



Questionnaire:



Client name:	United Utilities
Project name:	Fluidmaster Research
Job number:	9521
Methodology:	Online
Version	5

Notes on this document

- Instructions in **CAPS** are for computer programming
- Instructions in *italics* are for respondents
- **Bold** or underlined words are for emphasis within a question
- Different question types have different numbers:
 - Screener questions are labelled S01, S02, S03 etc.
 - Main survey questions are labelled Q01, Q02, Q03 etc.
 - Further demographic / classification questions are labelled C01, C02, C03 etc.
 - Number codes are included on each question for data processing purposes



Questionnaire quality checklist

Please use this list to check your script before it is sent to data for set up. Speak to your PM if you are unsure about any of these checks.

	Are quotas or sampling requirements clearly specified?	
Labelling	Is the script labelled with the client name, job, project code and version?	
	Do all questions have a unique number?	
	Are all questions numbered consistently with proper conventions for screener (S0X) and classification (C0X) questions?	
	Have all information pages been entered correctly as 'INFO1', 'INFO2'...	
	Have all notes to data (which aren't questions) been entered onto one line starting with 'DP NOTE: '?	
	Is each question to one of the specified question types? (See 'labelling_questionnaire.xls' in your project file if you aren't sure).	
	Have all grid questions been entered into separate tables with the grid label (column) first then a separate table for grid item (row)?	
Routing, ordering	Does each question have a base description which begins 'Base: '?	
	Are routing instructions easy to understand, do they reference the correct questions earlier in the survey?	
	Are exclusive and fixed codes identified where necessary?	
	Are answer lists ordered or randomized appropriately?	
Language	Is the phrasing of each question complete, simple and easily read on screen and aloud?	
	Is the phrasing of each question appropriate for its delivery mode (self-completion or interviewer led)?	
	Do the answer codes of closed questions relate directly to the question?	
NR	Have options for 'other, don't know etc.' been deployed appropriately?	
	Do all sensitive or personal questions include 'Prefer not to say'?	
Code labels	Are answer options coded correctly (Unique, sequential order 1~79)	
	Are all DK/PNTS options coded correctly? (80~99) <ul style="list-style-type: none"> • Other (80 - 82) • Don't know (85) • Prefer not to say / refused (86) • None of the above / not applicable (87) • Can't remember (88) • Not stated / not answered (89) 	
Quality	Does this survey require any of the following? Include if appropriate <ul style="list-style-type: none"> • Contact collection for further research • Contact collection for interviewer validation • Attention or data quality check questions 	
Have you proof-read the questionnaire for spelling and grammatical errors?		



Sample information: Sample to be provided by United Utilities and split into the following groups

Group 1: Leak Fixers

Group 2: Leak Ignorers

Group 3: Leak Claimers

Group 4: Unmetered Leak Customers

Group 5: Hypothetical leak Customers

Landing page – Introduction

Base: Groups 1-4

Thank you for agreeing to take part in this survey. This survey is being conducted by DJS Research on behalf of your local water company, United Utilities. They would like to understand your experiences with water leaks, such as a dripping tap, or leaking toilet, within your home and gather opinions on a new product that is intended to help tackle leaks.

They are keen to hear your views and would appreciate it if you could spare approximately 15 minutes of your time to fill in this survey.

All your responses to the survey will be treated in the strictest confidence in accordance with the General Data Protection Regulation and Market Research Society Code of Conduct. To view our privacy policy please click [here](#). [INSERT LINK].

Please click 'next' to begin the survey.

Base: Group 5

Thank you for agreeing to take part in this survey. This survey is being conducted by DJS Research on behalf of your local water company, United Utilities. They would like to gather opinions on a new product that is intended to help tackle leaks, such as a dripping tap, or leaking toilet.

They are keen to hear your views and would appreciate it if you could spare approximately 15 minutes of your time to fill in this survey.

All your responses to the survey will be treated in the strictest confidence in accordance with the General Data Protection Regulation and Market Research Society Code of Conduct. To view our privacy policy please click [here](#). [INSERT LINK].

Please click 'next' to begin the survey.



SCREENING

INFO1.

Base: All respondents

The first few questions are about you. This information is to ensure we speak to a range of people and will help us to analyse the responses to this survey.

S01.

Base: All respondents

Do you or anyone in your household work for a water company operating in the UK?

Please select a single response only.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	No		
2	Yes		CLOSE

S02.

Base: All respondents

How would you describe yourself?

Please select a single response only.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Male	QUOTA	
2	Female	QUOTA	
80	I describe my gender in another way (please specify)	OPEN	
86	Prefer not to say		

S03.

Base: All respondents

Which of the following age groups do you fall within?

Please select a single response only.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Under 18		SCREEN OUT
2	18-24	QUOTA	
3	25-29	QUOTA	



4	30-39	QUOTA	
5	40-49	QUOTA	
6	50-59	QUOTA	
7	60-69	QUOTA	
8	70+	QUOTA	
86	Prefer not to say		

S04.

Base: All respondents

Where in the North West do you live?

Please select a single response only.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Cheshire	QUOTA	
2	Lancashire	QUOTA	
3	Greater Manchester	QUOTA	
4	Merseyside	QUOTA	
5	Cumbria	QUOTA	
80	Other area in the North West (<i>Specify</i>)	OPEN, FIXED	
87	None of these	FIXED, EXCLUSIVE	SCREEN OUT

S05.

Base: All respondents

Would you describe where you live as:

Please select a single response only.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Urban	QUOTA	
2	Coastal	QUOTA	
3	Rural	QUOTA	

S06.

Base: All respondents

Which of the following best describes your occupation? If you are now retired with a private pension please state your previous occupation.

Please select a single response only.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Semi or unskilled manual work (e.g. Manual workers, all apprentices to be	Code as D	



	skilled trades, Caretaker, Park keeper, non-HGV driver, shop assistant)		
2	Skilled manual worker (e.g. Skilled Bricklayer, Carpenter, Plumber, Painter, Bus/ Ambulance Driver, HGV driver, AA patrolman, pub/bar worker, etc)	Code as C2	
3	Supervisory or clerical/ junior managerial/ professional/ administrative (e.g. Office worker, Student Doctor, Foreman with 25+ employees, salesperson, etc)	Code as C1	
4	Intermediate managerial/ professional/ administrative (e.g. Newly qualified (under 3 years) doctor, Solicitor, Board director small organisation, middle manager in large organisation, principle officer in civil service/local government)	Code as B	
5	Higher managerial/ professional/ administrative (e.g. Established doctor, Solicitor, Board Director in a large organisation (200+ employees, top level civil servant/public service employee)	Code as A	
6	Student	Code as 'C1'	
7	Casual worker – not in permanent employment	Code as E	
8	Housewife/ Homemaker	Code as E	
9	Retired and living on state pension	Code as E	
10	Unemployed or not working due to long-term sickness	Code as E	
11	Full-time carer of other household member	Code as E	
86	Prefer not to say	Code as 'Not Classified' FIXED	

S07.

Base: All respondents

Do you have any responsibility for the utility bills in your home?

Please select a single response only.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	I have sole responsibility for paying the utility bills directly to the supplier		
2	I have joint responsibility for paying the utility bills directly to the supplier		



3	My utility bills are included as part of my rent or accommodation service arrangement (e.g., student accommodation)		CLOSE
4	I have no responsibility for the utility bills to the supplier nor as part of my rent/accommodation service arrangement (e.g., paid for by someone else in the household)		CLOSE

S09.

Base: All respondents

How much do you agree or disagree with the following statements related specifically to saving water?

Please select a single response for each statement.

SINGLE RESPONSE FOR EACH. RANDOMISE ORDER

Code	Answer list	Scripting notes	Routing
1	I don't think much about saving water, you just take it for granted really		
2	I must admit that I do more to save energy than I do to save water		
3	Saving water in the home will not have much of an effect on global climate change		
6	I do make a conscious effort to save water		
7	I can't stand to see people wasting water		
8	I'm only interested in saving money, not the environment		

GRID

Code	Answer list	Scripting notes	Routing
1	Strongly disagree		
2	Somewhat disagree		
3	Neither agree nor disagree		
4	Somewhat agree		
5	Strongly agree		
85	Don't know		



Group classification – Leak Fixers / Leak ignorers

Q01a.

Base: Leak Fixers & Leak Ignorers sample only

We understand that you have recently had some communication from United Utilities regarding your water usage being higher than normal, and that it may indicate there is a leak in the property.

Do you recall receiving this communication?

Please select a single response only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		GO TO INFO2 (Hypothetical leak customers)

Q01b.

Base: All who recall communication from UU (Q1a / 1)

Following this communication, did you find a leak in your property?

Please select a single response only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		GO TO INF02 (Hypothetical leak customers)

Q01c.

Base: All who recall communication from UU (Q1a / 1)

Has the leak been fixed?

Please select a single response only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	Yes		GO TO Q02 (Leak fixers)



2	No		GO TO Q06 (Leak ignorers)
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Leak Fixers

Q02.

Base: All respondents who fixed leak (Q01c/1)

Where was the leak located?

Please select all that apply.

MULTI CODE

Code	Answer list	Scripting notes	Routing
1	In the toilet		
2	A tap		
3	Shower		
4	Internal property pipe		
5	External property pipe		
80	Other (please specify)	OPEN	
85	I'm not sure		

Q03.

Base: All respondents who fixed leak (Q01c/1)

Which of the following actions, if any, did you take to fix the leak?

Please select all that apply.

MULTI CODE

Code	Answer list	Scripting notes	Routing
1	I fixed it myself		
2	It was fixed by family or friends		
3	I contacted a plumber		
4	I contacted my landlord or housing association		
80	Other (please specify)	OPEN	



Q04a.

Base: Those who made their own repairs (Q03/1)

How did you learn how to do the repair?

Please select all that apply.

MULTI CODE

Code	Answer list	Scripting notes	Routing
1	Google/other search engine		
2	YouTube		
3	United Utilities webpage		
4	Social media such as Tik Tok videos		
5	Another website (please specify)	OPEN	
6	I already knew how to fix it		
7	I just gave it a go		
80	Another way (please specify)	OPEN	
85	I'm not sure	EXCLUSIVE	

Q04b.

Base: Those who **contacted** a plumber (Q03/3)

How did you go about contacting a plumber?

Please select all that apply.

MULTI CODE

Code	Answer list	Scripting notes	Routing
1	Contacted a plumber I have used before		
2	Asked a friend or family to recommend a plumber		
3	Used the United Utilities webpage to find an accredited plumber		
4	Used a search engine to find a suitable plumber		
5	Used WaterSafe to find a water company accredited plumber		
6	Used another comparison website such as Checkatrade to find a plumber		
7	Used a social media site such as a Facebook community page to find a plumber		
8	My landlord or housing association contacted a plumber on my behalf		
80	Another way (please specify)	OPEN	
85	I can't remember	EXCLUSIVE	

Q05.

Base: All respondents who fixed leak (Q01c/1)

How was the leak repaired?



Please select all that apply.

MULTI CODEE

Code	Answer list	Scripting notes	Routing
1	Sealant fix		
2	New pipe		
3	Existing pipe was fixed		
4	New tap		
5	New drop valve on toilet		
80	Other (Please specify)	OPEN	
85	I'm not sure		
87	It has not been repaired		

Leak Ignorers

Q06.

Base: All who have ignored a leak (Q01c/2)

Do you know where the leak is in your home?

Please select a single response only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
3	I do not think I have a leak		

Q07.

Base: Leak Ignorers who know where their leak was (Q06/1)

Where was the leak located?

Please select a single response only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	In the toilet		
2	A tap or faucet		
3	Shower		
4	Internal property pipe		
5	External property pipe		
80	Other (please specify)	OPEN	

Q8.

Base: All who have ignored a leak (Q01c/2)

What are the reasons you have not fixed the leak?



Please select all that apply.

MULTI RESPONSE

Code	Answer list	Scripting notes	Routing
1	I don't know how to fix it		
2	I don't have time to arrange for it to be fixed / fix it myself		
3	It's not causing enough of a significant impact		
4	I can't afford to fix it		
5	I have forgotten to fix it		
80	Another reason(s) (please specify)	OPEN	
85	I'm not sure		

Get Water Fit

Q09.

Base: Get Water Fit sample only

We understand that you have signed up for '**Get Water Fit**' – United Utilities' online tool that helps you learn about how much water you use, with hints and tips on how to make reductions that can help you save money and help reduce your carbon footprint. Using GetWaterFit also enables you to order some free water saving goodies.

In this process, you indicated that you had a suspected leak with your home.

Please select a single response only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	Yes, this is correct		GO TO Q01c (Leak fixer OR Leak ignorer)
2	No, I haven't signed up to Get Water Fit		GO TO INFO2 (Hypothetical leak customers)
3	No, I signed up to Get Water Fit but did not indicate I had a leak		GO TO INFO2 (Hypothetical leak customers)



Unmetered Leak Customers

Q010.

Base: All unmetered sample

Have you experienced a water leak in your home within the last 6 months?

Please select a single response only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	Yes		GO TO Q1c (Leak Fixers OR Leak ignorers)
2	No		GO TO INFO2 (Hypothetical leak customers)



Hypothetical Leak Customers

INFO2.

When answering the next set of questions, please imagine that you have a small water leak in your toilet at home.

Signs of a leaking toilet could be any trickling, rippling or flowing water between flushes, or you may hear the sound of water as it trickles into the bowl or a faint hissing sound as the cistern is constantly refilling.

Please click 'next' Click to continue.

Q11.

Base: Hypothetical leak sample

What actions, if any, would you take to fix the toilet leak?

Please select all that apply.

MULTI CODE

Code	Answer list	Scripting notes	Routing
1	I'd attempt to fix it myself		
2	I'd ask family or friends to fix it		
3	I'd contact a plumber		
4	I'd contact my landlord / housing association		
80	Other (please specify)	OPEN	

Q12.

Base: Hypothetical leak sample who would fix a leak themselves (Q11/1)

Hypothetically, how would you learn how to do the repair?

Please select all that apply.

MUTLI CODE

Code	Answer list	Scripting notes	Routing
1	Google/other search engine		
2	YouTube		
3	United Utilities webpage		
4	Social media such as Tik Tok videos		
5	Another website (please specify)	OPEN	
6	I would already know how to fix it		
7	I would just give it a go		
80	Another way (please specify)	OPEN	
85	I'm not sure		



Q13.

Base: Hypothetical leak sample who would contact a plumber (Q11/3)

How would you go about contacting a plumber?

Please select all that apply.

MULTI CODE

Code	Answer list	Scripting notes	Routing
1	I would contact a plumber I have used before		
2	I would ask a friend or family member to recommend a plumber		
3	I would use the United Utilities webpage to find an accredited plumber		
4	I would use a search engine to find a suitable plumber		
5	I would use WaterSafe to find a water company accredited plumber		
6	I would use another comparison website such as Checkatrade to find a plumber		
7	Used a social media site such as a Facebook community page to find a plumber		
8	My landlord or housing association would arrange one		
80	Another way (please specify)	OPEN	
85	I'm not sure		



Fluidmaster

INFO3.

Base: All respondents.

Thank you for your answers so far.

One of the biggest culprits for wasting water in the home are toilet cisterns, especially the modern push button types. That's because modern cisterns tend to overflow into the toilet bowl rather than through a pipe in the wall, making leaks difficult to spot.

You are now going to be shown some information about a new 'syphon' product that is coming to the market, which will help to fix and prevent future leaks in toilets. A syphon is a tube fitted in the toilet cistern which **when** flushed assists in drawing water and waste from the bowl, ensuring that everything is efficiently flushed away.

Please read the information sheet below and click 'next' once finished.

[INSERT INFO SHEET IMAGE]

Q14.

Base: All respondents

If you were experiencing a leaking toilet, how likely, or unlikely would you be to use this product?

Please select a single response only.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Very likely		
2	Somewhat likely		
3	Neither likely nor unlikely		
4	Somewhat unlikely		
5	Very unlikely		
85	I'm not sure		

Q15.

Base: All respondents who would be unlikely to use (Q14/4-5)

Why would you be unlikely to use the product?

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
85	Don't know		



Q16.

Base: All respondents

In which scenarios do you think you'd would use the syphon?

Please select all that apply.

MULTI CODE

Code	Answer list	Scripting notes	Routing
1	I would use in the event of discovering a toilet leak		
2	I would get it now so that I was prepared for a future toilet leak		
3	I would not use at all	EXCLUSIVE	

INFO4.

Base: All respondents.

The video below provides some further information on how to install the syphon.

Click the video to play. Please ensure your speakers are turned on.

INSERT VIDEO

Please click 'next' to continue.

DATA NOTE: Video to be c. 3.5mins. Please hide 'next' click through button until video length has been completed.

Q17.

Base: All respondents

How confident would you feel about installing the syphon yourself?

Please select a single response only.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Very confident		
2	Somewhat confident		
3	Neutral		
4	Not very confident		
5	Not at all confident		



85	I'm not sure		
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Q18.

Base: All respondents who would feel confident / not confident to install (Q17/1-2, 4-5)

Can you explain why you feel [confident / not confident] about installing the syphon yourself?

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
85	I'm not sure		

Q18a.

Base: All respondents who would feel not confident to install (Q17/4-5)

What further support would you want in order to feel more confident about installing the syphon yourself?

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
85	I'm not sure		

Q19.

Base: All respondents

If you were to encounter difficulties or have questions while installing the product, who would you contact for assistance?

Please select all that apply.

MULTI CODE

Code	Answer list	Scripting notes	Routing
1	A friend or family member		
2	Customer support provided by the product manufacturer		
3	United Utilities customer support		
4	Professional plumber or handyman		
5	Online tutorials or guides		
6	No one – I just wouldn't fit the device	EXCLUSIVE	
80	Other (please specify)	OPEN	
85	I'm not sure	EXCLUSIVE	
87	None of the above	EXCLUSIVE	



Q20.

Base: Leak fixers and ignorers who had a leak from their toilet (Q02 / 01 OR Q07 / 01)

Given that you have previously experienced a toilet leak, now that you are aware of the syphon, would you have used it to fix the leak in your toilet?

Please select a single response only.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
85	Don't know		

Q20a.

Base: All respondents who would not have used product (Q20/2)

Can you explain why you would not have used the syphon?

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
85	I'm not sure		

Q21.

Base: All respondents

The majority of newbuild properties are now fitted with dual flush toilets, leaving them more open to leaks in the future.

In this case, please indicate whose responsibility you think it is to fit products such as the syphon to help prevent leaking toilets.

Please select a single response only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	I think it is the responsibility of the homeowner / tenant to prevent and fix a leaky toilet		
2	I think it is the responsibility of housing developers to ensure that new homes are fitted with measures that prevent leakage from toilets		



Willingness to Pay – Gabor Granger

INFO5.

Base: All respondents.

Currently there is no fixed price for the syphon to customers. The next set of questions explore what you feel would be an acceptable cost for the product.

Please click 'next' to continue.

Q22.

Base: All respondents

How likely or unlikely would you be to buy the syphon product for [PRICE]?

Please select one option only.

GABOR GRANGER. DP NOTES: SEE STATISTICIAN INSTRUCTIONS

Code	Answer list	Scripting notes	Routing
1	Very likely		
2	Likely		
3	Unlikely		
4	Very unlikely		
85	Don't know		

Code	Price
p1	£XX
p2	£XX
p3	£XX
p4	£XX
p5	£XX
p6	£XX
p7	£XX

Q23.

Base: Either 'Unlikely / Very unlikely' to all options presented OR 'Likely / Very likely' to all options presented at Q22

What is the highest amount that you feel would be acceptable to pay for the syphon?

Please provide your answer in pounds and pence (i.e. £x.xx).

OPEN RESPONSE. Numeric.



Q24.

Base: All respondents

The parts that are currently on the market to fix a leaky toilet are priced between £20-35 on average.

With this in mind, would you still be willing to pay a maximum of [PULL THROUGH MAXIMUM PRICE BRACKET SELECTED AT Q22 OR PRICE GIVEN AT Q23] for the syphon?

If you would like a reminder of how the syphon works, please click here [ADD LINK TO INFO SHEET]

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	Yes		Q26
2	No		
85	Don't know		Q26

Q25.

Base: Respondents who would be unwilling to pay their original maximum (Q24/2)

What is the highest amount that you would now deem acceptable to pay for the syphon?

Please provide your answer in pounds and pence (i.e. £x.xx).

OPEN RESPONSE. Numeric.

DP NOTE: RESPONSE MUST BE HIGHER OR LOWER THAN FIGURE GIVEN AT Q22/Q23

Q26.

Base: All respondents

How likely or unlikely would you be to order the syphon product if it was offered free of charge?

Please select one option only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	Very likely		
2	Likely		
3	Unlikely		
4	Very unlikely		
85	Don't know		



Route to market

Q27.

Base: All respondents

In what ways would you want to hear more about the syphon product?

Please select all that apply.

MULTI CODE

Code	Answer list	Scripting notes	Routing
1	Online advertisements		
2	Social media promotions		
3	Product demonstrations		
4	Television commercials		
5	Email communications from my water provider		
6	Postal communications from my water provider		
7	Email communications from the manufacturer		
8	Postal communications from the manufacturer		
9	Recommendation from my plumber		
10	From my local council		
80	Other (please specify)	OPEN	
85	I'm not sure	EXCLUSIVE	
87	None of the above	EXCLUSIVE	

Q28.

Base: All respondents

Which of the following promotional content would encourage you to consider ordering the product?

Please select a maximum of 2 options.

MULTI CODE, MAX 2

Code	Answer list	Scripting notes	Routing
1	Testimonials		
2	Product demonstrations		
3	Discounts		
4	Educational content on how it can save me money		
80	Other (please specify)	OPEN	
85	I'm not sure	EXCLUSIVE	
87	None of the above	EXCLUSIVE	



Q29.

Base: All respondents

Are there any specific concerns or barriers that would prevent you from using the syphon?

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
1	No		

About you...

INFO6.

Base: All respondents

These final few questions are about you and your household. This information will help us to analyse the responses to this survey.

Please click 'Next' to proceed.

C01.

Base: All respondents

What is your race or ethnic group?

Please select a single response only.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
300	Asian or Asian British:		
11	Indian		
12	Pakistani		
13	Bangladeshi		
14	Chinese		
15	Any other Asian background		
400	Black or Black British:		
16	Caribbean		
17	African		
18	Any other Black background		
200	Mixed:		
7	White and Black: Caribbean		
8	White and Black: African		
9	White and Asian		
10	Any other mixed background		
100	White:		
1	British		
2	Irish		
3	Gypsy / Roma		



4	Eastern European		
5	Western European		
6	Any other white background		
500	Other ethnic groups:		
19	Arab		
20	Any other background		
86	Prefer not to say/Refused		

C02.

Base: All respondents

Do you consider yourself to have a disability or long-term health condition?

Please select a single response only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	Yes		C03
2	No		C04
86	Prefer not to say		C04

C03.

Base: Respondents with a disability or long-term health condition (C02/1)

Which of these best describes the nature of your disability or long-term health condition?

Please select all that apply.

MULTI RESPONSE

Code	Answer list	Scripting notes	Routing
1	Registered blind or visual impairment not corrected by glasses		
2	Physical impairments		
3	Deaf/ Sign Language user		
4	Hard of hearing/ hearing loss		
5	Mental health issues		
6	Learning difficulties		
7	Neurodiverse (e.g. Autism or Dyslexia)		
8	Long-term health condition		
80	An impairment or medical condition that is not listed above	OPEN	



86	Prefer not to say	EXCLUSIVE	
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C04.

Base: All respondents

Which of the following income bands does your total household income fall into?
Please take into account earnings before tax and other deductions.

Please select a single response.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	Less than £5,000		
2	£5,000 to £9,999		
3	£10,000 to £14,999		
4	£15,000 to £20,999		
5	£21,000 to £24,999		
6	£25,000 to £29,999		
7	£30,000 to £34,999		
8	£35,000 to £39,999		
9	£40,000 to £44,999		
10	£45,000 to £49,999		
11	£50,000 to £59,999		
12	£60,000 to £79,999		
13	£80,000 to £89,999		
14	£90,000 and over		
85	Don't know	FIXED, EXCLUSIVE	
86	Prefer not to say	FIXED, EXCLUSIVE	

C05.

Base: All respondents

How many toilets do you have in your property?

Please select a single response only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	One		
2	Two		
3	Three		
4	Four or more		
85	I'm not sure		

C06.



Base: All respondents (exc C05/85)

You mentioned that you have [INSERT CODE AT C05] toilets in your property, how many have a dual flush i.e. two flush buttons

Please select a single response only.

SINGLE CODE, ONLY SHOW CODES RELEVANT FROM C05

Code	Answer list	Scripting notes	Routing
1	None		
2	One		
3	Two		
4	Three		
5	Four or more		
85	I'm not sure		

C07.

Base: All respondents

Approximately when was your property built?

Please select a single response only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	Before 1989		
2	Between 1989 and 2010		
3	Between 2011 and 2020		
4	After 2020		
85	Don't know		

C08.

Base: All respondents

Would you be interested in taking part in further research on this topic?

This may include focus groups and/or product testing. A financial incentive will be offered for your time if you do take part.

Please select a single response only.

SINGLE CODE

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		



C08a.

Base: All respondents interested in further research (C08/1)

Please type in your name, telephone number and email address below. This information will be used for research purposes only.

Please note that not everyone who has expressed interest to take part in further research will be contacted.

Code	Answer list	Scripting notes	Routing
1	Name	OPEN TEXT	
2	Telephone	OPEN NUMERIC	
3	Email address	OPEN TEXT	

Thank you for your responses. It is very much appreciated.

That is the end of the survey. You can now close this page.