

**Date:** 09 February 2017

**Enquiries to:** David Barns

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GOLDTHORPE  
CAMDEN STREET  
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Dear

**Re: Improving your heating system**

We are looking at new ways to reduce energy costs and increase comfort levels for our residents who are supplied with heat from communal heating systems.

Your estate is one of the ones selected for a pilot project.

**We would really like to hear what you think about your heating system and have enclosed a survey for you to complete.** You can return this in the pre-paid envelope enclosed *or* bring it along to a consultation meeting, *or* contact us and we can help you complete it. **Your opinion is important to us and will help us improve the heating performance to your home, so please complete the survey.**

We will install heat monitors in some homes and around the pipe network to get more information for our research, and will contact you again if this work affects you in any way.

We will also be arranging a consultation event so you can come along to find out more about the project. We will notify you with the details once this is arranged.

After we have assessed the results of the survey and the heat monitoring data, we will contact you again to let you know the results. At this point, we are not proposing any major changes to your heating, but will feedback to you on how best to improve it once the research is completed.

In the meantime, if you have any questions please do not hesitate to contact me on: 0207 974 2530, or via the email address above.

Yours sincerely



David Barns  
Senior Energy Performance Officer

# Heating and Hot Water Survey - Curnock Street Estate

**Q1.1** Overall, how satisfied or dissatisfied are you with the **HEATING** in your home?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
PLEASE TICK ONE BOX ONLY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q1.2** If you are dissatisfied with the HEATING in your home, **please tell us why:**

**Q1.3** Does your home ever feel too hot or too cold?

	<i>Yes - sometimes too hot</i>	<i>Yes - sometimes too cold</i>	<i>No - never too hot or too cold</i>
PLEASE TICK ALL THAT APPLY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q1.4** If your home ever feels too hot or too cold, **please gives us details about when and which rooms:**

**Q1.5** Please answer the following statements about your heating controls:  
TICK ONE BOX PER ROW

	<i>Yes</i>	<i>No</i>	<i>Not sure</i>
I have control over the heating in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can switch my heating on and off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know how to control my radiators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use controls on my <b>individual</b> radiators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q1.6** If you have any additional comments about the HEATING in your home, **please tell us below:**

**Q2.1** Overall, how satisfied or dissatisfied are you with the **HOT WATER** in your home

PLEASE TICK ONE BOX

<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q2.2** If you are dissatisfied with the **HOT WATER** in your home, **please tell us why:**

**Q2.3** Does your **HOT WATER** ever feel too hot or too cold?

PLEASE TICK ALL THAT APPLY

<i>Yes - sometimes too hot</i>	<i>Yes - sometimes too cold</i>	<i>No - hot water is never too hot nor too cold</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q2.4** If your **HOT WATER** ever feels too hot or too cold, **please give us details about when and which taps:**

**Q2.5** If you have any additional comments about the **HOT WATER** in your home, **please tell us below:**

**Your contact details**

Name.....

Address.....

Thank you for completing this questionnaire

**Please return your survey in the FREEPOST envelope enclosed, or  
bring your completed form to the consultation session  
David Barns, Senior Energy Performance Officer, Property Services**