



TENANT VOICE ON CLIMATE CHANGE AND DECARBONISING HOMES

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BRIEFING – TENANT VOICE ON CLIMATE CHANGE AND DECARBONISING HOMES

This report explores the knowledge and awareness of tenants in Wales, in relation to the environmental challenges. It investigates attitudes and perceptions of the transition to low carbon technologies and carbon conscious behaviours based on socio-demographic groups. Our analysis underlines the importance of creating greater awareness and educating tenants of the impact that housing has on climate emissions and the benefits of new technologies. It emphasises different perceptions based on age, level of education, employment status and tenure, while also considering the methods of engagement when working with tenants to decarbonise homes in Wales.

SUMMARY OF FINDINGS

- Housing Associations have the highest representation of tenants to have completed this survey. This is consistent with all our previous Tenant Pulse surveys.
- Tenants in part-time work and those that are retired, felt that their energy bills were more affordable than tenants in full-time work or those unemployed.
- Almost half of tenants in the private sector (49%) felt that their energy bills were unaffordable.
- Almost half of tenants (43%) were unsure if their heating system was environmentally friendly, with ages 18-30 feeling significantly more unsure than other age groups.
- Almost two thirds (60%) of tenants felt that climate change has been caused by human activity, with no significant differences across tenure, age or level of education.
- When considering new technology in homes, 61% of tenants felt that their most trusted source to relay that information was the system manufacturer, followed by landlord and a peer with experience of the system. This was consistent across tenures.
- Affordability was associated with higher levels of landlord trust.
- Face to face explanations of new technology from the manufacturer was most preferable (47%), followed by 'jargon free' manuals (30%).
- Carbon conscious behaviours are prevalent amongst tenants across tenures, with some variation based on age and employment status.
 - 88% turn off lights in rooms not in use.
 - 65% keep rooms not in use at a cooler temperature
 - 94% separate recyclable materials.
 - 64% consider the material of the items they purchase.

