

RESIDENT SATISFACTION WITH SPACE IN THE HOME

A Report for:



by



&

Ipsos MORI

Acknowledgements

This report was written by Andrew Drury of HATC Ltd with support from Gary Welch and Nick Allen of Ipsos-MORI.

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The fieldwork was undertaken by Ipsos-MORI.

ANDREW DRURY

HATC Ltd

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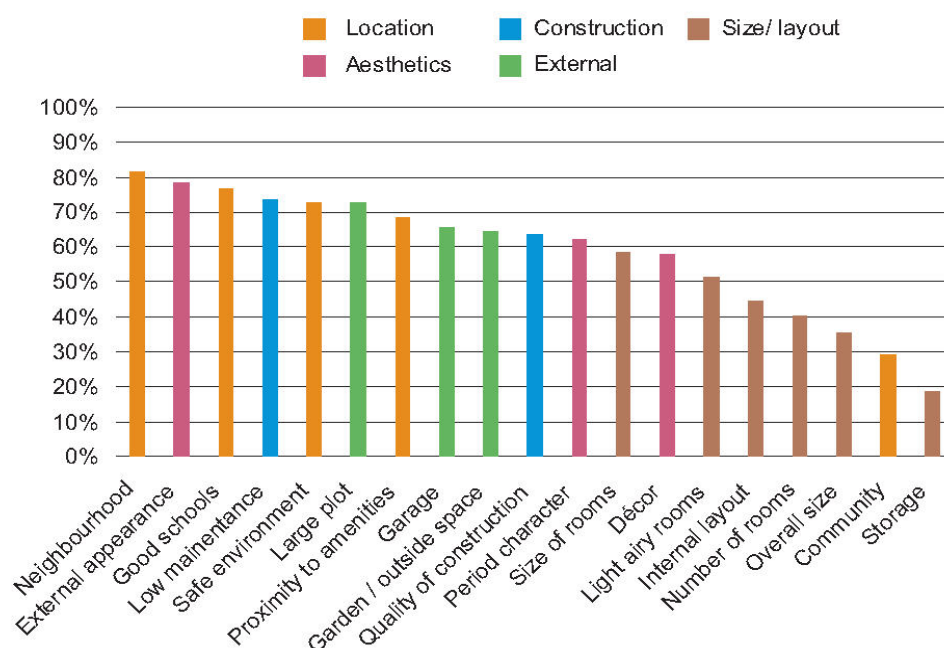
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Introduction

England has had minimum space standards for publicly-subsidised housing for many years, but no minimum standards for private housing. This research addresses space standards in recently-built market and publicly subsidised housing, seeking to ascertain the levels of residents' satisfaction with the space in their home.

It is known that dwelling size is just one of a number of factors people use when deciding where to live – see recent work by Savills¹ illustrated below (Figure 1). However, if we look at issues related to the dwelling only and not its location, proximity to schools, etc (Figure 2), it appears that external and internal space are important to residents. It is particularly interesting to note that overall dwelling size is seen as less important than the size of rooms, their airiness and their layout. This suggests that residents want spaces in the home that function well, and are pleasant to live in. This concept of “functionality” is addressed in this research.

% of respondents viewing features as important



Source: Savills Research

Figure 1: % of respondents viewing features of their existing residence as important (all factors assessed)

¹ “Occupier Demand Survey”, 2007, Savills Research

% of respondents viewing features as important

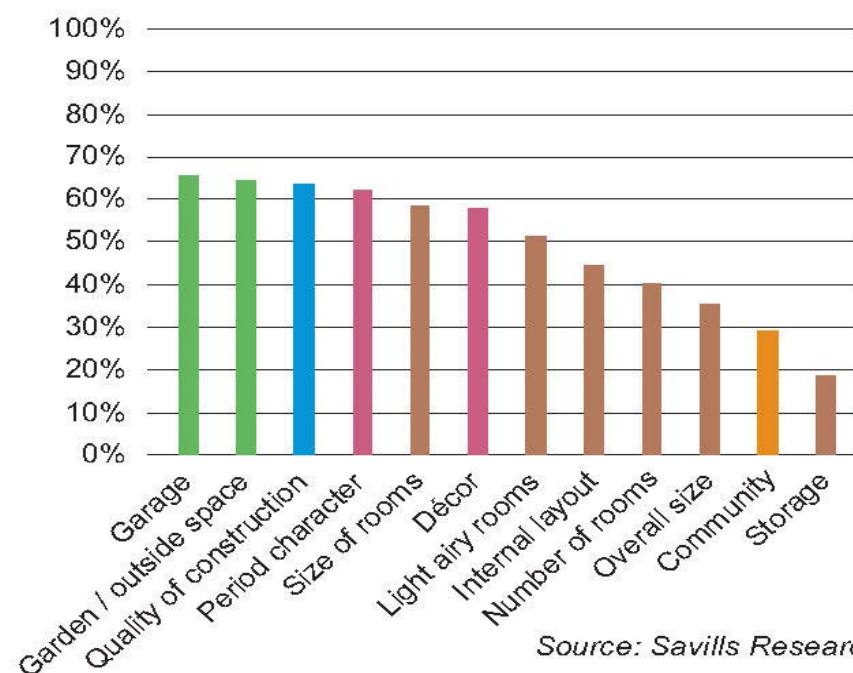


Figure 2: % of respondents viewing features of their existing residence as important (issues related to the dwelling only, not location or appearance)

This survey obtains information about residents' satisfaction with newly-developed dwellings (within the last five years) in London and the southeast.

The sample was aimed at properties built over the last five years, with an emphasis on those developed in the last two years. The sample did not include properties that had been converted or refurbished.

The survey therefore allows residents' satisfaction to be assessed for a variety of sub-groups, specifically:

- within the Greater London area and outside of it;
- by dwelling types (houses/flats);
- by tenure type (owned/rented);
- by Council Tax band;
- by levels of occupancy of dwellings (i.e. fully occupied or under occupied);
- how long the household has lived in the property.

Research Methodology

Survey Method

Ipsos-MORI was commissioned to undertake a postal survey. The survey was conducted over two waves in 2008. The survey used a self-completion questionnaire, and not all respondents answered all the questions.

Wave 1

The initial survey was mailed to 9,562 residents in the South East of England, with a quota of 40% in Greater London. The sample included only residential properties that had been built since 2002, based on the date the postcode was created. The fieldwork period was from 7th January 2008 to 15th March 2008, during which time two additional reminder questionnaires were sent to boost response rates.

This survey yielded 2,249 responses at a response rate of 23%.

Wave 2

The booster sample was drawn on the same specification as the original, with the exception that it included only residential properties that had been built since 2006. The fieldwork period was from 28th July 2008 to 26th August 2008, but did not include reminder letters.

From an initial mail out of 2,000 questionnaires, this survey yielded a further 239 responses at a response rate of 12%.

Total responses were therefore 2,488. With a total sample size of 11,562 this represents an overall response rate of 21%.

Respondents were asked to reply to questions by stating whether they strongly agree, tend to agree, neither agree nor disagree, tend to disagree or strongly disagree. Questions were focussed on whether aspects of space in the home allowed the household to undertake normal household activities.

A copy of the questionnaire is at Appendix 4.

Survey Risks

- 1 **Aspiration:** Most people, if asked whether they would like more space in their home, would probably say “yes”, as this is a common aspiration. The survey was therefore designed to avoid the responses being a reflection of unfulfilled ambition, leading to overly critical responses. This was seen as a high-probability / medium impact risk. The survey questions therefore focussed very carefully on whether the space the residents currently have is sufficient for their current needs. They were designed to enquire about specific functional aspects of the space in the dwelling, examining a range of normal daily activities, rather than asking general questions about space in the home.
- 2 **Honeymoon Blindness:** The research team considered the possibility of emotional attachment to dwellings – they are people’s homes. In particular, owners of recently-bought properties may be making considerable financial sacrifices to afford their home, and this may make them less likely to be critical of their dwelling, particularly in the early days of residence (a “honeymoon period”). This was also seen as a high probability / medium impact risk, controlled by obtaining information on the length of residency of the respondents, and then identifying if there were any difference in the expressed levels of satisfaction between those who had lived in the properties for up to 2 years, and those who had lived there for longer.
- 3 **Trading-Off:** There is evidence that when deciding which home to purchase, people trade-off a variety of factors, such as those illustrated by the Savills’ research shown in Figure 1. Respondents to this survey may incorporate their satisfaction with those external factors when replying to this survey. This was seen as a low probability / medium impact risk, and was controlled by the same technique as the “Aspiration” risk i.e. formulating questions that are clearly addressing specific functional aspects of the space in the dwelling, not other aspects of their dwelling. However, given that the Savills research indicates that several external factors are more important to residents than internal space (such as perceptions of the neighbourhood, local schools, safety etc), there remains some likelihood that residents’ responses may be influenced by conscious or sub-conscious trading-off.

Sample Area

The sample area was Greater London, plus local authorities within approximately a one-hour train journey or a 50-mile car journey of London. The list of local authorities included and a map showing the agreed area are at Appendices 1 & 2. Appendix 3 shows the location of the recipients of the questionnaires.

Profile for Total Sample

Total responses: **2,488**

N.B. not all respondents answered every question, so the number of responses may differ from question to question.

Ipsos-MORI weighted the survey respondents to reduce non-response bias arising from differential response rates by household size, council tax band, tenure and geographical location.

Dwelling Mix

The dwelling mix of the respondents is shown in Figures 3 & 4. Figure 4 is simply a consolidation of the dwelling mixes to show the incidence of dwellings by number of bedrooms. The 1-bed dwellings account for approximately 20% of the sample, as do the 3-bed dwellings. 2-beds account for 43% of the total and the 4-beds for 14%. The majority of the dwellings (62%) are 1-bed and 2-bed dwellings.

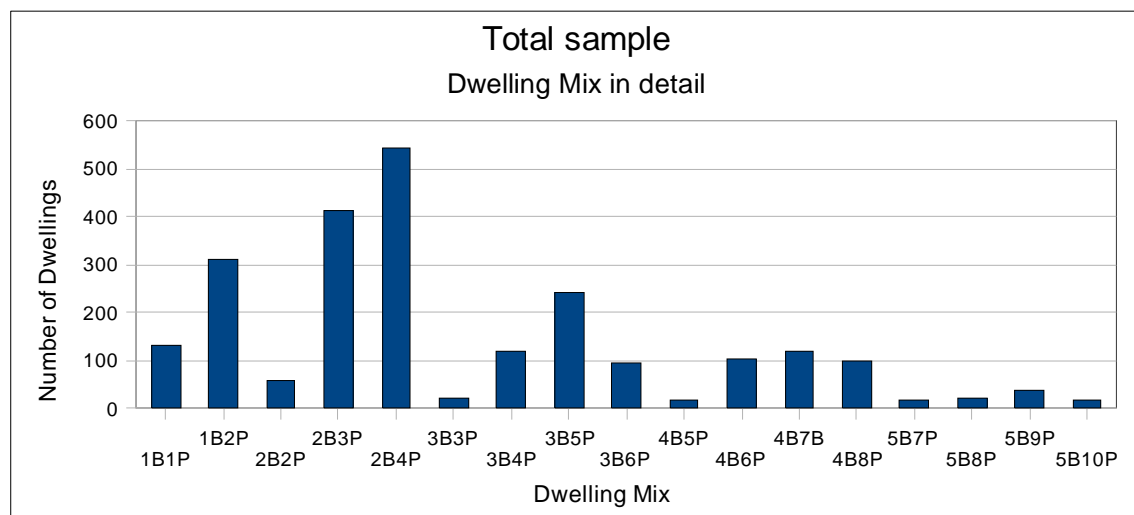


Figure 3

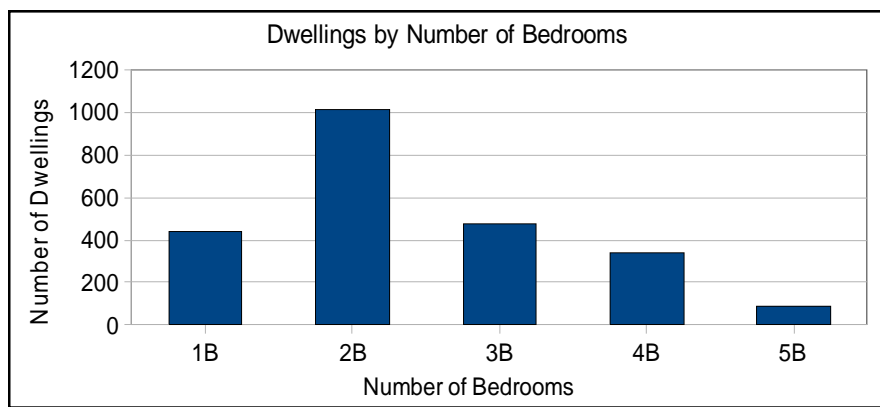


Figure 4

Household Mix

The survey asked about the number of household members that are aged 10 or over (“Big people”), and how many are aged 9 or younger (“Small people”). This distinction is drawn from the Housing Act 1985 overcrowding provisions (Part X clauses 325 & 326), which treat adults and children aged 10 or over as the same for the purposes of calculating overcrowding. Figure 5 shows the prevalence of households of different mixes (“B” is Big; “S” is Small). The sample contained other household mixes, but where these were rare (less than 1% of the total sample) they have been excluded from Figure 5. The most obvious point is that the total sample overwhelmingly consists of only 1 or 2 people, who are (both) over 10 years old and therefore “big” occupants of the dwelling.

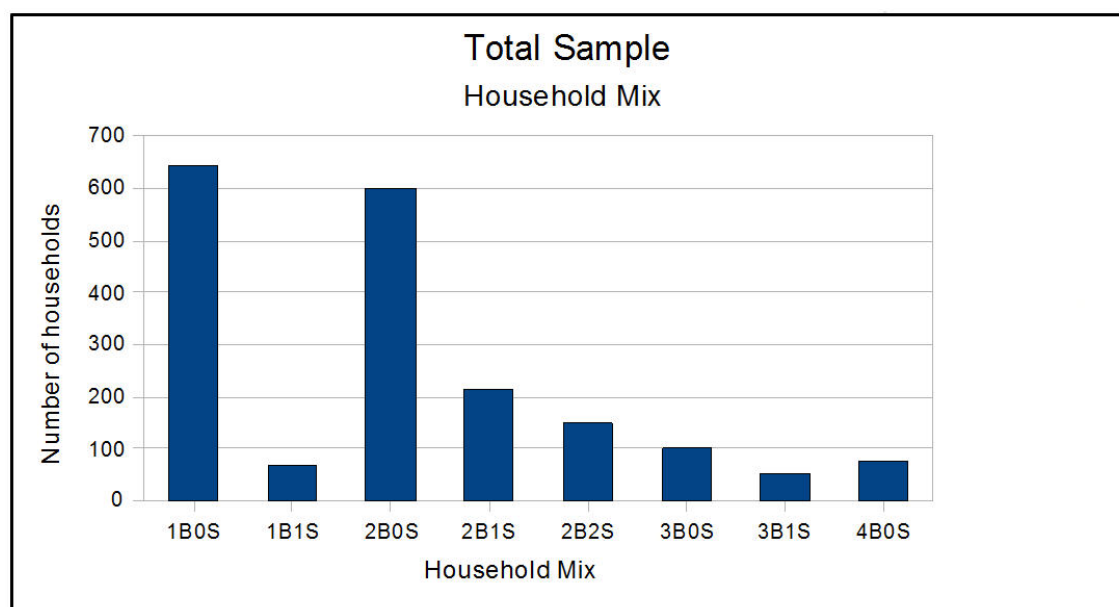


Figure 5

Property Mix

The types of property in the Total sample are shown in Table 1 below. Just over half the properties are flats, and fewer than half are houses or bungalows. Table 1 also shows that split between flats and houses for the properties that are fully occupied.

“Fully occupied” means that the number of persons of 10 years or older in the household is at least equal to the number of bedspaces in the dwelling. Dwellings that are not fully occupied, therefore, will be one of two types:

- every bedspace in the dwelling is occupied, but one or more is occupied by small children (9 years old or less), or
- not all bedspaces in the dwelling are occupied.

“Bedspaces” are scored as 1 for a single bedroom or 2 for a double/twin bedroom. Whether a bedroom is a double, twin or single was self-assessed by the respondents.

It is noticeable that there is a very different split for the fully occupied dwellings; 86% of those properties were flats.

	Total	Fully Occupied
<i>Base</i>	2,461	229 (10%)
	%	%
Flat	55	86
House	43	12
Bungalow	2	2

Table 1

Tenure Mix

The tenure mix of the Total sample is set out in Table 2.

	Total	Fully Occupied
<i>Base:</i>	2,411	225
Renter	38	63
Owner	62	37

Table 2

It is not known if owners are shared owners or outright owners, or whether the renters are tenants of subsidised housing or in market rented accommodation.

For the total sample 62% of households are owners, and 38% are renters. These proportions are almost exactly reversed for households that are fully occupied i.e. 63% are renters and 38% are owners.

Council Tax Band

The majority of dwellings fell into Bands A – D (53% of the Total sample and 59% of the fully occupied dwellings – see Figure 6).

The single greatest number of dwellings was in Band C for both the total sample and the fully occupied households.

However, the greatest single category was “Don’t know”.

Council Tax Band D covers properties of an approximate value of up to:

- ◆ Greater London: 325, 000
- ◆ Outer Metropolitan and Outer South East: 300, 000
- ◆ East Anglia and East Midlands: 250, 000

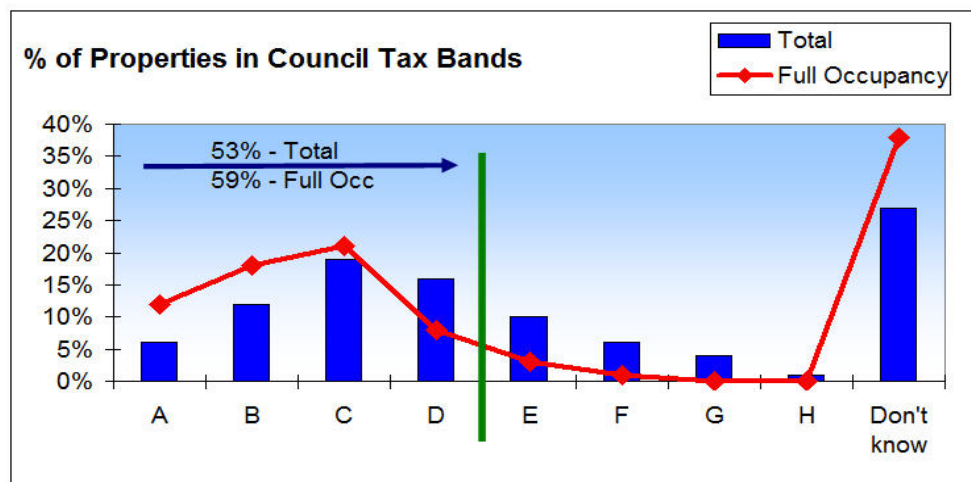


Figure 6

General points about the property and its occupants

- 54% of respondents said that the amount of space in the home was Very Important and 39% said it was Fairly Important to them (totalling 93%) when choosing where to live;
- 90% of the dwellings were under-occupied; 10% were fully occupied;
- 47% of the respondents knew the property size in m² (or sq ft) when they chose to live there; 53% didn't;
- 36% of respondents said they have had to make lifestyle choices because of the lack of space in their home (for example not having a pet or not having a bicycle); 64% haven't.

General points about the property layouts

- 67% of the dwellings had open-plan living / dining areas;
- 9% of the dwellings had open stairs leading off living areas;

Analysis methodology

The research was aimed at investigating residents' satisfaction with the space in their home for the most common forms of development produced, where the dwellings had not been designed in accordance with any space standards. The Base Group characteristics are therefore that the properties were owned by the residents and in Council Tax bands A-D, to avoid including penthouses or rented properties that could have been developed by Housing Associations, with the design subject to space standards. (As discussed earlier, there is however a risk that some of the homes were designed to space standards.)

A number of other Groups were selected to try to tease out any differences in residence satisfactions between occupiers of dwellings with different characteristics. The full list of Groups is as follows:

Base Group - Owned, Council Tax A-D

Group A - Council Tax A-D, Rented

Group B - Base but fully occupied

Group C - Base, Lived in for ≤ 2 yrs

Group D - Base, Lived in for > 2 yrs

Group E - Base, Flats only

Group F - Base, Houses/Bungalows only

Group G – Base, Non-London only

Group H – Base, London only

The profile for each group contains the breakdown of fully occupied properties within the group, calculated so that one Double Bedroom equals two people, and a person is an occupant aged 10 or over. The profile also includes a matrix of occupancy, comparing number of persons aged 10+ with the number of rooms in the property. The final matrix in the profile compares the number of people aged 10+ in the property with the number of children under 10.

The results have been generated by converting attitudinal responses to numbers. For example Strongly Disagree is scored as 1 whilst Strongly Agree it scored as 5. Where the

question was positive, as in the example below, a high rating indicates that the respondent agreed with the statement. Agreement with positive statements has been interpreted as "satisfaction" with this attribute of their home.

Q9a If someone else is watching TV/playing music in the living area, there is somewhere else you can go that is suitable

Where the question is negative, as in the example below, a high rating would indicate they agree with a negative characteristic and therefore this has been interpreted as "dissatisfaction".

Q11b The corridors and stairs in your home are obstructed by furniture, stored items or decorative objects

For these questions, therefore, the scale has been reversed, so that it can be compared with positive questions.


The following table shows the mean of the responses from all the residents in that Group for that Question. A mean score of 3.0 indicates neutrality; a score of 2 equates to "dissatisfied", and a score of 1 equates to "strongly dissatisfied". Similarly, a score of 4 equates to "satisfied" and a score of 5 equates to "very satisfied". Intermediate scores indicate intermediate levels of satisfaction, for example a score of 2.3 shows that, on average, respondents were closer to "slightly dissatisfied" than to neutral.

The scores have been colour-coded to highlight differences and consistencies across the sub-Groups.

Results

Mean Scores of Respondents between 1 & 5, where 1 = most dissatisfied, 5 = most satisfied: Red is a score of <2 (dissatisfied to very dissatisfied); Pink is 2 - 3 (neutral - dissatisfied); Amber is 3 - 4 (neutral to satisfied); Green is >4 (satisfied - very satisfied)											
		Base Group - Owned, Council Tax A-D	Group A - Council Tax A-D, Rented	Group B - Base but fully occupied	Group C - Base, Lived in for <=2 yrs	Group D - Base, Lived in for >2 yrs	Group E - Base, Only Flats	Group F - Base, Houses/Bungalows	Group G - Base, Non-London only	Group H - Base, London only	Total
QUESTION											
FURNITURE ETC	Q8a There is not enough space for all of the furniture and decorative objects that you have or would like to have	2.97	2.69	2.34	3.07	2.79	2.96	2.98	2.99	2.87	2.92
	Q8b There is enough space to be able to use the furniture conveniently (e.g. pulling out drawers, opening doors)	3.71	3.60	3.38	3.77	3.62	3.67	3.76	3.74	3.60	3.70
	Q8c There is enough space in all of the rooms to be able to move easily around the furniture	3.45	3.31	3.01	3.49	3.39	3.49	3.41	3.47	3.39	3.43
	Q8d The amount of space in your home is limited so you do not have a real choice on the furniture layouts of each room	2.75	2.54	2.37	2.80	2.67	2.76	2.74	2.78	2.65	2.80
PRIVACY	Q9a If someone else is watching TV/playing music in the living area, there is somewhere else you can go that is suitable	3.39	3.04	2.84	3.35	3.45	3.30	3.49	3.41	3.31	3.42
	Q9b The size and layout of your home does not allow you enough privacy	3.46	3.08	2.80	3.47	3.45	3.42	3.51	3.51	3.29	3.47
	Q9c Your children have a room with enough space in which they can play on their own	3.22	2.92	2.80	3.25	3.18	2.83	3.37	3.30	2.87	3.26
	Q9d Your children can do their homework in private on a desk or table	3.37	3.03	2.73	3.40	3.32	2.83	3.58	3.46	2.98	3.41
ENTERTAINING GUESTS	Q10a There is enough space for guests to sit down in the living and / or dining area	3.77	3.53	3.13	3.76	3.77	3.78	3.75	3.76	3.78	3.73
	Q10b There is sufficient space to entertain visitors conveniently	3.55	3.13	2.93	3.57	3.51	3.52	3.58	3.57	3.48	3.48
	Q10c It is difficult to entertain guests privately from other members of the household (e.g. children's friends etc)	3.15	3.34	3.94	3.18	3.11	3.37	2.96	3.08	3.41	3.04
CIRCULATION SPACE	Q11a The corridors and stairs in your home provide sufficient space to move around the home with ease	4.07	3.93	3.93	4.12	3.99	4.06	4.08	4.09	4.01	4.05
	Q11b The corridors and stairs in your home are obstructed by furniture, stored items or decorative objects	4.04	3.67	3.48	4.09	3.97	3.89	4.19	4.11	3.79	4.01
	Q11c The amount of space in the corridors and stairs within your home make it difficult to move furniture around	3.46	3.24	2.82	3.55	3.31	3.44	3.47	3.49	3.33	3.40
KITCHEN	Q12a The kitchen does not have sufficient space for all the appliances and fittings you want or need	3.04	2.74	2.76	3.09	2.94	3.10	2.96	3.05	2.98	3.06
	Q12b The kitchen has sufficient worktop space to prepare meals conveniently (allowing for appliances such as microwave,	2.60	2.61	2.88	2.58	2.62	2.64	2.54	2.59	2.63	2.54
	Q12c The kitchen does not have sufficient space for 2 or 3 small indoor recycling bins	1.98	2.03	1.82	1.94	2.03	1.95	2.01	2.01	1.86	2.08
	Q12d There is sufficient space for small children to play safely in the kitchen when you are using it	2.11	2.02	1.94	2.04	2.21	1.80	2.34	2.19	1.83	2.31
STORAGE	Q13a The total storage space available within your home is sufficient to accommodate everything that needs to be stored	2.62	2.33	2.03	2.72	2.47	2.55	2.72	2.74	2.21	2.57
	Q13b The storage spaces are located in the right places	3.18	3.05	3.06	3.28	3.02	3.22	3.13	3.21	3.07	3.14
DESIGN	Q14a The space within your home has been used efficiently by the designer	3.52	3.26	3.43	3.58	3.41	3.54	3.50	3.55	3.39	3.45
	Q14b There are areas of your home that have been badly arranged	3.08	2.85	2.65	3.17	2.93	3.11	3.04	3.10	2.98	3.03
Group Means		3.20	3.00	2.87	3.24	3.14	3.15	3.23	3.24	3.08	3.20
Ranking		4	9	10	1	7	6	3	2	8	5

The Groups were ranked from highest to lowest levels of overall satisfaction with space in the home. The ranking was undertaken by calculating the Group Means i.e. the mean scores across all 22 questions of each Group:

- Group C - Base, Lived in for ≤ 2 yrs
 - Group G – Base, Non-London only
 - Group F - Base, Houses/Bungalows
 - Base Group - Owned, Council Tax A-D
 - Group E - Base, Only Flats
 - Group D - Base, Lived in for > 2 yrs
 - Group H – Base, London only
 - Group A - Council Tax A-D, Rented
 - Group B - Base but fully occupied
- 
- Most Satisfied
- Decreasing satisfaction
- Least Satisfied

This sequence is only indicative as the Group Means have not been tested for statistical significance, as the sizes of some of the Groups are small. The differences between the Groups may therefore not be significant, but the ranking is valid.

The range of Group Means, and the range of individual mean scores are illustrated in Figures 7 & 8.

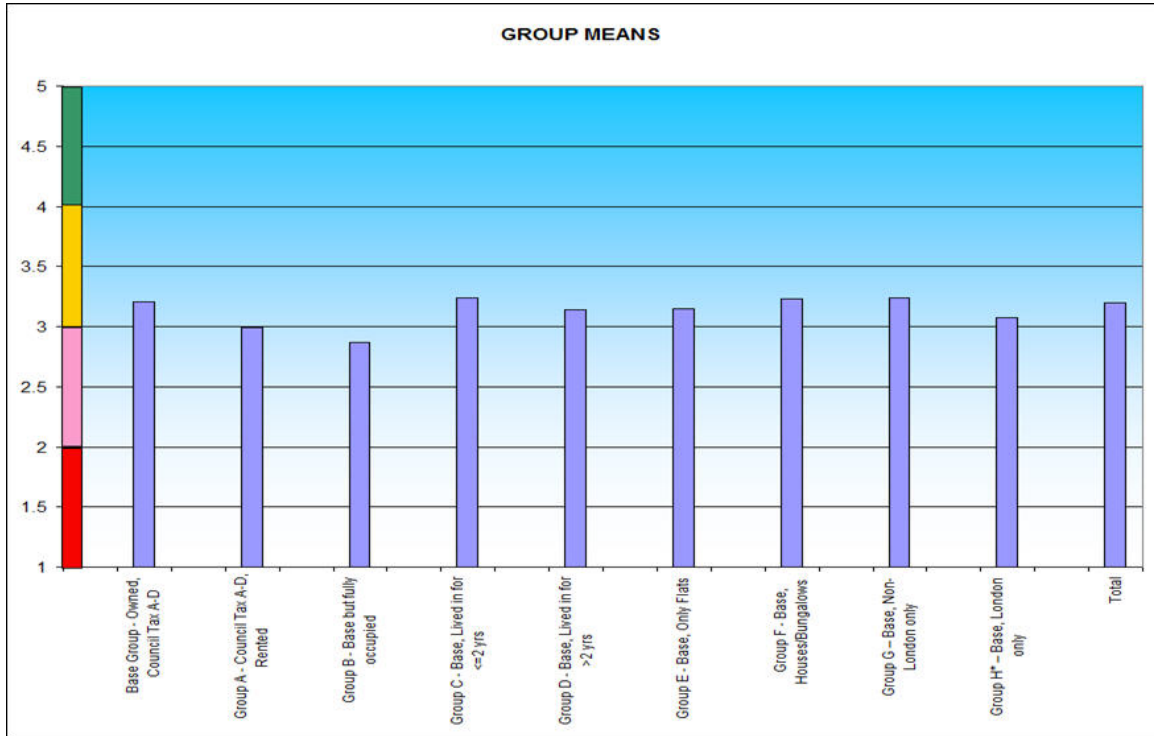


Figure 7: Mean scores of different Groups

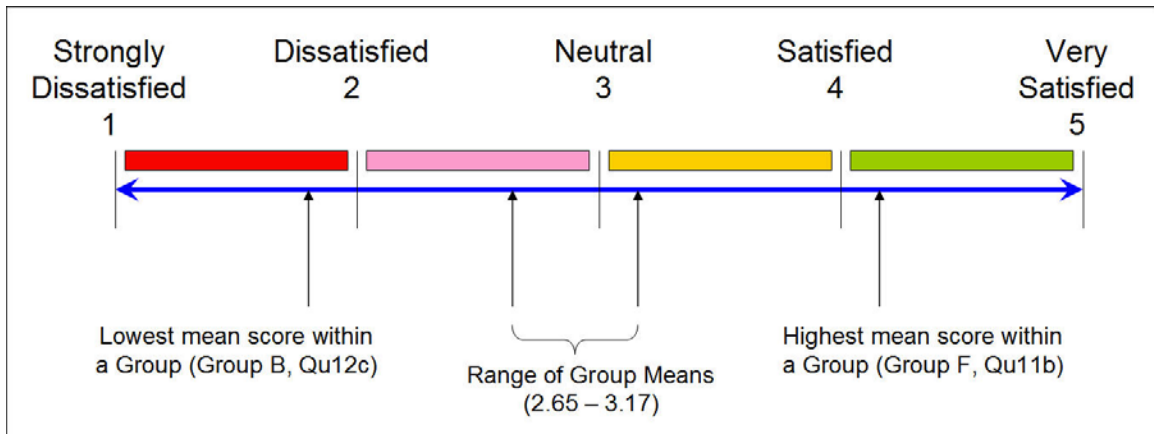


Figure 8: Showing the range of Group Means and the range of Question Means

Discussion of Results

Headline Result

The most obvious result, overall, is that at a very broad-brush level (Group means), nearly all Groups score the space in their home as above neutral, with the overall average score of all the groups being 3.20. Group B (fully occupied dwellings) was the only group to score below neutral. This overall score of neutral suggests some ambivalence towards the questions.

Negative points

The most extensive dissatisfaction expressed was in response to questions regarding space in the kitchen. For the total sample and all subgroups, nearly all of the questions relating to the kitchen resulted in levels of resident satisfaction that bracketed the "dissatisfied" category (i.e. between strongly dissatisfied and neutral).

The questions which consistently received the lowest levels of satisfaction referred to there being sufficient space for two or three small indoor recycling bins (a requirement of the *Code for Sustainable Homes*) and there being sufficient space for small children to play safely in the kitchen when it is being used (an important issue of parental care and child safety).

The other main area of dissatisfaction across all subgroups referred to furniture. There was general agreement that there is not enough space for all the furniture and decorative objects that the residents would like to have. Similarly, there was agreement that the space in the dwelling was insufficient to allow residents a choice of the furniture layout. Lack of privacy, particularly for children, was a concern in several Groups, most noticeably in Group B (fully occupied).

There was dissatisfaction with the total storage space available in the home. It is worth noting that storage appears as the least important issue addressed in the Savills research mentioned in the Introduction. The Savills research ranks relative importance. It does not suggest that any of the issues addressed are unimportant i.e. that there is no need for storage space. It does suggest that sufficient storage space is less important than enough rooms, size of rooms or airiness, but not that storage is not needed. This question asks whether the storage space provided is enough for the residents' needs, and the clear indication is that it is not.

Positive points

Some respondents were very satisfied with the circulation space in the home, with generally positive responses to the questions on whether the corridors and stairs provide sufficient space to move around the home with ease, and whether they are obstructed by furniture, stored items or decorative objects.

A response of neutral to satisfied from all the groups was given to questions asking about whether there is enough space to conveniently use and move furniture, enough space to entertain guests in the living or dining areas, whether storage is located in the right places, and whether space was efficiently designed in the home.

Comparisons between Group data

The results from Groups C (lived in <2 years) and D (lived in >2 years) are interesting. The questionnaire did not ask for information on how old the property is (in case the residents did not know, and guessed) only on the period of residence of the household. This question should not therefore be taken as a good proxy for the age of the property. It was included to test the “honeymoon period” hypothesis referred to above. Group C (recent occupiers) does indeed appear to be the most satisfied of all the Groups – whilst Group D (Owners of Council Tax band A-D properties, who have lived in the home for more than 2 years) is significantly less satisfied. This lends support to the “honeymoon period” hypothesis; perhaps unsurprising as everyday experience is that whilst our first impressions of our prospective home can be very positive, it is only over time that we discover some of the less obvious disadvantages of a home.

Groups E (flats only) & F (houses/bungalows only) highlight that houses tend to produce better satisfaction levels than flats, and Groups G (non-London only) & H (London only) suggest higher satisfaction levels with the space in their home of residents living outside London, compared with those living in London. This supports anecdotal evidence that pressures on dwelling sizes have been greatest in London.

Points to take into account

The rankings of the Groups suggest that the greatest level of dissatisfaction was expressed by Group B - the fully occupied households. The Group B respondents scored 14 out of the 22 questions below neutral i.e. dissatisfied or strongly dissatisfied. The main areas of concern

were the kitchen, storage, privacy and space for furniture and other possessions.

This Group may have expressed less satisfaction than the other Groups because these residents do not have any spare space (e.g. a spare bedroom). The attitudes of Group B probably provide the best information on the adequacy of the space provided in the sample homes in terms of the designed level of occupancy.

Group A (Council Tax A – D, rented) scored the second lowest Group mean. It is reasonable to assume that some of these dwellings will have been developed by housing associations, to the minimum space standards laid down by the Housing Corporation. It would be surprising if the dwellings developed in accordance with Housing Corporation standards performed worse than those developed by the private sector.

Conclusions

This research reports on the attitudes to the adequacy of the space in their home of 2,488 households living in accommodation developed since 2002 (based on the postcodes created) in London and within approximately one-hour's commute of London.

The survey addressed responses to there being enough space to undertake specific activities in the home.

Overall, residents appear to be:

- 'Neutral' to 'Very Satisfied' that there is enough circulation space in the home;
- Mostly 'Neutral' to 'Satisfied' that there is sufficient space to entertain guests;
- 'Neutral' to 'Satisfied' about the location of the storage space provided;
- Mostly 'Neutral' to 'Satisfied' about the way the space in the home has been designed and laid out
- 'Dissatisfied', 'Neutral' or 'Satisfied' that there is enough space in the home for privacy;
- 'Dissatisfied' to 'Neutral' about the amount of space in the home for the furniture, or enough space for more than one furniture layout;
- 'Dissatisfied' to 'Neutral' about the amount of storage space provided;
- Mostly 'Very Dissatisfied' or 'Dissatisfied' with the space in the kitchen;

These results are for a property mix where only 10% of the respondents were fully occupying their dwelling, and 90% had a spare bedspace or bedroom.

Looking more closely at these specific areas of functionality within the home, kitchens generate dissatisfaction for all groups across nearly all questions asked. Dissatisfaction relates to the ability to supervise small children safely when the parent is using the kitchen, and to the ability to have the recycling bins expected under the *Code for Sustainable Homes*.

There was also dissatisfaction with the storage space available, as well as with the space available for furniture and possessions, particularly in response to the question relating to choice over furniture layout i.e. room size.

However, whilst indicating that residents were sometimes less than satisfied, this survey does not identify specific improvements that would improve satisfaction. The last substantial research that addressed this was the report of the Parker Morris Committee in 1961.

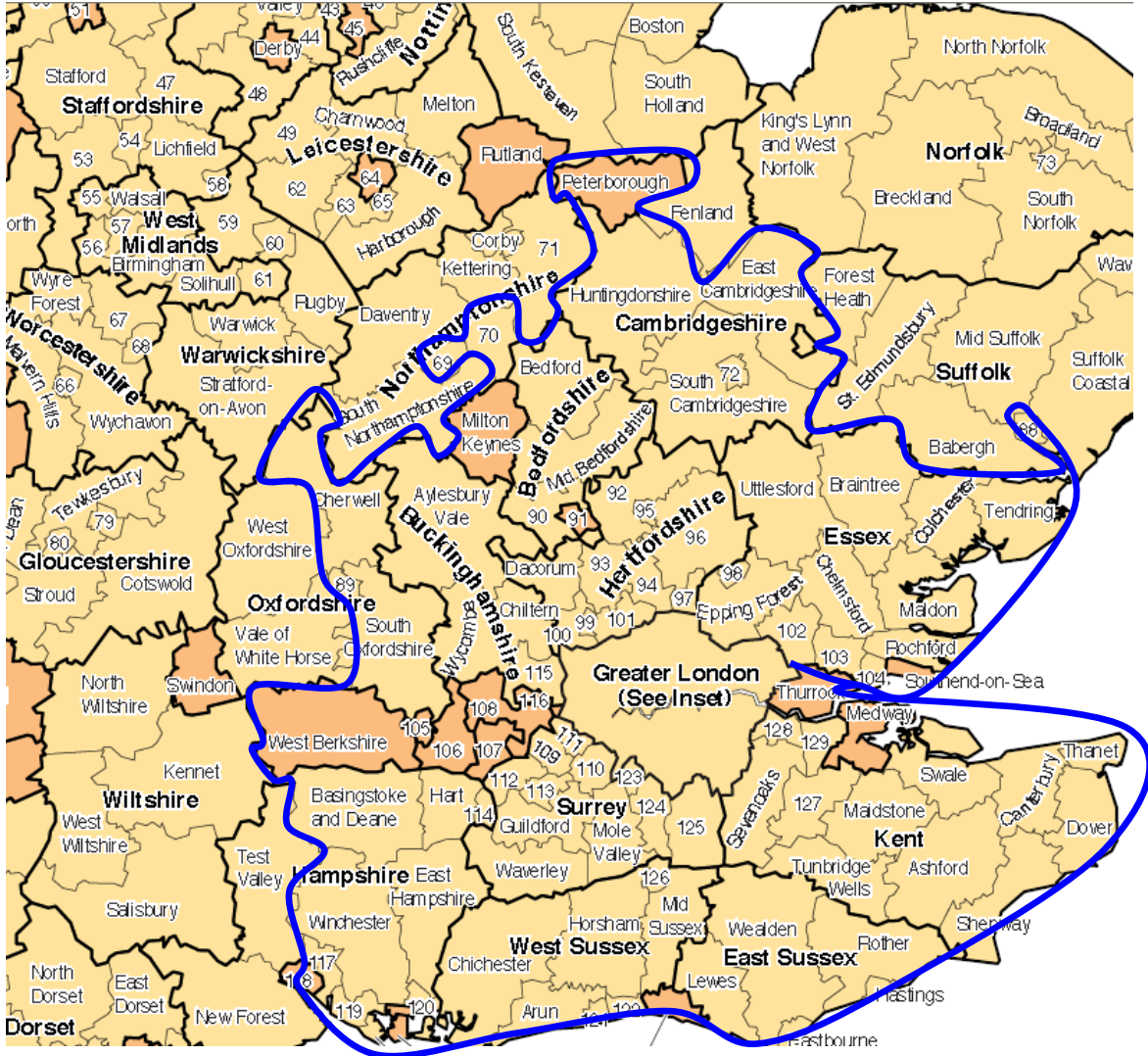
Further research is therefore needed into how homes are currently used in order to identify what space provision should be expected. That evidence base can then be used to assess whether the market is delivering what is needed, finally identifying whether intervention is needed or not.

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27 July 2009

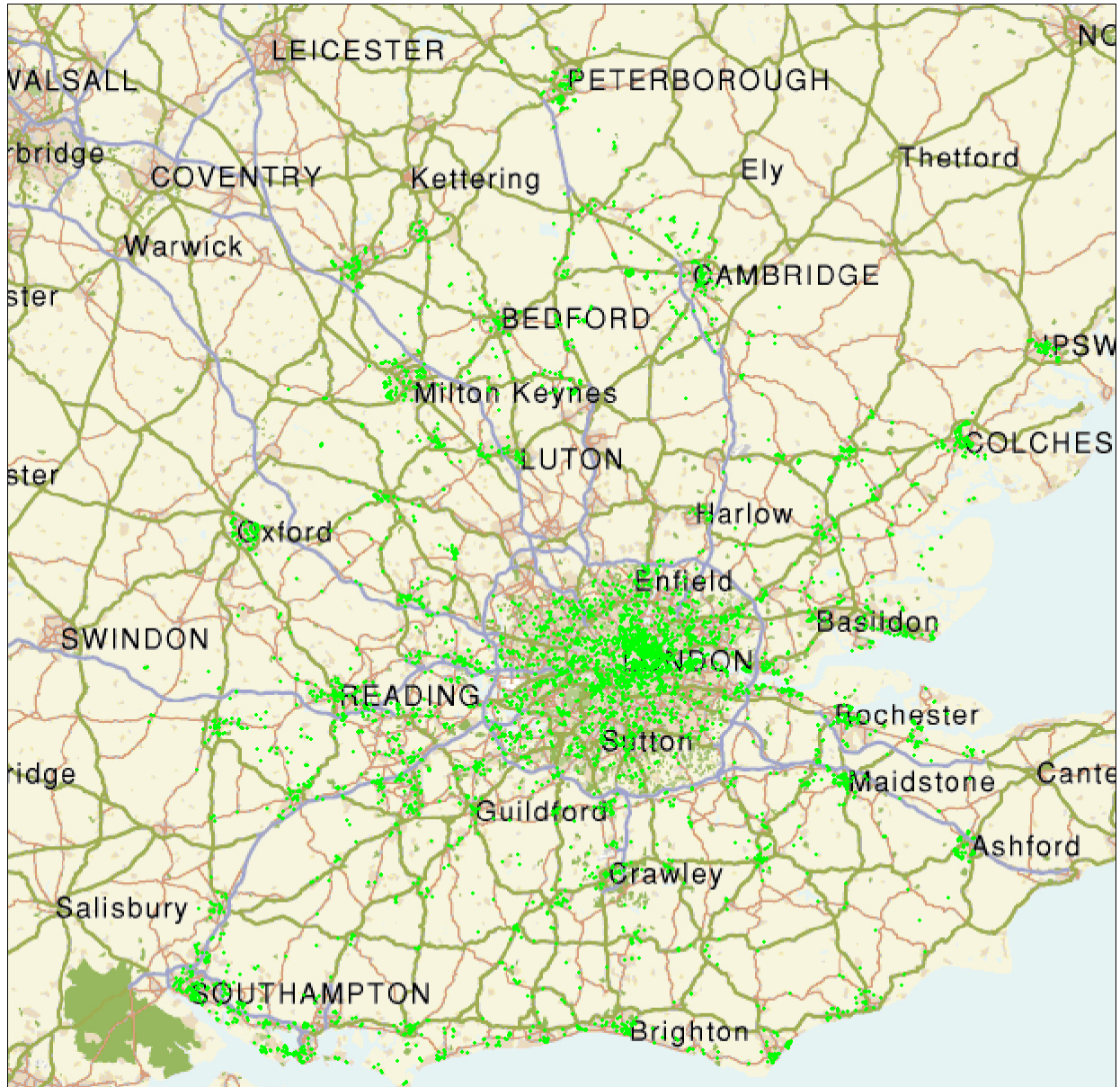
Appendix 1 – Targeted Geographical Area of Postal Survey by LAs

County	Local Authority		
Bedfordshire	Bedford	Inner London	Lewisham
Bedfordshire	Luton	Inner London	Newham
Bedfordshire	Mid Bedfordshire	Inner London	Southwark
Bedfordshire	South Bedfordshire	Inner London	Tower Hamlets
Berks	Bracknell Forest	Inner London	Wandsworth
Berks	Reading	Inner London	Westminster
Berks	Slough	Kent	Ashford
Berks	West Berkshire	Kent	Dartford
Berks	Windsor and Maidenhead	Kent	Gravesham
Berks	Wokingham	Kent	Maidstone
Bucks	Aylesbury Vale	Kent	Medway
Bucks	Chiltern	Kent	Sevenoaks
Bucks	Milton Keynes	Kent	Swale
Bucks	South Bucks	Kent	Tonbridge and Malling
Bucks	Wycombe	Kent	Tunbridge Wells
Cambs	Cambridge	Northants	Northampton
Cambs	Huntingdonshire	Northants	Wellingborough
Cambs	Peterborough	Outer London	Barking and Dagenham
Cambs	South Cambridgeshire	Outer London	Barnet
East Sussex	Brighton and Hove	Outer London	Bexley
East Sussex	Eastbourne	Outer London	Brent
East Sussex	Hastings	Outer London	Bromley
East Sussex	Lewes	Outer London	Croydon
East Sussex	Rother	Outer London	Ealing
East Sussex	Wealden	Outer London	Enfield
Essex	Basildon	Outer London	Greenwich
Essex	Braintree	Outer London	Harrow
Essex	Brentwood	Outer London	Havering
Essex	Castle Point	Outer London	Hillingdon
Essex	Chelmsford	Outer London	Hounslow
Essex	Colchester	Outer London	Kingston upon Thames
Essex	Epping Forest	Outer London	Merton
Essex	Harlow	Outer London	Redbridge
Essex	Maldon	Outer London	Richmond upon Thames
Essex	Rochford	Outer London	Sutton
Essex	Uttlesford	Outer London	Waltham Forest
Essex	Southend-on-Sea	Oxfordshire	Oxford
Essex	Thurrock	Oxfordshire	South Oxfordshire
Hampshire	Basingstoke and Deane	Suffolk	Ipswich
Hampshire	East Hampshire	Surrey	Elmbridge
Hampshire	Eastleigh	Surrey	Epsom and Ewell
Hampshire	Fareham	Surrey	Guildford
Hampshire	Gosport	Surrey	Mole Valley
Hampshire	Hart	Surrey	Reigate and Banstead
Hampshire	Havant	Surrey	Runnymede
Hampshire	Portsmouth	Surrey	Spelthorne
Hampshire	Rushmoor	Surrey	Surrey Heath
Hampshire	Southampton	Surrey	Tandridge
Hampshire	Winchester	Surrey	Waverley
Inner London	Camden	Surrey	Woking
Inner London	City of London	West Sussex	Adur
Inner London	Hackney	West Sussex	Arun
Inner London	Hammersmith and Fulham	West Sussex	Chichester
Inner London	Haringey	West Sussex	Crawley
Inner London	Islington	West Sussex	Horsham
Inner London	Kensington and Chelsea	West Sussex	Mid Sussex
Inner London	Lambeth	West Sussex	Worthing

Appendix 2 - Map of Targeted Area



Appendix 3 – Spread of Actual Addresses



Appendix 4 – Questionnaire

HOW TO COMPLETE THE QUESTIONNAIRE

- The questionnaire should be completed by ANY resident aged 18 or over living at this address.
- Please read each question carefully and tick a box to indicate your answer.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- The survey consists of 3 pages and should take no longer than 10 minutes to complete.
- Once you have completed the questionnaire please return in the pre-addressed envelope supplied. You do not need to add a stamp.

PART 1 - ABOUT YOU

Q1 What type of property do you live in?

PLEASE TICK ONE BOX ONLY

- Flat House Bungalow

Q2 Which of the following best describes you?

PLEASE TICK ONE BOX ONLY

- Renter Owner

Q3 What Council Tax Band is your home in?

PLEASE TICK ONE BOX ONLY

- A D G
 B E H
 C F Don't know

Q4 Including yourself, how many people are aged 10 or over in your household?

PLEASE ENTER NUMBER BELOW

People aged 10 or over

Q5 In your household, how many children are aged 0 - 9? PLEASE ENTER NUMBER BELOW

Children aged 0-9

Q6 How long have you/your household lived in this home? PLEASE TICK ONE BOX ONLY

- Under 1 year 3-5 years
 1-2 years 5+ years
 Don't know / Can't remember

Q7 When you chose to live in the property, how important was the overall size of the property in making your decision?

PLEASE TICK ONE BOX ONLY

- Very Important Not very important
 Fairly Important Not at all important

PART 2 - AVAILABLE SPACE IN YOUR HOME

Q8 To what extent do you agree or disagree with the following statements regarding the available space for **furniture** in your home: PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't Know / Not applicable
a) There is not enough space for all of the furniture and decorative objects that you have or would like to have	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) There is enough space to be able to use the furniture conveniently (e.g. pulling out drawers, opening doors)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) There is enough space in all of the rooms to be able to move easily around the furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The amount of space in your home is limited so you do not have a real choice on the furniture layouts of each room.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Q9 To what extent do you agree or disagree with the following statements regarding the amount of **private space** (separate rooms, and their size) that the layout of your home allows.

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't Know / Not applicable
a) If someone else is watching TV/playing music in the living area, there is somewhere else you can go that is suitable and quiet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The size and layout of your home does not allow you enough privacy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Your children have a room with enough space in which they can play on their own.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Your children can do their homework in private on a desk or table	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 To what extent do you agree or disagree with the following statements regarding **visitors** to your home. PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't Know / Not applicable
a) There is enough space for guests to sit down in the living and / or dining area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) There is sufficient space to entertain visitors conveniently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) It is difficult to entertain guests privately from other members of the household (e.g. children's friends etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 To what extent do you agree or disagree with the following statements regarding the **corridors and stairs** within your home. PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't Know / Not applicable
a) The corridors and stairs in your home provide sufficient space to move around the home with ease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The corridors and stairs in your home are obstructed by furniture, stored items or decorative objects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The amount of space in the corridors and stairs within your home make it difficult to move furniture around.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 To what extent do you agree or disagree with the following statements regarding **space in your kitchen**. PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't Know / Not applicable
a) The kitchen does not have sufficient space for all the appliances and fittings you want or need ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The kitchen has sufficient worktop space to prepare meals conveniently (allowing for appliances such as microwave, toaster etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The kitchen does not have sufficient space for 2 or 3 small indoor recycling bins.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) There is sufficient space for small children to play safely in the kitchen when you are using it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 To what extent do you agree or disagree with the following statements regarding the **available storage space** within your home. This should exclude any garage or outbuildings.

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't Know / Not applicable
a) The total storage space available within your home is sufficient to accommodate everything that needs to be stored.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The storage spaces are located in the right places.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 To what extent to which you agree or disagree with the following statements regarding the **overall design** of your home. PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't Know / Not applicable
a) The space within your home has been used efficiently by the designer.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) There are areas of your home that have been badly arranged.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 Finally have you had to make any lifestyle choices because of a **lack of space** in your home? For example, not having a pet, not having a bike. PLEASE TICK ONE BOX ONLY

- No - I didn't have to make any lifestyle choices
 Yes - (PLEASE TICK AND WRITE IN THE BOX BELOW)

PART 3 - THE LAYOUT OF YOUR HOME

Q16 Are your living and dining areas open plan?

- Yes No

Q17 Are your corridors & stairs separate from all other rooms?

- Yes No

Q18 When you chose to live in the property, did you know the size of the property in square metres / square feet?

- Yes No

Q19 What is the approximate height from the top of your doors to the ceiling?

PLEASE TICK ONE BOX ONLY

- Up to 30cm / 1 ft
 Between 31cm and 90cm / Between 1 and 3 ft
 More than 90cm / More than 3 ft
 Don't know

Q20 How many bedrooms does your home have?

PLEASE ENTER NUMBER OF BEDROOMS IN THE BOXES BELOW

Single bedrooms Double/twin bedrooms

Q21 Does your property have...

PLEASE TICK RELEVANT BOXES BELOW

- A separate kitchen
 A private garden
 A balcony
 An attic
 A cellar
 A shed
 A garage used for vehicles
 A garage used to store belongings
 Other external storage

Thank you for completing this questionnaire. Please return it as requested in the pre-paid envelope provided to: Housing Space Standards Research, c/o Data Capture Scanning, FREEPOST PLUS RLST-XGSL-ZJYK, Ipsos MORI, Research Services House, Elmgrove Road, Harrow, HA1 2QG