

Energy in your home HOUSEHOLD SURVEY

June 2021

Dear Sir, Madam,

The municipality of Haarlem invites you to take part in the survey 'Energy in your house and contacts in your flat'. The Netherlands needs to be gas free by 2050. The municipality of Haarlem would like to know your opinion. Utrecht University and Delft University of Technology are doing this research for the Municipality of Haarlem. Elan Wonen, Pré Wonen and Ymere also participate in this.

This survey concerns:

- whom you know in your building
- your personal situation
- your age and education
- your opinion about the future of energy and heating.

Filling in the survey takes around 20 minutes.

Participation is voluntary. You will receive a VVV gift voucher of 20 euros if you fill in the questionnaire and return it in the return envelope. No stamp is necessary on the envelope.

Your personal information will be anonymized

For this study we ask some personal information such as your house number. Your personal information will be changed into codes and then the questionnaires will be destroyed. In this way you remain anonymous. Only a summary will be shared with the municipality of Haarlem and the housing corporations Pré Wonen, Ymere, and Elan Wonen.

Do you have a question or remark?

- Please contact the researcher: j.ou@uu.nl, or your housing cooperation via klantenservice@elanwonen.nl.
- If you need help filling in or returning the survey, you can call the researcher at **mobile number** If you have a complaint, you can send an email to klachtenfunctionaris-fetcsocwet@uu.nl.
- Do you want to take part in this research? Please fill in the consent statement and the questionnaire and return them using the envelope.

With kind regards, Prof. Vincent Buskens en Dr. Jiamin Ou

Consent Statement

I agree to participate in this survey. The researchers will anonymize my information and only share a summary with the municipality of Haarlem and the housing corporations.

Name :

Date:

Section 1

Whom do you know in your flat?

1. How many people in this building have you ever visited in their homes?

- None
- 1-5 tenants
- 6-10 tenants
- 11-20 tenants
- More than 20 tenants

2. Below you can see an overview of the mailboxes of this building. Tick the rectangle shape for those tenants you greet when you see them. Tick the circle if you ever visited their homes.

Section 2

Trust in neighbours & Organizations

3. How many people in this building do you greet when you see them?

- None
- 1-5 tenants
- 6-10 tenants
- 11-20 tenants
- More than 20 tenants

4. To what extent do you agree or disagree with these statements?

	Totally Disagree	Disagree	Neutral	Agree	Totally Agree
✓ I trust the people in my building	<input type="radio"/>				
✓ I trust the people on my floor	<input type="radio"/>				
✓ If I meet an unknown person on the street, I trust this person	<input type="radio"/>				
✓ Most people are trustworthy	<input type="radio"/>				

5. How many of your neighbours have your house key, in case of an emergency?

- None
- 1-2 neighbours
- 3-4 neighbours
- More than 4 neighbours

6. To what extent do you agree or disagree with this statement? I have confidence__

	Totally Disagree	Disagree	Neutral	Agree	Totally Agree
✓ In the national government	<input type="radio"/>				
✓ In my energy supplier	<input type="radio"/>				
✓ In my housing corporation	<input type="radio"/>				
✓ In the municipality of Haarlem	<input type="radio"/>				

Section 3

How you feel about different energy sources?

The Netherlands wants to stop using natural gas before 2050 for a better climate. The municipality considers alternative sources of energy for heating and hot water. The municipality is considering a heat network for Schalkwijk. A heat network - also known as district heating or block heating - works like this: warm water goes from a heat source through pipes to houses to heat water and homes. We are curious what your opinion is about this.

Section 3

How you feel about different energy sources?

7. To what extent do you agree with these statements:

	Totally Disagree	Disagree	Neutral	Agree	Totally Agree
✓ I know different energy solutions	<input type="radio"/>				
✓ I know why we will stop using gas.	<input type="radio"/>				
✓ I understand what needs to be changed in my home to stop using natural gas	<input type="radio"/>				
✓ I understand what needs to be changed outside my building to be gas free	<input type="radio"/>				
✓ I have some knowledge of Haarlem municipality's energy transition plans	<input type="radio"/>				
✓ I know the energy transition timeline	<input type="radio"/>				
✓ I understand what the Warmtenet is and what it means for me	<input type="radio"/>				

8. Would you like to know more information about the 'Warmtenet'?

- Yes, go to question 9
 No, go to question 10

9. If your answer to question 8 is yes, how would you like to receive the information?

Please select as many answers as you want.

- Physical meetings, such as tenant meetings or a visit to a model home.
 Via the district manager (i.e. 'wijkbeheerder')
 Letter / brochure
 Local newspaper
 Poster
 Digital newsletter / e-mail
 Website
 Social media such as FaceBook
 Telephone
 Other, namely _____

10. I think natural gas is ____

	Totally Disagree	Disagree	Neutral	Agree	Totally Agree
✓ Convenient	<input type="radio"/>				
✓ Sustainable	<input type="radio"/>				
✓ Warm Enough	<input type="radio"/>				
✓ Safe	<input type="radio"/>				
✓ Environmentally Friendly	<input type="radio"/>				
✓ Comfortable	<input type="radio"/>				
✓ Cheap now	<input type="radio"/>				
✓ Cheap in the future	<input type="radio"/>				

Section 3

How you feel about different energy sources?

11. I think using 'warmtenet' is ___

	Totally Disagree	Disagree	Neutral	Agree	Totally Agree
✓ Convenient	<input type="radio"/>				
✓ Sustainable	<input type="radio"/>				
✓ Warm Enough	<input type="radio"/>				
✓ Safe	<input type="radio"/>				
✓ Environmentally Friendly	<input type="radio"/>				
✓ Comfortable	<input type="radio"/>				
✓ Cheap now	<input type="radio"/>				
✓ Cheap in the future	<input type="radio"/>				

12. If your energy bill and rent remain the same, will you agree to switch from natural gas to other cleaner energy sources?

- Yes, go to question 13
- No, go to question 14

13. If you said 'Yes' to question 12: Why?

You can choose more than 1 option

- Because I think we should use cleaner energy sources.
- I think it is safer compared to gas.
- I would like to do something good for the climate, as long as I don't have to pay extra money for it.
- I think my energy bill will get cheaper in the future.
- I would like to do something for the next generation.
- Other reasons, namely _____

Section 3

How you feel about different energy sources?

14. If you said 'No' to question 12: What would change your mind?

You can choose more than 1 option.

- Heating and hot water will continue to work well during renovations.
- Appointment with a new energy supplier or the municipality to explain the project.
- Being shown the new energy situation in a home as an example.
- Dust and noise during renovations will be minimal.
- Information leaflets that explain the details of the project to you.
- Other reasons, namely _____

15. Have you ever used electricity for cooking?

- Yes
- No

16. Do you prefer to cook using electricity or gas?

- I prefer electrical cooking
- I prefer cooking with gas
- I am fine with both
- I do not know anything about electrical cooking.

17. I think using electricity for cooking is ___

	Totally Disagree	Disagree	Neutral	Agree	Totally Agree
✓ Convenient	<input type="radio"/>				
✓ Sustainable	<input type="radio"/>				
✓ Hot enough for my dishes	<input type="radio"/>				
✓ Safe	<input type="radio"/>				
✓ Environmentally friendly	<input type="radio"/>				
✓ Suits my cooking habit	<input type="radio"/>				
✓ Cheap now	<input type="radio"/>				
✓ Cheap in the future	<input type="radio"/>				

Section 4

Information about you and your household

18. What is your house number?
(answers will remain anonymous)

19. What is your gender?

- Female
- Male
- Other

20. How long have you lived in this building?

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your first language?

- Dutch
- Arabic
- English
- French
- Polish
- Turkish
- Other, namely _____
- I prefer not to tell

22. What is your age?

- 18-29 years old
- 30-49 years old
- 50-69 years old
- 70 or older

23. What is your highest level of education?

- No completed education
- Primary education
- Secondary education
- Polytechnic / College
- University (Bachelor)
- University (Master)
- Doctorate, PhD

24. What is your current work situation?

- Full-time employed; 32 hours or more per week
- Working part-time; less than 32 hours a week
- Jobseeker
- Unemployed, currently not searching for a job
- Student
- Retired

We would like to talk to some of the people in the building about energy sources and social relationships. If you would like us to contact you, please leave your contact details below. This can be your e-mail address or telephone number. This information will not be linked to your above answers.