

Welsh Housing Conditions Survey 2017-18

Thank you for agreeing to take part in this important study. Your participation is very important and greatly appreciated.

What is the Welsh Housing Conditions Survey?

The Welsh Housing Conditions Survey is a survey of the condition of all types of housing – houses and flats; owned and rented – across Wales. During your National Survey for Wales interview you provided vital information on a number of topics – household income, housing costs, how you pay for your energy – this will be combined with information from a physical inspection of your property to give the Welsh Government a clear picture of the state of homes and housing in Wales.

Why is it important?

The information collected helps the Welsh Government make informed decisions – so resources are better used to help home owners and tenants. This includes decisions on how to improve energy efficiency of homes, build better housing for the future and reduce the impact of poor quality housing on the health of the occupants. The survey was last undertaken in 2008 and the information collected has been used constantly since then to inform government policies.

What will the inspection involve?

A surveyor employed by the Building Research Establishment (BRE) will undertake an inspection of your home. The surveyor will look at the inside and outside of your home. **It is only a visual inspection;** they will not need to move any furnishings or carpets, or undertake any testing. Your home will not be disturbed in any way and the surveyor will not take up much of your time.

How long will the surveyor visit last?

Around 40-50 minutes; most of this time will be spent outside, with just about 20 minutes spent inside.

When will the surveyor call?

A surveyor will telephone you within the next few weeks to arrange a convenient time to carry out the inspection. If you are not in when the surveyor arrives they will leave a calling card with their contact details. If you need to rearrange the appointment you can contact the surveyor directly.

How do I know that the surveyor is genuine?

All surveyors carry photo ID cards, with a Freephone number enabling you to check that they are who they say they are.

Do I need permission from my landlord?

There is no need to seek permission from your landlord or freeholder to participate in the survey. You do not need to inform them of your participation unless you wish to. As the interviewer explained, all your responses to the National Survey for Wales and the information collected as part of the inspection of your home will remain confidential.

Is confidentiality guaranteed?

YES. The information collected as part of the inspection will be treated as confidential as directed by the Code of Practice for Official Statistics. It will be used to produce statistics that will not identify you or anyone in your household. Information is also provided to other approved organisations for statistical purposes only and the same standards of protection are applied to your information at all times.

Is it possible to have a Welsh speaking surveyor?

YES. You will have indicated to the interviewer whether you wish to have a Welsh speaking surveyor call. If you wish to change your preference please contact BRE on the number below.

Further information

If you would like further information about the Welsh Housing Conditions Survey or have any queries contact BRE on **0808 164 2982** or email **whcsinfo@bre.co.uk**. Calls are free from mobiles as well as landlines.

If you would like to contact the Welsh Government directly, please email

stats.housingconditions@wales.gsi.gov.uk or call **0300 060 3300**. Calls made to this number are not free and you will be charged at the normal rate.

For more information visit:

www.gov.wales/whcsinfo or
www.bre.co.uk/whcs2017-18