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Historic England

2022 Listed Building and Conservation Area Owner/Occupier Survey

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Key Findings

Key Findings

Attitudes towards heritage and the environment

- **Overall, attitudes towards owning and occupying a listed building are positive.** 89% feel proud of their home and think it is important to the character of their local area, highlighting how historic buildings can positively influence peoples' perceptions of place.

- **Unsurprisingly, maintenance and associated costs are concerns for many residents of listed buildings.** 57% agreed that it is difficult to afford the maintenance of their home. This is problematic given that repair and maintenance increase the durability of physical assets and a lack of investment in this will lead to their early deterioration. Historic England continue to advocate for repair and maintenance to be incentivised including through fiscal measures like VAT reductions to support homeowners and occupiers.

- **Most listed building residents (90%) are concerned about climate change.** Levels of concern reduce with age. Just under three-quarters (73%) expect to see their homes affected in the future.

Key Findings

Energy use, heating and cooling

- **Energy use is at the forefront of most people's minds**, with 91% stating they think (a lot/ a fair amount) about saving energy at home. However, residents' knowledge of their Energy Performance Certificate (EPC) rating was low. Nearly half (48%) said they do not know their EPC rating and a further 30% said they did not have one.

- **It is most common for residents of listed buildings and conservation areas to heat their homes using radiators, powered by a gas boiler.** However, significantly less residents of listed buildings use a gas boiler (64%) compared to conservation areas (75%).

- **After radiators, the most common types of room heater for listed buildings are enclosed stoves, electric heaters and open fire**. Those in the most deprived quintiles are significantly less likely to report using enclosed stoves, open fires and underfloor heating.

- **Just under a quarter (23%) of residents of listed buildings say they are unable to keep comfortably warm in the winter**, compared to 13% of those in conservation areas. Among the former, wintertime thermal discomfort was more prevalent among respondents under 54, renters and those in more deprived areas.

- **Listed building residents reported problems with excess moisture to varying extents.** 70% said their property has some damp/condensation/mould, including 32% who rated this as a very/fairly big problem. This is significantly higher than reported in conservation areas (49%).

Key Findings

Repair, retrofit and energy efficiency

- **Most residents of listed buildings (86%) say they keep on top of necessary maintenance and repair work.** This was lower among renters and those in more deprived areas.
- **Simpler and lower-cost measures such as programmers and low energy lighting are the most common energy efficiency measures already installed in listed buildings and conservation areas.** Many also reported having roof/loft insulation and double glazing but these measures were significantly less prevalent in listed buildings than conservation areas. 'Deeper' and higher cost measures such as solar panels and wall and floor insulation have the lowest uptake.
- **There is appetite for implementing energy efficiency improvements in the future,** with just over half of residents saying they are likely to undertake retrofit works. Among those who are considering retrofit, external and cavity wall insulation are the least popular measures.
- **The top motives for undertaking retrofit in the future are to reduce energy bills and make the home more energy efficient.** Other important drivers include carrying out other general home improvements, highlighting the role of practical considerations too.
- **Residents may need support if they are to go ahead with these plans**, with just over half of listed building residents expecting it to be difficult to find reliable information, professionals who can advise and skilled builders to undertake works.
- **The main barriers to undertaking retrofit are cost related but a lack of knowledge and access to information are also important.** When asked where they would go for information on retrofitting, just under a quarter (23%) of residents said they did not know.

Key Findings

Planning

- **The majority of residents of listed buildings support the requirement to obtain Listed Building Consent (LBC),** with 81% agreeing that LBC is important to protect the special architectural and historic character of the property.
- **30% of owners surveyed said they had applied for listed building consent, down from 35% in 2017.** Reasons for application remained broadly similar, with the most common being alterations, repairs, extensions and restoration of historic features. Retrofit works feature fifth on the list.
- **There has been a decline in the proportion of respondents rating their overall experience of LBC as 'good'** (down to 35% from 51% in 2017). Historic England is committed to working with local planning authorities and government to ensure LBC serves its purpose whilst being as user friendly as possible.

Key Findings

Support and advice

- **Historic England is well known among residents of listed buildings**. 82% of listed building respondents had heard of Historic England prior to receiving the survey invitation. Awareness of HE was lower among non-owners, younger people and those in the most deprived quintiles.

- **Only a minority follow Historic England on social media –** the website is the preferred way of accessing information.

- **Awareness of Historic England's guidance is low, highlighting a need to raise the profile and accessibility of existing publications**.

- **Builders/craftspeople and local authorities are important sources of information on repair and maintenance and retrofitting of historic buildings**. For information on repair and maintenance, 34% of residents said a builder would be their first port of call. And local authorities were the top source for residents looking for information on retrofitting (16%). Very few would come directly to Historic England or consult government sources.

Introduction and methodology

Background & objectives

- This report presents findings from a survey of residents of listed buildings and a comparison survey of residents in Conservation Areas. The survey was commissioned by Historic England and undertaken by BMG Research.
- HE is the Government's statutory adviser on the historic environment. Historic England's core mission is to champion and protect the historic environment, an important part of which is providing informed advice to help people care for heritage.
- Much of England's designated heritage consists of privately owned buildings, many being residential. This survey is an important source of information on this population and helps Historic England to understand the challenges and opportunities that those living in listed buildings experience. This is particularly important now in the context of the climate crisis and the potential for heritage to form part of the solution through well informed retrofit, repair and maintenance.
- Historic England already publishes a wide range of guidance for owners of historic buildings. This research will help to ensure this guidance is accessible and useful in equipping residents with the information and support they need.
- The results presented in this report build on findings from previous surveys of listed building owners in 2015 and 2017 and help to address known evidence gaps. The theme of this years survey was energy use and retrofit and for the first time it collected the views of occupiers as well as homeowners.[1]

[1] Occupiers live in a property as a tenant, they do not own the property that they live in. Owners own the home in which they live.

Survey Design

- The survey was designed in collaboration with Historic England. It drew on question sets from previous listed building surveys conducted in 2015/2017 as well as national surveys on similar topics, for example, the English Housing Survey and BEIS Public Attitudes Tracker.
- BMG facilitated a workshop with key stakeholders to select relevant questions and decide how to incorporate new questions around attitudes to climate change, retrofit and energy efficiency. These discussions informed a draft survey which was piloted amongst a random sample of respondents and included questions to gather feedback from respondents on their ease of understanding of the survey, views on survey length and flow, and suggestions on how to encourage responses.
- The final survey used by respondents was 15-20 minutes in length. The survey covered the following topics: attitudes towards heritage and climate change; attitudes to repair and maintenance; heating and cooling of properties; attitudes to energy efficiency and retrofit; owners' experiences of the planning system; and awareness of Historic England's advice.
- The full survey can be found here: Historic England Survey.

Listed residential building population

The sample frame was provided by Historic England E (the National Heritage List for England 2015 matched to PAF addresses and use classes) and consisted of the known addresses of listed buildings split out by grade type[2] and region. BMG used the Office of National Statistics (ONS) address update to append the Index of Multiple Deprivation (IMD) to create the population counts listed below.

Region	Listed building Grade	ONS Index of Multiple Deprivation at Country level					Total
		1 least deprived	2	3	4	5 most deprived	
East Midlands	Grade I and Grade II*	214	390	189	129	20	942
	Grade II	4,254	5,811	3,224	2,896	1,384	17,569
East of England	Grade I and Grade II*	493	643	663	313	66	2,178
	Grade II	7,910	10,384	12,053	4,477	1,698	36,522
London	Grade I and Grade II*	594	670	704	520	867	3,355
	Grade II	7,530	14,347	11,987	12,794	5,903	52,561
North East	Grade I and Grade II*	113	76	174	156	319	838
	Grade II	900	1,181	2,370	1,368	931	6,750
North West	Grade I and Grade II*	171	280	292	130	316	1,189
	Grade II	2,287	4,721	4,462	3,690	4,517	19,677
South East	Grade I and Grade II*	998	1,123	1149	601	124	3,995
	Grade II	14,323	16,724	13,565	7,850	5,302	57,764
South West	Grade I and Grade II*	625	748	1,459	645	252	3,729
	Grade II	8,527	10,700	16,262	9,438	4,018	48,945
West Midlands	Grade I and Grade II*	239	313	706	329	60	1,647
	Grade II	2,478	5,470	8,433	4,390	1,749	22,520
Yorkshire and The Humber	Grade I and Grade II*	136	287	317	210	168	1,118
	Grade II	3,026	6,021	6,193	4,566	4,268	24,074
Total		54,818	79,889	84,202	54,502	31,962	305,373

[2] A listed building can be graded in one of three ways. Grade I buildings are of exceptional interest. Grade II* buildings are particulary important buildings of more than special interest. Grade II buildings are of special interest: 91.7% of all listed buildings are in this class and it is the most likely grade of listing for a home owner.

Listed residential building sample

Using the listed residential population, BMG undertook a random sample of identified residential addresses split evenly by region and grade type, and representative at an grade listing and region level by IMD outlined below. A stratified quota sampling approach was used to ensure that the survey sample reflected the distribution of listed buildings in England (92% of listed buildings are Grade II). Grade I and II* were combined into a single category.

Region	Listed building Grade	ONS Index of Multiple Deprivation at Country level					Total
		1 least deprived	2	3	4	5 most deprived	
East Midlands	Grade I and Grade II*	72	135	70	45	9	331
	Grade II	226	294	164	140	67	891
East of England	Grade I and Grade II*	77	93	103	48	10	331
	Grade II	190	252	297	111	41	891
London	Grade I and Grade II*	63	65	71	51	81	331
	Grade II	118	245	201	224	103	891
North East	Grade I and Grade II*	41	30	66	58	136	331
	Grade II	121	171	305	176	118	891
North West	Grade I and Grade II*	52	81	83	33	82	331
	Grade II	101	210	206	170	204	891
South East	Grade I and Grade II*	75	100	101	48	7	331
	Grade II	234	243	208	119	87	891
South West	Grade I and Grade II*	58	56	136	57	24	331
	Grade II	160	184	312	158	77	891
West Midlands	Grade I and Grade II*	54	54	149	63	11	331
	Grade II	92	206	354	166	73	891
Yorkshire and The Humber	Grade I and Grade II*	42	87	91	62	49	331
	Grade II	114	222	225	172	158	891
Total		1,890	2,728	3,142	1,901	1,337	10,998

Control sample – conservation areas

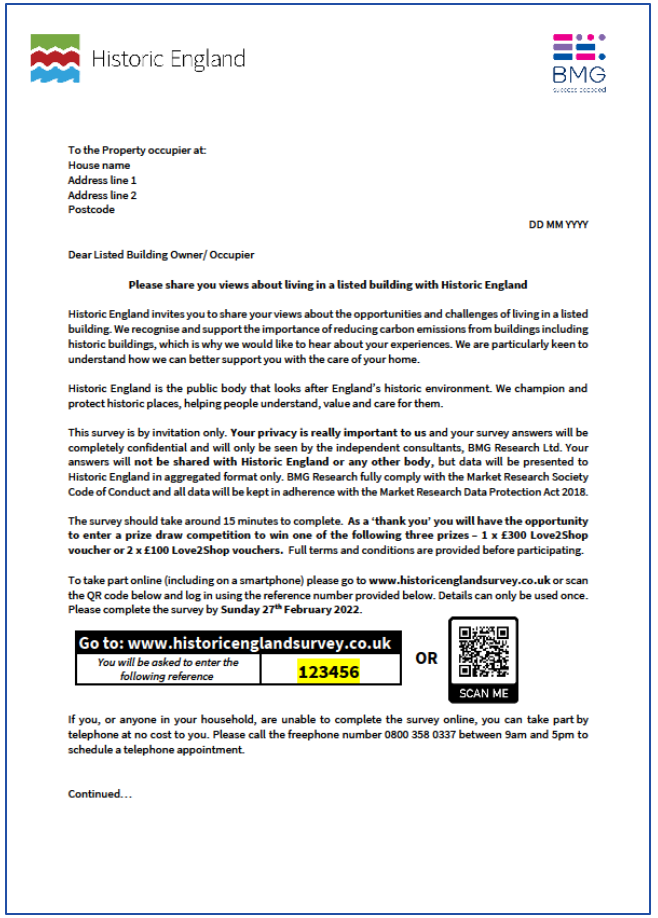
For the control group, BMG used their mapping software with Shapefiles sent by Historic England of conservation areas in England to create a list of all households within these areas. BMG then removed any postcode from the list that featured in the built listed building population database, appended ONS IMD to create the control group population. From this population, BMG took a random sample split evenly by region and representative by IMD at a region level, outlined below.

Region	ONS Index of Multiple Deprivation at Country level					Total
	1 least deprived	2	3	4	5 most deprived	
East Midlands	27	39	27	49	24	166
East of England	38	39	49	29	11	166
London	33	35	42	43	13	166
North East	31	35	36	39	25	166
North West	16	40	33	37	40	166
South East	52	38	40	24	12	166
South West	32	27	37	45	25	166
West Midlands	14	41	48	36	27	166
Yorkshire and The Humber	28	40	31	30	37	166
Total	271	334	343	332	214	1,494

Fieldwork

- All sampled respondents were sent a letter (example right) inviting them to complete the survey online.
- BMG offered a freephone helpline support for anyone who wished to conduct the survey over telephone.
- One reminder mailing was used and was sent to all those who did not complete a survey following the initial mailing.
- The initial mailing was sent out to respondents on 11th February 2022. The reminder was sent out to respondents on 1st March 2022. The fieldwork was closed on 16th March 2022.
- In total, BMG received 1,678 responses from the listed building sample (15.3% response rate) and 133 responses from the control group (8.9% response rate). The split by region is outlined below.

Region	Listed building	Control group
East Midlands	218	24
East of England	200	14
London	112	5
North East	209	18
North West	177	13
South East	198	16
South West	209	12
West Midlands	163	13
Yorkshire and The Humber	192	18
Total	1,678	133



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To the Property occupier at:
House name
Address line 1
Address line 2
Postcode

DD MM YYYY

Dear Listed Building Owner/ Occupier

Please share you views about living in a listed building with Historic England

Historic England invites you to share your views about the opportunities and challenges of living in a listed building. We recognise and support the importance of reducing carbon emissions from buildings including historic buildings, which is why we would like to hear about your experiences. We are particularly keen to understand how we can better support you with the care of your home.

Historic England is the public body that looks after England's historic environment. We champion and protect historic places, helping people understand, value and care for them.

This survey is by invitation only. **Your privacy is really important to us** and your survey answers will be completely confidential and will only be seen by the independent consultants, BMG Research Ltd. Your answers will **not be shared with Historic England or any other body**, but data will be presented to Historic England in aggregated format only. BMG Research fully comply with the Market Research Society Code of Conduct and all data will be kept in adherence with the Market Research Data Protection Act 2018.

The survey should take around 15 minutes to complete. **As a 'thank you' you will have the opportunity to enter a prize draw competition to win one of the following three prizes – 1 x £300 Love2Shop voucher or 2 x £100 Love2Shop vouchers.** Full terms and conditions are provided before participating.

To take part online (including on a smartphone) please go to **www.historicenglandsurvey.co.uk** or scan the QR code below and log in using the reference number provided below. Details can only be used once. Please complete the survey by **Sunday 27th February 2022**.

Go to: www.historicenglandsurvey.co.uk
You will be asked to enter the following reference **123456**
OR
SCAN ME

If you, or anyone in your household, are unable to complete the survey online, you can take part by telephone at no cost to you. Please call the freephone number 0800 358 0337 between 9am and 5pm to schedule a telephone appointment.

Continued…

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Thank you in advance for completing the survey. As a custodian of our treasured heritage your opinion really matters. This survey will help shape Historic England's policies and advice as well as the support and guidance we provide.

Yours sincerely,

Ian Morrison
Historic England, Director of Policy and Evidence

How do I take part?
Taking part is easy – online or by phone.
If you can take part **online**, please go to **www.historicenglandsurvey.co.uk** or scan the QR code and log in using the details provided in this letter. If you are completing the survey online you may find it easier for you to use a computer, laptop or tablet, rather than a mobile phone, to complete the survey. To take part by **telephone**, please call the freephone number **0800 358 0337 between 9am and 5pm and book an appointment with** BMG Research's trained telephone interviewers.

Why did we choose your address?
As it is not possible to ask everyone to take part in the survey, we select a sample of addresses to represent the whole of England. Your address was selected at random from a list of listed building residential addresses provided by Historic England for the scope of the research.

Who is conducting the survey?
Historic England is the public body that looks after England's historic environment. We champion and protect historic places, helping people understand, value and care for them. The survey is being conducted on behalf of Historic England by BMG Research, an independent market research agency. Historic England produces a monthly newsletter which can help you stay up to date with important heritage sector news and shared is through various social media. **To find out more about online information and sign-up to the newsletter please visit https://historicengland.org.uk/whats-new/stay-up-to-date/**

How will my information be used?
This survey aims to learn more about people's views about repair, maintenance and retrofit of listed historic buildings in residential use. As a custodian of our treasured heritage your opinion really matters. This survey will help shape Historic England's policies and advice as well as the support and guidance they provide to owners and occupiers of listed historic buildings.

Is this survey confidential?
Yes. The information that we collect will be used only for the scope of this **research purposes.** The answers you provide, and your name and address, will not be used for sales or direct marketing purposes. Your answers will be combined with those of others who take part in the survey for reporting purposes and sharing with Historic England. Information about the previous survey Historic England conducted can be found here :
https://historicengland.org.uk/research/current/social-and-economic-research/listed-building-owners-survey/
You will not receive any junk mail or marketing calls as a result of taking part. All information collected will be treated confidentially and used in accordance with the Data Protection Act. We follow the Market Research Society Code of Conduct in all of our research.

Analysis

- The margin of error for each cohort is detailed below. This is based on an observed statistic of 50%. This means that we can be 95% confident that if a census had been conducted and the whole population had responded, the actual figure would like between 47.6% and 52.4% for listed buildings and 41.5% and 58.5% for the control group.

Survey	No. of completed interviews	Standard error (+/- at 95% level)
Listed building	1678	±2.4%
Control group	133	±8.5%

- The listed building survey data has been weighted by region and grade in order that it is representative of the listed building population outlined previously. The control group data is unweighted.
- Statistically significant differences are shown throughout the report and highlight where a group is more likely to have mentioned this response than the average. These are shown with red or green arrows.
- Where possible, results have been compared against:
  - Previous survey of listed building owners undertaken in 2017
  - BEIS Public Attitudes Tracker and Energy Follow up Survey 2017
  - English Housing Survey

Property Profile

Property type

Q1: Which of these property types' best describes your home? LB base = 1678, CA Base = 133	Listed Building	Conservation Area
Detached	35% ▲	24%
Semi Detached	16% ▼	23%
Terrace	27%	32%
Flat / Apartment/ Maisonette	20%	21%
Other	2%	0%

Detached properties account for 35% of the 2022 survey sample. This differs significantly from the 2017 Listed Building Owner Survey (LBOS) where over three-fifths (61%) of the LB respondents' properties were detached. This will in part be due to differences in the sampling framework (addition of IMD) as well as the inclusion of occupiers in the 2022 survey – the 2017 survey only included owners.

Age of building

Q2: When was your home first built? LB base = 1678, CA Base = 133	Listed Building	Conservation Area
Pre 1900	90% ▲	38%
1900's	3% ▼	41%
2000's	0% ▼	12%
Don't Know	6%	9%

▲ ▼ Significant difference at 95% confidence interval compared to control

Length of tenure

Q3: How long have you lived in this property? LB base = 1678, CA Base = 133	Listed Building	Conservation Area
Less than 1 year	10%	11%
1 to 3 years	12% ▼	19%
4 to 5 years	10%	11%
6 to 10 years	14%	17%
11 to 20 years	21%	21%
More than 20 years	34% ▲	20%
Don't know / Can't remember	0%	1%
AVERAGE NUMBER OF YEARS	12.1	9.9

In the 2017 survey, almost half of listed building respondents (46%) had owned their property for more than 20 years. This is significantly greater proportion of respondents compared to the 2022 survey (34%).
According to the English Housing Survey (2021), 12.9 years is the average length of time people reside in their homes (2020/21).

Tenure and household size

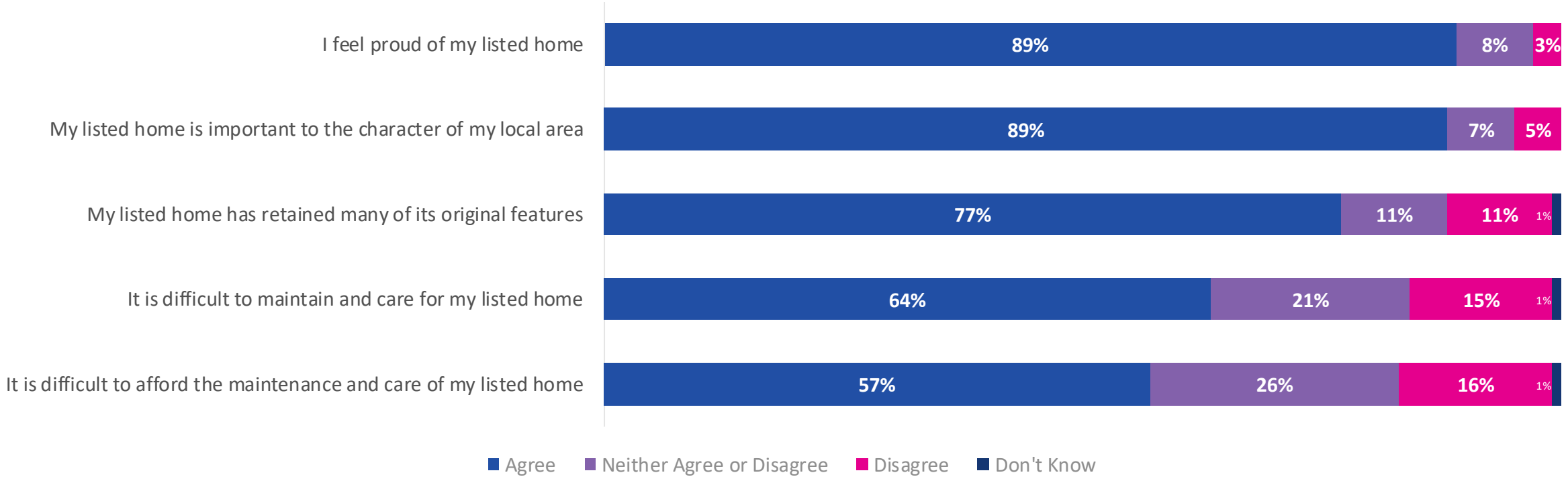
Q4: Including yourself, how many individuals permanently reside at this property, as part of your household? LB base = 1678, CA Base = 133	Listed Building	Conservation Area
1	25%	27%
2	47%	44%
3	10%	13%
4	10%	7%
5+	4%	8%
Prefer not to say	4%	2%

Q5: Do you (or your household) own or rent this property? LB base = 1678, CA Base = 133	Listed Building	Conservation Area
Own this property outright	55%	47%
Own with a mortgage or loan	28%	35%
Part own and part rent (shared ownership)	0%	2%
Rent it (including if you rent via Housing Benefit or Local Housing Allowance)	15%	14%
Other	3%	2%

Attitudes to Heritage and the Environment

Attitudes Towards Heritage – Listed Building residents

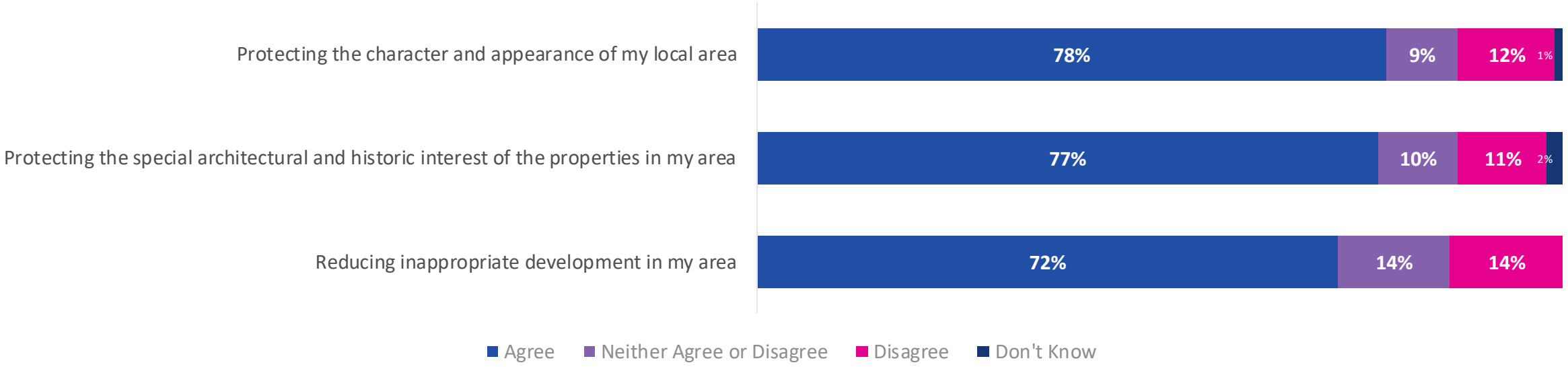
Q6L. To what extent, if at all, do you agree or disagree with each of the following statements? LB base = 1678



- Comparison survey: In the 2017 LB survey 94% thought that their listed property was important or very important to the character of the local area. (93% in 2015 survey)

Attitudes Towards Heritage – Conservation Area residents

Q6C. To what extent, if at all, do you agree or disagree with each of the following statements? Conservation area designation is effective in … CA Base = 133



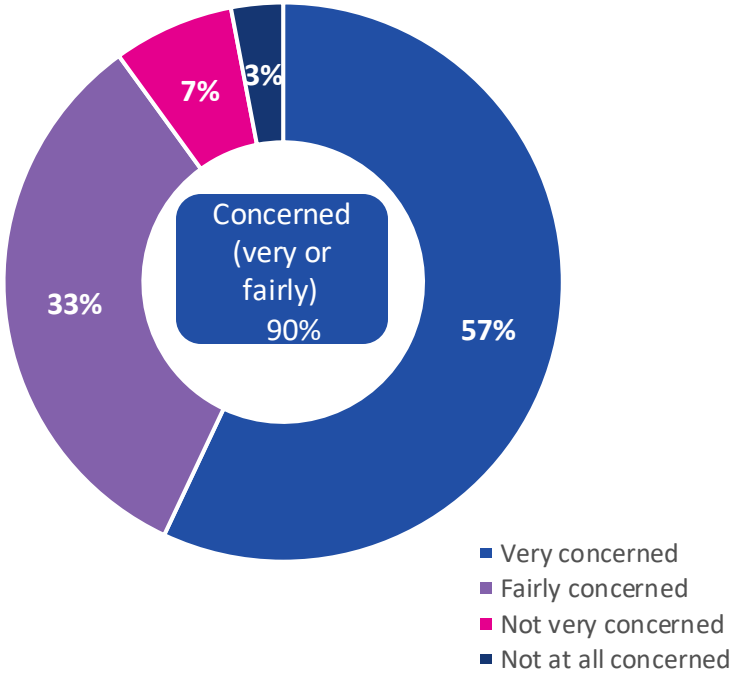
Comparison survey: In the 2017, Listed Building and Conservation Area survey

- 88% agreed or strongly agreed that CAD is effective in protecting the character and appearance of my area
- 84% agreed or strongly agreed that CAD is effective in protecting the architectural and historic interest of the properties in my area
- 83% agreed or strongly agreed that CAD is effective in reducing inappropriate development in my area

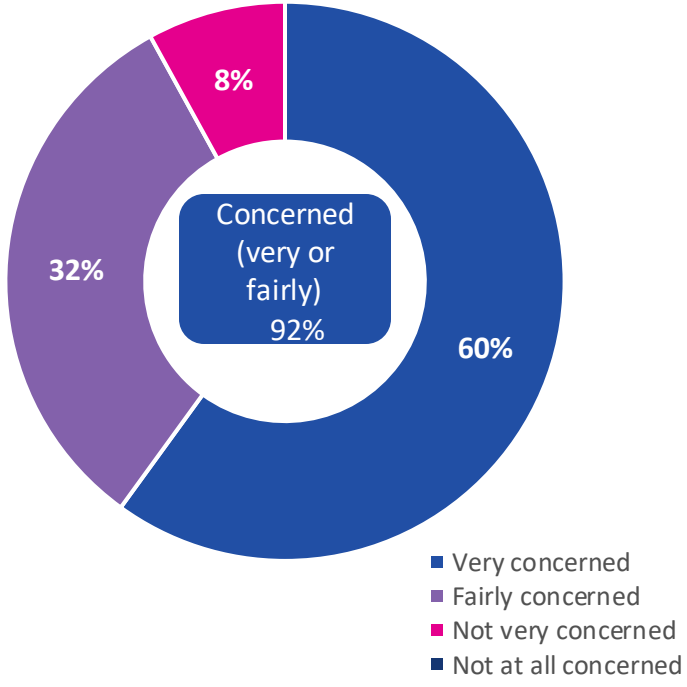
Concern Around Climate Change

Q7. How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'? LB base = 1678, CA base = 133

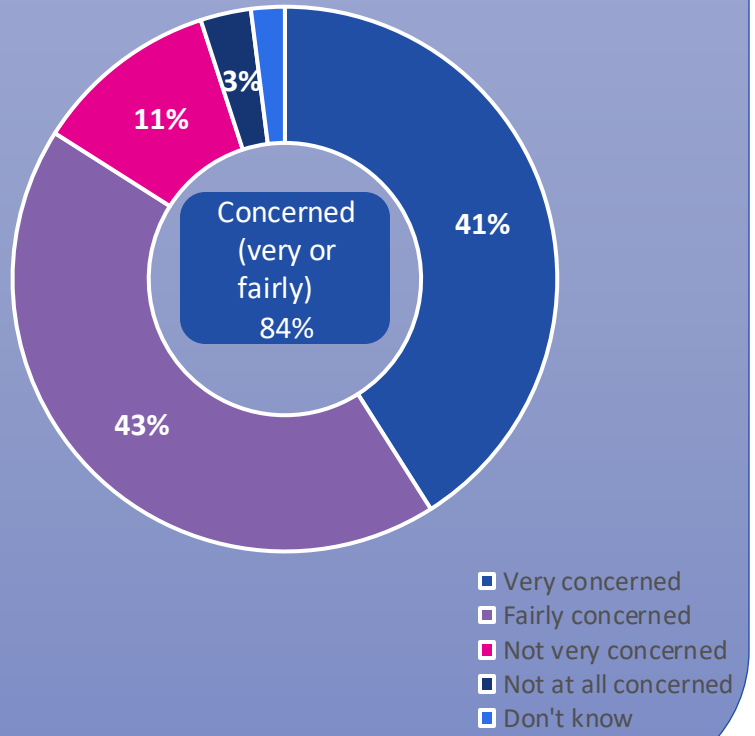
Listed Building



Conservation Area



National comparison survey: BEIS Public Attitude Tracker Spring 2022



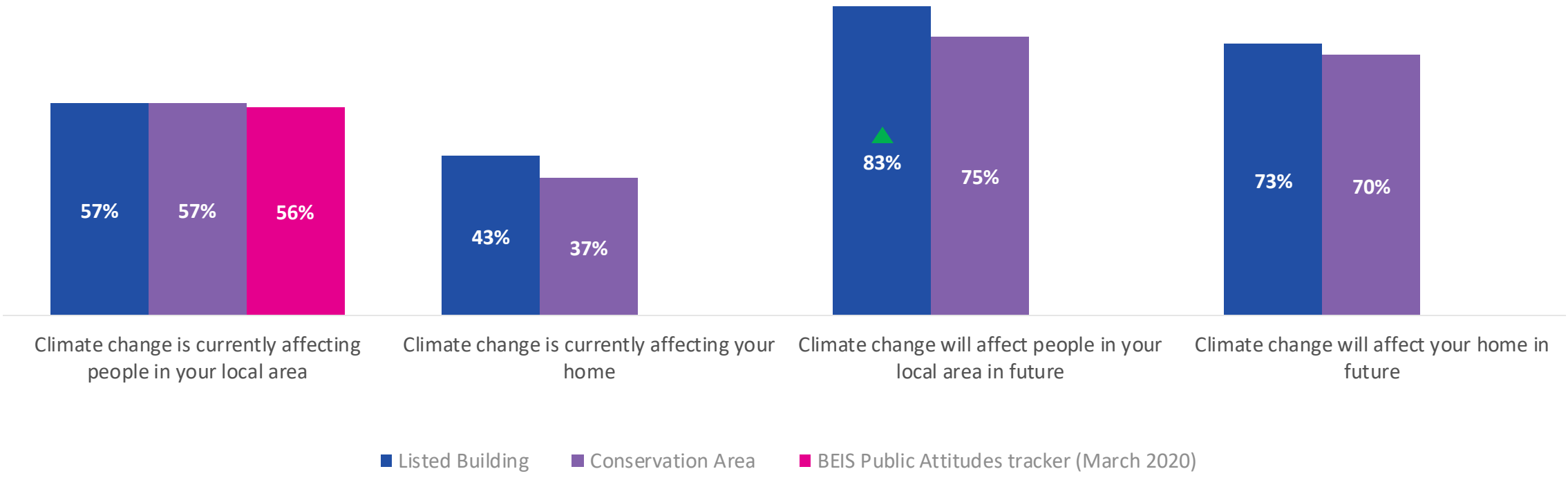
BEIS Public Attitudes Tracker (Spring 2022) How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'? (Base= 4,375)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1082717/BEIS_PAT_Spring_2022_Net_Zero_and_Climate_Change.pdf

Impact of Climate Change on Home and Local Area

Q8a. How much, if at all, do you think: Climate change is currently affecting people in your local area/listed home? LB base = 1678, CA base = 133

% a great deal/to some extent

Q8b. Climate change will affect your home/listed home in the future? LB base = 1678, CA base = 133



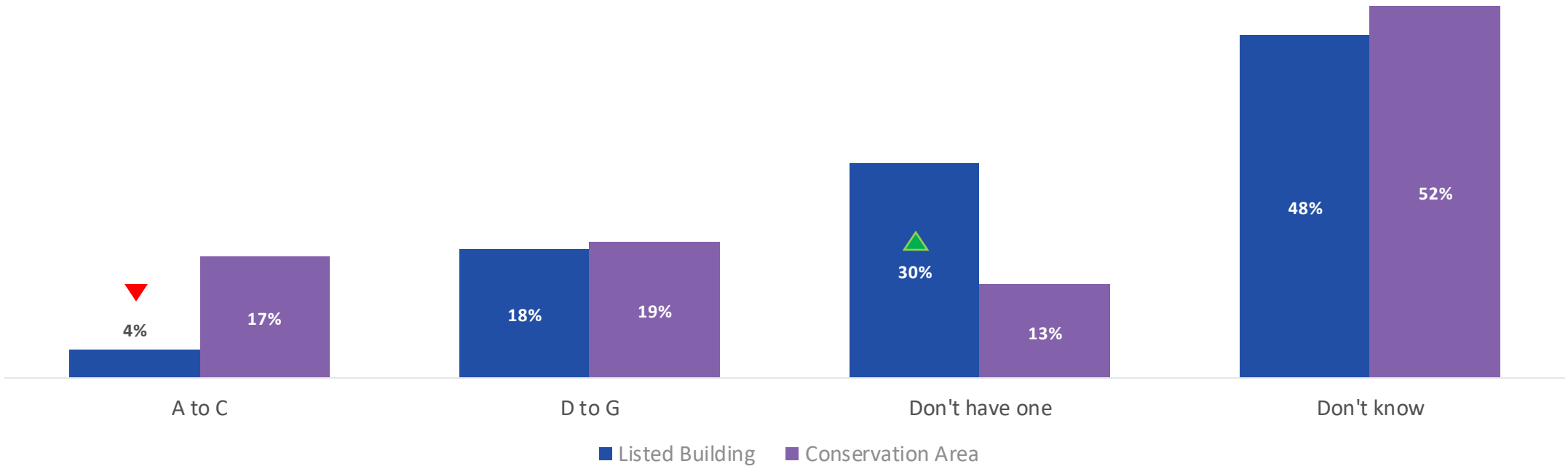
BEIS Public Attitudes Tracker (March 2020), % who agreed that climate change is currently affecting their local area a great deal/to some extent (Base= all respondents except those who don't believe in climate change, n= 1,812)

▲▼ Significant difference at 95% confidence interval compared to control

Energy Use, Heating and Cooling Your Property

Energy Performance Certificate (EPC) Rating

Q9: What is the EPC[3] rating of your home? LB base = 1678, CA Base = 133

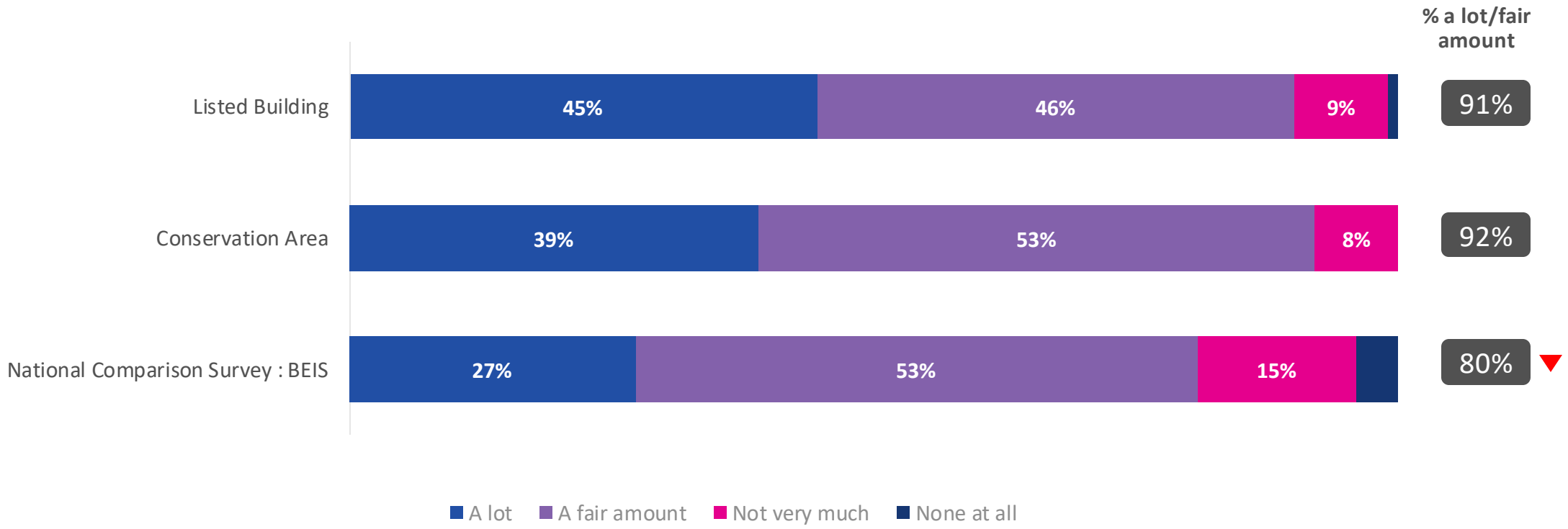


[3] An energy performance certificate (EPC) is a certificate intended to indicate how energy efficient a property is. The EPC allots a property an energy-efficiency grade between A and G, with A being the most energy-efficient and G being the least. Most EPCs are based on the assumed (modelled) energy performance of the building, not the actual energy performance of the building. It includes estimated energy costs, as well as a summary of the home's energy performance-related features.

▲▼ Significant difference at 95% confidence interval compared to total

Thought Given to Saving Energy at Home

Q10. How much thought, if any, would you say you give to saving energy in your home? LB base = 1678, CA Base = 133

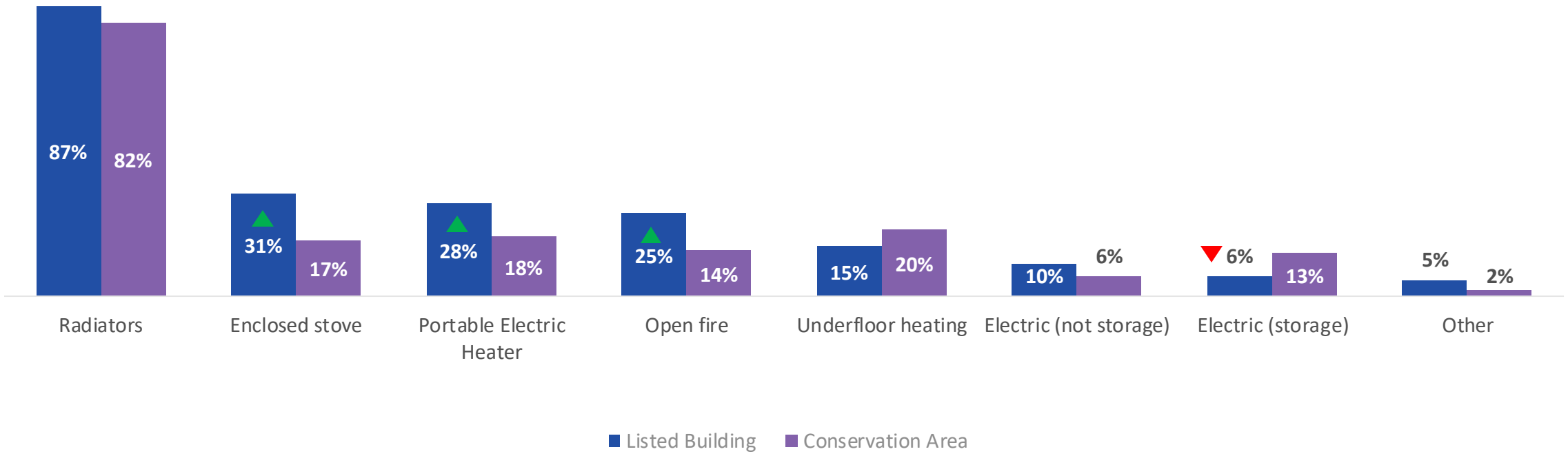


BEIS Public Attitudes Tracker (March 2020), How much thought, if any, would you say you give to saving energy in your home? (Base = 1851)

▲▼ Significant difference at 95% confidence interval compared to total

Type of Room Heaters

Q11. During the winter, what type of room heaters do you use to heat your home? LB base = 1678 CA base = 133

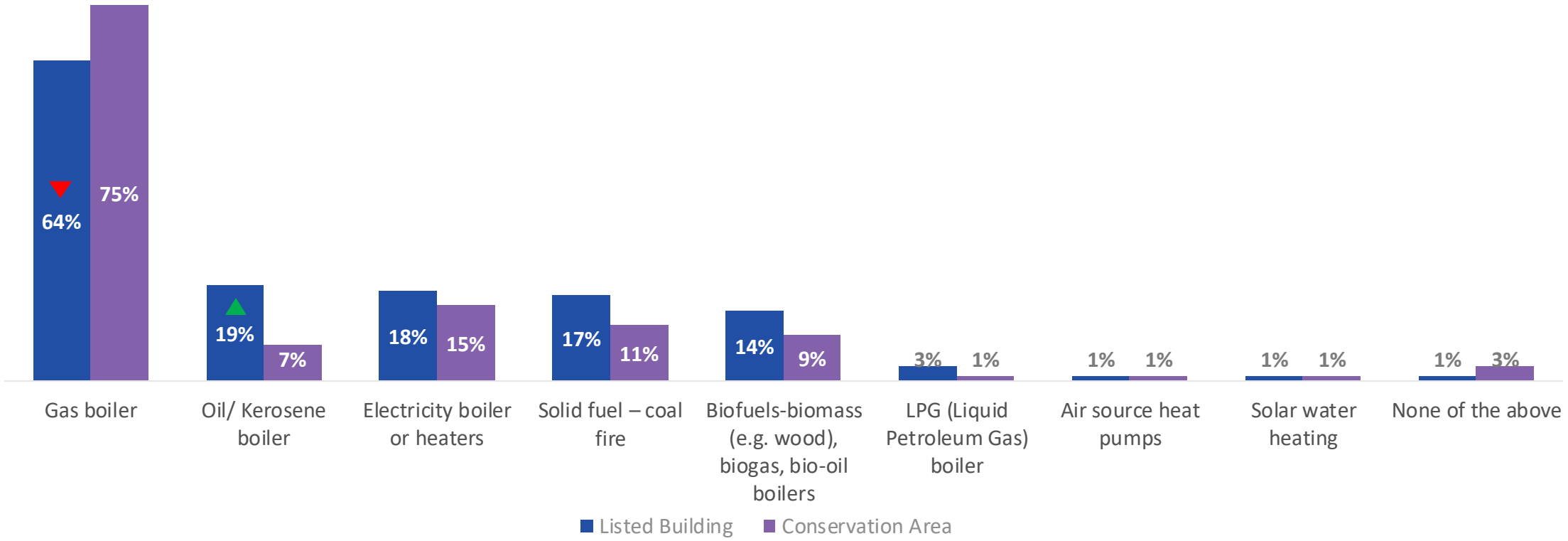


▲▼ Significant difference at 95% confidence interval compared to control

How the Home is Heated During the Winter

Q12. During the winter how do you heat your home?

LB base = 1678 CA base = 133 (Note: respondents could select multiple options so percentages do not add up to 100%)

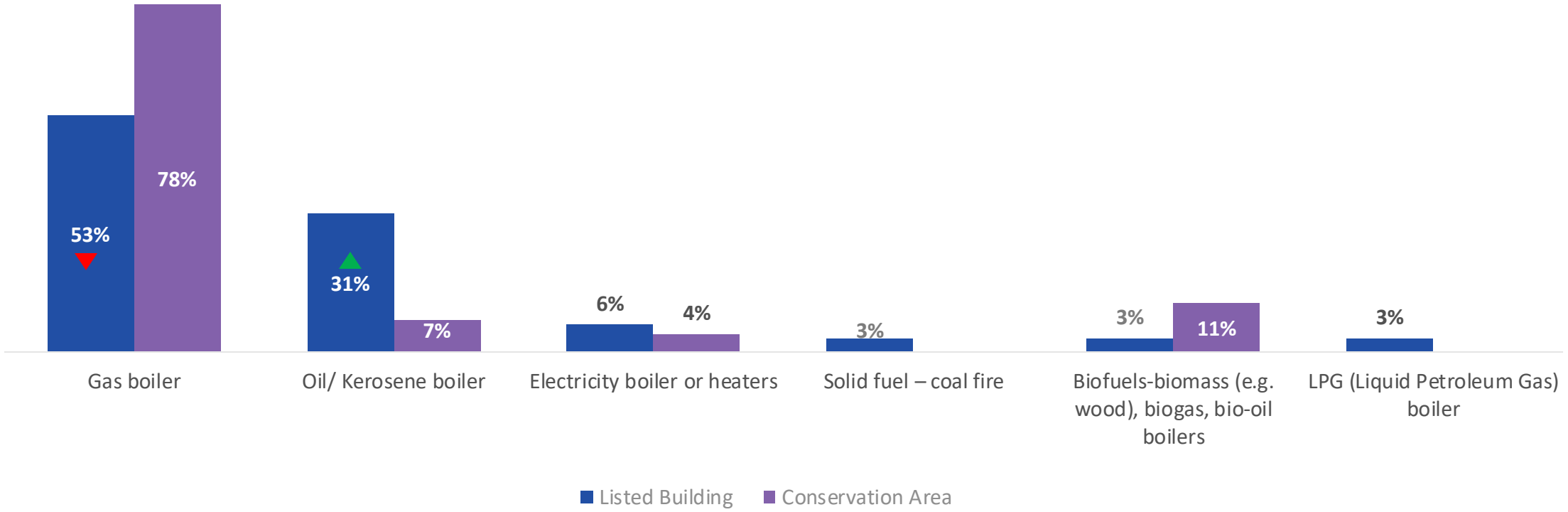


▲▼ Significant difference at 95% confidence interval compared to control

How the Home is Heated During the Winter

Q12B: [*IF more than one source used to heat home in Q12*] And what is your MAIN source of heat for your home? LB base = 590, CA base size = 27*

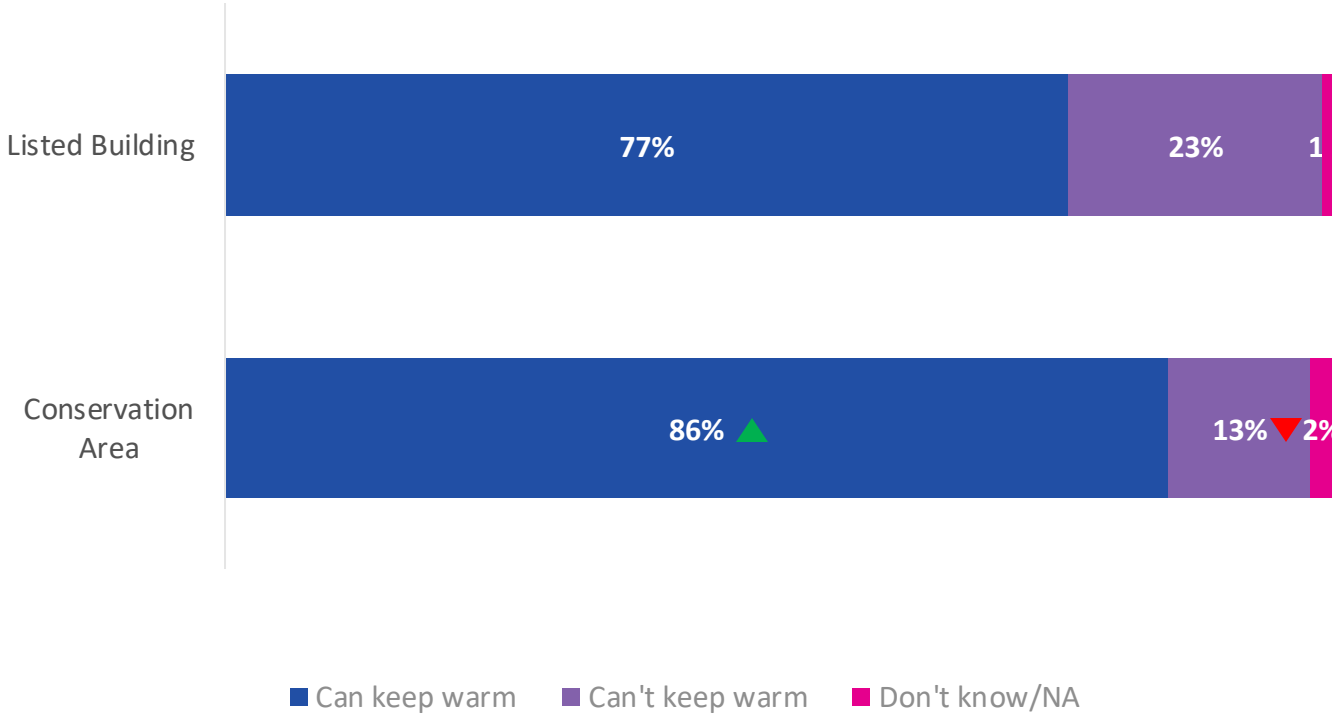
*** Caution small base**



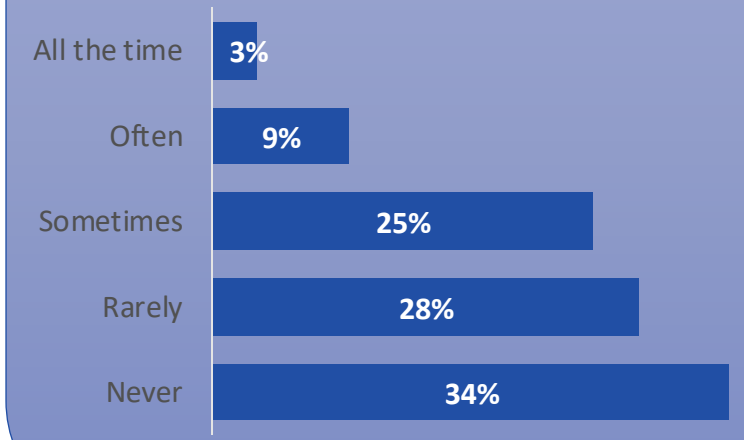
Significant difference at 95% confidence interval compared to control

Keeping Comfortably Warm in the Winter

Q13. During the cold winter weather, can you normally keep comfortably warm in your living room? LB base = 1678 CA base = 133



Comparison survey : BEIS Energy 2017: How often has the living room felt uncomfortably cold during winter?

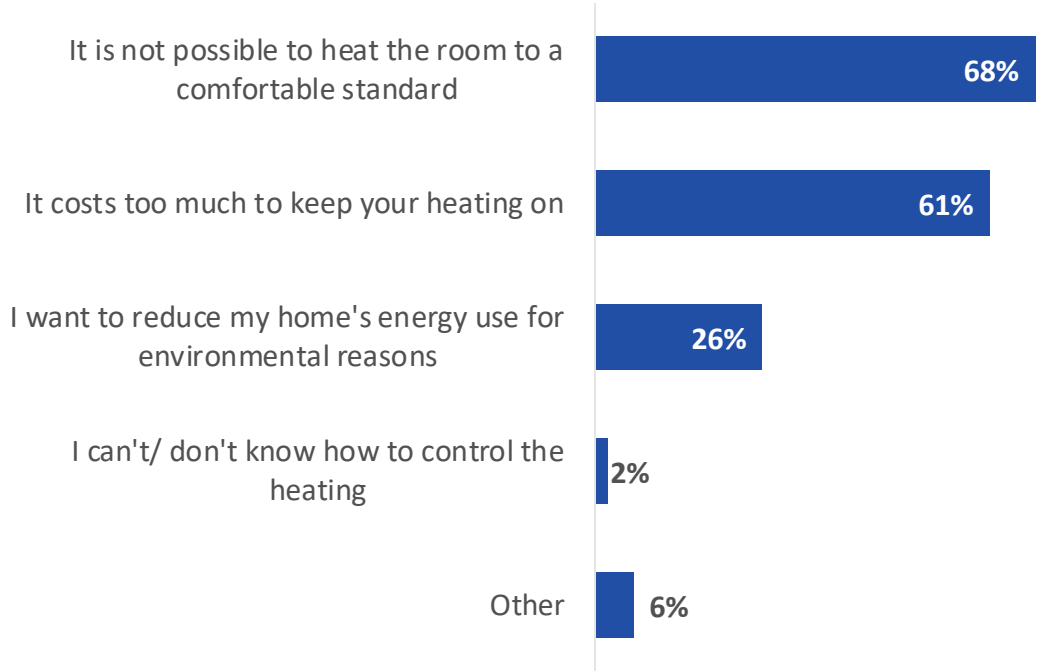


BEIS Energy follow up survey 2017. This winter how often has the living room felt uncomfortably cold? (Base n=1,335)

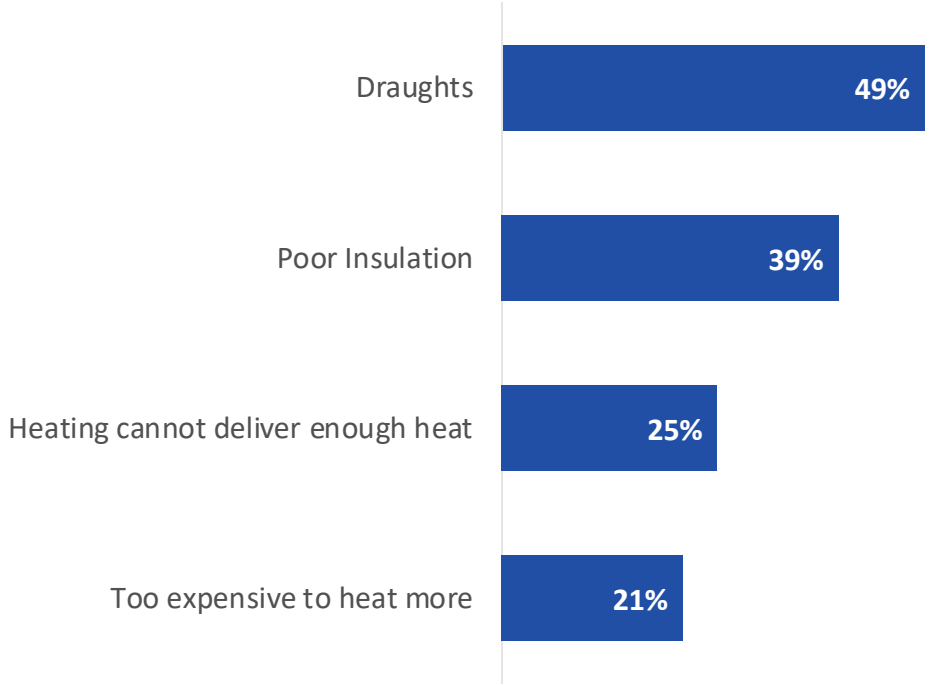
▲▼ Significant difference at 95% confidence interval compared to listed buildings

Reasons for being unable to keep warm in the winter

Q14. *(IF cannot keep comfortable warm in the winter)* **Is this because? (LB base = 406)**



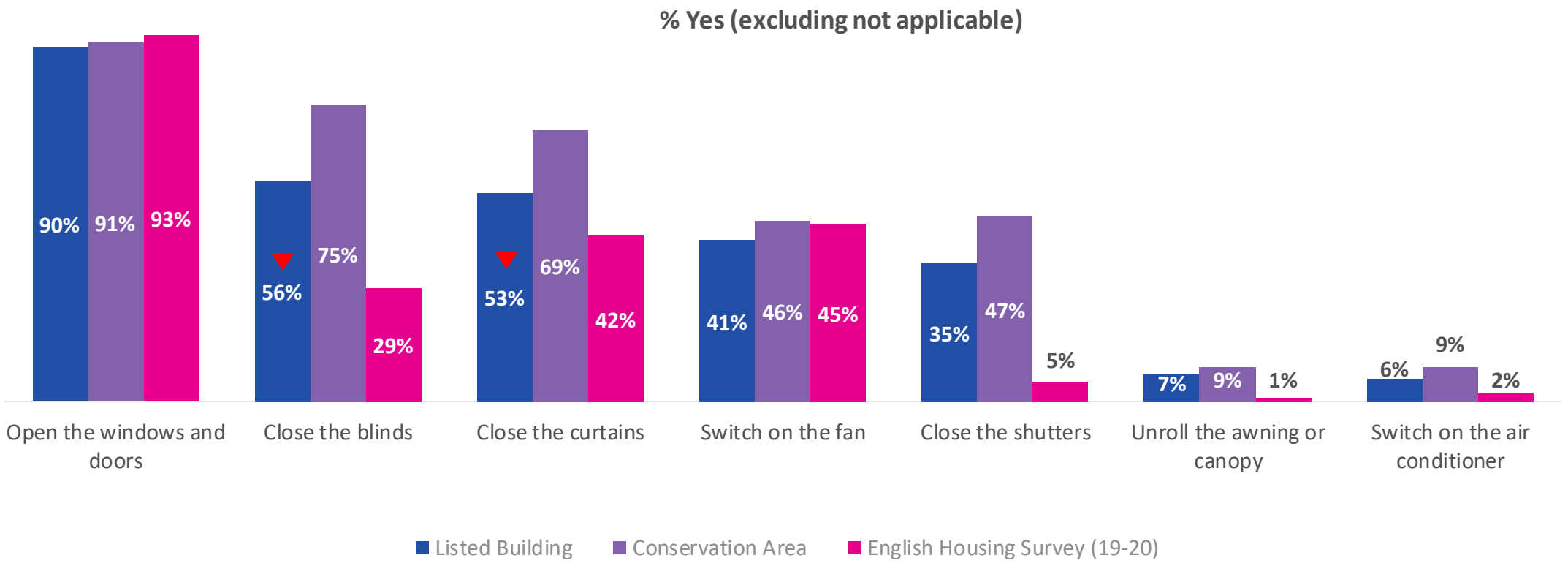
Comparison survey: BEIS Energy Follow up Survey 2017: Why does the living room get uncomfortably cold? Base = 164



Energy Follow up Survey 2017, Why does the room get uncomfortably cold? Base: All households who reported that their living room felt uncomfortably cold 'often' or 'all the time' in winter and gave a reason (n=164 living room)

Cooling the House In Summer

Q15: In the summer, do you do any of the following to keep your home cool? LB base ranges from 784 to 1647, CA base ranges from 55 to 130
Comparison survey: English Housing Survey, 2019-20, measures taken to keep cool during the summer



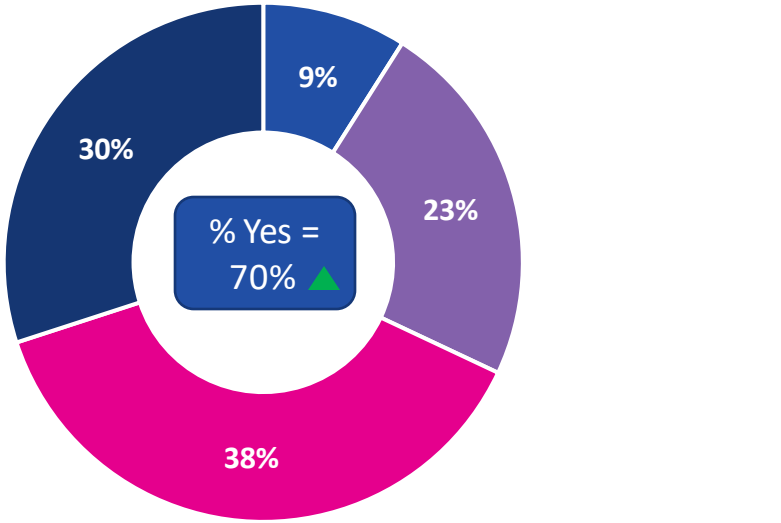
EHS (English Housing Survey, 2019-20, In the summer, do you do any of the following to keep to home cool?

▲▼ Significant difference at 95% confidence interval compared to control

Perceptions of Problem With Damp/Condensation/Mould

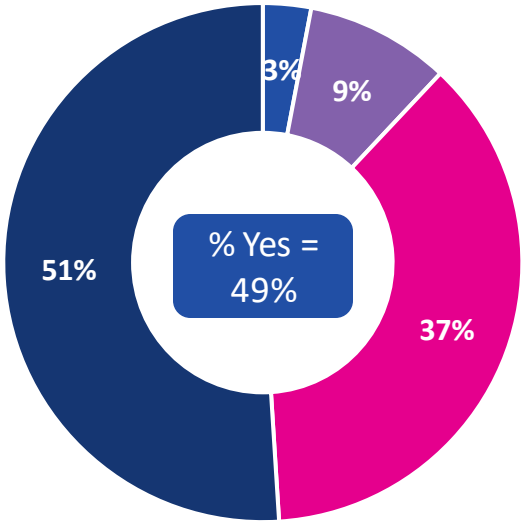
Q16a. Does your home have problems with condensation, damp or mould? LB base = 1678 CA base = 133

Listed Building



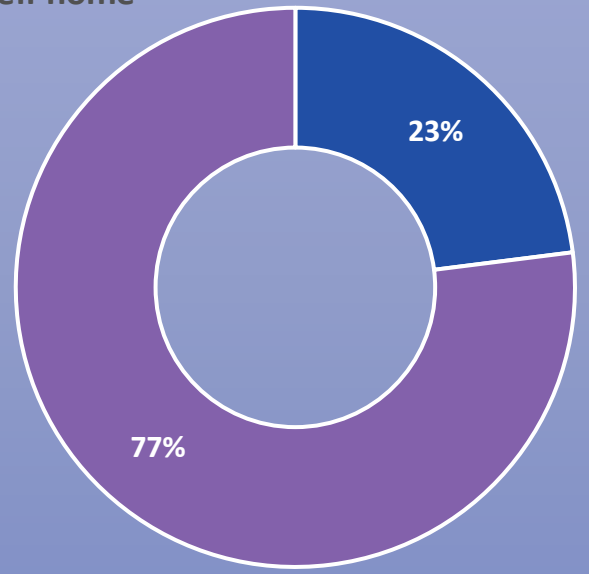
- Yes, a very big problem
- Yes, a fairly big problem
- Yes, but not much of a problem
- No, not a problem at all

Conservation Area



- Yes, a very big problem
- Yes, a fairly big problem
- Yes, but not much of a problem
- No, not a problem at all

Comparison Survey: English Housing Survey Energy Report (2019-2020), Households' perceptions of damp, condensation or mould in their home



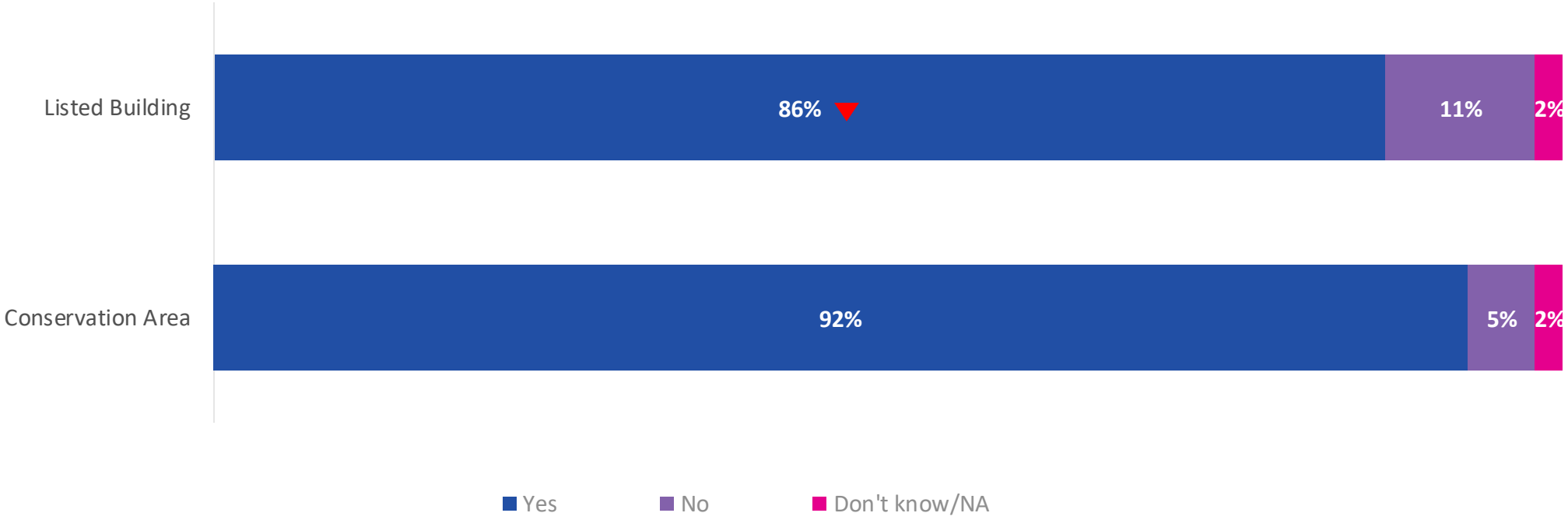
EHS (English Housing Survey) 2019-20, Which of these statements apply to your home?
My home has problems with condensation, damp or mould.
The problems with condensation, damp or mould got worse after my home was insulated.
The problems with condensation, damp or mould started when my home was insulated.
My home does not have problems with condensation, damp or mould

▲▼ Significant difference at 95% confidence interval compared to control

Repair, Retrofit and Energy Efficiency

Keeps on top of maintenance and repair work

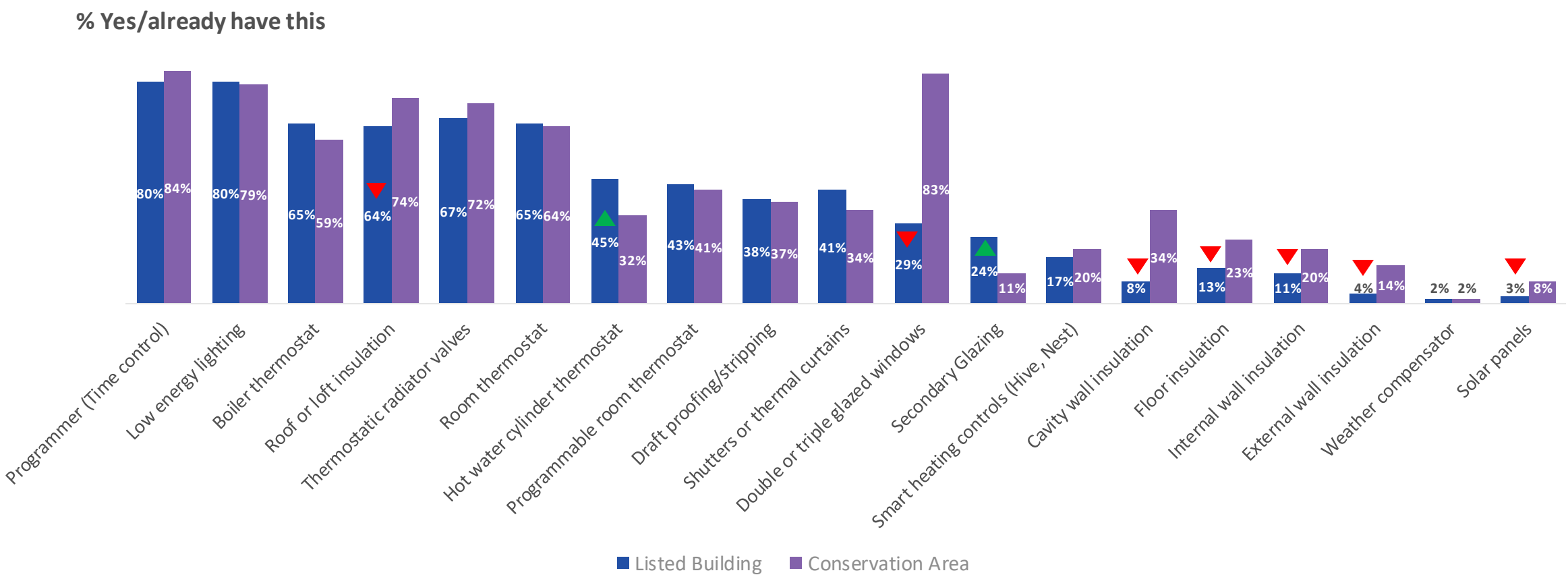
Q17: Do you/your landlord keep on top of necessary maintenance and repair work? LB base = 1678 CA base = 133



▲▼ Significant difference at 95% confidence interval compared to control

Retrofit Measures

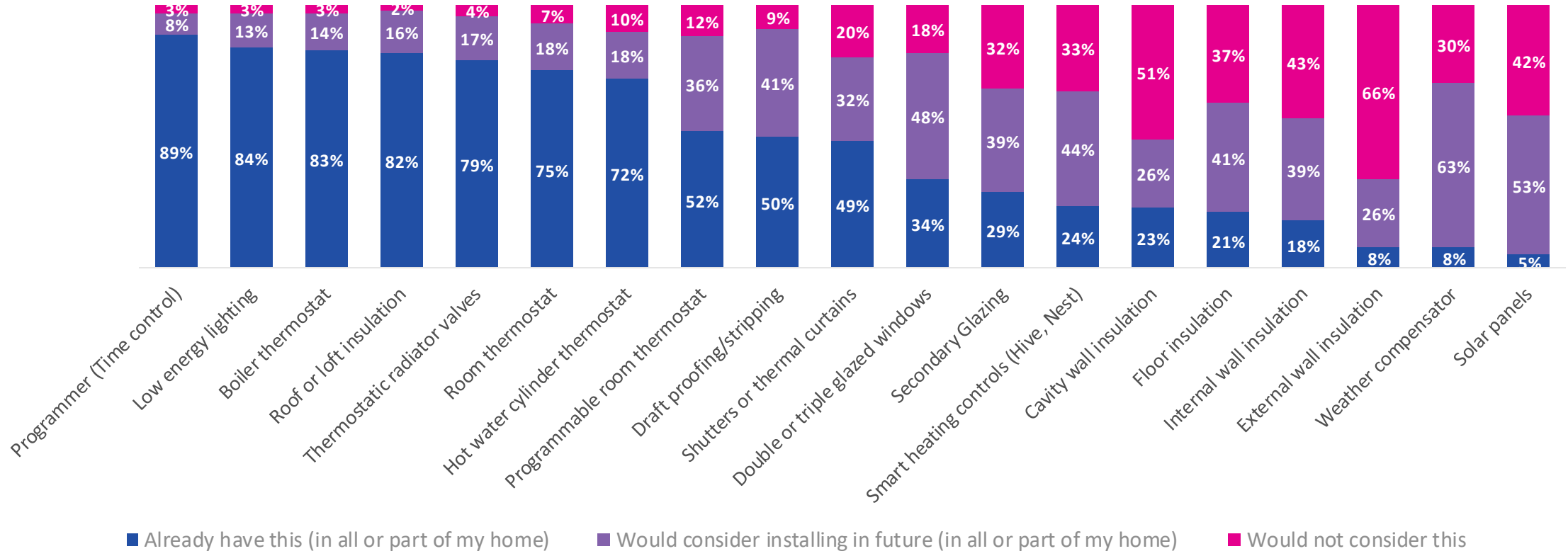
Q18a (not owner): Does your home currently have any of the following? Q18b (owner): Does your home already have any of these installed? LB base = 1678 CA base = 133



Significant difference at 95% confidence interval compared to control

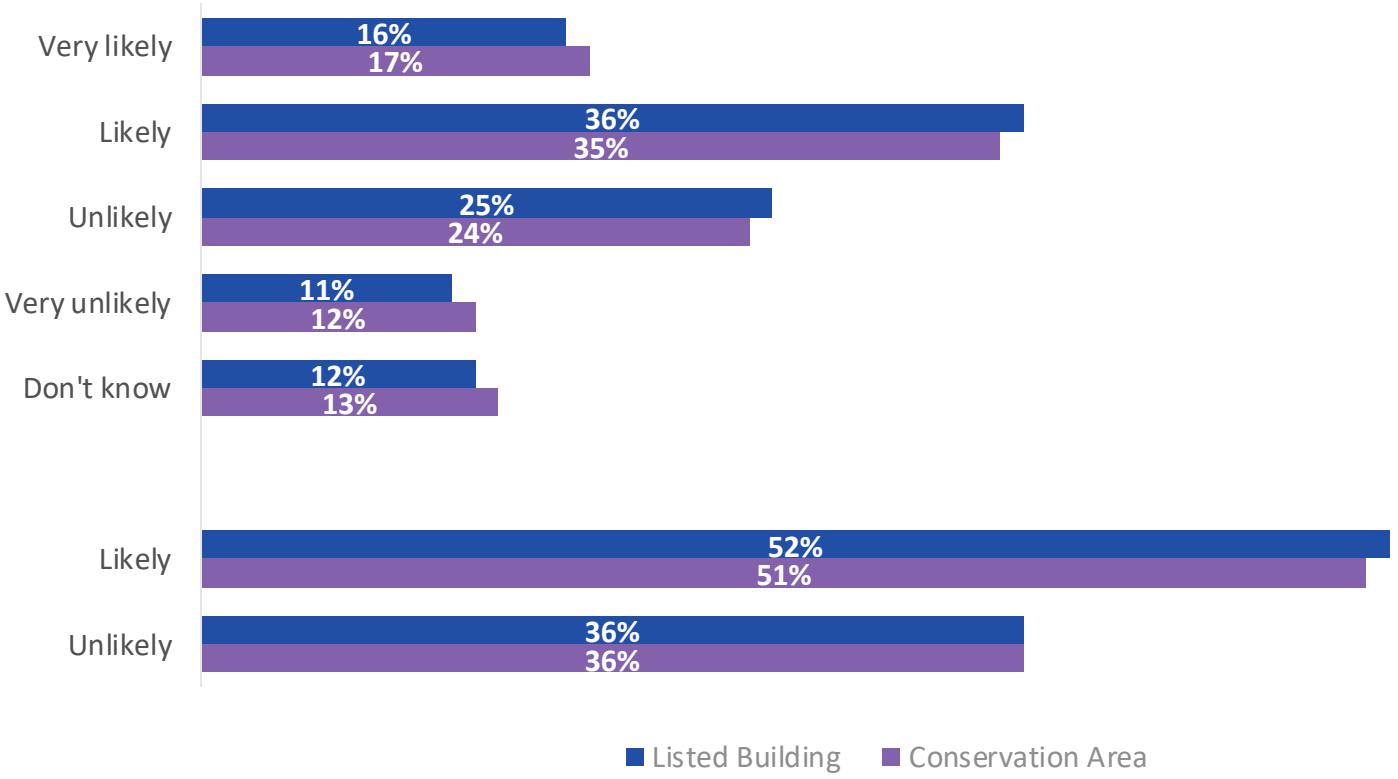
Retrofit Measures - Owners

Q18b (owner): You will now be shown several retrofit measures. For each please tell us whether your home already has this installed or whether you would consider installing it in the future. Unweighted Base: valid responses only - ranges from 442 to 1364



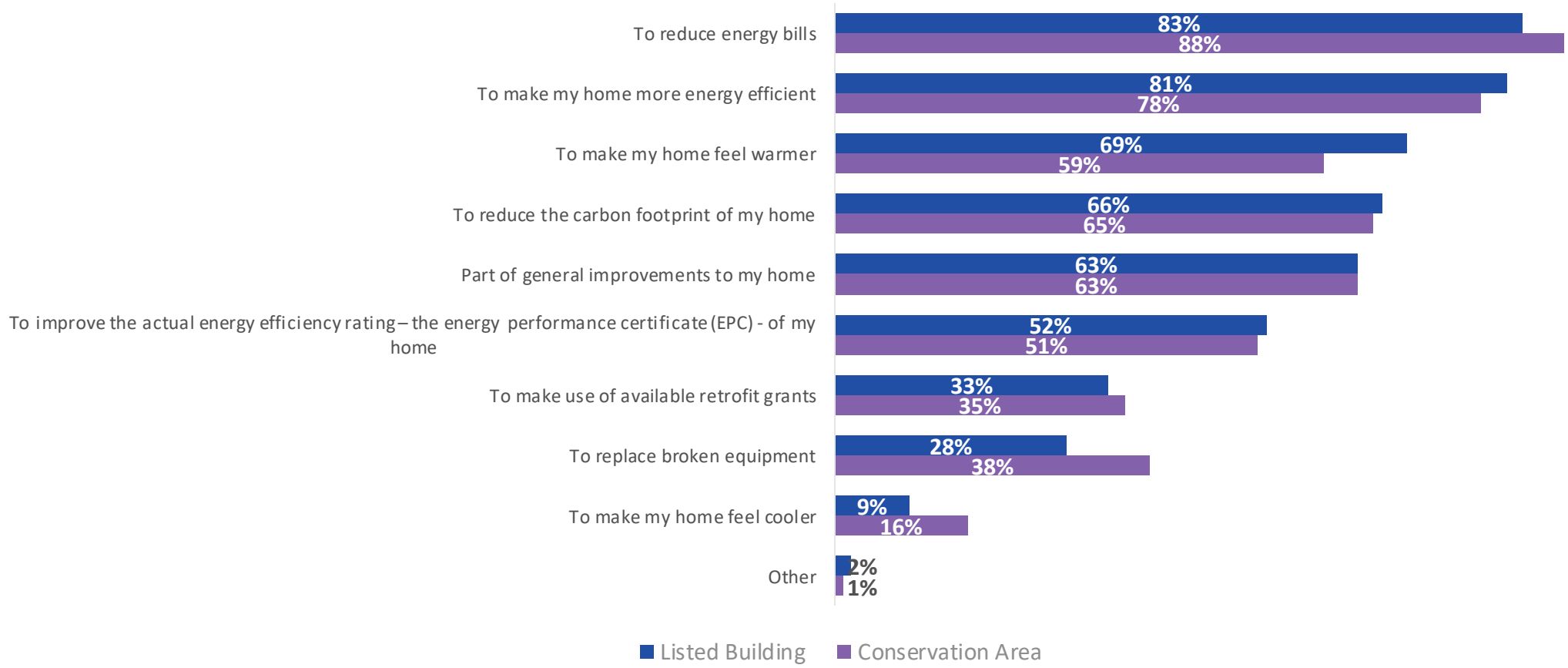
Likelihood for Retrofitting

Q19a: How likely are you/ your landlord to undertake any retrofit works in your home in future? LB base = 1678 CA base = 133



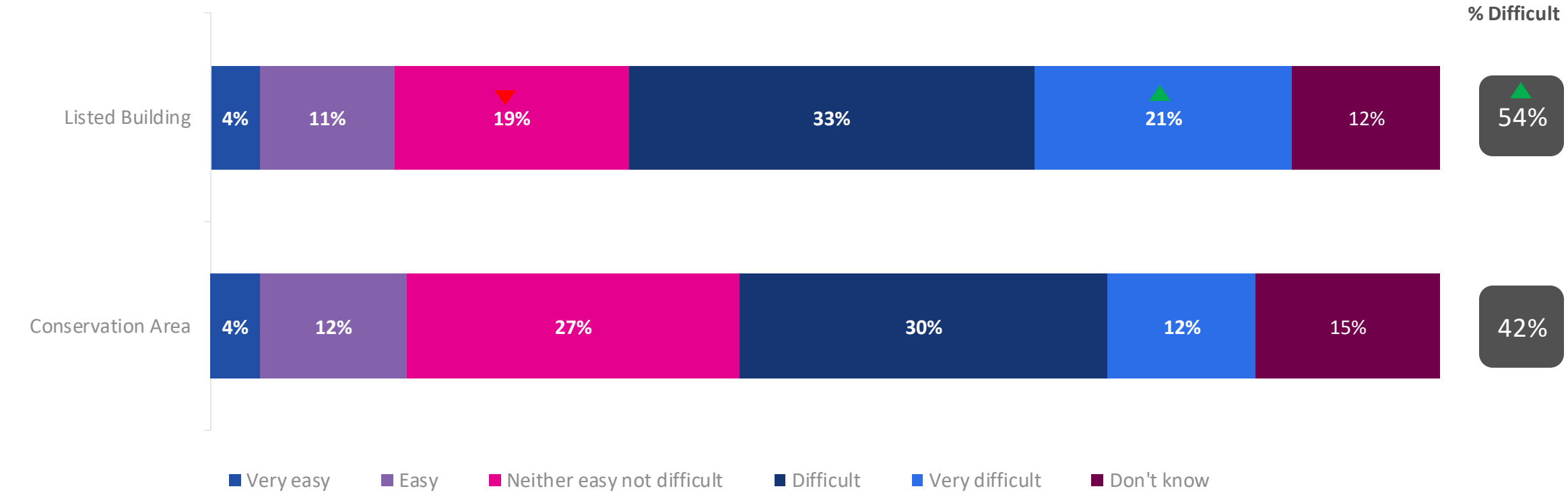
Motive for Retrofitting

Q19b: *IF LIKELY OR VERY LIKELY TO Q19A*: **What would be the main motive for retrofitting your home? LB base = 854 CA base = 68**



Finding Reliable Guidance And Information About How To Retrofit Your Listed Home

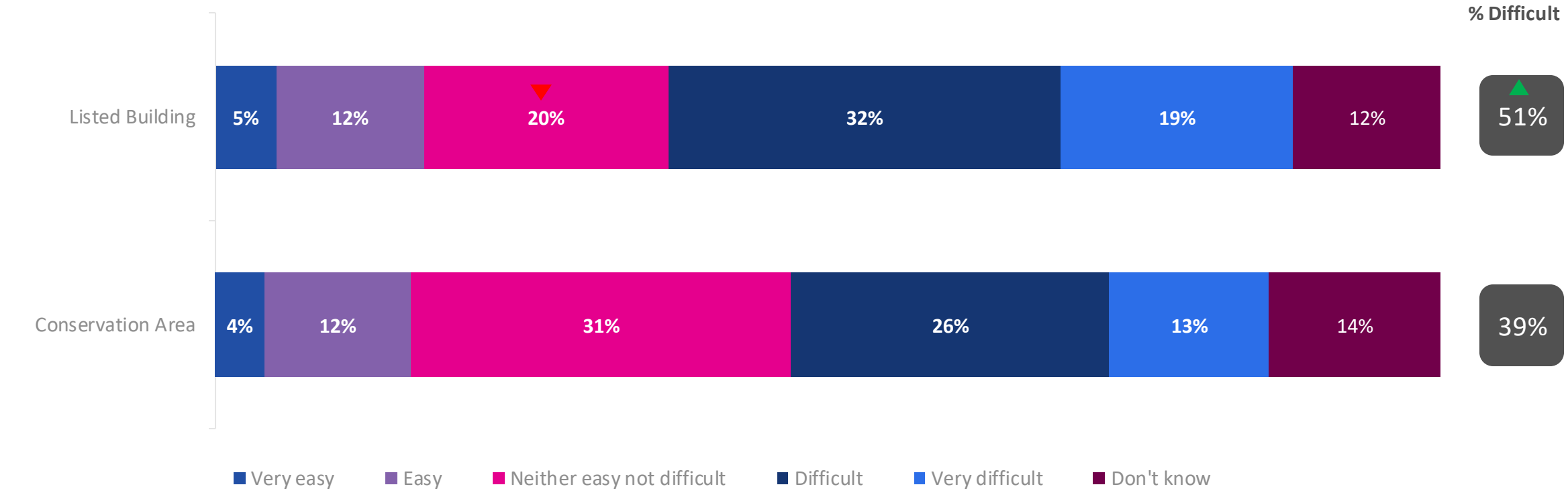
Q20a1: Imagine you/your landlord were going to undertake retrofit works, how easy or difficult do you think it would be to find Reliable guidance and information about how to retrofit your listed home. LB base = 1678 CA base = 133



Significant difference at 95% confidence interval compared to control

Finding Professionals Who Can Advise On Retrofitting

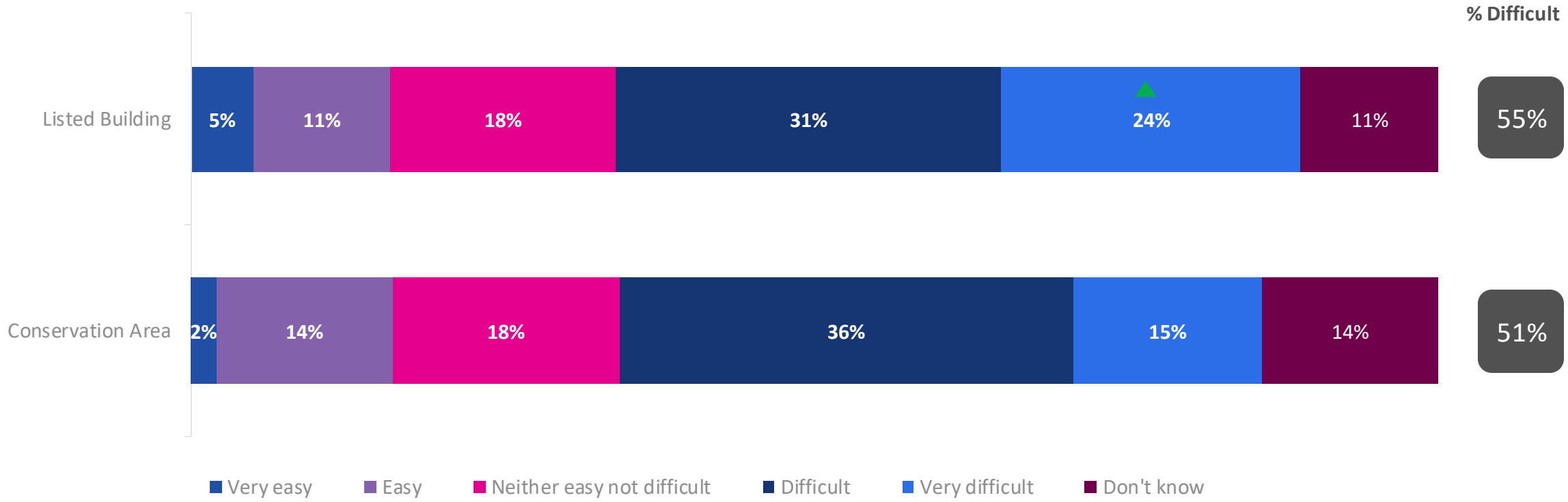
Q20a2: Imagine you/your landlord were going to undertake retrofit works, how easy or difficult do you think it would be to find Professionals who can advise on retrofitting. LB base = 1678 CA base = 133



Significant difference at 95% confidence interval compared to control

Finding Skilled Builders To Undertake Retrofit Works

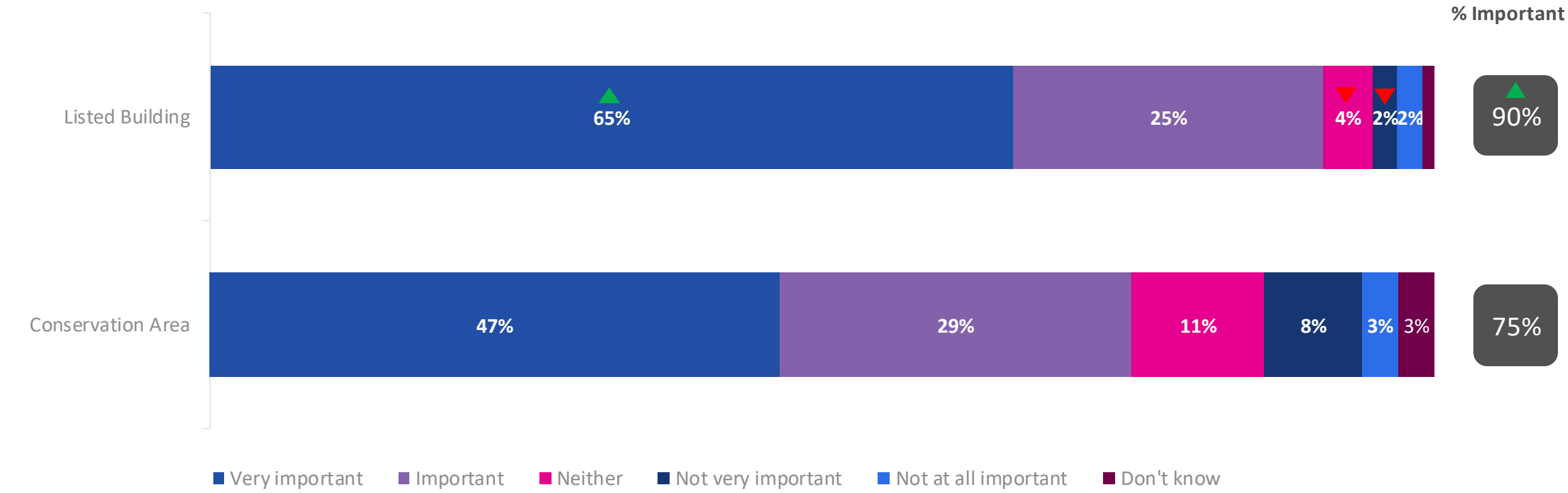
Q20a3: Imagine you/your landlord were going to undertake retrofit works, how easy or difficult do you think it would be to find Skilled builders to undertake retrofit works. LB base = 1678 CA base = 133



Significant difference at 95% confidence interval compared to control

Importance Of Maintaining Homes Architectural Style When Undertaking Retrofit Works

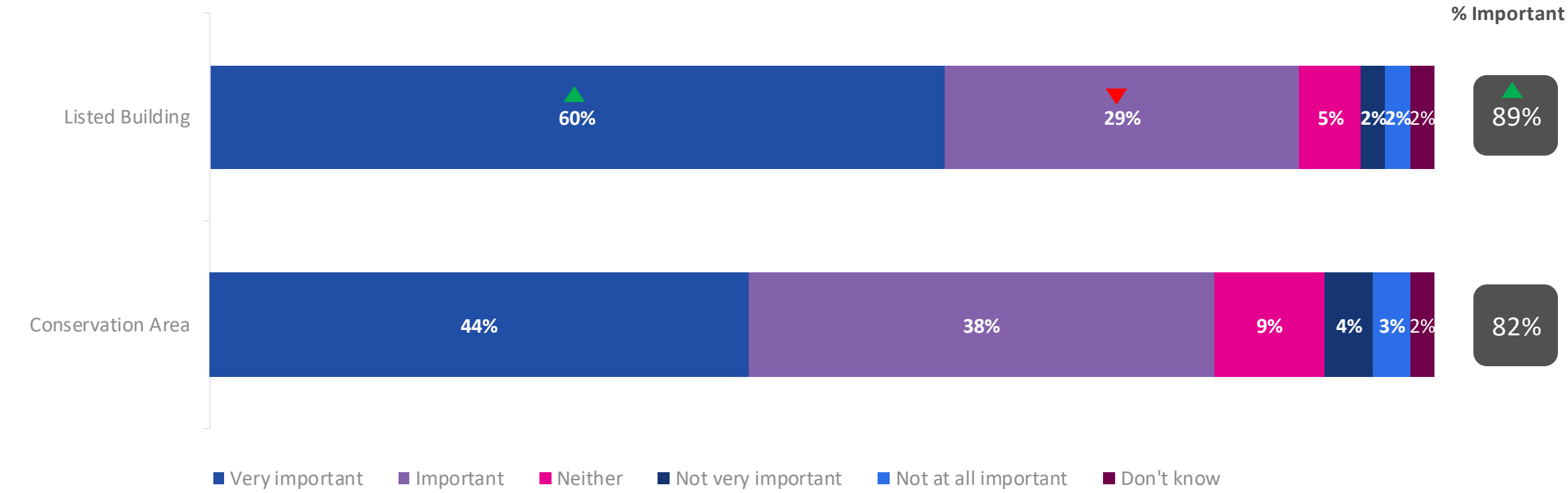
Q20b If you/your landlord were to undertake any repair, restoration or retrofit works to your <IF LISTED: listed> home, how important are the following factors? Any works maintain your home's architectural style. LB base = 1678 CA base = 133



Significant difference at 95% confidence interval compared to control

Importance Of Not Disturbing Your Home's Aesthetics When Undertaking Retrofit Works

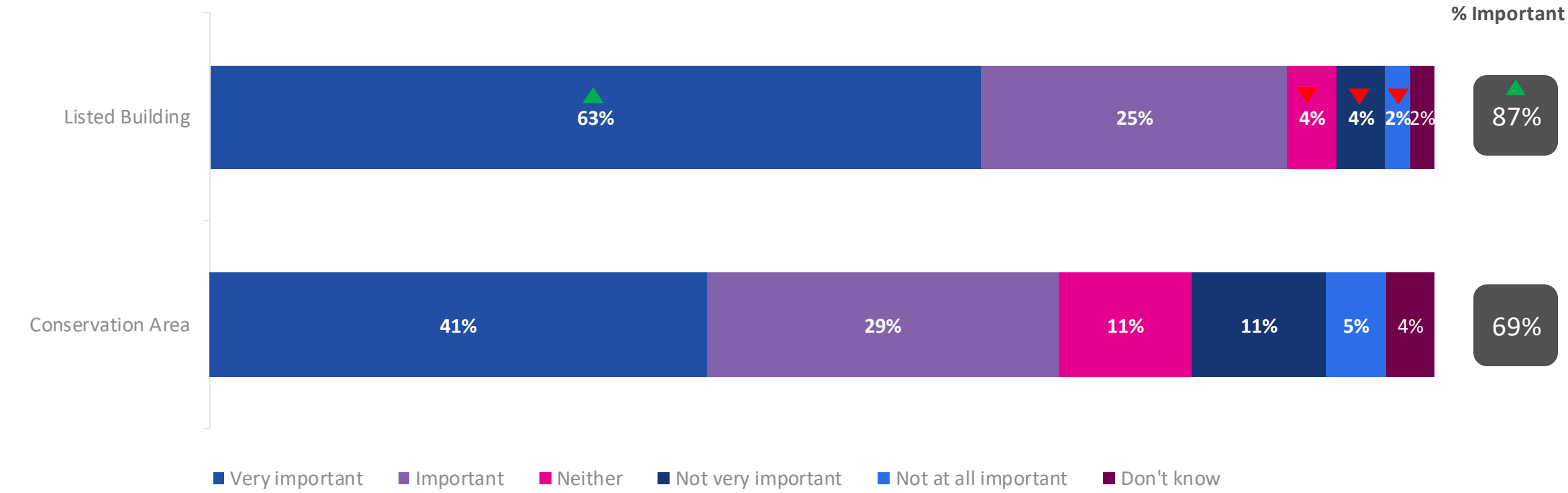
Q20b you/your landlord were to undertake any repair, restoration or retrofit works to your <IF LISTED: listed> home, how important are the following factors? Any works do not disturb your home's aesthetics. LB base = 1678 CA base = 133



Significant difference at 95% confidence interval compared to control

Importance Of Preserving Your Home's Original Features When Undertaking Retrofit Works

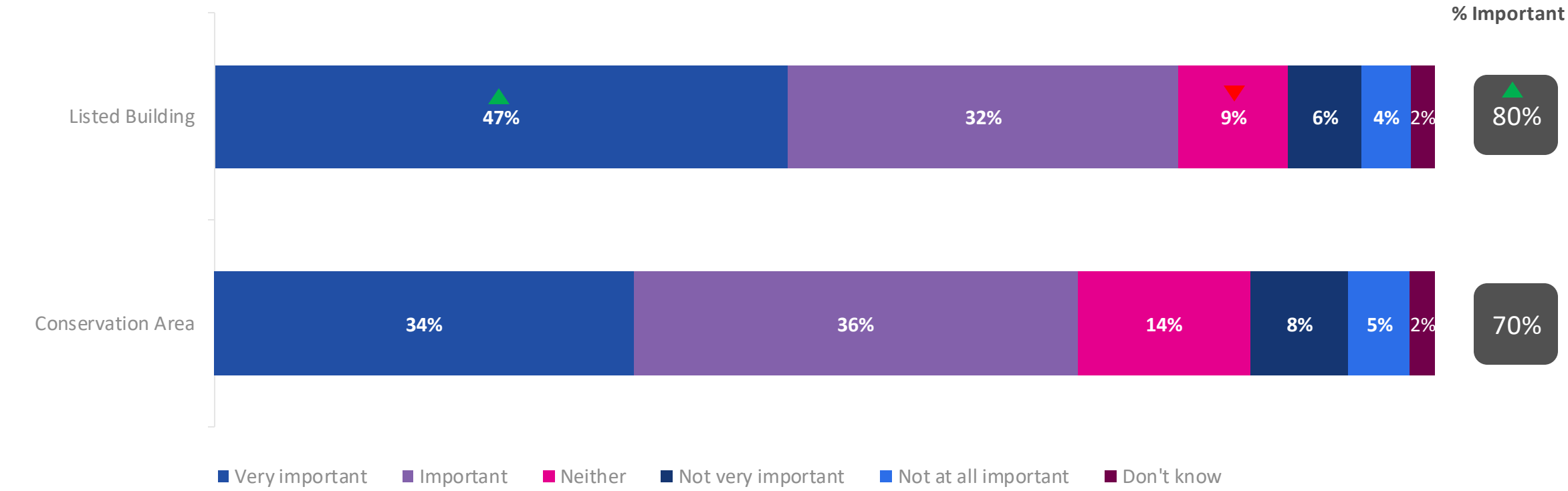
Q20b3 you/your landlord were to undertake any repair, restoration or retrofit works to your <IF LISTED: listed> home, how important are the following factors? Any works preserve your home's original features (e.g. fireplaces, chimneys). LB base = 1678 CA base = 133



▲▼ Significant difference at 95% confidence interval compared to control

Importance Of Using Local Materials, Similar To The Original Materials, When Undertaking Retrofit Works

Q20b4 you/your landlord were to undertake any repair, restoration or retrofit works to your <IF LISTED: listed> home, how important are the following factors? Any works use local materials, similar to the original materials. LB base = 1678 CA base = 133

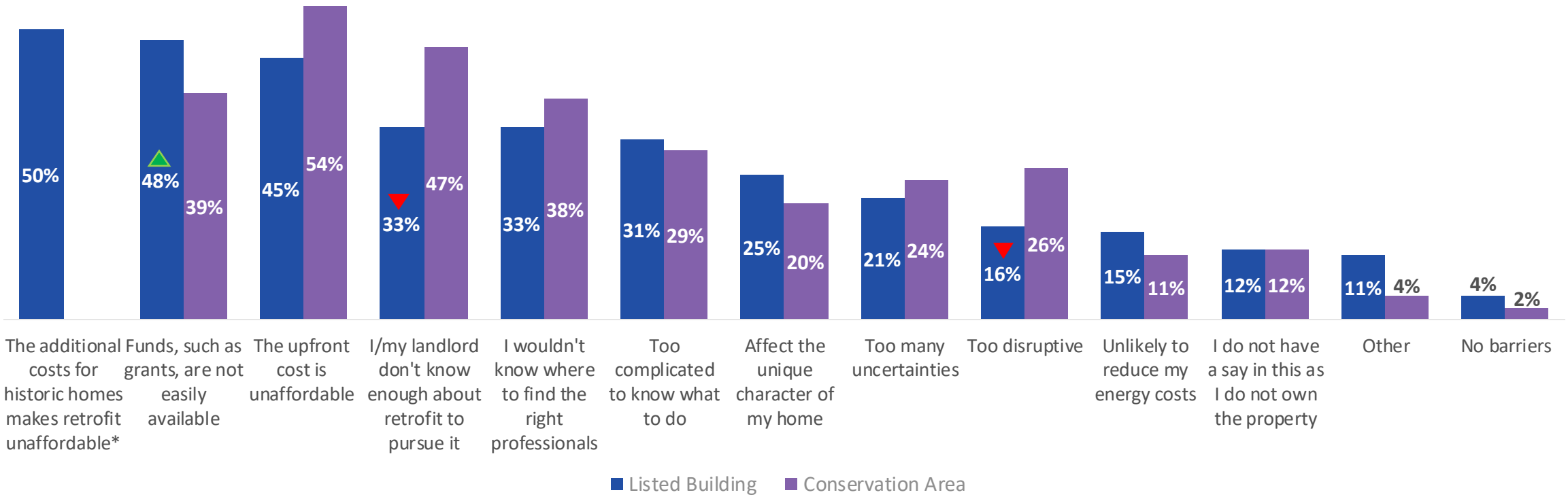


Significant difference at 95% confidence interval compared to control

Barriers to Retrofitting the Home

Q20c: Which of the following would you consider are barriers to retrofitting your home? LB base = 1678 CA base = 133

*** Statement only applicable for listed buildings**



BMG success decoded

▲ Significant difference at 95% confidence interval compared to ▼ control

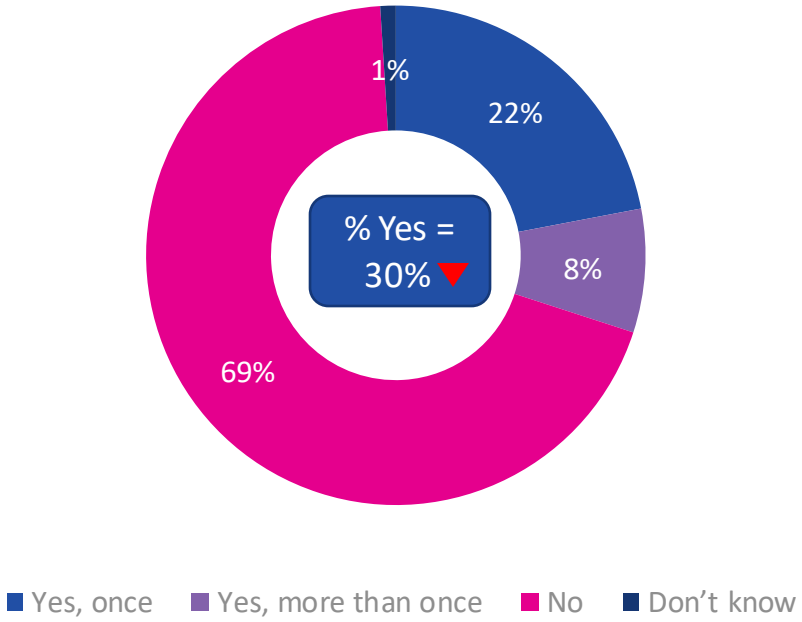
Historic England

Planning (Listed buildings only)

Applying for Listed Building Consent and Planning Permission

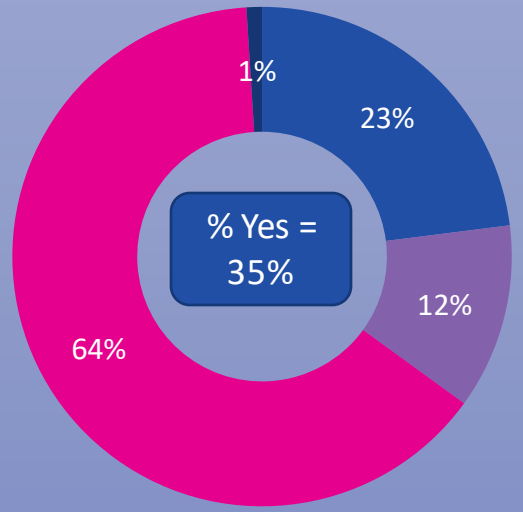
Q21: In the past 5 years, have you/ your landlord applied for listed building consent for this property? LB base = 1383, owners only

Applied for Listed Building Consent – Owners – 2022



Comparison survey:

2017 Listed Building Owners Survey, Applied for Listed Building Consent



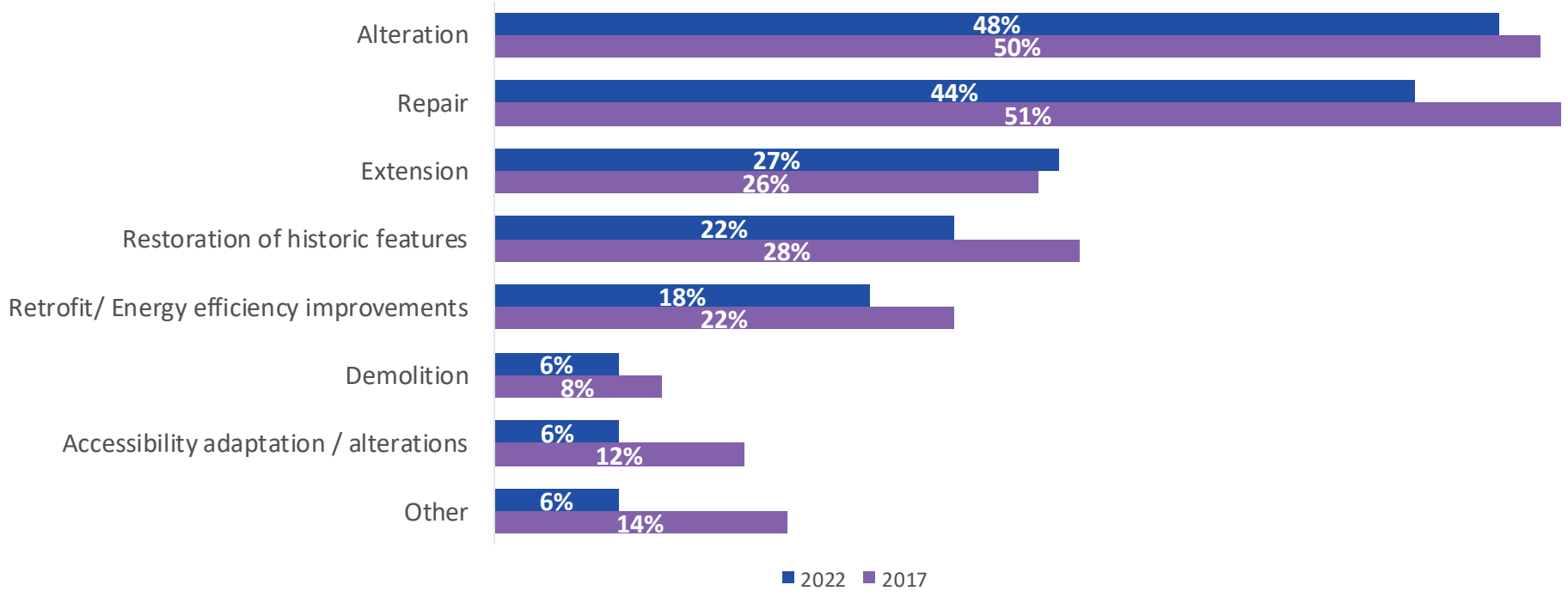
Yes, once | Yes, more than once | No | Don't know

Types of work applied for

Q22: What types of work were you/ your landlord applying for? Unweighted Base owners only: Those who had applied for consent 423 (Note: respondents were allowed to select multiple options so percentages do not add up to 100)

Comparison survey: Listed Building Owners Survey (2017)

Reason for Application - Owners

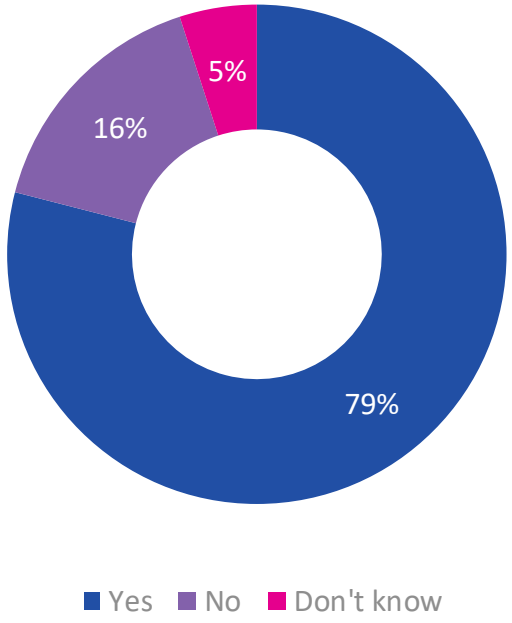


Listed building consent – planning applications and outcomes

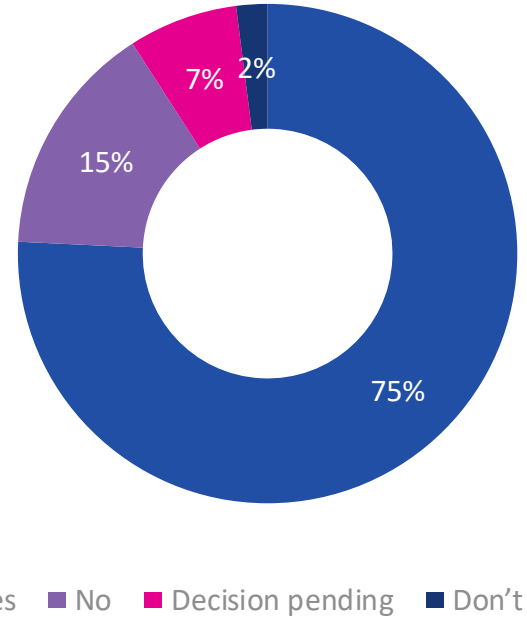
Q23: *[If Yes to Q21]* Did you/ your landlord also submit a planning application in connection with your latest listed building consent application?
Those that applied for listed building consent from authorities – Unweighted LB base = 456

Q24: *[If Yes to Q21]* Was your/ your landlord's latest listed building consent application successful?
Those that applied for listed building consent from authorities – Unweighted LB base = 456

Submitted a planning application



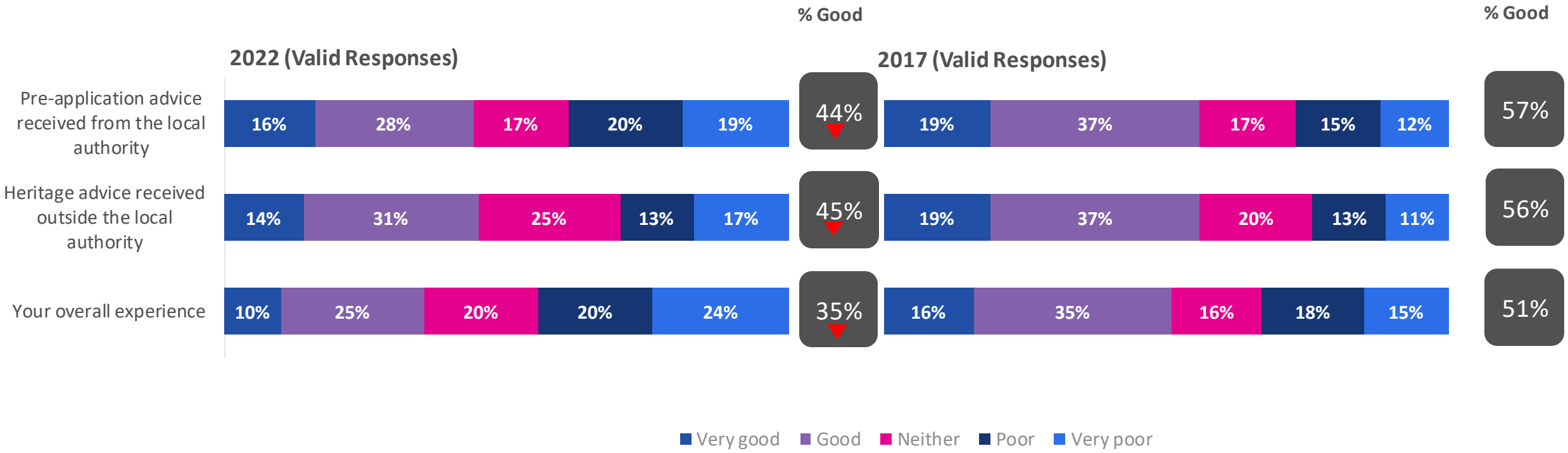
Application successful



Experience of Applying for Listed Building Consent

Q25: We are keen to understand how well the listed building consent process works for people. So, thinking of your most recent application, how would you rate the following? Unweighted Base owners only : Those who had applied for consent = 423

Comparison survey: Listed Building Owners Survey (2017)



Significant difference at 95% confidence interval compared to 2017

Overall experiences of LBC – positive and negative

Good experience

We were able to replace our windows and the advice from the listed buildings officer resulted in getting the correct windows to retain the character of the property."

Local authority planning and conservation officers were extremely helpful and offered sensible advice."

The process was quite quick and the planner was clear in her response when we needed to provide additional information."

"They were pragmatic about emergency roof repairs."

Poor experience

We applied to replace drainpipes that where already leaking and causing damage to the house this was held for 7 months and then refused causing unnecessary damage to the house which then cost even more money"

Local authority is simply not interested in helping homeowners maintain listed property to modern standards of comfort or usage.

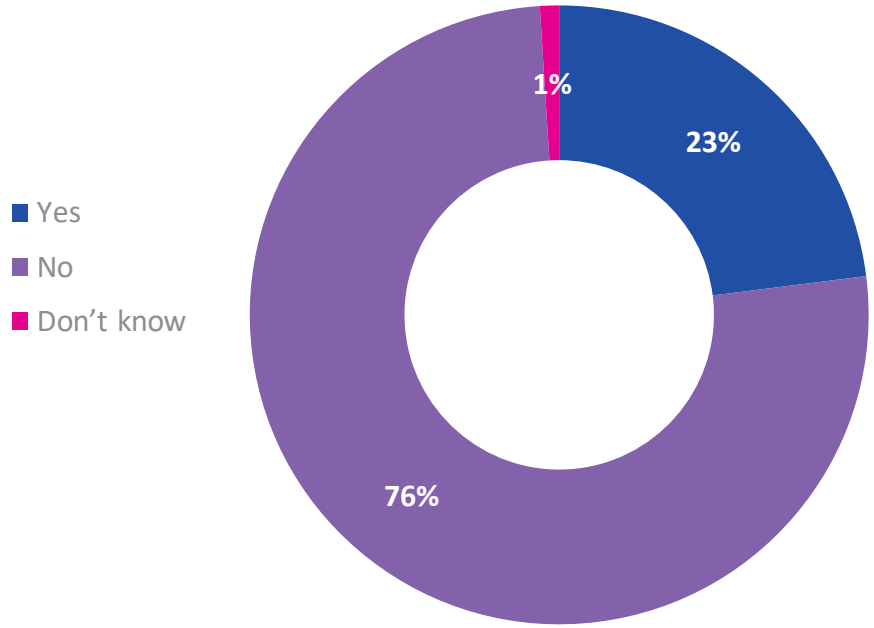
Planning officer was set on refusing any alterations at all. He had the same mindset from 1998 when we needed to repair following a burst back boiler. The house had minimum maintenance prior to that date. It was in a very bad state and we were met with nothing but obstruction when we wanted to preserve our wonderful home."

"Difficult to get advice on what application would be acceptable for our building before submitting application. Lots of irrelevant information needed to be submitted for the application itself.

Residents That Have Not Applied for Listed Building Consent - Consideration

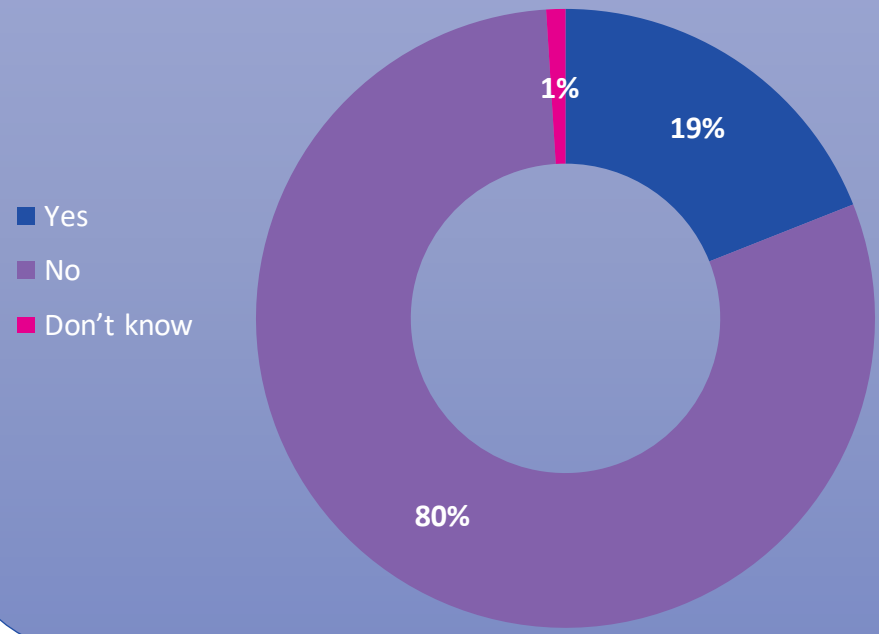
Q26: Have you seriously considered applying for listed building consent in the past 5 years but not gone ahead with an application? Unweighted Base owners that had not applied for building consent = 951

Considered Applying for Listed Building Consent - 2022



Comparison survey:

Considered Applying for Listed Building Consent - 2017

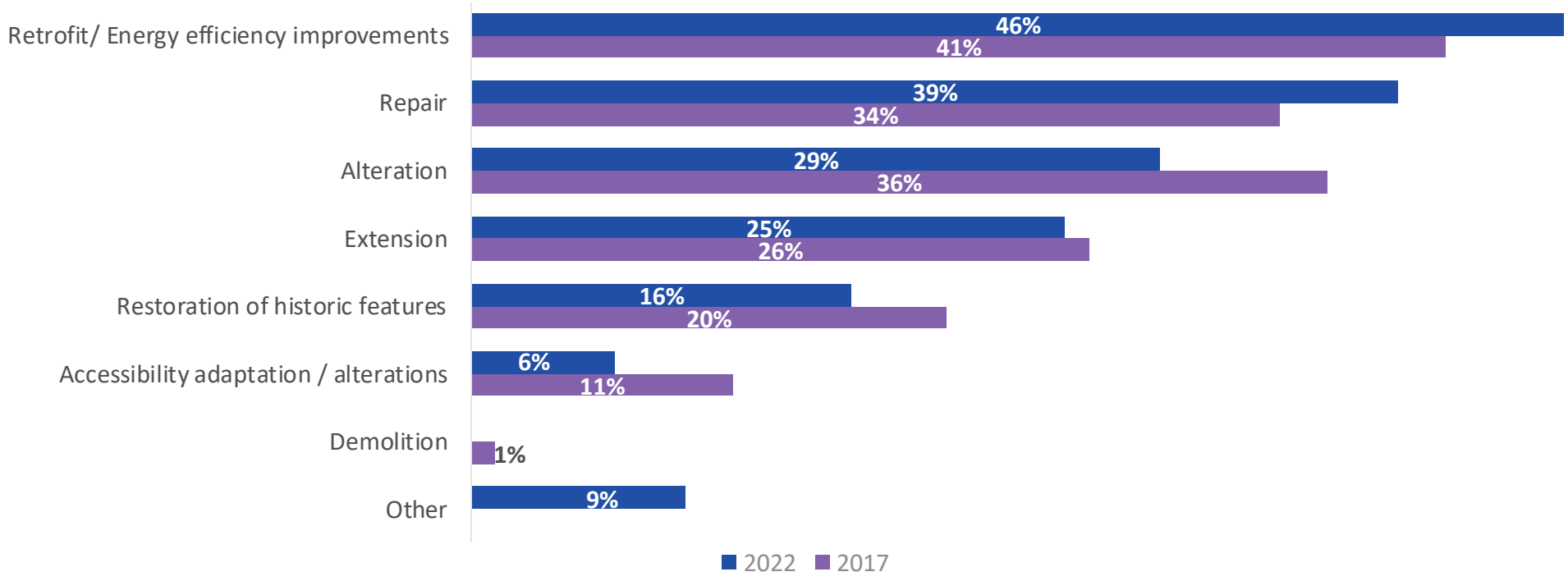


Listed Building Owners Survey (2017), Have you seriously considered applying for listed building consent in the past 5 years but not gone ahead with an application?

Residents That Have Not Applied for Listed Building Consent – Reason for considering

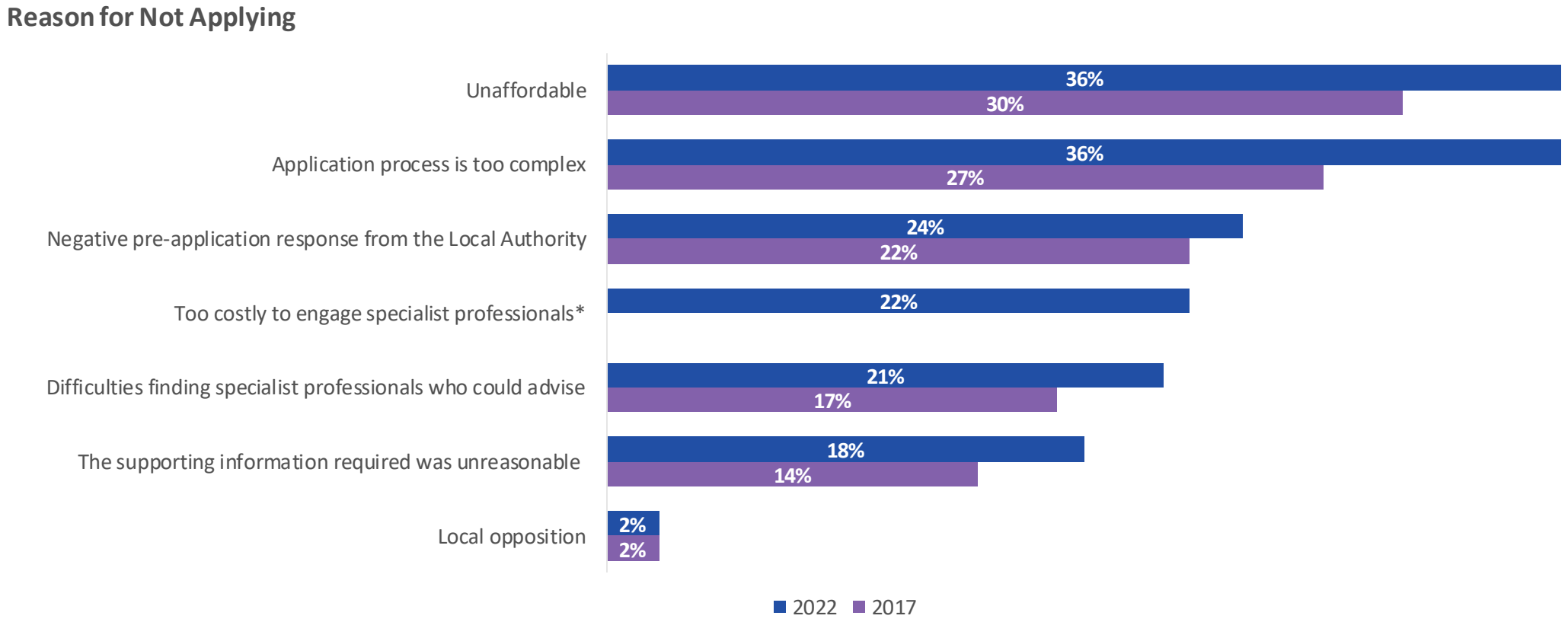
Q27: *[If answered Yes to Q26]* **What types of work were you considering? Unweighted Base owners that had not applied for building consent but have considered it = 226**

Reason for Considering Application



Residents That Have Not Applied for Listed Building Consent – Reason for Not Applying

Q28: Please help us understand why you did not continue to apply for listed building consent? Unweighted Base owners that had not applied for building consent but have considered it = 226



Listed Building Owners Survey (2017), Please help us understand why you did not continue to apply for consent?

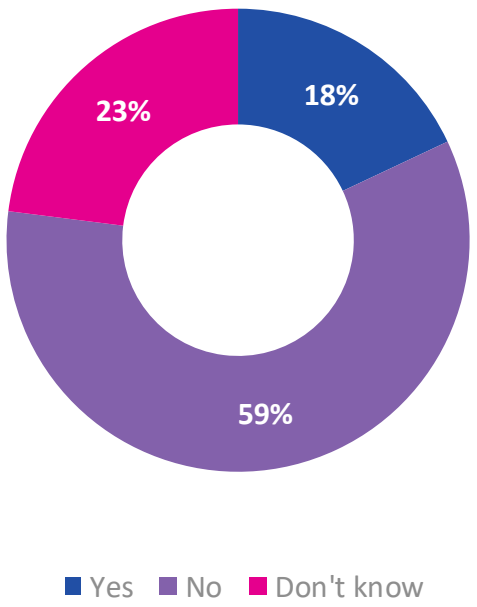
* Not asked in the 2017 survey

Considering Applying for Listed Building Consent

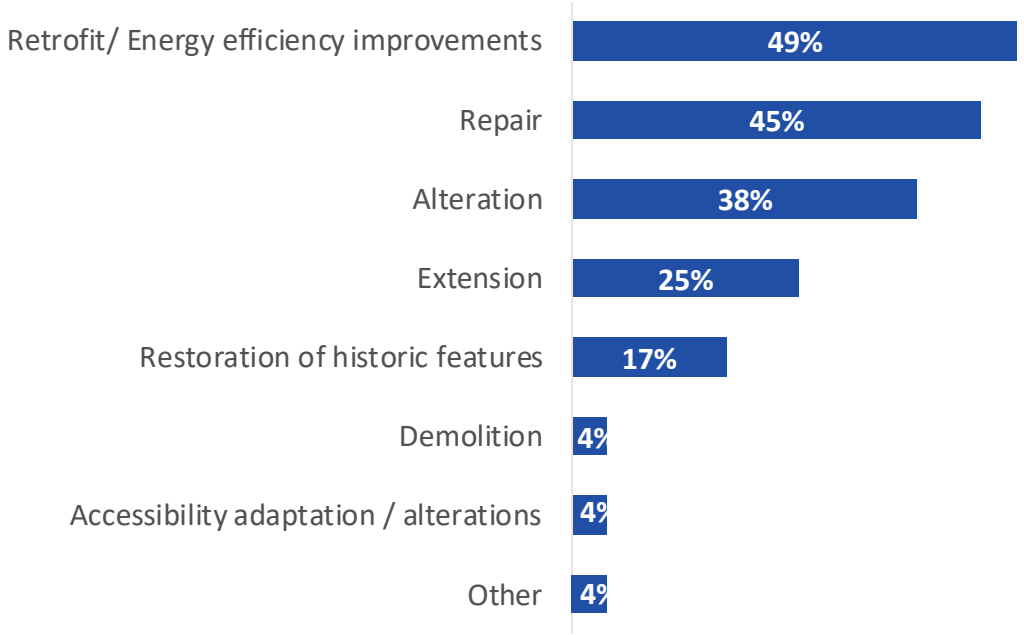
Q29: Are you/ your landlord considering applying for listed building consent in the near future? Base = 1678

Q30: What types of work are you considering? Unweighted Base those considering = 310

% Considering Applying for Listed Building Consent in near future



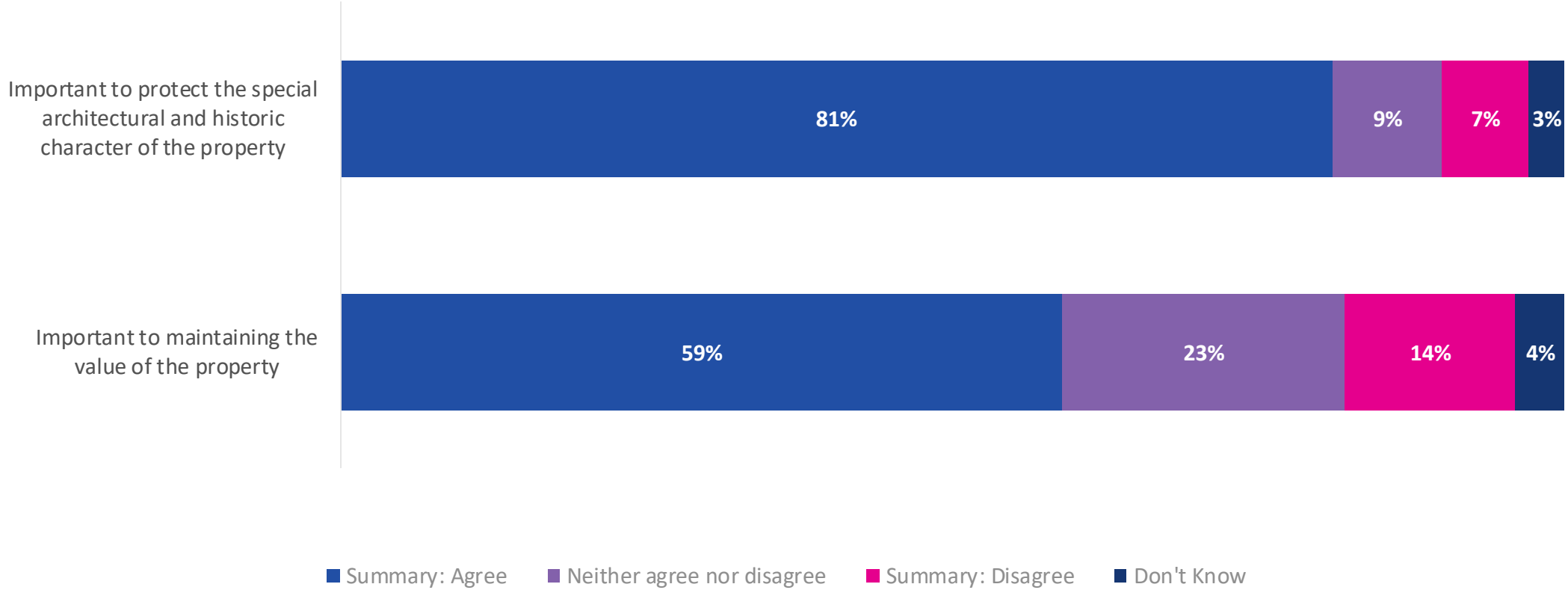
Type of Work being considered



Opinions on Obtaining Listed Building Consent

Q31: To what extent do you agree or disagree with the following statement: The requirement to obtain listed building consent is….

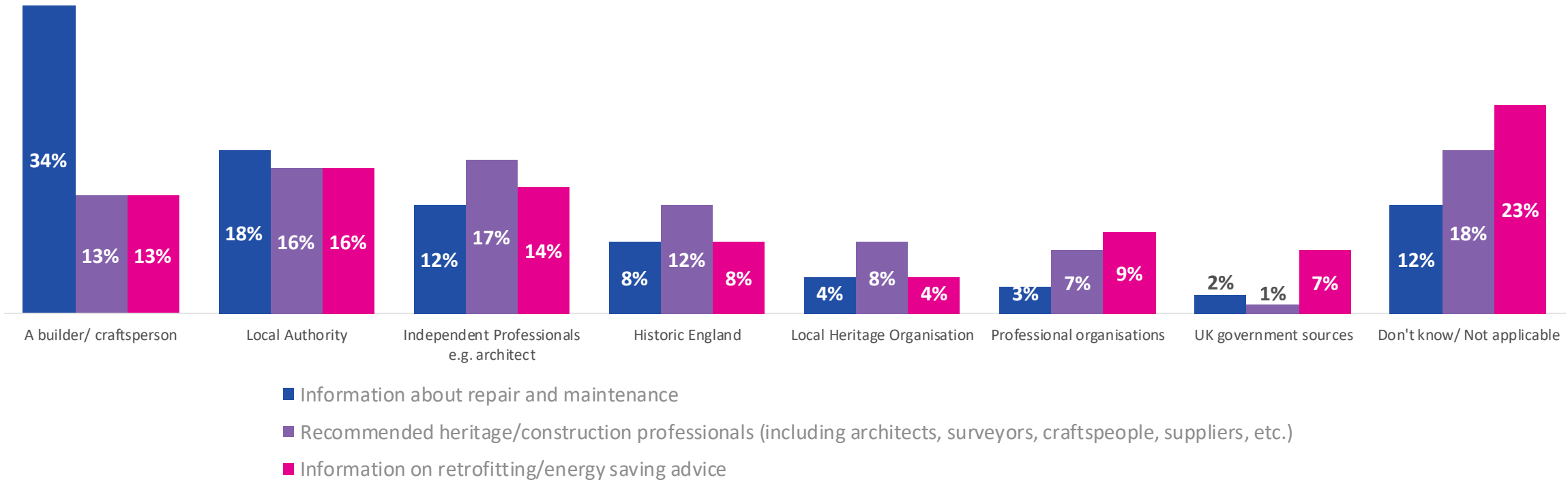
Base = 1678



Support and Advice

First Port of Call – Listed Building

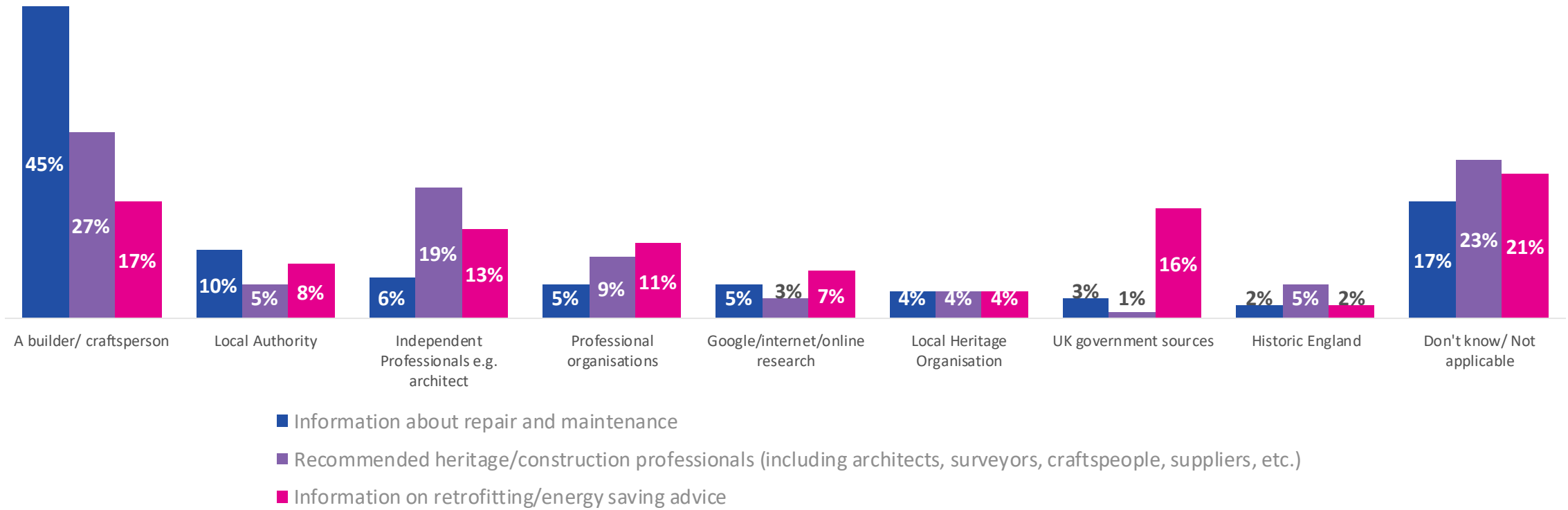
Q32: Who would be your first port of call if you were looking for A) Information about repair and maintenance, B) Recommended heritage/construction professionals, C) Information on retrofitting/energy saving advice. LB base = 1678



Sources only shown for those with 5% or more mentions for at least one statement

First Port of Call – Conservation Area

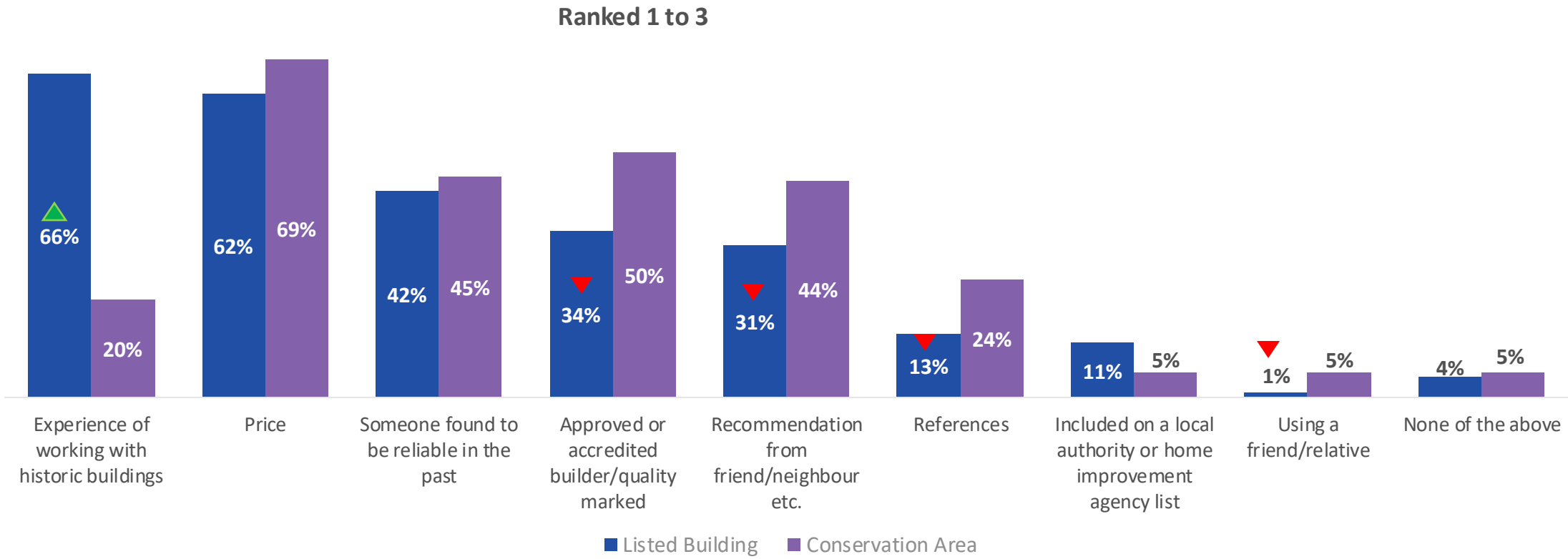
Q32: Who would be your first port of call if you were looking for A) Information about repair and maintenance, B) Recommended heritage/construction professionals, C) Information on retrofitting/energy saving advice. CA base = 133



Sources only shown for those with 5% or more mentions for at least one statement

Overall Factors When Choosing a Builder/Tradesperson for Your Home

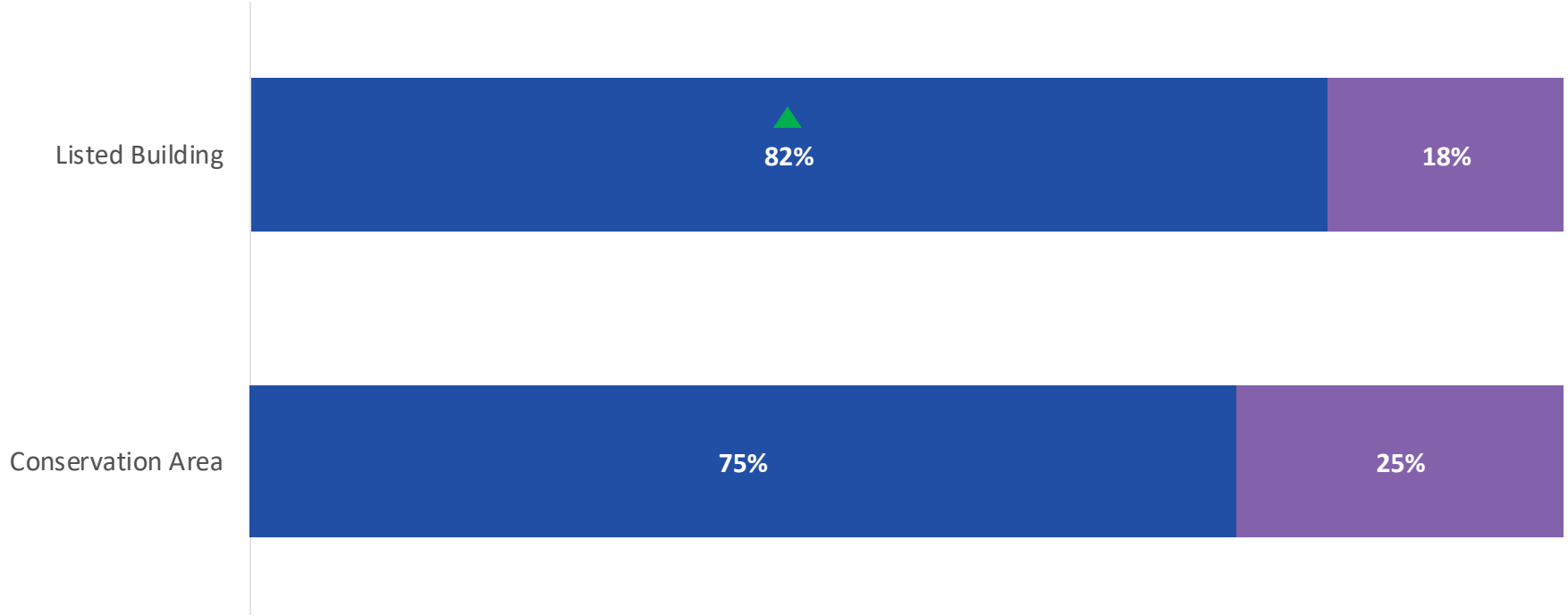
3: Please rank which of these factors matters most to you, if you are to choose a builder/tradesperson to carry out work in your home? LB base = 1678 CA Base = 133



Significant difference at 95% confidence interval compared to control

Awareness of Historic England

A1: Before receiving the survey invitation letter, had you heard of Historic England? LB Base = 1678



Significant difference at 95% confidence interval compared to control

Historic England Online Following

Q34: Do you follow Historic England via any of these social media channels? Unweighted Base those that had heard of HE : LB Base = 1413, CA Base = 100

Don't follow Historic England on social media = Listed Building 95% Conservation Area 97%

Instagram = Listed Building 3% Conservation Area 1%

twitter = Listed Building 2% Conservation Area 0%

facebook = Listed Building 2% Conservation Area 1%

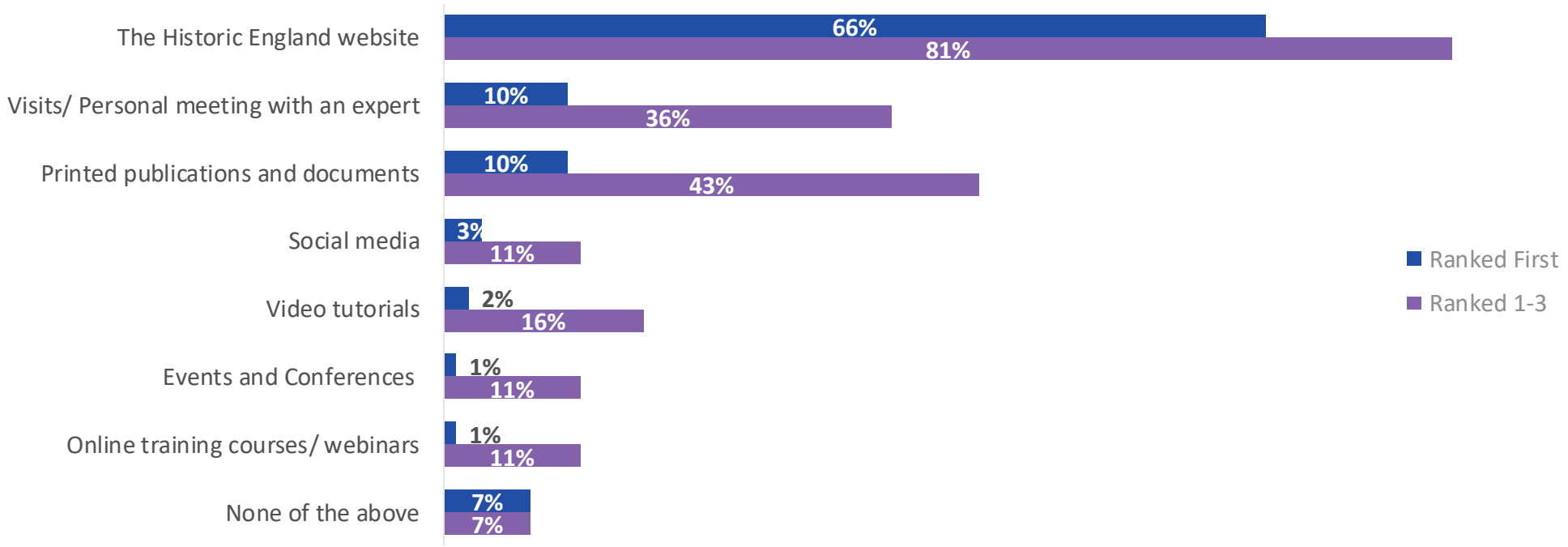
Blog = Listed Building 1% Conservation Area 0%

LinkedIn = Listed Building <0.5% Conservation Area 1%

Accessing Historic England

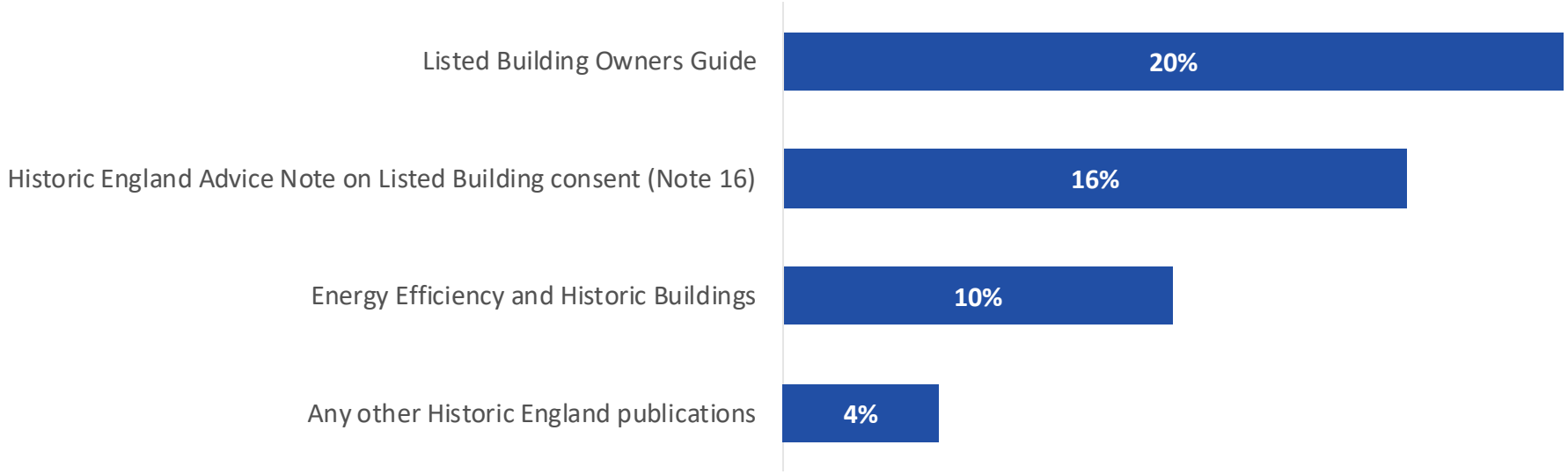
Q35: What would be your preferred method of accessing Historic England's advice and guidance on listed buildings? Unweighted Base those that had heard of HE : LB Base = 1413

Preferred Method of Accessing HE



Awareness of Online Publications

Q36: Are you aware of any of the following Historic England publications? Unweighted Base those that had heard of HE : LB Base = 1413



Demographics

Demographics

Q37: which age group applies to you? LB base = 1678, CA Base = 133

Q41: Which ethnic group do you consider you belong to? LB base = 1678, CA Base = 133

Age

	Listed Building	Conservation Area
18 to 24	2%	2%
25 to 34	6%	7%
35 to 44	9% ▼	15%
45 to 54	15% ▼	23%
55 to 64	25%	20%
65 to 74	24%	23%
75+	17%	12%
Prefer not to say	2%	0%
AVERAGE AGE	59	56

Ethnicity

	Listed Building	Conservation Area
White	90%	89%
Mixed / Multiple Ethnic Groups	1% ▼	5%
Asian / Asian British	2%	1%
Black / African / Caribbean / Black British	1%	1%
Prefer not to say	6%	5%

▲ Significant difference at 95% confidence interval compared to control ▼

Demographics

Q42: What is your total household income per year from all sources, before tax and other deductions? LB base = 1678, CA Base = 133

Q38:Which of the following options best matches your current position? LB base = 1678, CA Base = 133

Household Income

	Listed Building	Conservation Area
£0 - £10,400	2%	2%
£10,401 - £16,000	5%	5%
£16,001 - £20,800	5%	5%
£20,801 - £32,000	10%	14%
£32,001 - £40,000	8%	9%
£40,001 - £70,000	17%	19%
£70,001 - £100,000	11%	10%
£100,001 - £150,000	10%	10%
Over £150,000	9%	5%
Prefer not to say	25%	23%
AVERAGE INCOME	£68,701	£59,863

Employment Status

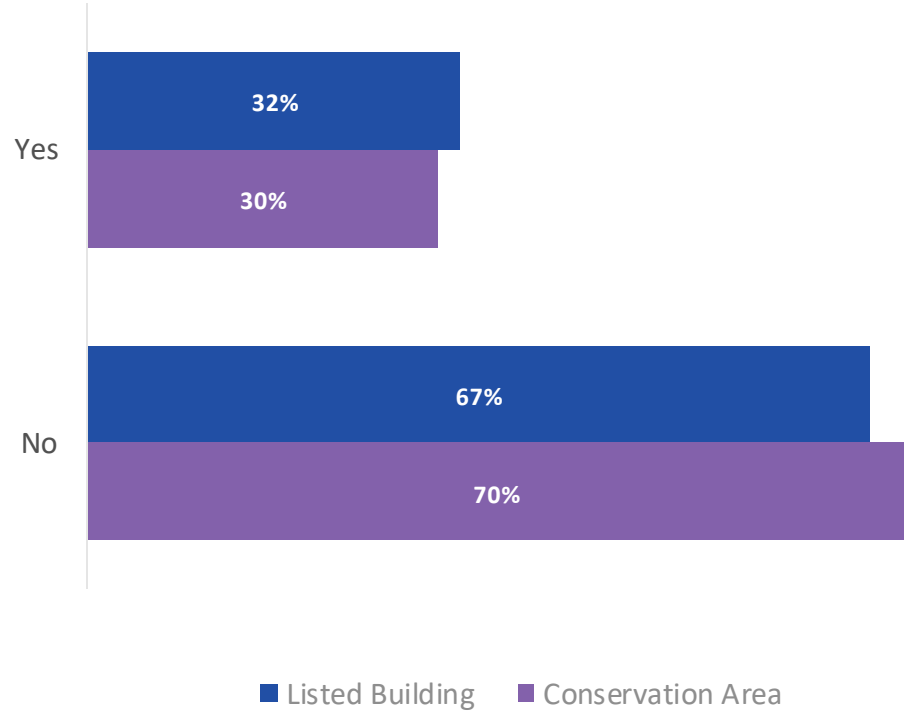
	Listed Building	Conservation Area
Employed full time	31%	36%
Employed part time	7%	6%
Self employed	14%	16%
Unemployed	1%	2%
Retired	39%	38%
Other	4%	3%
Prefer not to say	3%	0%

Demographics

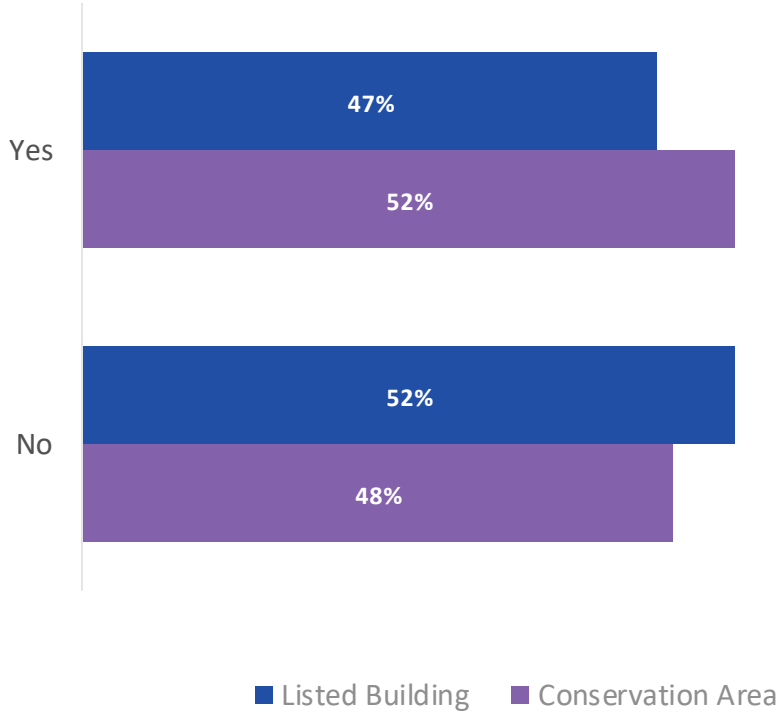
Q39: Did you classify yourself as a homeworker prior to the COVID-19 outbreak, in March 2020?

Q40: Would you currently classify yourself as a homeworker? Unweighted base those employed LB base = 881, CA Base = 77

Homeworker before March'20



Currently a homeworker



Demographics vs 2017 (Listed Buildings)

Q37: Which age group applies to you? Unweighted base owners LB base = 1382

Q41: Which ethnic group do you consider you belong to? Unweighted base owners LB base = 1382

Listed Building Owners Survey (2017)

Age

	2022 Owners	2017 Owners
25 to 34	4%	1%
35 to 44	7%	8%
45 to 54	16%	21%
55 to 64	26%	26%
65 to 74	28%	25%
75+	18%	17%
Prefer not to say	2%	2%

Ethnicity

	2022 Owners	2017 Owners
White	92%	93%
Mixed / Multiple Ethnic Groups	1%	1%
Asian / Asian British	1%	1%
Prefer not to say	5%	4%

Demographics vs 2017 (Listed Buildings)

Q38:Which of the following options best matches your current position? Unweighted base owners LB base = 1382

Q42: What is your total household income per year from all sources, before tax and other deductions? Unweighted base owners LB base = 1382

Listed Building Owners Survey (2017)

Household Income

	2022 Owners	2017 Owners
£0 - £10,400	1%	1%
£10,401 - £16,000	4%	2%
£16,001 - £20,800	4%	2%
£20,801 - £32,000	9%	6%
£32,001 - £40,000	7%	6%
£40,001 - £70,000	17%	16%
£70,001 - £100,000	12%	12%
£100,001 - £150,000	11%	11%
Over £150,000	11%	14%
Prefer not to say	25%	30%

Employment Status

	2022 Owners	2017 Owners
Employed full time	27%	27%
Employed part time	7%	9%
Self employed	16%	21%
Retired	43%	34%
Looking after family or home	0%	4%
Other	3%	2%
Prefer not to say	3%	2%

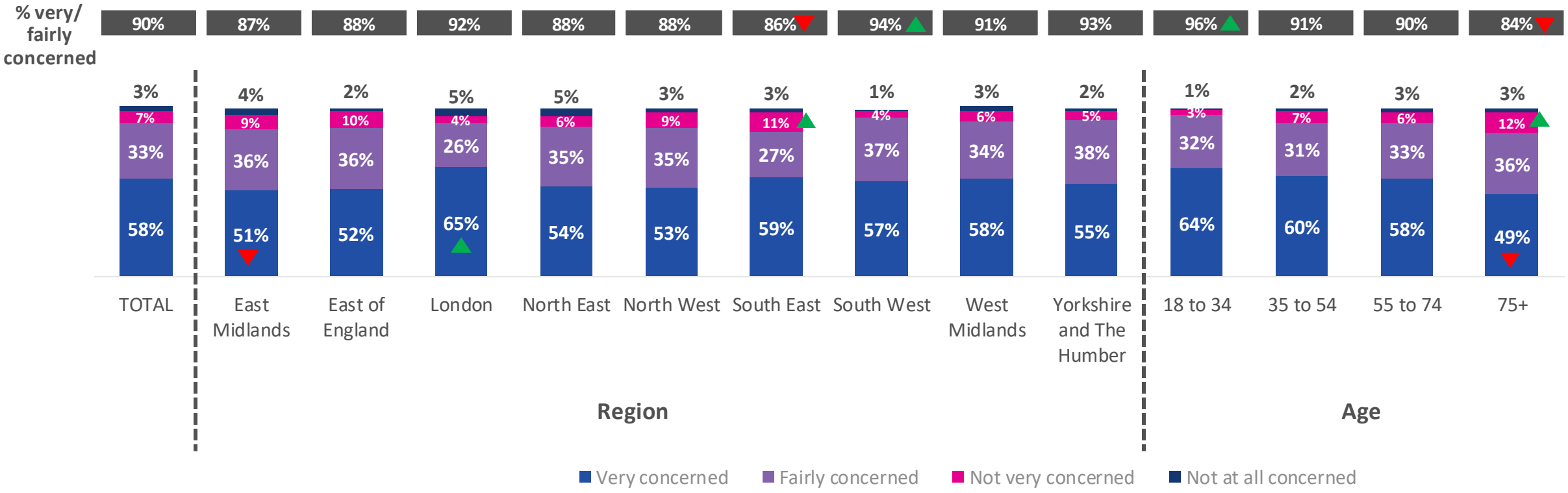
Analysis

This section presents findings from some additional analysis on key questions

Concern about Climate Change by region and age (Listed buildings)

Concern about climate change reduces with age – respondents aged over 75 were less likely to be concerned than those aged 18-34.

There were slight regional variations, with a higher proportion reporting they were concerned in the South West and lower levels of concern in the South East (not including London).

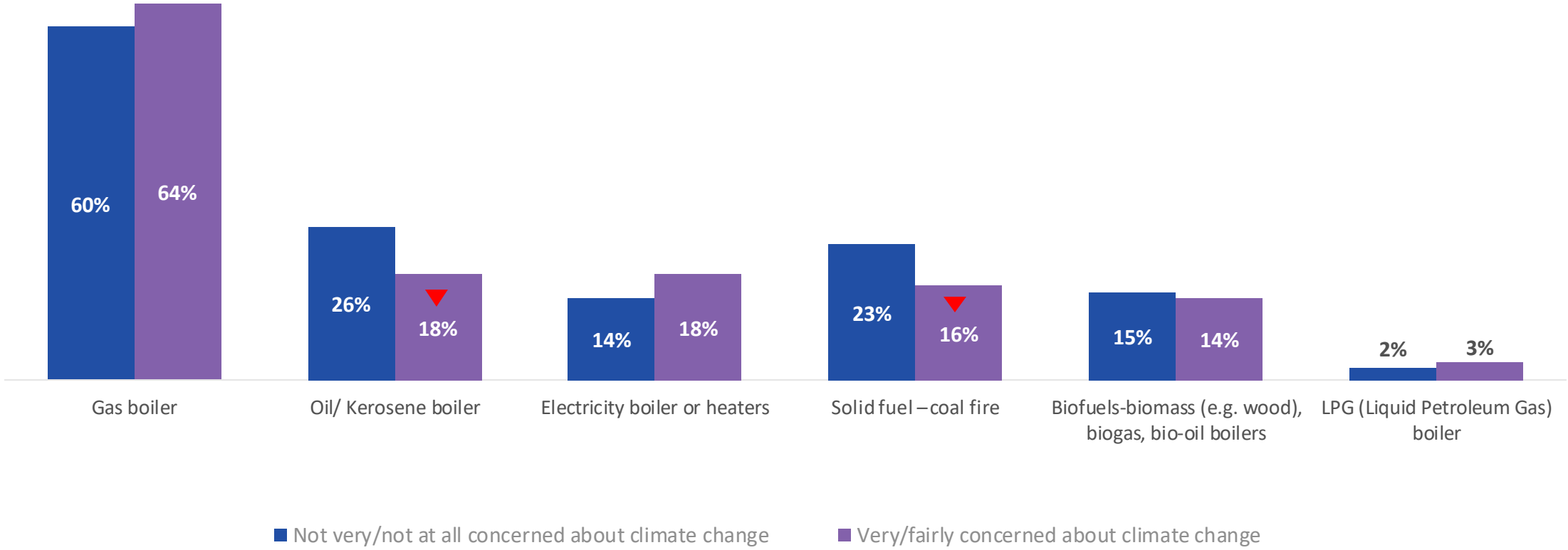


Q7 How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'? LB base = 1678

▲▼ Significant difference at 95% confidence interval compared to total

Source of heat during Winter by Concern about Climate Change (Listed Buildings)

The proportion using a gas boiler to heat their home did not vary by concern about climate change. However, those who are very/fairly concerned are less likely to use an oil/kerosene boiler and coal fire.

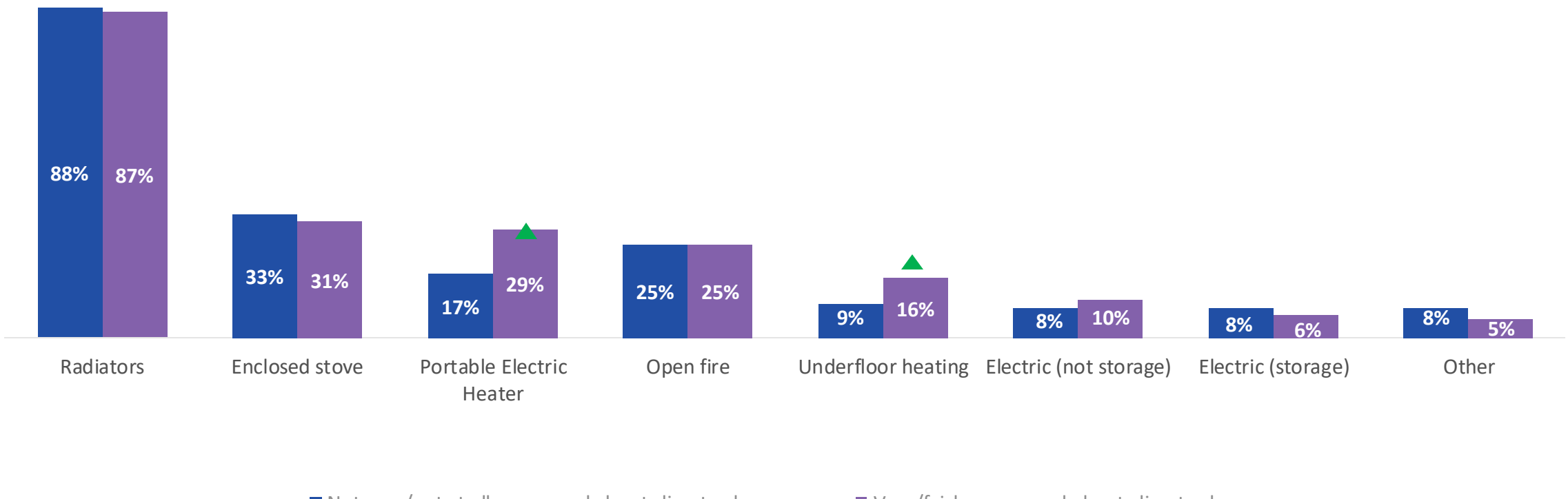


Q12: During the winter how do you heat your home? ? LB base = 1678
Q7: How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'?
Concerned = 1498 ; Not concerned = 175

▲▼ Significant difference at 95% confidence interval compared to those not concerned

Type of Room Heaters in Listed Buildings by Concern about Climate Change

Respondents who were very/fairly concerned about climate change were more likely to report using a portable electric heater and underfloor heating than those who were not very/not at all concerned.



Q11: During the winter, what type of room heaters do you use to heat your home? LB base = 1678
Q7: How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'? Concerned = 1498 ; Not concerned = 175

▲▼ Significant difference at 95% confidence interval compared to those not concerned

Type of Room Heaters in Listed Buildings by IMD

Respondents in the most deprived quintiles were significantly less likely to report using certain types of room heaters, including enclosed stoves, open fires and underfloor heating.

	1 Least Deprived	2	3	4	5 Most Deprived
Radiators	93% ▲	90% ▲	84% ▼	83% ▼	89%
Enclosed stove	33%	36% ▲	39% ▲	19% ▼	13% ▼
Portable Electric Heater	25%	32% ▲	28%	25%	23%
Open fire	29%	30% ▲	30% ▲	15% ▼	11% ▼
Underfloor heating	16%	19% ▲	17%	10% ▼	7% ▼
Electric (not storage)	8%	8%	9%	15% ▲	9%
Electric (storage)	6%	6%	7%	4%	8%
Other	6%	5%	4%	5%	3%

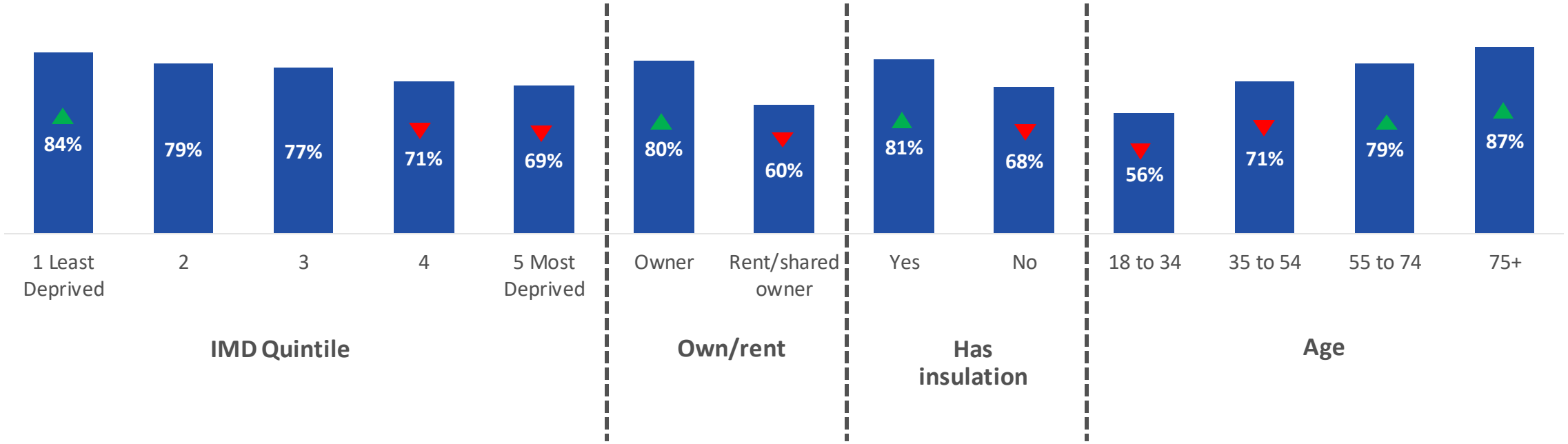
Q11: During the winter, what type of room heaters do you use to heat your home? ? LB base = 1678 Unweighted Base Least deprived = 285 ; 2 = 451 ; 3 = 500 ; 4 = 303 ; Most deprived = 139

▲▼ Significant difference at 95% confidence interval compared to total

Residents that can Keep Comfortably Warm (Listed Buildings)

Being unable to keep warm during the winter was more prevalent among respondents under 54, renters, those in more deprived areas and in homes without any insulation (roof/loft, wall and floor).

Listed Building - % of Residents who answered Yes to Q13

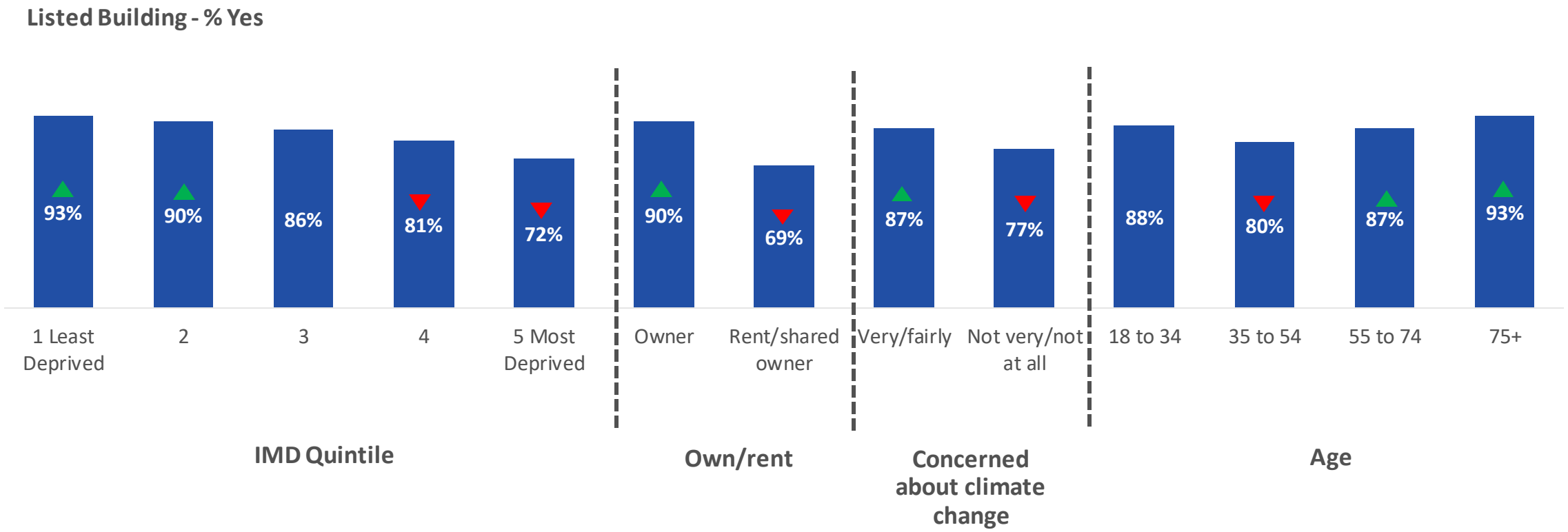


Q13: During the cold winter weather, can you normally keep comfortably warm in your living room? LB base = 1678

▲▼ Significant difference at 95% confidence interval compared to total

Maintenance and repair work (Listed buildings)

Renters and residents living in more deprived areas were less likely to agree that they keep on top of maintenance and repair work, compared to owners and those in the less deprived quintiles.



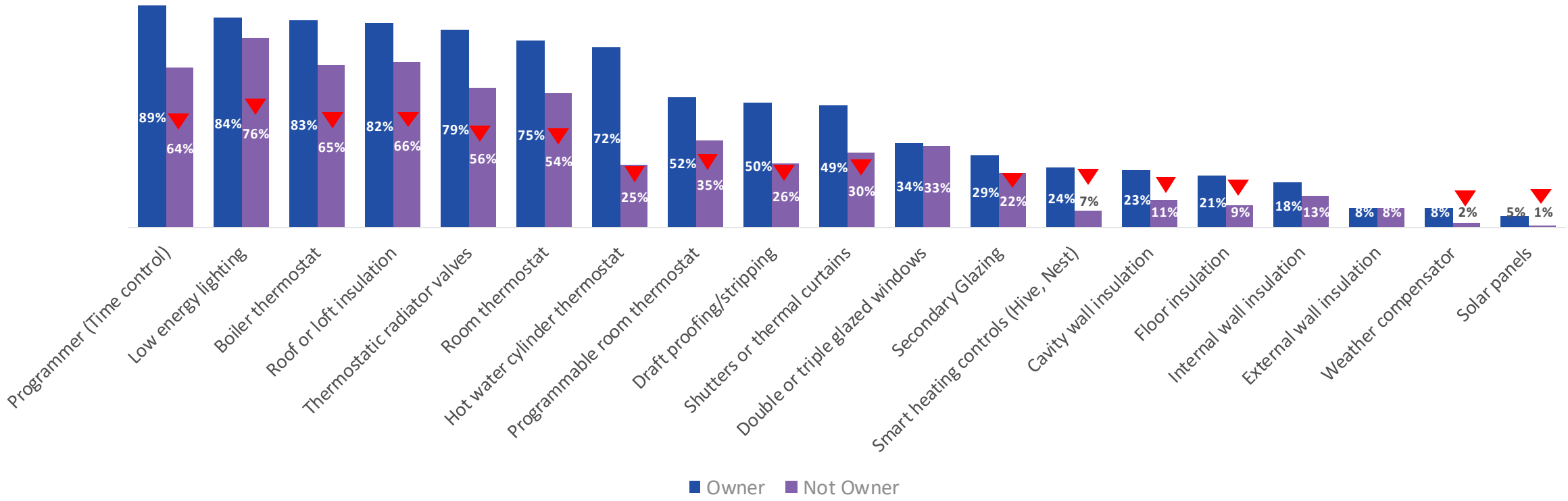
Q17: Do you/your landlord keep on top of necessary maintenance and repair work?
LB base = 1678

▲▼ Significant difference at 95% confidence interval compared to total

Retrofit Measures (Listed buildings)

Programmers and low energy lighting are the most common energy efficiency measures reported by residents. Non-owners were significantly less likely to have most types of measures already installed in their home, with the exception of double/triple glazing and wall insulation (internal/external).

Listed Building - % who said they already have measures installed



Q18a (not owner): Does your home currently have any of the following? Unweighted Base: valid responses only - ranges from 176 to 286
Q18b (owner): Does your home already have any of these installed? Unweighted Base: valid responses only - ranges from 442 to 1364

▲▼ Significant difference at 95% confidence interval compared to owners

Average number of retrofit measures by cost

Listed building residents have an average of 7 retrofit measures in their property, consisting mainly of low or medium cost options. A breakdown of costs can be found in the Appendix.

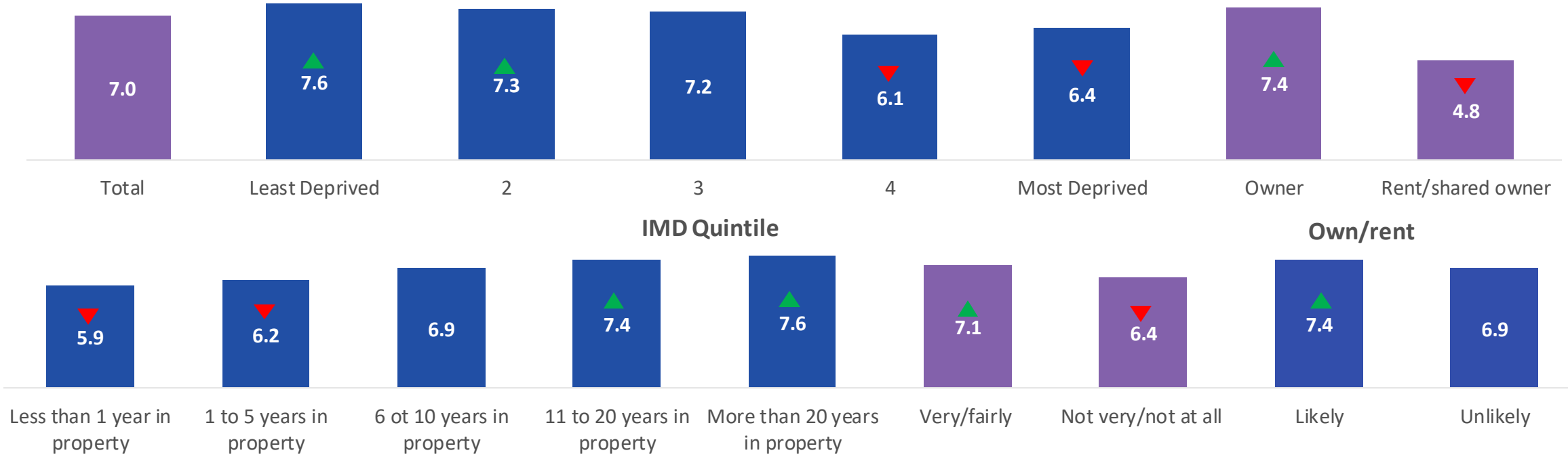
Q18a (not owner): Does your home currently have any of the following?
Q18b (owner): Does your home already have any of these installed?
LB base = 1678 CA base = 133

▲▼ Significant difference at 95% confidence interval compared to control

Average number of retrofit measures by demographics

The number of retrofit measures varied, most notably by tenure, with renters having fewer measures than homeowners. There were also differences by deprivation, length of residency and concern about climate change.

Listed Building – Average number of retrofit measures (Total)

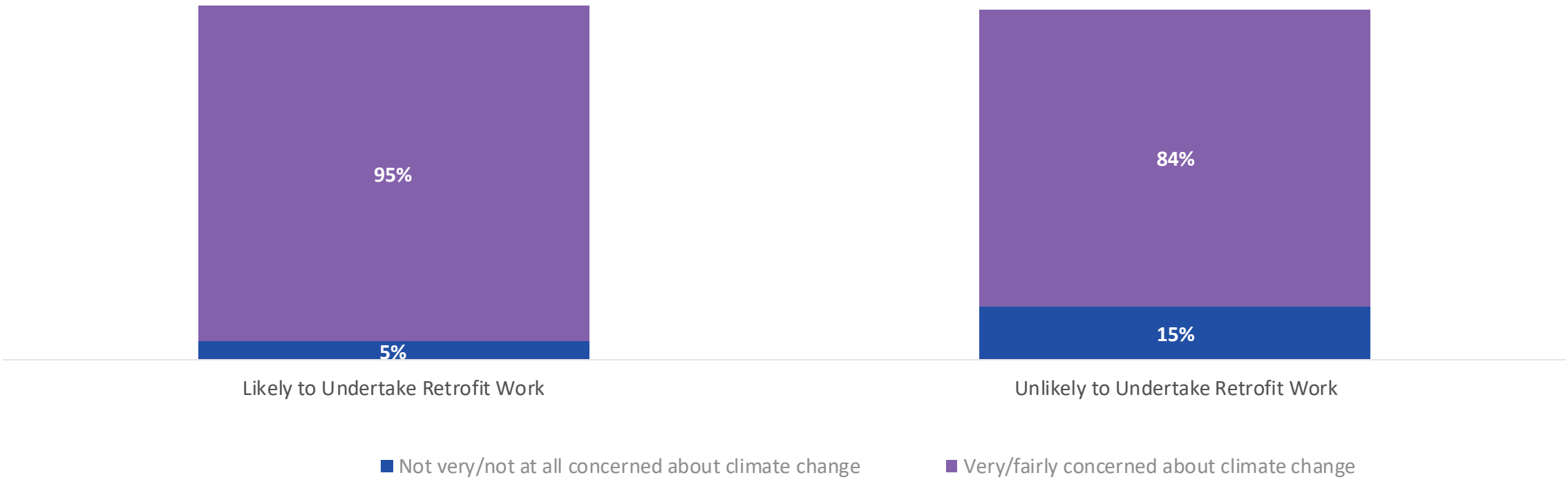


Q18a/b summary: Has 10 or more retrofit measures
LB Base = 1678

▲▼ Significant difference at 95% confidence interval compared to total

Likelihood for Retrofitting by Concern about Climate Change (Listed buildings)

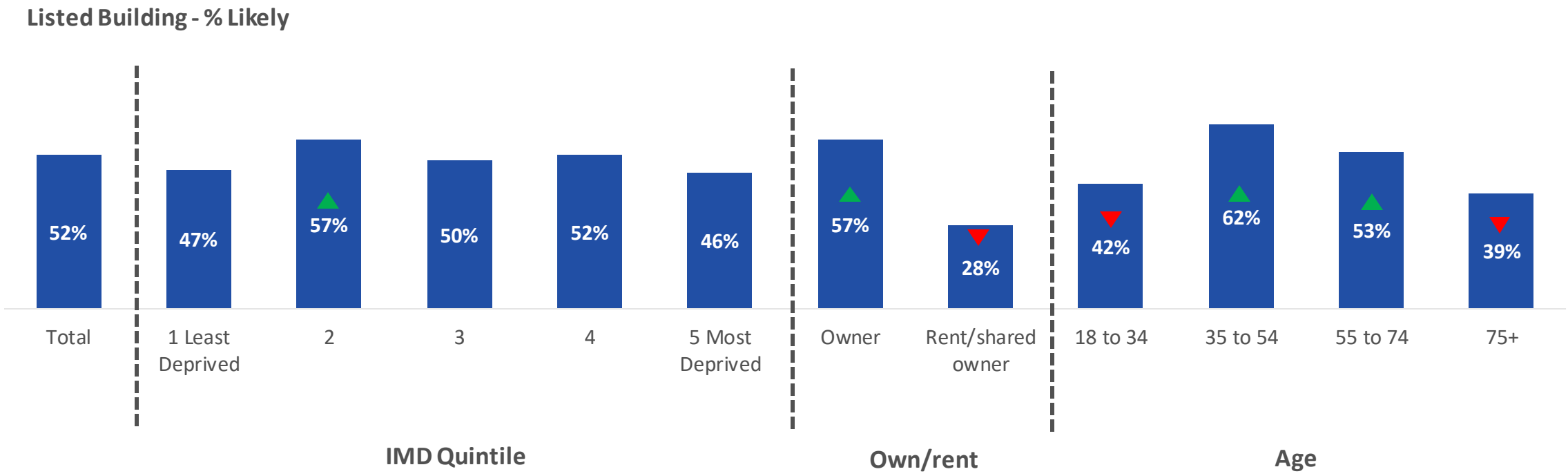
There is appetite for implementing energy efficiency improvements in the future. Among those likely to undertake retrofit work, the majority (95%) report feeling very/fairly concerned about climate change.



Q19a: How likely are you/ your landlord to undertake any retrofit works in your home in future? LB base = 1678

Likelihood for retrofitting by demographics (Listed buildings)

In addition to those concerned about climate change being more likely to undertake retrofit, those who own their property or those aged between 35 and 74 were also more likely to undertaken retrofit works.

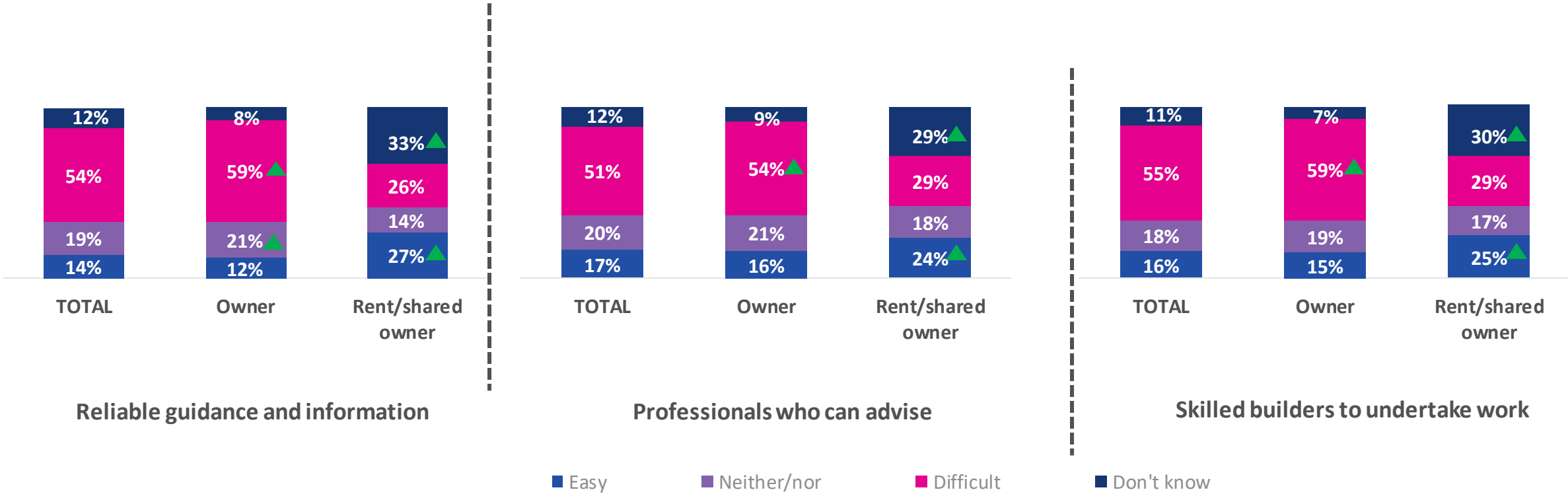


Q19a: How likely are you/ your landlord to undertake any retrofit works in your home in future? LB base = 1678

▲▼ Significant difference at 95% confidence interval compared to total

Ease of finding the following when undertaking retrofit works by owner vs occupier (Listed buildings)

Owners were more likely than those who rent or have shared ownership to find these things difficult. Whereas those who rent or have shared ownership were more likely to not know.

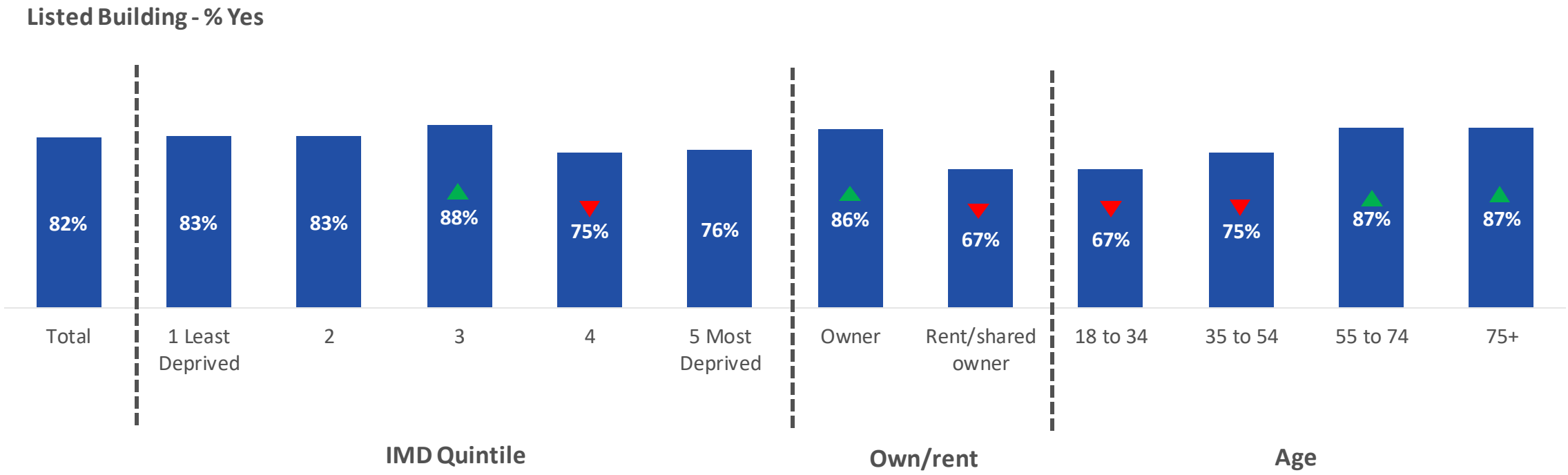


Q20a/b/c Imagine you/your landlord were going to undertake retrofit works, how easy of difficult do you think it would be to find ....
LB base = 1678 – 1382 Owners & 241 Rent/shared owner

▲▼ Significant difference at 95% confidence interval compared to total

Awareness of Historic England by demographics (Listed buildings)

Awareness of Historic England was lower among non-owners and younger age groups. Those in the most deprived quintiles also tended to have lower levels of awareness.



A1: Before receiving the survey invitation letter, had you heard of Historic England?
LB base = 1678

▲▼ Significant difference at 95% confidence interval compared to total

Appendix

List of retrofit measures by cost

Retrofit Measure	Cost	Retrofit Measure	Cost
External wall insulation	High	Smart heating controls (Hive, Nest)	Medium
Internal wall insulation	High	Hot water cylinder thermostat	Medium
Floor insulation	High	Boiler thermostat	Medium
Solar panels	High	Weather compensator	Medium
Double or triple glazed windows	High	Programmer (Time control)	Medium
Secondary Glazing	High	Draft proofing/stripping	Low
Roof or loft insulation	Medium	Low energy lighting	Low
Cavity wall insulation	Medium	Shutters or thermal curtains	Low
Room thermostat	Medium	Thermostatic radiator valves	Low
Programmable room thermostat	Medium		

Source: https://historicengland.org.uk/content/heritage-counts/pub/2020/hc2020-know-your-home-know-your-carbon/

Historic England