

Questionnaire survey for tenants



In the framework of SINFONIA seventeen apartment houses with more than 1.000 apartments have been refurbished in Innsbruck and Bolzano. In order to access the socio-economic impacts of the refurbishments on attitudes and behaviour of the involved tenants and to identify successful measures for the stimulation of positive changes a tenant survey has been conducted in the two demo cities.

Tenants were consulted via an ex-ante questioning carried out prior to the refurbishments that formed the baseline against which changes were measured by an ex-post questioning after the completion of the refurbishments.

In order to avoid multiple questioning by different institutions of the SINFONIA consortium and to minimise time of effort for the tenants, all SINFONIA partners with specific information needs were included in the compilation of the questionnaire items.

Beside of the assessment of socio-economic impacts the survey allowed the housing associations to gather information from their tenants who are considerable experts on their respective apartment. It also gave tenants the possibility to express requests and opinions on the actual state of their building. This input, when feasible and affordable, was considered in the refurbishment plans.

Data collection was often assisted by personal consultation through the housing associations – resulting in high return rates (up to 90 %). The gathered data was used to perform multiple analyses by different partners e.g. an analysis from a communication perspective.

Further analyses focused on the public's attitude towards renewable energy and energy efficiency measures and what changes, if any, in their energy behaviour have been stimulated by living and working in the SINFONIA smart districts.

vision

Tenants are the real experts of their building. By considering their everyday experiences the refurbishment concept shall be optimised and time and money saved.

addressed stakeholder groups

- ▶ tenants
- ▶ housing associations
- ▶ research partners

outreach

The questionnaires were distributed in more than 1.000 households.

Résumé

Challenges

- ▶ The applied version of the questionnaires had to be approved by the responsible housing association of the building site and single items of the questionnaires had to be adapted to local peculiarities. Hence, different versions of the questionnaires were circulated which led to a restriction of data comparison and impeded the exploitation of the full research potential.
- ▶ To convince tenants to participate in the survey was very time consuming. In order to reach high participation rates tenants were rewarded with incentives that had to be organised and distributed. Partially, tenants were offered personal support to fill out the questionnaire.

Recommendations

- ▶ Keep it simple and short! Adapt content and wording to the target group.
- ▶ A questionnaire is suitable to gather information concerning preferences of different communication channels (e.g. in Bolzano 85 % of the interview partners would like to get detailed information about SINFONIA)
- ▶ As answering the survey was rewarded with incentives the high participation of tenants in the survey could be maintained.
- ▶ Get more information [here](#) !

