

Homes fit for Study

Online questionnaire

2017

SURVEY INTRODUCTION

Thanks for taking part in our survey!

NUS are conducting a confidential survey with students to find out about the accommodation you live in during your time at university or college. The information you provide will help us, your students' union and your institution campaign for and provide improved accommodation for students.

The survey will take around 15 minutes to complete and there are no right or wrong answers. We are just keen to hear your thoughts, so please be honest.

All those completing the survey will be entered into a fantastic £500 cash prize draw. Ten lucky runners up will also win £50!

The survey closes on 19th February so click 'next' to get started!

Your individual answers will only be seen by the project team involved in preparing the report, but they will never be attributed back to you personally without your direct permission. NUS Insight follows the Market Research Code of Conduct. If you would like to withdraw your responses from this research at any stage, please contact insight@nus.org.uk

A. BACKGROUND / DEMOGRAPHICS

Firstly, we would like to know a little more about you...

A1. Please tell us the main type of course on which you are currently studying.

To complete the survey we need to know which level course you are studying. If you do not know which level course you are studying please check with your course supervisor.

SET UP INSTRUCTIONS		Force	
Routed	ASK ALL	Type	SINGLE
Response		Code	Route
Entry-level (e.g. Skills for Life or ESOL)		1	A2
Foundation/ Level 1		2	
GCSEs/NVQ 2/other equivalent Level 2 qualification		3	
A/AS-levels/NVQ 3/BTEC National/Access course/equivalent Level 3 qualification		4	
Apprenticeship (Intermediate/Advanced/Higher)		5	
BA/BSc/BEd/ Foundation Degree/HNC/HND/other equivalent Level 4 qualification		6	
MA/MRes/MSc/MEd/MPhil/MBA/PGCE/other postgraduate qualification		8	
PHD/D Phil/professional doctorate other doctoral degree		9	
Other qualification – direct out of survey		10	

A2. Which university or college do you attend?*Please pick one*

SET UP INSTRUCTIONS		Force. Drop down box	
Routed	ASK ALL	Type	SINGLE
Response		Code	Route
Drop down box		1....	A3

A3. Are you classed as a part-time or full-time student by your institution?*Please select one only*

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	SINGLE
Response		Code	Route
Full-time study		1	A4
Part-time study		2	
Don't know		3	

A4. Which year of your current course are you in?*Please select one only*

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	SINGLE
Response		Code	Route
Year one		1	A5
Year two		2	
Year three		3	
Year four		4	
Year five or more		5	

A5. For the purposes of your funding and/or fees, are you classed as...?

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	SINGLE
Response		Code	Route
Home/UK student		1	A6
International student from within the EU		2	
International student from outside the EU		3	

A6. Which region do you live in during term time?*Please select one*

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	SINGLE
Response		Code	Route
North East		1	A7

North West	2	
Yorkshire and the Humber	3	
East Midlands	4	
West Midlands	5	
East Anglia	6	
South West	7	
South East	8	
Scotland	9	
Wales	10	
Northern Ireland	11	
London	12	
East of England	13	

A7. Please tell us your...

We will not use this information other than for the analysis of this survey. We will not use it to send you anything by post.

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	OPEN
Response		Code	Route
Current post code		1	B1
Post code before application to your institution (if you previously lived in the UK)		2	

B. CURRENT ACCOMMODATION

Now we'd like to know a bit more about where you live while you're studying...

Unless specified otherwise, please think about where you live during term time when answering the following questions.

B1. Which of these best describes your current accommodation?

Please select one only

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	SINGLE
Response		Code	Route
Privately rented house/flat (i.e. rented from a landlord or letting agent)		1	B2
Rented room in landlord's house		2	

Student accommodation managed by my institution (e.g. halls, head leased house)	3	
Student accommodation managed by another provider (e.g. private halls of residence)	4	
In my family home (e.g. with parents)	5	
In my own home (i.e. a house you own)	6	
In social housing (i.e. rented from a local authority or housing association)	7	
Other, please specify	8	

B2. When did you start living in your current term-time accommodation?

Please select one only

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	SINGLE
Response	Code	Route	
Before September 2015	1	B3	
September 2015	2		
<i>[continue with each month until...]</i>	3		
February 2017	4		

B3. Overall, how satisfied are you with your current term-time accommodation?

Please select one only

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	SINGLE
Response	Code	Route	
Very satisfied	1	B4	
Satisfied	2		
Neither satisfied nor dissatisfied	3		
Dissatisfied	4		
Very dissatisfied	5		
Don't know	6		
Rather not say	7		

B4. Why did you choose to live in this type of accommodation while you study?

Please select all that apply

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	SINGLE
Response	Code	Route	
It was the easiest option	1	B4	

It was more affordable	2	
The location was convenient to get to my place of study	3	
The location was convenient to get to my place of work	4	
I wanted/needed to be close to family/friends	5	
I wanted to be able to meet other students	6	
I wanted to live with friends	7	
I wanted to live with family	8	
I wasn't aware of other options	9	
There was no other option available to me	10	
Other, please specify	11	

B4. To what extent do you agree, if at all, with the following statements?
Please select one for each option

SET UP INSTRUCTIONS		ANSWER OPTIONS	
		1. Strongly agree 2. Agree 3. Neither agree nor disagree 4. Disagree 5. Strongly disagree 6. Don't know 7. Rather not say	
Routed	ASK ALL	Type	SINGLE GRID
Response		Code	Route
My accommodation represents good value for money		1	C1
My accommodation is in good condition			
My accommodation has adequate space			
I made the right choice in deciding where to live		2	
My accommodation feels like home		3	
My accommodation enables me to feel involved with other students		4	
My accommodation supports me to engage effectively with my course		5	
My accommodation provides me with a good place to study			
I feel part of the local community where I live		6	
I know who my neighbours are where I live		7	

I know I'll be able to stay in my accommodation for as long as I need		
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C. PRIVATE RENTED SECTOR – FINDING

We're interested in hearing about your experiences finding accommodation...

C1. How did you find your current house/flat?

Please select one only

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	SINGLE
Response		Code	Route
Through a letting agent run by my students' union		1	C2
Through another kind of letting agent		2	
Through my institution/students' union's housing list e.g. StudentPad or a house-hunting service endorsed by the institution or students' union		3	
Online property search e.g. Gumtree, Zoopla		4	
Advert e.g. in newspaper, shop, students' union, Facebook			
Word of mouth e.g. friend lived there previously		5	
Saw it while passing by		6	
Other, please specify		7	

C2. Did you view the property in person before agreeing to rent it?

Please select one only

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	SINGLE
Response		Code	Route
Yes		1	C3
No, I had only seen pictures		2	
No, my family/housemates viewed the property		3	
No, I had not viewed the property at all		4	

C3. How important, if at all, were the following criteria when you were house-hunting?

Please rank in order of importance, where 1 is most important

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	OPEN
Response	Code	Route	
Cost of rent	1	C4	
Cost of non-refundable letting fees	2		
Condition of accommodation i.e. state of repair	3		
Appearance of accommodation i.e. design, style of furnishing	4		
Size of accommodation	5		
Location and convenience	6		
Reputation of landlord / letting agent	6		
Energy efficiency of the property	7		
Other, please specify	8		

C5. Which of the following items, if any, did you receive or request for your current accommodation?

Please select one for each option

SET UP INSTRUCTIONS		ANSWER OPTIONS	
Routed	B1=1,2	Type	SINGLE
Response	Code	Route	
Inventory	1	C6	
Tenant Information Pack (available in Scotland only)	2		
Proof of Gas Safety check	3		
Energy Performance Certificate	4		
Electrical Safety Certificate	5		

C6. Who else lives in your home?

Please select all that apply

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	MULTI
Response	Code	Route	
I live alone	1	C7	
I live with my partner	2		

I live with between one and three unrelated people (e.g. friends, other students)	3	
I live with four or more unrelated people (e.g. friends, other students)	4	
I live with my landlord	5	
I live with my children (under 18)	6	
I live with my children (18 or over)	7	
I live with my parents/family	8	
I live with an adult I provide care for		
Other, please specify	9	

C7. Is your current property/landlord/letting agent part of an accreditation scheme?

Accreditation schemes are local or national initiatives where participating landlords or letting agents agree to meet certain standards set out under the scheme. These schemes are often run by local authorities, universities, students' unions, landlords' associations or a partnership or these groups.

Please select one only

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	SINGLE
Response		Code	Route
Yes		1	C8
No		2	
Don't know		3	

C8. Who manages your house/flat on a day-to-day basis?

Please think about who you pay rent to, or contact for repairs etc.

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	SINGLE
Response		Code	Route
Letting agent		1	C9
Landlord		2	
My institution (i.e. university or college)		3	
A city-wide student housing service, supported by my university or college			
Other, please specify		4	
Don't know		5	

C9. How much is your monthly rent?

Please think only of the rent you personally pay, not the combined rent for the property as a whole.

Please select one only

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	OPEN NUMERIC
Response		Code	Route
OPEN-ENDED		1	C10

C10. How do you pay for the following household bills?*Please select all that apply*

SET UP INSTRUCTIONS		ANSWER OPTIONS	
		<ol style="list-style-type: none"> 1. Included in rent payments 2. Paid for separately to landlord 3. Paid for by me only 4. Paid for by other people who live in the household but not me 5. Not applicable, we don't pay for this at all 6. Other 	
Routed	B1=1,2	Type	GRID SINGLE
Response		Code	Route
Water		A	C11
Gas		B	
Electricity		C	
Internet		D	
Phone		E	
Insurance		F	
TV Licence		G	
Council Tax		H	
Other, please specify		I	
Don't know		J	

C11. You said your energy bills (electricity or gas) are included in your rent payments or are paid separately to your landlord.**Please let us know which of the following options describe your situation.***Please select all that apply*

SET UP INSTRUCTIONS			
Routed	B1=1,2 AND C8B=1,2 AND C8C=1,2	Type	SINGLE
Response		Code	Route
I/We pay a set amount each month to cover gas and electricity used and are <u>not</u> charged extra if we exceed this		1	C12
I/We pay a set amount each month to cover gas and electricity used and are charged extra if we exceed this		2	

I/We pay a set amount each month to cover gas and electricity used and receive a refund if we use less	3	
I/We pay a set amount each month to cover gas and electricity used but <u>do not</u> receive a refund if we use less	4	
I/We pay a specific amount to the landlord each month depending on what gas/electricity we have used	5	
Other, please specify	6	
Don't know	7	
None of these –gas and/or electricity is not included in my rent	8	

C12. If you have any further comments about how you pay for your energy bills (gas or electricity) please write your answer in the box below.

SET UP INSTRUCTIONS		Type	OPEN
Routed	B1=1,2 AND C8B=1,2 AND C8C=1,2	Type	OPEN
Response		Code	Route
OPEN-ENDED		1	C13

C13. What kind of heating system/s do you have in your term time accommodation?
Please select all that apply

SET UP INSTRUCTIONS		Type	MULTI
Routed	B1=1,2	Type	MULTI
Response		Code	Route
Gas central heating	1	C14	
Oil central heating	2		
Night storage heaters	3		
Fixed room fires or heaters	4		
Open fires or stoves (solid fuel)	5		
Portable heaters: Electric	6		
Portable heaters: Bottled gas/paraffin	7		
Portable heaters: Oil-filled	8		
Other, please specify	9		
Don't know	10		

C14. Does your property have any of the following?
Please select all that apply

SET UP INSTRUCTIONS		Type	MULTI
Routed	B1=1,2	Type	MULTI
Response		Code	Route

Smoke/fire alarm	1	C17
Carbon monoxide detector	2	
Burglar alarm	3	
Mortis lock	4	
Secure doors and windows	5	
Adequate bins and recycling facilities	6	
'Smart' energy meter	7	C15
'Smart' energy thermostat e.g. Nest, Hive	8	

C15. You said you have a 'smart' energy thermostat in your current accommodation (e.g. Hive, Nest).

Please tell us who can control the heating using this thermostat.

Please select all that apply

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	MULTI
Response		Code	Route
Me		1	C14
Other people who live in my accommodation		2	
Landlord		3	
Other, please specify		4	

C16. If you have any comments about your experiences of 'smart' energy thermostats and how they're controlled in your accommodation, please let us know in the box below.

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	OPEN
Response		Code	Route
OPEN-ENDED		1	C15

C.17 You said you have a 'smart' meter in your term-time accommodation.

Please tell us about your experiences of living in accommodation with a smart meter?

Please write your answer in the box below, thinking about your awareness of the energy that is used in your accommodation and any changes you have made to how you use energy

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	OPEN
Response		Code	Route
OPEN-ENDED		1	C15

C17. Are/were the following present in your current, or previous homes you have rented whilst you have been a student?

Please select all that apply

SET UP INSTRUCTIONS		ANSWER OPTIONS	
Routed	B1=1,2	Type	SINGLE GRID
Response		Code	Route
Damp or mould on walls or ceilings		A	C18
Damp or mould on floors, carpets or furniture		B	
Condensation		C	
Leaking roof/windows		D	
Draughty windows / doors		E	
Rot in window frames or floors		F	
Electrical safety hazards e.g. exposed wiring, faulty appliances		G	
Gas safety hazards e.g. leaking gas, faulty boiler		H	
Slugs/mice or other infestation		I	
Other, please specify		J	
None of these		K	

C18. Did you, or the people you live with, approach your landlord regarding the issues you experienced with your accommodation?

Please write your answer in the box below

SET UP INSTRUCTIONS			
Routed	B1=1,2 AND C17A~I=1,2	Type	SINGLE GRID
Response		Code	Route
Yes		1	C19
No		2	
Don't know		3	

C19. Please tell us why you didn't approach your landlord regarding the issues you experienced with your accommodation.

Please write your answer in the box below

SET UP INSTRUCTIONS			
Routed	B1=1,2 AND C18=2	Type	OPEN
Response		Code	Route
OPEN-ENDED		1	C20

C20. Did you seek advice from any of the below services regarding the issues you have experienced in your accommodation, and if so, how useful did you find them?

Please select one for each option

SET UP INSTRUCTIONS		ANSWER OPTIONS	
		1. Not at all useful 2. Somewhat useful 3. Useful 4. Very useful 5. Don't know 6. Not applicable/did not use	
Routed	B1=1,2	Type	SINGLE GRID
Response		Code	Route
University or college e.g. housing services, student support		A	C21
Students' union e.g. advice centre		B	
Other advice service (e.g. Shelter, Citizens Advice Bureau)		C	
Online information		D	
Friends and family		E	
Other		F	

C21. To what extent, if at all, do you agree or disagree with the following statements?
Please select one for each option

SET UP INSTRUCTIONS		GRID	
		1. Strongly agree 2. Agree 3. Neither agree nor disagree 4. Disagree 5. Strongly disagree 6. Don't know	
Routed	B1=1,2	Type	SINGLE
Response		Code	Route
I know my rights as a tenant		A	C22
Tenants have enough rights in the private rented sector		B	
I know where to turn for support if I have problems with my rented housing		C	
There is enough support available for renters		D	
I have a lot of choice when it comes to housing		E	
I would prefer to rent from an accredited landlord/letting agent		F	

C22. What do you think of the accommodation you live in during term time?

Where I live is...

Please select one for each option

SET UP INSTRUCTIONS	GRID
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		1. Strongly agree 2. Agree 3. Neither agree nor disagree 4. Disagree 5. Strongly disagree 6. Don't know	
Routed	B1=1,2	Type	SINGLE
Response		Code	Route
Somewhere I think of as home		A	D1
Just a roof over my head		B	
Somewhere I'm proud to invite friends to		C	
Somewhere I'm proud to invite family to		D	
Somewhere I avoid spending time in		E	
Suits my needs while I'm a student		F	
Acceptable for a student like me to live in		G	
Similar to accommodation other students I know live in		H	
Is like the accommodation I can see myself living in the future		I	

SECTION D: ENERGY USE AND TEMPERATURE

Still thinking about where you live during term time, we're also interested in your experiences of living in your current accommodation...

D1. To what extent do you undertake the following actions?

Please select one for each option

SET UP INSTRUCTIONS		ANSWER OPTIONS	
		1. Always 2. Sometimes 3. Rarely 4. Never 5. Don't know 6. Not applicable, cannot do this	
Routed	B1=1,2	Type	SINGLE GRID
Response		Code	Route
Wash clothes at 40 degrees or less		A	D2
Cut down on the use of hot water at home		B	
Leave the heating on when you go out for a few hours		C	
Leave your TV or PC on standby for long periods of time at home		D	
Leave lights on when you are not in the room		E	
Leave a mobile phone charger switched on at the socket when not in use		F	

Fill the kettle with more water than you are going to use	G	
Put pans on lids when cooking on the hob	H	
Tumble dry clothes rather than leave to dry naturally	I	
Taking showers rather than baths	J	
Only wash clothes when you have a full load	K	

D2. How would you describe the overall level of warmth in your current accommodation so far this winter? Is it...

Please select all that apply

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	SINGLE
Response		Code	Route
Much colder than you would have liked		1	D3
A bit colder than you would have liked		2	
About right		3	
A bit warmer than you would have liked		4	
A lot warmer than you would have liked		5	
Both too warm and too cold		6	

D3. Thinking about any time of day or night, have you (and the people you live with) cut back on energy use in your current accommodation in any of these ways this winter, because you were concerned about the costs?

Please select all that apply

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	MULTI
Response		Code	Route
Turned heating off, even though I would have preferred to have it on		1	D4
Turned the heating down, even though I would have preferred it to be warmer		2	
Turned the heating down or off in some rooms but not others, even though I would have preferred not to		3	

Only heated and used one room in my accommodation for periods of the day	5	
Used less hot water than I would have preferred	6	
Turned out lights in my accommodation, even though I would have preferred to have them on	7	
Had fewer hot meals or hot drinks than I would have liked	8	
Washed clothing/other items less frequently than I would have liked	9	
None of these	10	

D4. Thinking about the heating in your accommodation, please tell us to what extent do you agree, if at all, with the following statements?

Please select one for each statement

SET UP INSTRUCTIONS		GRID	
		1. Strongly agree	
		2. Agree	
		3. Neither agree nor disagree	
		4. Disagree	
		5. Strongly disagree	
		6. Don't know	
		7. Rather not say	
Routed	B1=1,2	Type	SINGLE
Response		Code	Route
I/we have the heating on 12 hours or more per day still don't feel warm		A	D5
I/we have felt uncomfortably cold in my current accommodation		B	
I/we don't have any control over the heating where I live		C	
I/we don't know how to control the heating where I live		D	
The property is poorly insulated/draughty		E	
I/we limit the length of time we have the heating turned on to save money on energy bills		F	
The amount of heating we use causes arguments amongst my flatmates		G	
I/we feel adequately warm		H	
I/we often find my accommodation too warm but cannot control the settings		I	

D5. Which of the following actions, if any, have you taken whilst in your current accommodation because it is colder than you would like?

Please select all that apply

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	MULTI
Response	Code	Route	
Worn more than one layer of clothes to bed	1	D6	
Worn outdoor wear (e.g. hat/scarf/coat/gloves) in your home	2		
Chosen to go out to socialise rather than stay at home	3		
Stopped inviting friends or family to your accommodation			
Stayed longer in university / college buildings (library, class rooms/lecture theatres)	4		
Stayed elsewhere (e.g. with parents, relatives, partner, friends)	5		
Kept curtains closed all day to keep warmth in	6		
Put plastic sheeting on the inside of windows	7		
Used draught excluders	8		
Approached landlord to improve insulation	9		
Approached landlord to improve heating system	10		
Used blankets or hot water bottles	11		
Other (please specify)	12		
None of these	13		

D6. You said you take the following actions in your current accommodation because it is colder than you would like. Please let us know which of the actions you still do if you have family or friends visiting?

Please select all that apply for each option

SET UP INSTRUCTIONS		ANSWER OPTIONS:	
		1. I/We do this when friends are visiting 2. I/We do this when family are visiting 3. I/We only do this when I/we have no visitors 4. Not applicable – I/We don't do this	
Routed	B1=1,2 AND D6=1,2,6,7,8,11	Type	MULTI GRID
Response	Code	Route	
Worn more than one layer of clothes to bed	A	D7	
Worn outdoor wear (e.g. hat/scarf/coat/gloves) in your home	B		
Kept curtains closed all day to keep warmth in	C		

Put plastic sheeting on the inside of windows	D	
Used draught excluders	E	
Used blankets or hot water bottles	F	
Other (please specify)	G	

D7. We're interested to understand the decisions you make in day to day life. In the next question you will be presented with a list of different pairs of things to compare and we'd like to know how much more important one is than the other. Each line is a different comparison so please try to think about each line on its own.

When thinking about your day to day life, which is more important to you?

Using the scale of 1-9, where 1 is both things are equally important, and 9 is extreme importance for one thing, please select one option for each pair

SET UP INSTRUCTIONS		ANSWER OPTIONS: 9. Extreme importance 8. 7. Very strongly important 6. 5. Strong importance 4. 3. Moderate importance 2. 1. Equal importance [repeat scale back up to 9]	
Routed	B1=1,2	Type	SINGLE GRID
Response		Code	Route
Making sure I can travel to university / college to keep my course commitments v. Keeping my accommodation comfortably warm		A	D8
Making sure I have enough food v. Keeping your accommodation comfortably warm		B	
Making sure I have good quality food v. Keeping my accommodation comfortably warm		C	
Making sure visitors (e.g. friends and family) feel warm in my accommodation v. Saving money on energy bills		D	
'Keeping the peace' with people I live with v. Keeping my accommodation comfortably warm		E	
Making sure I have the money to go out / socialise with friends v. Keeping my accommodation comfortably warm		F	
Cooking hot food when I want to v. Keeping my accommodation comfortably warm		G	

Doing laundry as regularly as I would like to v. Keeping my accommodation comfortably warm	H	
Making sure I can pay for things related to my course (e.g. printing, field trips) v. Keeping my accommodation comfortably warm	I	

- D8. You said that you have problems with [LINK TO C17] and that your home is [LINK TO D2] than you would have liked. Does this affect you in any of the following ways?**
Please select all that apply

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	MULTI
Response		Code	Route
It has made an existing health problem or problems worse	1	D9	
It has brought on a new health problem or problems	2		
It makes me feel miserable	3		
It makes me feel anxious or depressed	4		
I don't feel able to invite friends or family to the house	5		
I have spent as much time as possible away from the house	6		
Other (please specify)	7		
None of these	8		

- D9. You said you'd approached your landlord to make improve the heating or insulation in your current accommodation. Please tell us more about your experience of seeking improvements in the box below.**

SET UP INSTRUCTION			
Routed	B1=1,2 AND D5=9,10	Type	OPEN
Response		Code	Route
Open-ended	1		D10

- D10. If you'd like to tell us anything more about other impacts or effects, if any, living in a cold home has had for you, please write your answer in the box below.**

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	OPEN
Response		Code	Route

Open-ended	1	
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SECTION E: COSTS OF RENTING

We'd now like to find out a bit more about costs associated with your accommodation during term time...

E1. Which of the following do you use to pay your rent?

Please select all that apply

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	MULTI
Response	Code	Route	
Student loan	1	E2	
Personal savings	2		
Money given by friends/family/partner	3		
Scholarship	4		
Salary	5		
Social Security Benefits e.g. Housing Benefit	6		
Credit card	7		
Overdraft facility	8		
Money borrowed from a bank	9		
Money borrowed from friends/family/partner	10		
Money borrowed from a 'payday' lender	11		
Applied for financial support from my university or college	12		
Other, please specify	13		

E2. Which of the following do you use to pay your energy (e.g. gas, electricity) bills?

Please select all that apply

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	MULTI
Response	Code	Route	
Student loan	1	E2	
Personal savings	2		
Money given by friends/family/partner	3		
Scholarship	4		
Salary	5		
Social Security Benefits e.g. Housing Benefit	6		
Credit card	7		
Overdraft facility	8		
Money borrowed from a bank	9		
Money borrowed from friends/family/partner	10		

Money borrowed from a 'payday' lender	11	
Applied for financial support from my university or college	12	
Other, please specify	13	

E3. How easy or difficult do you find it to pay your rent and energy bills on time?

Please select one only

SET UP INSTRUCTIONS		ANSWER OPTIONS	
Routed	B1=1,2	Type	SINGLE GRID
Response		Code	Route
I am keeping up without any difficulty		A	E3
I am keeping up, but struggle from time to time		B	
I am keeping up, but it is a constant struggle		C	
I am falling behind with payments		D	
Don't know		E	

E3. In the last 12 months, have you been unable to pay any of these bills at the final reminder due to a lack of money?

Please select all that apply

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	SINGLE GRID
Response		Code	Route
Rent or mortgage payments		1	E4
Gas, electricity or other energy bills		3	
Water bill		4	
Telephone bill (including mobile phone, broadband)		5	
Credit or store card bills		6	
Repayments on a loan from a bank or building society,		7	
Repayments on goods bought on hire purchase or mail order		8	
Repayments on any other advance or loan		9	
TV licence		10	
Other		11	
Not applicable			

E4. Which of the following, if any, have you done any of the following to meet your rental or energy costs in the last 12 months?

Please select all that apply

SET UP INSTRUCTIONS		ANSWER OPTIONS	
		1. To meet rental costs I have... 2. To meet energy costs I have...	
Routed	B1=1,2	Type	SINGLE GRID
Response		Code	Route
Reduced the amount I spend on food		A	E5
Reduced the amount I spend on heating / electricity I use		B	
Reduced the amount I spend on other essentials		C	
Reduced the amount I spend on treats		D	
Used a credit card		E	
Used my overdraft facility		F	
Borrowed money from a bank		G	
Borrowed money from friends/family/partner		H	
Borrowed money from a 'payday' lender		I	
Sought work (or additional hours in my existing job)		J	
Applied for financial support from my university or college		K	
Sold things I own to raise extra cash		L	
Other, please specify		M	

E5. In the last 12 months, have you gone without any of the following things because of a lack of money?

Please select all that apply

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	MULTI
Response		Code	Route
Travelling to visit friends at other universities / colleges		1	E6
Travelling home / visiting family during term time		2	
Buying new clothes		3	
Keeping your home adequately warm in winter		4	
Having friends or family over for a drink or meal		5	
Taking part in course-related activities e.g. field trips, travel to placements		6	
Purchasing materials needed for your course e.g. printing, stationery, uniform		7	
Taking part in hobby or leisure activities		8	
Going out or socialising		9	

Saving money 'for a rainy day'	10	
Other, please specify	11	

E6. How do you pay for your energy bills?*Please select one only*

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	SINGLE
Response	Code	Route	
Monthly direct debit or standing order	1	E7	
Quarterly on receipt of a bill	2		
Pre-payment meter (keycard or token)	3		
Included in rent payments	4		
Fixed annual bill	5		
Fuel direct / direct from benefits	6		
Paid by someone else outside the household (not including landlord)	7		
Other, please specify	8		

E7. Can you remember how much your last energy bill payment was?*Please think only of your individual contribution, rather than the total for the whole property**Please write your answer in the box below*

SET UP INSTRUCTIONS			
Routed	B1=1,2	Type	OPEN
Response	Code	Route	
Gas bill	1	E8	
Electricity bill			
Combined gas and electricity bill			

E8. Have you changed energy supplier or tariff in your current or previous term-time accommodation you have lived in while you have been studying?*Please select one only*

SET UP INSTRUCTIONS	ANSWER OPTIONS:
	1. Supplier
	2. Tariff
	3. Neither

SET UP INSTRUCTIONS		4. Don't know	
Routed	B1=1,2	Type	MULTI GRID
Response		Code	Route
I've changed this in my current accommodation		A	E9
I've changed this in other accommodation I've lived in		B	

E9. Please tell us why you chose to change your energy supplier or tariff in the boxes below.

If you haven't changed either one of the options, please leave the boxes blank.

SET UP INSTRUCTIONS			
Routed	B1=1,2 AND E8A=1,2 OR E8B=1,2	Type	OPEN
Response		Code	Route
Energy supplier		1	
Energy tariff		2	

SECTION F: FINAL DEMOGRAPHICS

Finally, we'd like to know a bit more about you...

The following questions are not compulsory. If you do not feel comfortable answering, please continue to the next question.

F1. Do you consider yourself to have a specific learning disability, other disability, impairment or long-term health condition?

Please select one only

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	SINGLE
Response		Code	Route
Yes		1	F2
No		2	
Unsure		4	
Prefer not to say		5	

F2. Please describe your disability, impairment or long-term health condition:

Please select all that apply

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	MULTI

Response	Code	Route
Physical impairment, such as using a wheelchair to get around and/or mobility difficulties	1	F3
Blind or partially sighted	2	
Deaf or hard of hearing	4	
Mental health difficulties, such as depression or schizophrenia	5	
Learning difficulty (such as dyslexia, dyspraxia)	6	
Profound and/or multiple learning difficulties	7	
Autistic Spectrum Disorder	8	
An unseen disability or health condition e.g. diabetes, epilepsy, asthma, HIV	9	
A disability not listed above (please describe)	10	
Prefer not to say	11	
No known disability, impairment of long-term health condition	12	

F3. What is your ethnic group?

Choose one option that best describes your ethnic group or background

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	SINGLE
Response	Code	Route	
English / Scottish / Welsh / Northern Irish / British	1	F4	
Irish	2		
Gypsy / Traveller	3		
Any other White background	4		
White and Black Caribbean	5		
White and Black African	6		
White and Asian	7		
Any other Mixed / Multiple ethnic background	8		
Indian	9		
Pakistani	10		
Bangladeshi	11		
Chinese	12		
Any other Asian background	13		
African	14		
Caribbean	15		
Any other Black / African / Caribbean / Black British background	16		
Arab	17		
Any other ethnic group, please describe	18		

F4. Which of the following best describes how you think of yourself?*Please select one only*

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	SINGLE
Response		Code	Route
Man		1	F5
Woman		2	
In another way		3	
Prefer not to say		4	

F5. Which of the following options best describes how you think of yourself?*Please write your answer in the box below*

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	SINGLE
Response		Code	Route
Heterosexual / straight		1	F6
Gay / Lesbian		2	
Bisexual		3	
In another way (please describe)		4	
Prefer not to say		5	

F6. How old are you?*Please pick one*

SET UP INSTRUCTIONS		New page. Force	
Routed	ASK ALL	Type	SINGLE
Response		Code	Route
Under 16		1	F7
16		2	
17-18		3	
19-20		4	
21-22		5	
23-24		6	
25-26		7	
27-30		8	
31-35		9	
36-40		10	
41-45		11	
46-50		12	
51-60		13	
61-70		14	
71-80		15	
81+		16	

I would prefer not to say	17	
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F7. Do you have caring responsibilities for any or both of the following:

Please select all that apply

SET UP INSTRUCTIONS			
Routed	ASK ALL	Type	MULTI
Response		Code	Route
Dependent children under the age of 18		1	END
An adult, such as a disabled adult child or a partner or parent who is unwell		2	
None of the above		3	
Prefer not to say		4	

End Text
<p>Thank you for completing our survey, we really appreciate your time.</p> <p>Just a quick reminder that your responses will only be seen by the project team at NUS completing this research, and will not be shared without your permission.</p> <p>We may wish to use responses you have given in publicity or materials produced linked to this research. Please let us know if you are happy for us to do so: Please use my quotes in materials produced linked to this research Please contact me regarding publicity linked to this research</p> <p>We will also be carrying out further research activities on this subject. Please let us know if you're interested in taking part in further research: Yes No</p> <p>To be in with a chance to enter the TBC prize draw, please enter your name and email address into the boxes below so that we can contact you if you win.</p> <p style="text-align: center;">Name Email Address</p> <p style="text-align: center;">Please click the 'tick' button to finish!</p>

