

Occupant interview questions

Winter season

1. [If relevant] When do you adjust the heating system?
 - Do you adjust it regularly, e.g. every morning?
 - Do you ever adjust the timer? (If there is a timer)
 - Do you regularly turn radiators on and off?
 - Do you regularly turn thermostats up or down?
 - Do you have a different routine during the winter?
 - Do you have a different routine during the spring/autumn?

2. [If relevant] Do you heat every room to the same temperature?
 - If not, why not
 - If yes, why do you do this?

3. [If relevant] If you have a thermostat, what temperature do you set it to?
 - What settings do you use for other dials, including those on storage heaters?

4. How is your heating system maintained?
 - Who maintains your heating system?



Summer season

1. How comfortable, in terms of temperature, was your home during the last summer?
2. Which rooms are the most comfortable?
 - What is it about this room that makes it comfortable?
3. Which rooms are the most uncomfortable?
 - What is it about this room that makes it uncomfortable?
4. When did you turn the heating off for the summer?
5. When do you turn the heating on after the summer?
6. In what circumstances do you open the windows in order to cool or to ventilate the house/flat?
 - a. At what times of day do you open the windows?
7. In what circumstances do you open doors (either internal or external) in order to cool or to ventilate the house/flat?
 - a. At what times of day do you open doors?
8. Do you use electric fans to keep cool?
 - a. If yes, in what circumstances would you use these?
9. How do you shade rooms that receive direct sunlight?
10. In what ways do you adjust your clothing in order to keep cool during warm weather?



11. In what ways do you use food and cold drinks to keep cool during warm weather?
12. What made it easy or difficult to keep your home cool during the summer? Consider:
- Controls for cooling (e.g. mechanical ventilation, electric fans, etc.)
 - How easy was it to open/close windows
 - How far can the windows be opened?
 - Anything that stops you from opening windows or internal door (e.g. noise, security, pollution, etc.)
 - What provision is there to shade windows from direct sunlight?
13. What typically worked best to reduce higher temperature in the summer?
14. Do you have an indoor thermometer?
- If yes, what is the indoor temperature during the summer months?
 - At what indoor temperature is it comfortable for you
15. What information, if any were you given on how to keep your home at a comfortable temperature (e.g. user manual, verbal instructions, etc.)
- Who provided this information?

