own inspection	No	
		Other	Yes by asking me	By their own inspection	No	
7-12	Did the advisor ask about the fuel used for cooking? E.g. gas, electric	Yes ✍ Please Comment		No		
7-13	Did the advisor ask if you had any unusual energy use items? For example portable heaters, Dehumidifiers etc.	Yes ✍ Please Comment		No		
7-14	Were you asked if you own your property?	Yes		No		
7-15	Were you asked how many floors is your property?	Yes	No	The advisor inspected this themselves		
7-16	Were you asked what material was the construction of your property?	Yes	No	The advisor inspected this themselves		
7-17	Were you asked what the age of your property is?	Yes	No	The advisor estimated this themselves		
7-18	Were you asked the size of your property?	Yes	No	The advisor estimated this themselves		
7-19	Were you asked how many rooms your property has? This figure should <b>exclude bathrooms</b> .	Yes	No	The advisor inspected this for themselves		
7-20	Were you asked how many bathrooms you have?	Yes	No	The advisor inspected this for themselves		
7-21	Were you asked if your property has any of the following types of insulation? <b>If yes please provide year of installation</b>	1	<b>Solid Wall</b>	Yes	No	The advisor inspected this for themselves
		2	<b>Cavity insulation</b>	Yes	No	The advisor inspected this for themselves
		3	<b>Loft insulation</b>	Yes	No	The advisor inspected this for themselves
7-22	Were you asked if your property has draught proofing?	Yes	No	The advisor inspected this for themselves		
7-23	Were you asked if your property has double glazing?	Yes	No	The advisor inspected this for themselves		
7-24	Were you asked what type of heating you have in your home?	Yes	No	The advisor inspected this for themselves		
7-25	Were you asked how many radiators/heaters you have?	Yes	No	The advisor inspected this for themselves		
7-26	Were you asked if you have a boiler?	Yes	No	The advisor inspected this for themselves		
7-27	Were you asked how old your boiler is?	Yes	No	The advisor inspected this for themselves		
7-28	Were you asked if your property had any renewable energy generation technologies- e.g. solar panels or heat pumps?	1	<b>Solar Panel</b>	Yes	No	The advisor inspected this for themselves



		2	Heat Pumps	Yes	No	The advisor inspected this for themselves
		3	Wind turbine	Yes	No	The advisor inspected this for themselves
		4	Biomass boiler	Yes	No	The advisor inspected this for themselves
		5	Other	Yes ✍ Please explain	No	The advisor inspected this for themselves
7-29	Were you asked if you use energy efficient bulbs in your home?	Yes		No		The advisor inspected this for themselves
7-30	Are there any other questions the advisor asked about your property?	Yes ✍ Please explain			No	
<b>Details about you</b>						
8-1	Were you asked how old you are?	Yes			No	
8-2	Were you asked if you are in receipt of any benefits?	Yes			No	
8-3	Were you asked how many people lived in the property?	Yes			No	
8-4	Please summarise what areas of the property the advisor inspected and if they asked you other questions not covered in this section	✍ Please comment				
8-5	Did the advisor ask to see any other information/documentation such as a FENSA certificate for your double glazing?	Yes ✍ Please explain			No	
8-6	Did the advisor ask if you had an energy performance certificate?	Yes ✍ Please explain			No	
8-7	Were you asked for any electricity bills?	Yes ✍ Please explain			No	
8-8	Were you asked for your gas bills?	Yes ✍ Please explain			No	
8-9	Were you asked if you lived in a conservation area?	Yes ✍ Please explain			No	
<b>Improvements and finance</b>						
9-1	Did the advisor say that they would provide a Green Deal Advice Report for you?	Yes to follow by email/post ✍ Please explain			No	
9-2	Did the advisor say they would produce an energy performance certificate/EPC for you?	Yes to follow by email/post ✍ Please explain			No	
9-3	Did the advisor describe the different types of energy saving improvements you could make?	Yes ✍ Please explain			No	
9-4	Did the advisor explain the benefits of these improvements?	Yes ✍ Please explain			No	
9-4a	Did the adviser explain to you the limitations of the improvements?	Yes ✍ Please explain			No ✍ Please explain	
9-5	What kind of improvements were in the package that the advisor first recommended? (select all that apply)	New boiler		Yes	No	
		Loft insulation		Yes	No	
		Cavity wall insulation		Yes	No	
		Floor insulation		Yes	No	



		Solid wall insulation	Yes	No
		Solar panels	Yes	No
		Other (specify)	Yes ✍ Please comment	No
9-6	Did the advisor ask if you wanted to make any of these improvements?	Yes	No	
9-7	Did the advisor invite you to select or reject particular improvements and so tailor the 'package' of improvements to your preferences?	Yes ✍ Please explain	No	
9-8	Did the advisor explain who could supply the selected improvements to you?	Yes ✍ Please comment on the exact wording used	No	
9-9	Did the advisor explain that you had a choice as to who supplied the improvements?	Yes ✍ Please explain	No Please explain	
9-10	Did the advisor recommend or promote a particular company to provide and install the improvements?	Yes ✍ Please explain	No	
9-11	Did the advisor say their own organisation could source and install these improvements for you?	Yes	No	
9-12	Did the advisor discuss with you how you might finance these improvements?	Yes	No	
9-13	Did the advisor mention any of the following as options for full or part finance of the improvements? [select all that apply]	Green Deal loan or finance	Yes	No
		Green Deal cashback	Yes	No
		ECO subsidy or any subsidy/grant	Yes	No
		Your own money	Yes	No
		Finance from the advisor's company	Yes	No
		Finance from another company recommended by the advisor	Yes	No
		Personal loan	Yes	No
		Other (specify)	Yes ✍ Please comment	No
9-14	Did the advisor explain that if you received certain benefits you may be eligible for some or full financial help towards the improvements?	Yes ✍ Please explain	No	
9-15	If a Green Deal loan was suggested to you, did the advisor describe to you [unprompted] how a Green Deal loan works?	Yes	No	Not mentioned
9-16	Did the advisor state that there would be no up-front costs with a Green Deal loan?	Yes ✍ Please explain	No	
9-17	Did the advisor tell you that repayment for the improvements would be made via your electricity bill if you used the Green Deal?	Yes ✍ Please explain	No	
9-18	Were the following elements of Green Deal finance explained to you?	1 Interest Rates	Yes	No
		2 Charges	Yes	No
		3 Likelihood of credit check	Yes	No
		4 Impact of credit check	Yes	No
		5 Other	Yes ✍ Please explain	No
9-18a	Did the advisor <b>explain</b> to you the <b>benefits</b> of the <b>Green Deal Finance Package</b> ? <b>If No, please explain.</b>	Yes ✍ Please explain	No ✍ Please explain	
9-18b	Did the advisor <b>explain</b> to you the <b>limitations</b> of the <b>Green Deal Finance Package</b> ? <b>If No, please explain.</b>	Yes ✍ Please explain	No ✍ Please explain	
9-19	Did the advisor give you advice on whether to take out a Green Deal loan?	Recommended Green Deal loan	Advised against using Green Deal loan	Neither encouraged nor discouraged the use of Green Deal loan ✍ Please explain
9-20	Did the advisor recommend a particular kind or kinds of finance? [select all that apply]	Green Deal loan	Yes	No
		Green Deal cashback	Yes	No
		ECO finance	Yes	No



		Your own money	Yes	No
		Finance from the advisor's company	Yes	No
		Finance from another company recommended by the advisor	Yes	No
		Personal loan	Yes	No
		Other (specify)	Yes ✍ Please explain	No
9-21	Did the advisor mention any special offers or promotions for committing to the improvements?	Yes ✍ Please explain	No	
9-22	Did the advisor provide or promise to provide a quotation for the improvement works?	Yes	no	
9-23	Were you asked to agree to accept a quotation for improvement works?	Yes	No	
9-24	Did the advisor attempt to sell you any other products/services while in your home?	Yes ✍ Please explain	No	
9-25	Did the advisor give you any other financial advice or information?	Yes ✍ Please explain	No	

<b>Compliance</b>						
<b>Overall, how would you rate the member of staff that conducted your Green Deal assessment? This must refer to the Green Deal Advisor</b>						
10-0	Did the advisor produce an occupancy assessment, which assesses how you use energy in your home?	Yes, on paper ✍ Please explain		Yes, to follow by email	Yes, to follow by post	No
10-1	Did the advisor take time to listen to you and establish your needs? <b>If No, please explain.</b>	Yes		No ✍ Please explain		
10-2	Do you believe that the advisor <b>obtained all the necessary information</b> from you to establish your needs? <b>If No, please explain.</b>	Yes ✍ Please explain		No ✍ Please explain		
10-3	Were you put under any pressure to buy/accept improvements offered? <b>If relevant, why did you feel under pressure?</b>	No pressure at all	Mild pressure ✍ Please explain	Quite a lot of pressure ✍ Please explain	Extremely pressured ✍ Please explain	
10-4	Was clear, understandable language used <b>throughout your</b> Green Deal assessment? <b>If relevant, please explain what was not clear enough.</b>	Yes – all of the time		Yes – most of the time ✍ Please explain	No ✍ Please explain	
<b>Overall impressions – as if you had been a genuine shopper for an energy assessment of your property.</b>						
Please consider, and comment on, ONLY the customer experience you had in your property on this assessment.						
10-5	I felt the whole process was:	Far too long ✍ Please explain	Slightly long ✍ Please explain	About right ✍ Please explain	Slightly short ✍ Please explain	Far too short ✍ Please explain
10-6	Based on this visit only how <b>satisfied</b> were you with the overall experience? <b>Please explain your answer.</b>	Extremely satisfied ✍ Please comment	Fairly satisfied ✍ Please comment	Neither satisfied or dissatisfied ✍ Please comment	Fairly dissatisfied ✍ Please comment	Extremely dissatisfied ✍ Please comment



Documentation received after the assessment visit						
10-7	Did you receive on the day or by post/email the following documents?  <b>Wait up to 5 working days for any documents through the post before completing this section</b>	1	Occupancy assessment	Yes with Green Deal quality mark	Yes but no Green Deal quality mark	Not given or received by post or email ✍ Please explain
		2	Energy Performance Certificate	Yes with Green Deal quality mark	Yes but no Green Deal quality mark	Not given or received by post or email ✍ Please explain
		3	Cost of improvements	Yes with Green Deal quality mark	Yes but no Green Deal quality mark	Not given or received by post or email ✍ Please explain
		4	Annual savings if proceed with improvements	Yes with Green Deal quality mark	Yes but no Green Deal quality mark	Not given or received by post or email ✍ Please explain
		5	Quotation of installation of recommended energy savings measures	Yes with Green Deal quality mark	Yes but no Green Deal quality mark	Not given or received by post or email ✍ Please explain
		6	Other Please explain	Yes with Green Deal quality mark ✍ Please explain	Yes but no Green Deal quality mark ✍ Please explain	Not given or received by post or email
10-8	Did the documents listed at Q10-7 arrive by post/ by email within 5 working days?	Yes within 1-3 working days of the assessment		Yes within 4-5 working days of the assessment		Not given or received by post or email ✍ Please explain
10-9	Did you receive a follow-up call from the advisor after the Green Deal assessment	Yes ✍ Please explain			No	
<b>GfK ADMIN</b>						
11-0	How much did you have to pay for this assessment? <b>No will route to Q11-1</b>	I paid ✍ please state how much			I did not have to pay <b>Go to Q11-1</b>	
11-0a	Please upload a receipt of your payment. GfK require this in order to reimburse you.					
11-0b	Have you uploaded a receipt for this assessment? <b>If NO, why not?</b>	Yes			No ✍ Please explain	
11-1	Is there anything else that GfK NOP should know about this assessment? <b>If Yes, please explain.</b>	Yes ✍ Please explain			No	
11-2	Did anything unusual happen or anything you feel uncomfortable about? <b>If Yes, please explain.</b>	Yes ✍ Please explain			No	
11-3	Have you posted <b>All the documentation</b> (and any other documents) given to you or that arrived by post/email via Freepost to:  <b>Nirmala Shori Green Deal Assessments GfK Mystery Shopping GfK NOP FREEPOST (no stamp needed) OF1971 Oxford OX1 1YZ</b>  (Ensure that you include a note with your name, assessor number and Visit Identification Number – VIN)	Yes			No ✍ Why not?	

End