

TrustMark – Homeowners Survey

METHODOLOGY NOTE

ComRes interviewed 2,678 GB homeowners aged 18+ online between the 14th and 20th March 2014. Data were weighted to be representative of all GB adults aged 18+. ComRes is a member of the British Polling Council and abides by its rules.

All press releases or other publications must be checked with ComRes before use. ComRes requires 48 hours to check a press release unless otherwise agreed.

To commission a voting intention poll or a public opinion survey please contact Katharine Peacock: katharine.peacock@comres.co.uk

To register for Pollwatch, a monthly newsletter update on the polls, please email: pollwatch@comres.co.uk

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 1
Q.1 Over the last 12 months, have you employed any of the following types of tradesman to undertake household repairs and maintenance?
Base: All respondents

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	2678	1407	1271	152	258	411	511	499	847	1059	767	428	424	350	1022
Weighted base	2715	1417	1298	238	344	418	493	457	765	936	762	618	399	384	1164
NET: Any	1569 58%	826 58%	743 57%	70 29%	183 53%	212 51%	274 56%	286 62%	545 71%	627 67%	416 55%	323 52%	203 51%	231 60%	613 53%
Electrician	455 17%	228 16%	227 17%	28 12%	50 14%	55 13%	75 15%	73 16%	174 23%	204 22%	107 14%	79 13%	65 16%	61 16%	162 14%
Carpenter / Joiner	245 9%	126 9%	118 9%	14 6%	42 12%	30 7%	33 7%	49 11%	76 10%	122 13%	59 8%	37 6%	27 7%	36 9%	103 9%
Painter / Decorator	305 11%	144 10%	161 12%	20 8%	34 10%	34 8%	51 10%	51 11%	115 15%	142 15%	84 11%	43 7%	36 9%	41 11%	116 10%
Plasterer / Renderer	226 8%	133 9%	93 7%	13 6%	30 9%	46 11%	33 7%	44 10%	59 8%	100 11%	49 6%	51 8%	26 6%	46 12%	102 9%
Plumber	764 28%	405 29%	360 28%	28 12%	96 28%	105 25%	127 26%	138 30%	270 35%	315 34%	205 27%	133 21%	112 28%	111 29%	288 25%
Roofer	344 13%	198 14%	146 11%	7 3%	36 11%	44 11%	59 12%	69 15%	129 17%	142 15%	88 12%	74 12%	40 10%	38 10%	133 11%
General builder	351 13%	203 14%	148 11%	11 5%	42 12%	54 13%	42 9%	75 16%	126 16%	152 16%	92 12%	67 11%	40 10%	56 14%	133 11%
Window and conservatory specialist	266 10%	144 10%	122 9%	4 2%	22 6%	36 9%	46 9%	53 12%	105 14%	110 12%	74 10%	55 9%	27 7%	51 13%	84 7%
Driveway and patio contractor	93 3%	39 3%	54 4%	3 1%	3 1%	9 2%	11 2%	20 4%	46 6%	35 4%	31 4%	13 2%	15 4%	12 3%	24 2%
Tree surgeon	232 9%	124 9%	108 8%	4 2%	9 3%	20 5%	39 8%	56 12%	104 14%	111 12%	59 8%	41 7%	21 5%	36 9%	75 6%
I have not employed a tradesman to undertake household repairs and maintenance in the last 12 months	1103 41%	573 40%	530 41%	150 63%	149 43%	201 48%	216 44%	170 37%	217 28%	297 32%	335 44%	278 45%	192 48%	152 40%	522 45%
Don't know	43 2%	18 1%	25 2%	19 8%	12 3%	5 1%	3 1%	1 *	3 *	12 1%	11 1%	16 3%	4 1%	1 *	29 2%

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 1

Q.1 Over the last 12 months, have you employed any of the following types of tradesman to undertake household repairs and maintenance?

Base: All respondents

	Region												
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West
Unweighted base	2678	249	138	2291	97	307	260	262	208	268	204	423	262
Weighted base	2715	239	133	2343	90	301	257	265	194	297	283	393	262
NET: Any	1569 58%	133 56%	76 57%	1360 58%	57 64%	190 63%	163 63%	135 51%	116 60%	155 52%	174 61%	224 57%	146 56%
Electrician	455 17%	34 14%	22 17%	398 17%	17 19%	51 17%	47 18%	45 17%	27 14%	49 16%	54 19%	65 17%	43 16%
Carpenter / Joiner	245 9%	34 14%	10 7%	201 9%	10 11%	23 8%	24 9%	22 8%	17 9%	25 8%	27 9%	34 9%	19 7%
Painter / Decorator	305 11%	29 12%	12 9%	264 11%	13 14%	43 14%	30 12%	23 9%	19 10%	25 8%	40 14%	47 12%	24 9%
Plasterer / Renderer	226 8%	21 9%	14 11%	191 8%	13 14%	31 10%	26 10%	26 10%	15 8%	13 4%	27 10%	24 6%	16 6%
Plumber	764 28%	65 27%	38 29%	661 28%	22 24%	85 28%	87 34%	70 26%	60 31%	86 29%	79 28%	102 26%	71 27%
Roofer	344 13%	31 13%	16 12%	297 13%	17 19%	62 21%	37 14%	37 14%	21 11%	14 5%	43 15%	40 10%	25 9%
General builder	351 13%	19 8%	26 20%	306 13%	8 9%	30 10%	34 13%	27 10%	23 12%	31 11%	57 20%	60 15%	36 14%
Window and conservatory specialist	266 10%	14 6%	15 11%	237 10%	13 14%	27 9%	30 12%	20 8%	27 14%	35 12%	27 10%	35 9%	24 9%
Driveway and patio contractor	93 3%	11 5%	7 5%	74 3%	3 3%	20 7%	10 4%	7 3%	4 2%	9 3%	7 3%	10 2%	6 2%
Tree surgeon	232 9%	13 5%	10 8%	209 9%	5 6%	22 7%	15 6%	12 4%	22 12%	28 10%	26 9%	55 14%	24 9%
I have not employed a tradesman to undertake household repairs and maintenance in the last 12 months	1103 41%	104 44%	55 42%	943 40%	32 35%	108 36%	89 35%	125 47%	78 40%	139 47%	97 34%	163 41%	113 43%
Don't know	43 2%	2 1%	1 1%	40 2%	1 1%	2 1%	5 2%	6 2%	-	3 1%	13 5%	7 2%	3 1%

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 1

Q.1 Over the last 12 months, have you employed any of the following types of tradesman to undertake household repairs and maintenance?

Base: All respondents

	Marital Status									Tenure		Combined annual income of household									
	Total	Single	NET: Married/ Civil partner- ship/ co hab- iting	Mar- ried	Civil Part- ner- ship	Co Hab- iting	NET: Wid- owed/ separ- ated/ div- orced	Wid- owed	Separ- ated	Div- orced	Owned out- right	Owned with mort- gage	Up to £7k	>£7k- £14k	>£14k- £21k	>£21k- £28k	>£28k- £34k	>£34k- £41k	>£41k- £48k	>£48k- £55k	>£55k or more
Unweighted base	2678	455	1873	1599	13	261	338	111	43	184	1499	1179	44	269	370	476	367	275	205	162	248
Weighted base	2715	531	1871	1567	12	292	299	94	40	164	1378	1337	38	227	339	448	366	304	222	184	301
NET: Any	1569	206	1174	1017	4	153	180	57	24	99	857	712	19	123	187	264	208	174	144	117	194
	58%	39%	63%	65%	33%	52%	60%	61%	58%	60%	62%	53%	49%	54%	55%	59%	57%	57%	65%	64%	65%
Electrician	455	58	331	287	1	43	63	16	11	37	248	207	5	39	51	62	60	55	46	39	56
	17%	11%	18%	18%	6%	15%	21%	17%	27%	22%	18%	15%	12%	17%	15%	14%	16%	18%	21%	21%	18%
Carpenter / Joiner	245	36	177	159	1	18	29	11	5	14	141	104	1	15	25	34	21	30	20	23	48
	9%	7%	9%	10%	6%	6%	10%	11%	12%	8%	10%	8%	2%	7%	7%	8%	6%	10%	9%	12%	16%
Painter / Decorator	305	45	210	177	1	33	49	13	6	30	171	134	*	22	47	38	38	36	32	23	39
	11%	8%	11%	11%	6%	11%	16%	13%	14%	18%	12%	10%	1%	10%	14%	9%	10%	12%	15%	12%	13%
Plasterer / Renderer	226	35	166	139	1	26	24	7	4	14	117	109	1	11	30	27	26	35	32	24	27
	8%	7%	9%	9%	6%	9%	8%	8%	9%	8%	8%	8%	3%	5%	9%	6%	7%	12%	15%	13%	9%
Plumber	764	101	564	492	2	70	94	26	16	51	414	350	6	61	91	128	97	89	79	55	93
	28%	19%	30%	31%	13%	24%	31%	28%	40%	31%	30%	26%	15%	27%	27%	29%	27%	29%	35%	30%	31%
Roofer	344	35	266	229	3	34	40	14	6	20	199	145	5	24	43	58	47	43	24	26	44
	13%	7%	14%	15%	20%	12%	13%	15%	14%	12%	14%	11%	12%	10%	13%	13%	13%	14%	11%	14%	15%
General builder	351	37	266	226	2	38	46	13	6	27	196	155	6	31	38	49	45	40	35	25	61
	13%	7%	14%	14%	14%	13%	15%	13%	15%	17%	14%	12%	17%	14%	11%	11%	12%	13%	16%	14%	20%
Window and conservatory specialist	266	27	207	182	1	24	30	8	1	21	164	102	3	16	38	46	30	34	31	14	34
	10%	5%	11%	12%	6%	8%	10%	8%	2%	13%	12%	8%	9%	7%	11%	10%	8%	11%	14%	8%	11%
Driveway and patio contractor	93	9	69	63	-	7	14	5	2	8	67	26	-	8	9	13	18	11	7	5	9
	3%	2%	4%	4%	-	2%	5%	5%	4%	5%	5%	2%	-	3%	3%	3%	5%	4%	3%	3%	3%
Tree surgeon	232	17	184	173	-	10	30	8	4	17	155	78	2	17	16	35	28	16	26	21	42
	9%	3%	10%	11%	-	4%	10%	9%	11%	11%	11%	6%	5%	8%	5%	8%	8%	5%	12%	11%	14%

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 1

Q.1 Over the last 12 months, have you employed any of the following types of tradesman to undertake household repairs and maintenance?

Base: All respondents

	Marital Status									Tenure		Combined annual income of household									
	Total	Single	NET: Married/ Civil part- ner- ship/ co hab- iting	Mar- ried	Civil Part- ner- ship	Co Hab- iting	NET: Wid- owed/ separ- ated/ div- orced	Wid- owed	Separ- ated	Div- orced	Owned out- right	Owned with mort- gage	Up to £7k	>£7k- £14k	>£14k- £21k	>£21k- £28k	>£28k- £34k	>£34k- £41k	>£41k- £48k	>£48k- £55k	>£55k or more
Weighted base	2715	531	1871	1567	12	292	299	94	40	164	1378	1337	38	227	339	448	366	304	222	184	301
I have not employed a tradesman to undertake household repairs and maintenance in the last 12 months	1103 41%	300 56%	682 36%	538 34%	8 67%	135 46%	117 39%	36 39%	17 42%	63 38%	498 36%	604 45%	16 42%	101 45%	150 44%	177 39%	155 42%	122 40%	77 34%	66 36%	102 34%
Don't know	43 2%	26 5%	15 1%	11 1%	- -	3 1%	3 1%	1 1%	- -	2 1%	23 2%	20 2%	4 9%	2 1%	2 1%	7 2%	3 1%	9 3%	2 1%	1 *	5 2%

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 2

Q.2 Thinking about the most recent tradesman you commissioned, which, if any, of the following was your primary reason for making your choice?

Base: All who have employed a tradesperson

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	1591	840	751	45	134	205	287	317	603	718	431	227	215	209	553
Weighted base	1569	826	743	70	183	212	274	286	545	627	416	323	203	231	613
I had previous work carried out by these tradesmen	566 36%	312 38%	254 34%	15 21%	44 24%	52 25%	98 36%	101 35%	256 47%	258 41%	148 36%	88 27%	71 35%	61 26%	196 32%
They came highly recommended by friends or family	411 26%	192 23%	219 29%	23 32%	57 31%	56 26%	71 26%	78 27%	126 23%	154 25%	109 26%	93 29%	55 27%	71 31%	176 29%
They were local to me	276 18%	150 18%	126 17%	9 12%	35 19%	46 22%	52 19%	48 17%	85 16%	96 15%	76 18%	69 21%	35 17%	49 21%	104 17%
They provided the cheapest quote	97 6%	55 7%	42 6%	13 18%	18 10%	21 10%	14 5%	16 6%	16 3%	32 5%	29 7%	24 7%	12 6%	13 6%	54 9%
They were highly recommended on the internet	84 5%	41 5%	43 6%	8 11%	12 7%	15 7%	15 5%	16 6%	19 3%	34 5%	18 4%	20 6%	12 6%	18 8%	39 6%
They had the best qualifications	39 2%	22 3%	16 2%	1 1%	7 4%	5 2%	8 3%	6 2%	12 2%	14 2%	7 2%	13 4%	5 2%	8 3%	13 2%
Other	81 5%	43 5%	38 5%	1 2%	8 4%	11 5%	16 6%	19 7%	27 5%	31 5%	26 6%	14 4%	10 5%	9 4%	23 4%
None of the above	16 1%	10 1%	5 1%	1 2%	2 1%	6 3%	1 1%	1 *	4 1%	8 1%	1 *	2 1%	5 2%	3 1%	8 1%

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 2

Q.2 Thinking about the most recent tradesman you commissioned, which, if any, of the following was your primary reason for making your choice?

Base: All who have employed a tradesperson

	Region												
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West
Unweighted base	1591	140	79	1372	63	199	168	140	130	145	126	252	149
Weighted base	1569	133	76	1360	57	190	163	135	116	155	174	224	146
I had previous work carried out by these tradesmen	566 36%	48 36%	18 24%	500 37%	21 36%	65 34%	59 36%	47 35%	52 45%	48 31%	66 38%	89 40%	53 36%
They came highly recommended by friends or family	411 26%	21 16%	26 35%	363 27%	17 29%	52 27%	35 22%	40 30%	24 21%	47 30%	43 24%	59 26%	47 32%
They were local to me	276 18%	31 23%	21 27%	224 16%	5 9%	34 18%	35 22%	21 15%	20 17%	36 23%	20 12%	25 11%	28 19%
They provided the cheapest quote	97 6%	10 8%	6 8%	81 6%	10 17%	20 10%	4 3%	9 7%	5 5%	5 3%	15 9%	9 4%	3 2%
They were highly recommended on the internet	84 5%	7 5%	2 2%	76 6%	4 8%	9 5%	11 7%	5 4%	7 6%	5 3%	13 7%	17 7%	4 3%
They had the best qualifications	39 2%	4 3%	1 1%	34 2%	- -	7 4%	6 4%	2 2%	2 1%	4 3%	1 1%	5 2%	6 4%
Other	81 5%	7 6%	2 2%	72 5%	1 1%	3 1%	11 6%	9 7%	3 3%	8 5%	14 8%	19 8%	5 4%
None of the above	16 1%	4 3%	1 1%	11 1%	- -	- -	1 1%	2 1%	3 2%	2 1%	2 1%	1 1%	- -

Homeowners Survey

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Absolutes/col percents

Table 2

Q.2 Thinking about the most recent tradesman you commissioned, which, if any, of the following was your primary reason for making your choice?

Base: All who have employed a tradesperson

	Marital Status						Tenure				Combined annual income of household										
	Total	Single	NET: Married/ Civil partnership/ co-habiting	Married	Civil Partnership	Co Habiting	NET: Widowed/ separated/ divorced	Widowed	Separated	Divorced	Owned outright	Owned with mortgage	Up to £7k	>£7k-£14k	>£14k-£21k	>£21k-£28k	>£28k-£34k	>£34k-£41k	>£41k-£48k	>£48k-£55k	>£55k or more
Unweighted base	1591	196	1180	1035	5	140	207	69	26	112	962	629	23	148	213	290	211	167	139	109	162
Weighted base	1569	206	1174	1017	4	153	180	57	24	99	857	712	19	123	187	264	208	174	144	117	194
I had previous work carried out by these tradesmen	566 36%	60 29%	444 38%	400 39%	-	44 28%	62 34%	29 51%	8 35%	25 25%	345 40%	222 31%	5 24%	39 32%	62 33%	95 36%	72 35%	57 33%	55 38%	33 28%	87 45%
They came highly recommended by friends or family	411 26%	58 28%	288 25%	248 24%	2 41%	38 25%	59 33%	20 35%	6 26%	33 33%	217 25%	194 27%	3 17%	28 23%	63 34%	69 26%	55 27%	57 33%	27 19%	35 29%	34 18%
They were local to me	276 18%	33 16%	215 18%	186 18%	1 16%	29 19%	26 14%	3 5%	4 18%	18 19%	136 16%	140 20%	3 14%	26 21%	26 14%	53 20%	44 21%	30 17%	26 18%	22 18%	33 17%
They provided the cheapest quote	97 6%	21 10%	69 6%	59 6%	-	10 7%	7 4%	1 2%	2 7%	4 4%	43 5%	54 8%	2 13%	8 7%	13 7%	9 4%	18 8%	13 8%	9 7%	5 4%	9 5%
They were highly recommended on the internet	84 5%	14 7%	59 5%	48 5%	1 25%	10 7%	12 6%	1 1%	-	11 11%	39 5%	45 6%	5 29%	5 4%	9 5%	18 7%	7 4%	2 1%	13 9%	10 9%	12 6%
They had the best qualifications	39 2%	4 2%	32 3%	31 3%	-	1 1%	2 1%	1 3%	-	1 1%	22 3%	17 2%	-	7 5%	5 3%	4 2%	1 *	3 2%	5 4%	3 3%	6 3%
Other	81 5%	15 7%	54 5%	39 4%	1 19%	14 9%	12 7%	2 3%	3 14%	7 7%	49 6%	32 5%	1 3%	10 8%	5 3%	14 5%	10 5%	9 5%	8 6%	6 5%	9 5%
None of the above	16 1%	2 1%	13 1%	7 1%	-	6 4%	1 *	-	-	1 1%	6 1%	9 1%	-	1 1%	3 2%	2 1%	-	3 2%	-	3 3%	3 2%

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 3

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

Summary Table

Base: All who have employed a tradesperson

	Statements					
	I checked the qualifications or licence of all the tradesmen I have used in the last 12 months	I have been satisfied with the majority of the household repairs and maintenance work I have had carried out by tradesmen in the last 12 months	I had to have at least part of the household repairs and maintenance work carried out by the tradesmen I have used in the last 12 months redone because of poor workmanship	I was confident in knowing where to find authoritative impartial information on choosing a tradesman for my household repairs and maintenance work	I was confident in knowing where to report any unsatisfactory work	I was confident in knowing how to get the situation resolved in the event of any unsatisfactory work
Unweighted base	1591	1591	1591	1591	1591	1591
Weighted base	1569	1569	1569	1569	1569	1569
NET: Agree	603 38%	1448 92%	263 17%	1034 66%	780 50%	908 58%
Strongly agree (4)	229 15%	781 50%	84 5%	327 21%	266 17%	297 19%
Tend to agree (3)	374 24%	668 43%	179 11%	707 45%	514 33%	611 39%
Tend to disagree (2)	480 31%	74 5%	196 12%	297 19%	401 26%	354 23%
Strongly disagree (1)	423 27%	29 2%	1084 69%	112 7%	236 15%	179 11%
NET: Disagree	902 57%	102 7%	1279 82%	409 26%	637 41%	533 34%
Don't know	64 4%	18 1%	27 2%	126 8%	152 10%	129 8%
Mean	2.27	3.42	1.52	2.87	2.57	2.71
Standard deviation	1.03	0.67	0.90	0.85	0.98	0.93
Standard error	0.03	0.02	0.02	0.02	0.03	0.02

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 4

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I checked the qualifications or licence of all the tradesmen I have used in the last 12 months

Base: All who have employed a tradesperson

	Gender			Age						Social Grade				Employment Sector	
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	1591	840	751	45	134	205	287	317	603	718	431	227	215	209	553
Weighted base	1569	826	743	70	183	212	274	286	545	627	416	323	203	231	613
NET: Agree	603 38%	329 40%	274 37%	28 40%	83 45%	80 38%	95 34%	103 36%	216 40%	253 40%	138 33%	129 40%	84 41%	80 35%	232 38%
Strongly agree	(4) 229 15%	123 15%	106 14%	15 22%	34 19%	34 16%	37 14%	45 16%	64 12%	92 15%	47 11%	55 17%	35 17%	38 17%	98 16%
Tend to agree	(3) 374 24%	206 25%	168 23%	13 18%	48 26%	46 22%	57 21%	58 20%	152 28%	161 26%	91 22%	74 23%	48 24%	42 18%	134 22%
Tend to disagree	(2) 480 31%	223 27%	256 34%	19 27%	48 26%	67 32%	86 31%	95 33%	165 30%	184 29%	126 30%	105 32%	65 32%	81 35%	190 31%
Strongly disagree	(1) 423 27%	243 29%	179 24%	13 18%	44 24%	54 25%	86 31%	78 27%	148 27%	163 26%	132 32%	79 24%	49 24%	61 27%	166 27%
NET: Disagree	902 57%	467 56%	436 59%	32 46%	92 50%	121 57%	172 63%	173 61%	313 57%	347 55%	258 62%	184 57%	114 56%	142 61%	356 58%
Don't know	64 4%	30 4%	33 4%	10 14%	8 5%	11 5%	8 3%	10 4%	16 3%	27 4%	20 5%	11 3%	5 3%	9 4%	25 4%
Mean	2.27	2.26	2.28	2.51	2.42	2.30	2.17	2.25	2.25	2.30	2.13	2.34	2.35	2.25	2.28
Standard deviation	1.03	1.06	1.00	1.10	1.07	1.04	1.04	1.04	0.99	1.03	1.01	1.04	1.04	1.04	1.05
Standard error	0.03	0.04	0.04	0.17	0.09	0.07	0.06	0.06	0.04	0.04	0.05	0.07	0.07	0.07	0.05

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 4

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I checked the qualifications or licence of all the tradesmen I have used in the last 12 months

Base: All who have employed a tradesperson

	Total	Region											
		Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West
Unweighted base	1591	140	79	1372	63	199	168	140	130	145	126	252	149
Weighted base	1569	133	76	1360	57	190	163	135	116	155	174	224	146
NET: Agree	603 38%	44 33%	27 35%	532 39%	20 35%	72 38%	60 37%	54 40%	42 36%	60 39%	72 42%	94 42%	58 40%
Strongly agree (4)	229 15%	19 14%	12 16%	197 15%	9 15%	25 13%	21 13%	27 20%	17 15%	15 10%	33 19%	33 15%	17 12%
Tend to agree (3)	374 24%	25 19%	14 18%	335 25%	12 20%	47 25%	39 24%	27 20%	24 21%	45 29%	39 23%	61 27%	41 28%
Tend to disagree (2)	480 31%	50 38%	26 34%	403 30%	18 31%	61 32%	50 31%	37 27%	38 32%	41 26%	52 30%	71 32%	37 25%
Strongly disagree (1)	423 27%	36 27%	22 29%	365 27%	17 30%	52 27%	45 28%	36 27%	32 27%	52 34%	39 22%	44 20%	48 33%
NET: Disagree	902 57%	86 65%	48 63%	768 56%	35 60%	113 59%	95 58%	73 54%	69 60%	93 60%	91 52%	115 51%	85 58%
Don't know	64 4%	3 2%	2 2%	60 4%	2 4%	5 3%	8 5%	8 6%	5 4%	2 1%	11 6%	15 7%	4 2%
Mean	2.27	2.21	2.23	2.28	2.22	2.25	2.23	2.35	2.25	2.15	2.41	2.40	2.19
Standard deviation	1.03	1.01	1.06	1.03	1.06	1.01	1.02	1.11	1.04	1.01	1.06	0.99	1.04
Standard error	0.03	0.09	0.12	0.03	0.14	0.07	0.08	0.10	0.09	0.08	0.10	0.06	0.09

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 4

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I checked the qualifications or licence of all the tradesmen I have used in the last 12 months

Base: All who have employed a tradesperson

	Marital Status										Tenure		Combined annual income of household									
	Total	Single	NET: Married/ Civil part- ner- ship/ co hab- iting	Mar- ried	Civil Part- ner- ship	Co Hab- iting	NET: Wid- owed/ separ- ated/ div- orced	Wid- owed	Separ- ated	Div- orced	Owned out- right	Owned with mort- gage	Up to £7k	>£7k- £14k	>£14k- £21k	>£21k- £28k	>£28k- £34k	>£34k- £41k	>£41k- £48k	>£48k- £55k	>£55k or more	
Unweighted base	1591	196	1180	1035	5	140	207	69	26	112	962	629	23	148	213	290	211	167	139	109	162	
Weighted base	1569	206	1174	1017	4	153	180	57	24	99	857	712	19	123	187	264	208	174	144	117	194	
NET: Agree	603 38%	80 39%	450 38%	402 40%	1 25%	47 30%	71 39%	22 38%	7 31%	42 42%	341 40%	262 37%	6 35%	57 47%	70 37%	99 37%	81 39%	52 30%	52 36%	49 42%	81 42%	
Strongly agree	(4) 229 15%	37 18%	164 14%	151 15%	1 25%	12 8%	28 15%	11 19%	2 7%	15 15%	129 15%	100 14%	3 14%	27 22%	24 13%	37 14%	37 18%	12 7%	18 13%	14 12%	33 17%	
Tend to agree	(3) 374 24%	44 21%	286 24%	251 25%	- -	35 23%	43 24%	11 19%	6 24%	27 27%	212 25%	162 23%	4 21%	31 25%	46 24%	62 23%	44 21%	40 23%	34 24%	36 30%	48 25%	
Tend to disagree	(2) 480 31%	64 31%	353 30%	309 30%	- -	44 29%	58 32%	21 36%	10 41%	28 28%	248 29%	231 32%	9 47%	32 26%	61 32%	85 32%	64 31%	62 36%	42 29%	31 26%	49 26%	
Strongly disagree	(1) 423 27%	49 24%	329 28%	271 27%	3 75%	56 36%	43 24%	14 24%	7 28%	23 23%	238 28%	185 26%	3 18%	29 23%	51 27%	71 27%	60 29%	56 32%	43 30%	32 27%	54 28%	
NET: Disagree	902 57%	113 55%	682 58%	580 57%	3 75%	99 65%	102 56%	35 61%	16 69%	51 51%	486 57%	416 58%	12 65%	60 49%	112 60%	155 59%	124 60%	118 68%	85 59%	63 53%	103 53%	
Don't know	64 4%	13 7%	43 4%	35 3%	- -	7 5%	8 4%	1 1%	- -	7 7%	30 3%	34 5%	- -	6 5%	5 3%	10 4%	3 1%	4 2%	7 5%	5 5%	9 5%	
Mean	2.27	2.35	2.25	2.29	1.74	2.02	2.32	2.33	2.10	2.37	2.28	2.26	2.30	2.47	2.24	2.26	2.28	2.05	2.20	2.28	2.33	
Standard deviation	1.03	1.06	1.03	1.03	1.49	0.97	1.02	1.06	0.90	1.03	1.04	1.02	0.95	1.09	1.01	1.02	1.08	0.92	1.03	1.01	1.08	
Standard error	0.03	0.08	0.03	0.03	0.67	0.08	0.07	0.13	0.18	0.10	0.03	0.04	0.20	0.09	0.07	0.06	0.07	0.07	0.09	0.10	0.09	

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 5

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I have been satisfied with the majority of the household repairs and maintenance work I have had carried out by tradesmen in the last 12 months

Base: All who have employed a tradesperson

	Gender			Age						Social Grade				Employment Sector	
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	1591	840	751	45	134	205	287	317	603	718	431	227	215	209	553
Weighted base	1569	826	743	70	183	212	274	286	545	627	416	323	203	231	613
NET: Agree	1448	752	697	57	169	190	251	267	515	581	383	298	186	206	559
	92%	91%	94%	82%	92%	90%	91%	94%	95%	93%	92%	92%	91%	89%	91%
Strongly agree	(4) 781	412	369	20	77	107	137	148	292	298	205	174	105	115	277
	50%	50%	50%	29%	42%	51%	50%	52%	53%	47%	49%	54%	51%	50%	45%
Tend to agree	(3) 668	340	327	36	92	82	114	119	224	283	179	124	81	92	282
	43%	41%	44%	52%	50%	39%	42%	42%	41%	45%	43%	38%	40%	40%	46%
Tend to disagree	(2) 74	43	31	7	10	11	12	13	22	28	22	12	11	21	27
	5%	5%	4%	10%	5%	5%	4%	4%	4%	4%	5%	4%	6%	9%	4%
Strongly disagree	(1) 29	19	10	-	3	6	10	4	6	10	8	6	5	2	18
	2%	2%	1%	-	2%	3%	4%	1%	1%	2%	2%	2%	3%	1%	3%
NET: Disagree	102	62	40	7	13	17	22	17	27	38	30	18	16	23	45
	7%	8%	5%	10%	7%	8%	8%	6%	5%	6%	7%	6%	8%	10%	7%
Don't know	18	12	6	6	1	6	2	2	3	8	3	7	1	2	9
	1%	1%	1%	8%	1%	3%	1%	1%	*	1%	1%	2%	*	1%	2%
Mean	3.42	3.41	3.43	3.21	3.33	3.41	3.38	3.45	3.48	3.40	3.40	3.47	3.41	3.39	3.36
Standard deviation	0.67	0.70	0.64	0.62	0.66	0.72	0.74	0.65	0.63	0.65	0.68	0.66	0.71	0.69	0.70
Standard error	0.02	0.02	0.02	0.10	0.06	0.05	0.04	0.04	0.03	0.02	0.03	0.04	0.05	0.05	0.03

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 5

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I have been satisfied with the majority of the household repairs and maintenance work I have had carried out by tradesmen in the last 12 months

Base: All who have employed a tradesperson

	Total	Region											
		Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West
Unweighted base	1591	140	79	1372	63	199	168	140	130	145	126	252	149
Weighted base	1569	133	76	1360	57	190	163	135	116	155	174	224	146
NET: Agree	1448 92%	127 95%	70 92%	1251 92%	51 89%	178 93%	147 90%	124 92%	109 94%	148 95%	151 87%	207 92%	138 94%
Strongly agree (4)	781 50%	66 50%	42 55%	673 50%	29 51%	92 48%	89 54%	63 47%	59 51%	91 58%	76 44%	96 43%	80 54%
Tend to agree (3)	668 43%	61 46%	29 37%	578 43%	21 37%	86 45%	58 36%	61 45%	50 43%	57 37%	75 43%	111 50%	58 40%
Tend to disagree (2)	74 5%	2 2%	4 5%	67 5%	4 8%	10 5%	9 5%	7 5%	3 3%	6 4%	12 7%	10 4%	6 4%
Strongly disagree (1)	29 2%	4 3%	2 2%	23 2%	2 4%	1 1%	3 2%	2 2%	2 2%	2 1%	6 3%	2 1%	2 2%
NET: Disagree	102 7%	6 5%	6 8%	90 7%	6 11%	11 6%	12 8%	9 7%	5 4%	7 5%	18 10%	12 5%	9 6%
Don't know	18 1%	-	-	18 1%	-	1 1%	3 2%	2 1%	2 2%	-	5 3%	5 2%	-
Mean	3.42	3.42	3.44	3.42	3.37	3.42	3.46	3.38	3.46	3.53	3.31	3.37	3.47
Standard deviation	0.67	0.67	0.71	0.67	0.78	0.63	0.70	0.67	0.63	0.62	0.75	0.63	0.66
Standard error	0.02	0.06	0.08	0.02	0.10	0.04	0.05	0.06	0.06	0.05	0.07	0.04	0.05

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 5

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I have been satisfied with the majority of the household repairs and maintenance work I have had carried out by tradesmen in the last 12 months

Base: All who have employed a tradesperson

	Marital Status										Tenure		Combined annual income of household									
	Total	Single	NET: Married/ Civil part- ner- ship/ co hab- iting	Mar- ried	Civil Part- ner- ship	Co Hab- iting	NET: Wid- owed/ separ- ated/ div- orced	Wid- owed	Separ- ated	Div- orced	Owned out- right	Owned with mort- gage	Up to £7k	>£7k- £14k	>£14k- £21k	>£21k- £28k	>£28k- £34k	>£34k- £41k	>£41k- £48k	>£48k- £55k	>£55k or more	
Unweighted base	1591	196	1180	1035	5	140	207	69	26	112	962	629	23	148	213	290	211	167	139	109	162	
Weighted base	1569	206	1174	1017	4	153	180	57	24	99	857	712	19	123	187	264	208	174	144	117	194	
NET: Agree	1448	190	1081	943	3	135	169	53	22	94	800	649	13	116	175	253	197	153	127	105	186	
	92%	92%	92%	93%	84%	88%	94%	93%	94%	94%	93%	91%	70%	94%	94%	96%	95%	88%	88%	89%	96%	
Strongly agree	(4)	781	85	589	515	3	71	102	38	12	52	445	336	3	64	100	144	116	81	57	55	86
		50%	41%	50%	51%	66%	46%	57%	67%	51%	52%	52%	47%	15%	52%	53%	55%	56%	47%	40%	47%	44%
Tend to agree	(3)	668	106	492	427	1	63	67	15	10	42	355	313	10	52	75	109	82	72	70	50	100
		43%	51%	42%	42%	19%	41%	37%	27%	43%	42%	41%	44%	55%	42%	40%	41%	39%	41%	48%	43%	52%
Tend to disagree	(2)	74	8	59	50	1	8	7	2	1	4	37	37	5	6	7	7	6	14	9	5	6
		5%	4%	5%	5%	16%	6%	4%	3%	3%	4%	4%	5%	26%	5%	4%	3%	3%	8%	7%	4%	3%
Strongly disagree	(1)	29	1	25	18	-	7	2	1	1	1	11	18	-	-	3	2	3	6	5	6	1
		2%	1%	2%	2%	-	4%	1%	2%	3%	1%	1%	2%	-	2%	1%	1%	4%	4%	4%	5%	*
NET: Disagree		102	9	84	68	1	15	9	3	1	5	48	55	5	6	11	9	9	21	15	11	7
		7%	5%	7%	7%	16%	10%	5%	5%	6%	5%	6%	8%	26%	5%	6%	3%	4%	12%	10%	9%	3%
Don't know		18	7	10	7	-	3	2	1	-	1	9	9	1	2	1	2	2	-	3	2	1
		1%	3%	1%	1%	-	2%	1%	2%	-	1%	1%	1%	4%	1%	1%	1%	1%	-	2%	2%	1%
Mean		3.42	3.37	3.41	3.42	3.50	3.33	3.51	3.61	3.41	3.47	3.46	3.37	2.89	3.47	3.46	3.51	3.51	3.31	3.26	3.33	3.41
Standard deviation		0.67	0.60	0.69	0.67	0.86	0.78	0.64	0.64	0.72	0.61	0.64	0.70	0.66	0.59	0.66	0.59	0.62	0.78	0.75	0.78	0.57
Standard error		0.02	0.04	0.02	0.02	0.39	0.07	0.04	0.08	0.14	0.06	0.02	0.03	0.14	0.05	0.05	0.03	0.04	0.06	0.06	0.08	0.05

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 6
Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?
I had to have at least part of the household repairs and maintenance work carried out by the tradesmen I have used in the last 12 months redone because of poor workmanship
Base: All who have employed a tradesperson

	Gender			Age						Social Grade				Employment Sector	
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	1591	840	751	45	134	205	287	317	603	718	431	227	215	209	553
Weighted base	1569	826	743	70	183	212	274	286	545	627	416	323	203	231	613
NET: Agree	263 17%	149 18%	114 15%	26 37%	64 35%	46 22%	50 18%	33 12%	44 8%	93 15%	74 18%	66 20%	30 15%	53 23%	132 22%
Strongly agree	(4) 84 5%	37 5%	47 6%	4 5%	25 13%	19 9%	18 6%	8 3%	11 2%	26 4%	23 6%	26 8%	9 4%	21 9%	44 7%
Tend to agree	(3) 179 11%	111 13%	67 9%	22 31%	40 22%	27 13%	32 12%	25 9%	32 6%	66 11%	51 12%	40 12%	22 11%	32 14%	88 14%
Tend to disagree	(2) 196 12%	112 14%	84 11%	14 20%	26 14%	39 19%	33 12%	38 13%	46 8%	86 14%	50 12%	34 11%	26 13%	33 14%	94 15%
Strongly disagree	(1) 1084 69%	554 67%	530 71%	28 40%	88 48%	116 55%	187 68%	214 75%	451 83%	439 70%	285 68%	217 67%	143 70%	143 62%	368 60%
NET: Disagree	1279 82%	666 81%	613 82%	42 60%	114 62%	155 73%	220 80%	251 88%	497 91%	525 84%	335 81%	251 78%	169 83%	176 76%	462 75%
Don't know	27 2%	11 1%	16 2%	2 3%	5 3%	10 5%	4 2%	1 *	4 1%	9 1%	7 2%	6 2%	4 2%	2 1%	19 3%
Mean	1.52	1.55	1.49	2.02	2.01	1.75	1.56	1.39	1.27	1.48	1.54	1.61	1.48	1.70	1.68
Standard deviation	0.90	0.89	0.91	0.99	1.13	1.01	0.94	0.77	0.67	0.85	0.92	0.99	0.86	1.02	0.98
Standard error	0.02	0.03	0.03	0.15	0.10	0.07	0.06	0.04	0.03	0.03	0.04	0.07	0.06	0.07	0.04

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 6
Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?
I had to have at least part of the household repairs and maintenance work carried out by the tradesmen I have used in the last 12 months redone because of poor workmanship
Base: All who have employed a tradesperson

	Total	Region											
		Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West
Unweighted base	1591	140	79	1372	63	199	168	140	130	145	126	252	149
Weighted base	1569	133	76	1360	57	190	163	135	116	155	174	224	146
NET: Agree	263 17%	30 22%	16 21%	217 16%	10 18%	33 18%	25 16%	25 18%	8 7%	22 14%	39 22%	35 16%	20 13%
Strongly agree (4)	84 5%	12 9%	3 4%	70 5%	3 6%	13 7%	10 6%	7 5%	1 1%	5 3%	13 7%	12 5%	5 4%
Tend to agree (3)	179 11%	18 14%	13 17%	147 11%	7 12%	21 11%	15 9%	18 13%	7 6%	17 11%	26 15%	23 10%	14 10%
Tend to disagree (2)	196 12%	19 14%	7 9%	170 13%	8 13%	22 11%	21 13%	12 9%	15 13%	15 10%	24 14%	38 17%	16 11%
Strongly disagree (1)	1084 69%	84 63%	53 69%	947 70%	39 69%	133 70%	115 70%	94 70%	90 77%	116 75%	107 62%	143 64%	110 75%
NET: Disagree	1279 82%	103 78%	59 77%	1117 82%	47 82%	155 81%	136 84%	106 79%	105 90%	130 84%	131 75%	181 81%	126 86%
Don't know	27 2%	-	1 1%	26 2%	-	2 1%	1 1%	3 3%	3 3%	3 2%	4 2%	8 3%	1 1%
Mean	1.52	1.68	1.56	1.51	1.55	1.54	1.51	1.52	1.29	1.41	1.67	1.56	1.42
Standard deviation	0.90	1.01	0.92	0.89	0.92	0.94	0.91	0.92	0.63	0.81	0.99	0.89	0.82
Standard error	0.02	0.09	0.10	0.02	0.12	0.07	0.07	0.08	0.06	0.07	0.09	0.06	0.07

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 6
Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?
I had to have at least part of the household repairs and maintenance work carried out by the tradesmen I have used in the last 12 months redone because of poor workmanship
Base: All who have employed a tradesperson

	Marital Status										Tenure		Combined annual income of household									
	Total	Single	NET: Married/ Civil part- ner- ship/ co hab- iting	Mar- ried	Civil Part- ner- ship	Co Hab- iting	NET: Wid- owed/ separ- ated/ div- orced	Wid- owed	Separ- ated	Div- orced	Owned out- right	Owned with mort- gage	Up to £7k	>£7k- £14k	>£14k- £21k	>£21k- £28k	>£28k- £34k	>£34k- £41k	>£41k- £48k	>£48k- £55k	>£55k or more	
Unweighted base	1591	196	1180	1035	5	140	207	69	26	112	962	629	23	148	213	290	211	167	139	109	162	
Weighted base	1569	206	1174	1017	4	153	180	57	24	99	857	712	19	123	187	264	208	174	144	117	194	
NET: Agree	263 17%	49 24%	200 17%	163 16%	1 16%	37 24%	13 7%	3 6%	2 7%	8 8%	125 15%	138 19%	4 21%	15 12%	29 16%	30 11%	36 17%	29 17%	35 24%	25 21%	39 20%	
Strongly agree	(4) 84 5%	14 7%	66 6%	50 5%	- -	16 11%	4 2%	2 4%	- -	2 2%	39 5%	45 6%	- -	8 6%	10 6%	11 4%	10 5%	5 3%	17 12%	4 4%	15 8%	
Tend to agree	(3) 179 11%	35 17%	134 11%	113 11%	1 16%	20 13%	9 5%	1 2%	2 7%	6 6%	86 10%	93 13%	4 21%	7 6%	19 10%	19 7%	27 13%	24 14%	18 13%	20 17%	24 12%	
Tend to disagree	(2) 196 12%	31 15%	146 12%	124 12%	1 19%	21 14%	18 10%	4 7%	3 13%	10 10%	90 11%	105 15%	4 23%	17 14%	25 14%	25 9%	20 10%	17 10%	25 17%	16 13%	25 13%	
Strongly disagree	(1) 1084 69%	122 59%	808 69%	714 70%	3 66%	91 59%	148 82%	50 87%	18 76%	80 80%	631 74%	452 63%	11 56%	89 72%	130 69%	206 78%	147 71%	125 72%	82 57%	74 63%	128 66%	
NET: Disagree	1279 82%	153 74%	954 81%	838 82%	3 84%	112 73%	165 92%	54 94%	21 89%	90 91%	722 84%	558 78%	15 79%	106 86%	155 83%	231 88%	167 80%	142 82%	107 74%	89 76%	153 79%	
Don't know	27 2%	4 2%	21 2%	16 2%	- -	5 3%	2 1%	- -	1 4%	1 1%	10 1%	17 2%	- -	2 2%	3 1%	3 1%	5 2%	3 2%	3 2%	3 3%	2 1%	
Mean	1.52	1.71	1.53	1.50	1.50	1.75	1.26	1.22	1.29	1.28	1.45	1.61	1.65	1.45	1.51	1.37	1.50	1.47	1.78	1.61	1.61	
Standard deviation	0.90	0.99	0.91	0.88	0.86	1.06	0.65	0.67	0.61	0.66	0.85	0.95	0.82	0.87	0.89	0.80	0.90	0.84	1.07	0.91	0.98	
Standard error	0.02	0.07	0.03	0.03	0.39	0.09	0.05	0.08	0.12	0.06	0.03	0.04	0.17	0.07	0.06	0.05	0.06	0.07	0.09	0.09	0.08	

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 7

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I was confident in knowing where to find authoritative impartial information on choosing a tradesman for my household repairs and maintenance work

Base: All who have employed a tradesperson

	Gender			Age						Social Grade				Employment Sector	
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	1591	840	751	45	134	205	287	317	603	718	431	227	215	209	553
Weighted base	1569	826	743	70	183	212	274	286	545	627	416	323	203	231	613
NET: Agree	1034 66%	557 67%	478 64%	40 58%	120 66%	132 62%	170 62%	200 70%	371 68%	416 66%	260 63%	220 68%	138 68%	145 63%	388 63%
Strongly agree	(4) 327 21%	188 23%	139 19%	10 14%	40 22%	41 19%	53 19%	68 24%	116 21%	118 19%	84 20%	84 26%	41 20%	50 22%	124 20%
Tend to agree	(3) 707 45%	368 45%	339 46%	30 44%	81 44%	91 43%	118 43%	132 46%	255 47%	298 48%	176 42%	136 42%	97 48%	94 41%	264 43%
Tend to disagree	(2) 297 19%	150 18%	147 20%	10 14%	34 19%	45 21%	64 23%	52 18%	91 17%	119 19%	97 23%	50 15%	31 15%	60 26%	117 19%
Strongly disagree	(1) 112 7%	56 7%	56 7%	7 10%	17 10%	17 8%	17 6%	17 6%	36 7%	46 7%	32 8%	21 6%	14 7%	18 8%	45 7%
NET: Disagree	409 26%	207 25%	202 27%	17 24%	51 28%	63 30%	81 30%	69 24%	127 23%	165 26%	128 31%	71 22%	45 22%	77 33%	162 27%
Don't know	126 8%	63 8%	63 9%	13 18%	11 6%	17 8%	23 8%	16 6%	46 9%	46 7%	27 7%	33 10%	21 10%	9 4%	63 10%
Mean	2.87	2.90	2.82	2.76	2.83	2.80	2.82	2.93	2.91	2.84	2.80	2.97	2.90	2.80	2.85
Standard deviation	0.85	0.85	0.85	0.89	0.90	0.87	0.84	0.84	0.84	0.84	0.87	0.87	0.83	0.88	0.86
Standard error	0.02	0.03	0.03	0.14	0.08	0.06	0.05	0.05	0.04	0.03	0.04	0.06	0.06	0.06	0.04

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 7

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I was confident in knowing where to find authoritative impartial information on choosing a tradesman for my household repairs and maintenance work

Base: All who have employed a tradesperson

	Total	Region											
		Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West
Unweighted base	1591	140	79	1372	63	199	168	140	130	145	126	252	149
Weighted base	1569	133	76	1360	57	190	163	135	116	155	174	224	146
NET: Agree	1034 66%	90 68%	51 66%	893 66%	39 68%	128 67%	95 58%	85 63%	77 66%	108 70%	120 69%	151 67%	92 63%
Strongly agree (4)	327 21%	31 23%	19 25%	277 20%	17 29%	41 21%	39 24%	17 12%	22 19%	36 23%	39 23%	39 17%	28 19%
Tend to agree (3)	707 45%	59 44%	31 41%	617 45%	22 39%	88 46%	56 34%	68 50%	54 47%	72 47%	80 46%	112 50%	64 44%
Tend to disagree (2)	297 19%	25 19%	10 14%	261 19%	9 17%	35 19%	41 25%	32 24%	18 15%	29 19%	32 19%	40 18%	23 16%
Strongly disagree (1)	112 7%	9 7%	13 17%	91 7%	6 10%	8 4%	11 7%	7 5%	9 7%	7 5%	9 5%	16 7%	18 12%
NET: Disagree	409 26%	34 26%	23 30%	352 26%	15 27%	44 23%	53 32%	39 29%	27 23%	37 24%	41 24%	56 25%	41 28%
Don't know	126 8%	9 7%	3 4%	115 8%	3 5%	18 10%	15 9%	11 8%	13 11%	10 7%	13 7%	17 7%	14 10%
Mean	2.87	2.91	2.78	2.87	2.92	2.93	2.83	2.76	2.87	2.94	2.94	2.84	2.77
Standard deviation	0.85	0.86	1.03	0.84	0.96	0.80	0.91	0.75	0.85	0.81	0.81	0.82	0.93
Standard error	0.02	0.08	0.12	0.02	0.12	0.06	0.07	0.07	0.08	0.07	0.08	0.05	0.08

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 7

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I was confident in knowing where to find authoritative impartial information on choosing a tradesman for my household repairs and maintenance work

Base: All who have employed a tradesperson

	Marital Status										Tenure		Combined annual income of household								
	Total	Single	NET: Married/ Civil part- ner- ship/ co hab- iting	Mar- ried	Civil Part- ner- ship	Co Hab- iting	NET: Wid- owed/ separ- ated/ div- orced	Wid- owed	Separ- ated	Div- orced	Owned out- right	Owned with mort- gage	Up to £7k	>£7k- £14k	>£14k- £21k	>£21k- £28k	>£28k- £34k	>£34k- £41k	>£41k- £48k	>£48k- £55k	>£55k or more
Unweighted base	1591	196	1180	1035	5	140	207	69	26	112	962	629	23	148	213	290	211	167	139	109	162
Weighted base	1569	206	1174	1017	4	153	180	57	24	99	857	712	19	123	187	264	208	174	144	117	194
NET: Agree	1034 66%	125 61%	793 68%	700 69%	3 84%	90 58%	110 61%	35 62%	17 72%	58 59%	580 68%	454 64%	9 46%	78 63%	121 65%	187 71%	142 68%	110 63%	89 62%	80 68%	125 65%
Strongly agree	(4) 327 21%	28 14%	259 22%	233 23%	1 25%	25 16%	37 21%	15 27%	3 13%	19 19%	180 21%	147 21%	1 7%	33 27%	30 16%	55 21%	58 28%	27 15%	23 16%	30 26%	46 24%
Tend to agree	(3) 707 45%	97 47%	534 45%	467 46%	2 60%	64 42%	73 41%	20 35%	14 59%	39 40%	401 47%	307 43%	7 39%	45 37%	90 48%	132 50%	85 41%	84 48%	66 46%	50 42%	80 41%
Tend to disagree	(2) 297 19%	44 21%	220 19%	186 18%	1 16%	33 22%	33 18%	9 16%	5 20%	19 19%	150 18%	147 21%	7 37%	17 14%	32 17%	48 18%	32 15%	40 23%	30 21%	22 19%	45 23%
Strongly disagree	(1) 112 7%	15 7%	81 7%	69 7%	- -	12 8%	14 8%	6 10%	1 4%	8 8%	63 7%	49 7%	3 14%	12 10%	15 8%	12 5%	17 8%	13 8%	10 7%	9 8%	14 7%
NET: Disagree	409 26%	59 29%	301 26%	255 25%	1 16%	45 29%	47 26%	14 25%	6 24%	27 27%	213 25%	196 27%	10 51%	29 23%	47 25%	60 23%	49 23%	53 31%	39 27%	31 27%	59 30%
Don't know	126 8%	22 11%	81 7%	62 6%	- -	19 12%	23 13%	7 13%	1 4%	14 14%	63 7%	63 9%	1 3%	16 13%	19 10%	17 6%	17 8%	10 6%	16 11%	6 5%	10 5%
Mean	2.87	2.75	2.89	2.90	3.09	2.76	2.85	2.90	2.84	2.81	2.88	2.85	2.40	2.93	2.81	2.93	2.96	2.76	2.79	2.91	2.85
Standard deviation	0.85	0.81	0.85	0.85	0.72	0.86	0.89	0.97	0.72	0.88	0.85	0.86	0.84	0.96	0.84	0.78	0.91	0.82	0.82	0.89	0.88
Standard error	0.02	0.06	0.03	0.03	0.32	0.08	0.07	0.13	0.14	0.09	0.03	0.04	0.18	0.08	0.06	0.05	0.07	0.07	0.07	0.09	0.07

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 8

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I was confident in knowing where to report any unsatisfactory work

Base: All who have employed a tradesperson

	Gender			Age						Social Grade				Employment Sector	
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	1591	840	751	45	134	205	287	317	603	718	431	227	215	209	553
Weighted base	1569	826	743	70	183	212	274	286	545	627	416	323	203	231	613
NET: Agree	780 50%	433 52%	347 47%	27 38%	91 50%	96 46%	127 46%	159 56%	281 52%	310 50%	185 44%	177 55%	108 53%	98 42%	297 48%
Strongly agree	(4) 266 17%	164 20%	103 14%	5 8%	30 17%	32 15%	45 16%	64 22%	89 16%	106 17%	63 15%	59 18%	39 19%	41 18%	94 15%
Tend to agree	(3) 514 33%	270 33%	244 33%	21 31%	60 33%	64 30%	81 30%	95 33%	192 35%	204 33%	122 29%	118 36%	69 34%	57 25%	203 33%
Tend to disagree	(2) 401 26%	203 25%	198 27%	21 30%	46 25%	59 28%	81 29%	73 26%	122 22%	162 26%	124 30%	63 20%	52 26%	69 30%	167 27%
Strongly disagree	(1) 236 15%	111 13%	125 17%	12 18%	30 16%	35 16%	46 17%	33 11%	80 15%	90 14%	73 18%	48 15%	25 12%	47 20%	81 13%
NET: Disagree	637 41%	314 38%	323 43%	34 48%	76 42%	93 44%	126 46%	106 37%	202 37%	252 40%	197 47%	111 34%	76 38%	116 50%	248 40%
Don't know	152 10%	79 10%	74 10%	9 14%	16 9%	22 10%	21 8%	21 7%	62 11%	64 10%	34 8%	35 11%	19 9%	17 7%	68 11%
Mean	2.57	2.65	2.49	2.33	2.55	2.50	2.50	2.72	2.60	2.58	2.46	2.65	2.66	2.43	2.57
Standard deviation	0.98	0.98	0.96	0.91	0.99	0.98	0.99	0.97	0.97	0.97	0.98	0.99	0.96	1.04	0.94
Standard error	0.03	0.04	0.04	0.15	0.09	0.07	0.06	0.06	0.04	0.04	0.05	0.07	0.07	0.07	0.04

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 8

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I was confident in knowing where to report any unsatisfactory work

Base: All who have employed a tradesperson

	Total	Region											
		Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West
Unweighted base	1591	140	79	1372	63	199	168	140	130	145	126	252	149
Weighted base	1569	133	76	1360	57	190	163	135	116	155	174	224	146
NET: Agree	780 50%	69 52%	41 54%	670 49%	29 51%	92 48%	68 42%	69 51%	54 46%	83 54%	87 50%	120 54%	67 46%
Strongly agree (4)	266 17%	20 15%	13 17%	234 17%	12 20%	36 19%	27 17%	19 14%	22 19%	29 19%	26 15%	41 18%	23 15%
Tend to agree (3)	514 33%	49 37%	29 37%	436 32%	18 31%	56 30%	41 25%	50 37%	31 27%	55 35%	61 35%	80 36%	44 30%
Tend to disagree (2)	401 26%	34 26%	20 26%	347 26%	14 24%	46 24%	49 30%	38 29%	30 26%	43 28%	46 26%	46 21%	36 24%
Strongly disagree (1)	236 15%	17 13%	14 18%	204 15%	8 15%	26 13%	24 14%	15 12%	19 16%	18 12%	24 14%	39 18%	31 21%
NET: Disagree	637 41%	51 39%	34 45%	552 41%	22 39%	72 38%	72 44%	54 40%	49 42%	61 39%	70 40%	86 38%	66 45%
Don't know	152 10%	13 10%	1 1%	138 10%	6 10%	27 14%	22 14%	11 9%	14 12%	11 7%	17 10%	18 8%	13 9%
Mean	2.57	2.59	2.53	2.57	2.63	2.62	2.51	2.59	2.56	2.65	2.57	2.59	2.44
Standard deviation	0.98	0.93	0.99	0.98	1.01	1.00	0.99	0.90	1.03	0.94	0.94	1.01	1.03
Standard error	0.03	0.08	0.11	0.03	0.13	0.08	0.08	0.08	0.10	0.08	0.09	0.07	0.09

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 8

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I was confident in knowing where to report any unsatisfactory work

Base: All who have employed a tradesperson

	Marital Status										Tenure		Combined annual income of household									
	Total	Single	NET: Married/ Civil part- ner- ship/ co hab- iting	Mar- ried	Civil Part- ner- ship	Co Hab- iting	NET: Wid- owed/ separ- ated/ div- orced	Wid- owed	Separ- ated	Div- orced	Owned out- right	Owned with mort- gage	Up to £7k	>£7k- £14k	>£14k- £21k	>£21k- £28k	>£28k- £34k	>£34k- £41k	>£41k- £48k	>£48k- £55k	>£55k or more	
Unweighted base	1591	196	1180	1035	5	140	207	69	26	112	962	629	23	148	213	290	211	167	139	109	162	
Weighted base	1569	206	1174	1017	4	153	180	57	24	99	857	712	19	123	187	264	208	174	144	117	194	
NET: Agree	780 50%	91 44%	591 50%	525 52%	3 62%	64 42%	95 53%	36 62%	13 53%	47 47%	449 52%	331 47%	8 40%	70 57%	77 41%	140 53%	114 55%	74 43%	76 53%	54 46%	97 50%	
Strongly agree	(4) 266 17%	22 11%	213 18%	193 19%	1 25%	19 12%	31 17%	11 20%	3 12%	16 17%	150 18%	116 16%	1 7%	27 22%	27 14%	49 19%	45 22%	25 15%	19 13%	20 17%	35 18%	
Tend to agree	(3) 514 33%	69 34%	379 32%	332 33%	2 37%	45 30%	64 36%	24 43%	10 41%	30 30%	299 35%	215 30%	6 33%	43 35%	50 27%	91 34%	69 33%	49 28%	57 40%	34 29%	61 31%	
Tend to disagree	(2) 401 26%	57 28%	294 25%	249 24%	1 22%	44 29%	48 26%	11 19%	8 32%	29 29%	207 24%	194 27%	8 42%	29 23%	56 30%	69 26%	50 24%	51 29%	24 17%	31 26%	50 26%	
Strongly disagree	(1) 236 15%	39 19%	170 14%	148 15%	1 16%	21 14%	24 13%	7 12%	3 11%	14 14%	129 15%	107 15%	3 15%	15 13%	31 17%	36 14%	25 12%	30 17%	24 17%	22 18%	35 18%	
NET: Disagree	637 41%	96 47%	464 40%	397 39%	2 38%	65 42%	72 40%	18 32%	10 43%	43 44%	336 39%	301 42%	11 57%	44 36%	87 46%	105 40%	75 36%	81 47%	48 33%	52 44%	85 44%	
Don't know	152 10%	19 9%	119 10%	95 9%	- -	24 16%	14 8%	3 6%	1 4%	9 9%	72 8%	80 11%	1 3%	9 8%	23 12%	20 8%	19 9%	18 10%	20 14%	11 9%	12 6%	
Mean	2.57	2.40	2.60	2.62	2.71	2.48	2.61	2.74	2.57	2.54	2.60	2.54	2.33	2.71	2.44	2.63	2.71	2.45	2.57	2.50	2.54	
Standard deviation	0.98	0.95	0.98	0.99	1.16	0.94	0.95	0.94	0.87	0.97	0.98	0.98	0.84	0.98	0.98	0.97	0.98	0.98	0.97	1.02	1.01	
Standard error	0.03	0.07	0.03	0.03	0.52	0.09	0.07	0.12	0.17	0.10	0.03	0.04	0.18	0.08	0.07	0.06	0.07	0.08	0.09	0.10	0.08	

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 9

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I was confident in knowing how to get the situation resolved in the event of any unsatisfactory work

Base: All who have employed a tradesperson

	Gender			Age						Social Grade				Employment Sector	
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	1591	840	751	45	134	205	287	317	603	718	431	227	215	209	553
Weighted base	1569	826	743	70	183	212	274	286	545	627	416	323	203	231	613
NET: Agree	908 58%	516 62%	392 53%	37 53%	109 59%	104 49%	145 53%	176 62%	337 62%	381 61%	213 51%	194 60%	119 59%	114 49%	344 56%
Strongly agree	(4) 297 19%	179 22%	118 16%	7 9%	39 21%	38 18%	43 16%	70 24%	100 18%	126 20%	73 17%	58 18%	41 20%	52 22%	113 18%
Tend to agree	(3) 611 39%	336 41%	275 37%	30 43%	70 38%	66 31%	102 37%	106 37%	237 44%	256 41%	140 34%	137 42%	78 39%	62 27%	231 38%
Tend to disagree	(2) 354 23%	173 21%	181 24%	14 21%	43 23%	58 28%	71 26%	66 23%	101 19%	134 21%	118 28%	61 19%	40 20%	66 29%	147 24%
Strongly disagree	(1) 179 11%	80 10%	99 13%	5 7%	23 13%	34 16%	36 13%	23 8%	58 11%	62 10%	54 13%	38 12%	25 12%	38 17%	70 11%
NET: Disagree	533 34%	253 31%	280 38%	19 28%	66 36%	93 44%	107 39%	88 31%	160 29%	196 31%	173 41%	99 31%	65 32%	104 45%	218 35%
Don't know	129 8%	58 7%	71 10%	14 20%	9 5%	15 7%	22 8%	22 8%	48 9%	49 8%	30 7%	30 9%	19 9%	13 6%	51 8%
Mean	2.71	2.80	2.61	2.69	2.72	2.55	2.60	2.85	2.76	2.77	2.60	2.73	2.73	2.58	2.69
Standard deviation	0.93	0.91	0.94	0.80	0.96	1.00	0.93	0.91	0.90	0.91	0.95	0.92	0.96	1.04	0.93
Standard error	0.02	0.03	0.04	0.13	0.09	0.07	0.06	0.05	0.04	0.04	0.05	0.06	0.07	0.07	0.04

Homeowners Survey

ONLINE Fieldwork: 14th-20th March 2014

Absolutes/col percents

Table 9

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I was confident in knowing how to get the situation resolved in the event of any unsatisfactory work

Base: All who have employed a tradesperson

	Total	Region											
		Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West
Unweighted base	1591	140	79	1372	63	199	168	140	130	145	126	252	149
Weighted base	1569	133	76	1360	57	190	163	135	116	155	174	224	146
NET: Agree	908 58%	79 60%	49 64%	780 57%	31 55%	112 59%	82 50%	80 60%	62 54%	100 65%	105 60%	127 57%	81 55%
Strongly agree (4)	297 19%	31 23%	21 27%	245 18%	12 20%	38 20%	25 15%	20 15%	24 21%	30 19%	24 14%	41 18%	31 21%
Tend to agree (3)	611 39%	48 36%	28 37%	535 39%	20 35%	74 39%	57 35%	60 44%	38 33%	70 45%	81 46%	86 38%	50 34%
Tend to disagree (2)	354 23%	29 22%	16 21%	309 23%	13 22%	39 20%	44 27%	33 24%	30 26%	35 23%	36 21%	49 22%	31 21%
Strongly disagree (1)	179 11%	12 9%	10 13%	156 11%	8 15%	20 10%	19 12%	11 8%	14 12%	10 6%	18 10%	30 13%	27 18%
NET: Disagree	533 34%	42 31%	26 34%	465 34%	21 37%	58 31%	63 39%	44 33%	44 38%	45 29%	53 31%	79 35%	58 39%
Don't know	129 8%	12 9%	2 2%	115 8%	5 9%	20 10%	18 11%	11 8%	10 8%	10 6%	16 9%	18 8%	8 5%
Mean	2.71	2.81	2.80	2.70	2.66	2.76	2.61	2.72	2.68	2.83	2.70	2.67	2.62
Standard deviation	0.93	0.94	1.00	0.93	1.00	0.93	0.92	0.84	0.98	0.84	0.86	0.96	1.04
Standard error	0.02	0.08	0.11	0.03	0.13	0.07	0.08	0.07	0.09	0.07	0.08	0.06	0.09

Homeowners Survey

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Absolutes/col percents

Table 9

Q.3 Thinking about the household repairs and maintenance work which you have had carried out by tradesmen in the last 12 months, to what extent do you agree or disagree with each of the following statements?

I was confident in knowing how to get the situation resolved in the event of any unsatisfactory work

Base: All who have employed a tradesperson

	Marital Status										Tenure		Combined annual income of household									
	Total	Single	NET: Married/ Civil partnership/ co-habiting	Married	Civil Partnership	Co Habiting	NET: Widowed/ separated/ divorced	Widowed	Separated	Divorced	Owned out-right	Owned with mortgage	Up to £7k	>£7k-£14k	>£14k-£21k	>£21k-£28k	>£28k-£34k	>£34k-£41k	>£41k-£48k	>£48k-£55k	>£55k or more	
Unweighted base	1591	196	1180	1035	5	140	207	69	26	112	962	629	23	148	213	290	211	167	139	109	162	
Weighted base	1569	206	1174	1017	4	153	180	57	24	99	857	712	19	123	187	264	208	174	144	117	194	
NET: Agree	908 58%	114 55%	692 59%	611 60%	2 43%	80 52%	99 55%	37 64%	12 50%	51 51%	513 60%	394 55%	8 42%	74 60%	94 50%	149 56%	135 65%	103 59%	87 61%	61 52%	117 60%	
Strongly agree	(4) 297 19%	27 13%	236 20%	211 21%	1 19%	24 16%	34 19%	14 25%	2 9%	17 17%	159 19%	137 19%	1 3%	28 22%	26 14%	49 18%	46 22%	31 18%	23 16%	24 21%	48 25%	
Tend to agree	(3) 611 39%	87 42%	457 39%	400 39%	1 25%	56 36%	65 36%	22 38%	10 41%	34 34%	354 41%	257 36%	7 39%	47 38%	67 36%	100 38%	89 43%	72 42%	65 45%	37 32%	69 36%	
Tend to disagree	(2) 354 23%	44 21%	258 22%	212 21%	1 16%	45 29%	49 27%	12 21%	8 35%	28 28%	183 21%	171 24%	9 46%	26 21%	47 25%	68 26%	36 17%	37 21%	25 17%	32 27%	38 20%	
Strongly disagree	(1) 179 11%	28 13%	129 11%	115 11%	1 22%	13 8%	21 11%	6 10%	3 11%	12 12%	91 11%	87 12%	2 9%	12 10%	25 13%	27 10%	22 11%	24 14%	17 12%	14 12%	25 13%	
NET: Disagree	533 34%	72 35%	387 33%	327 32%	2 38%	58 38%	69 38%	18 32%	11 46%	40 40%	274 32%	259 36%	10 55%	38 31%	72 38%	94 36%	58 28%	62 35%	42 29%	45 39%	63 33%	
Don't know	129 8%	21 10%	95 8%	79 8%	1 19%	16 10%	12 7%	2 4%	1 4%	9 9%	69 8%	59 8%	1 3%	10 9%	21 11%	20 8%	15 7%	9 5%	15 10%	11 9%	13 7%	
Mean	2.71	2.61	2.74	2.75	2.48	2.66	2.67	2.82	2.50	2.62	2.74	2.68	2.38	2.79	2.58	2.70	2.82	2.66	2.72	2.67	2.77	
Standard deviation	0.93	0.91	0.93	0.94	1.34	0.87	0.93	0.95	0.83	0.94	0.91	0.95	0.72	0.94	0.93	0.91	0.92	0.95	0.91	0.97	1.00	
Standard error	0.02	0.07	0.03	0.03	0.67	0.08	0.07	0.12	0.17	0.09	0.03	0.04	0.15	0.08	0.07	0.06	0.07	0.08	0.08	0.10	0.08	

Homeowners Survey

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Absolutes/col percents

Table 10

Q.4 You have said that you had at least part of the household repairs and maintenance work carried out by the tradesmen you have used in the last 12 months redone. Please indicate below the additional cost, if any, that this came to.

Base: All who have had to have work redone because of poor workmanship

	Total	Gender		Age						Social Grade				Employment Sector	
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	237	137	100	19	47	42	45	35	49	96	68	45	28	43	109
Weighted base	263	149	114	26	64	46	50	33	44	93	74	66	30	53	132
This did not come at any additional cost (0)	56 21%	30 20%	26 23%	- -	5 8%	4 9%	13 25%	14 43%	19 44%	19 20%	15 20%	14 21%	8 26%	9 17%	25 19%
Less than £100 (50)	42 16%	20 14%	22 19%	6 25%	11 17%	5 10%	9 18%	4 12%	7 17%	17 19%	18 24%	5 7%	3 8%	11 21%	16 12%
£100 - £499 (300)	53 20%	33 22%	21 18%	4 14%	9 13%	15 32%	11 22%	6 18%	9 21%	20 22%	16 21%	12 18%	5 17%	9 17%	28 21%
£500 - £999 (750)	39 15%	26 18%	13 12%	7 26%	14 22%	7 16%	5 10%	4 11%	3 7%	14 16%	7 9%	11 17%	7 24%	10 19%	20 15%
£1,000 - £1,499 (1250)	26 10%	13 9%	13 11%	2 7%	12 18%	8 17%	2 3%	1 2%	2 4%	8 9%	7 9%	10 15%	1 3%	5 9%	15 11%
£1,500 - £1,999 (1750)	14 5%	8 6%	6 5%	1 6%	5 8%	1 2%	5 10%	2 5%	- -	5 6%	6 8%	1 2%	2 8%	4 8%	8 6%
£2,000 - £2,499 (2250)	5 2%	2 1%	3 2%	- -	2 2%	2 4%	1 2%	- -	1 2%	3 3%	1 1%	2 2%	- -	2 3%	2 2%
£2,500 + (2750)	13 5%	6 4%	7 6%	- -	7 10%	2 4%	1 3%	3 9%	- -	4 4%	4 5%	5 8%	- -	3 5%	10 8%
Don't know/Prefer not to say	14 5%	10 7%	4 3%	6 23%	- -	2 5%	4 8%	- -	2 5%	2 2%	2 3%	6 9%	4 13%	- -	8 6%
Mean	607.76	591.68	627.94	561.94	926.95	719.41	503.76	495.42	221.69	596.64	556.08	742.50	480.13	668.37	717.48
Standard deviation	754.30	711.01	808.18	517.34	858.08	728.43	713.86	838.47	407.10	749.00	758.22	830.79	546.18	784.76	832.01
Standard error	50.18	62.60	82.06	133.58	125.16	115.17	110.15	141.73	59.38	77.25	93.33	131.36	107.11	119.67	82.38
NET: £500 or more	97 37%	55 37%	42 37%	10 38%	39 61%	20 44%	13 27%	9 27%	6 13%	35 37%	23 31%	29 44%	11 35%	24 44%	54 41%

Homeowners Survey

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Absolutes/col percents

Table 10

Q.4 You have said that you had at least part of the household repairs and maintenance work carried out by the tradesmen you have used in the last 12 months redone. Please indicate below the additional cost, if any, that this came to.

Base: All who have had to have work redone because of poor workmanship

	Total	Region											
		Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West
Unweighted base	237	27	15	195	11	31	20	24	10	18	26	38	17
Weighted base	263	30	16	217	10	33	25	25	8	22	39	35	20
This did not come at any additional cost	(0)	56	7	43	-	4	9	4	2	7	3	11	3
		21%	25%	20%	-	11%	34%	18%	25%	34%	7%	32%	17%
Less than £100	(50)	42	5	35	1	8	3	5	2	1	3	6	6
		16%	17%	16%	13%	24%	10%	20%	23%	3%	8%	18%	32%
£100 - £499	(300)	53	5	46	3	11	3	5	1	3	6	8	6
		20%	18%	21%	26%	34%	12%	19%	13%	13%	16%	23%	32%
£500 - £999	(750)	39	4	35	5	3	5	5	-	5	9	2	-
		15%	15%	16%	52%	9%	20%	20%	-	24%	23%	7%	-
£1,000 - £1,499	(1250)	26	5	19	-	3	3	2	2	-	7	2	-
		10%	16%	9%	-	10%	11%	8%	19%	-	18%	7%	-
£1,500 - £1,999	(1750)	14	-	13	1	3	1	1	1	-	4	1	2
		5%	-	6%	9%	8%	4%	3%	11%	-	10%	3%	9%
£2,000 - £2,499	(2250)	5	-	5	-	-	-	1	-	-	2	2	1
		2%	-	2%	-	-	-	3%	-	-	5%	4%	3%
£2,500 +	(2750)	13	1	9	-	-	1	-	1	3	1	2	1
		5%	5%	4%	-	-	3%	-	10%	14%	3%	6%	7%
Don't know/Prefer not to say	14	1	2	11	-	1	1	2	-	3	4	-	-
		5%	4%	5%	-	3%	5%	9%	-	12%	10%	-	-
Mean	607.76	529.74	811.24	604.24	629.58	455.73	508.51	485.15	738.83	679.51	915.71	525.49	547.70
Standard deviation	754.30	693.74	1060.33	738.87	457.97	536.51	659.02	588.03	965.71	965.72	729.39	811.58	877.23
Standard error	50.18	136.05	294.08	54.03	138.08	97.95	151.19	125.37	305.39	241.43	148.89	131.66	212.76
NET: £500 or more	97	11	6	81	6	9	10	8	3	8	23	9	4
		37%	36%	37%	61%	27%	39%	34%	39%	38%	59%	27%	20%

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Absolutes/col percents

Table 10

Q.4 You have said that you had at least part of the household repairs and maintenance work carried out by the tradesmen you have used in the last 12 months redone. Please indicate below the additional cost, if any, that this came to.

Base: All who have had to have work redone because of poor workmanship

	Marital Status										Tenure		Combined annual income of household									
	Total	Single	NET: Married/ Civil part- ner- ship/ co hab- iting	Mar- ried	Civil Part- ner- ship	Co Hab- iting	NET: Wid- owed/ separ- ated/ div- orced	Wid- owed	Separ- ated	Div- orced	Owned out- right	Owned with mort- gage	Up to £7k	>£7k- £14k	>£14k- £21k	>£21k- £28k	>£28k- £34k	>£34k- £41k	>£41k- £48k	>£48k- £55k	>£55k or more	
Unweighted base	237	41	181	151	1	29	14	3	2	9	124	113	4	17	31	31	32	22	28	21	30	
Weighted base	263	49	200	163	1	37	13	3	2	8	125	138	4	15	29	30	36	29	35	25	39	
This did not come at any additional cost	(0)	56 21%	6 13%	46 23%	42 26%	-	4 11%	4 29%	-	1 52%	3 36%	20 15%	-	3 19%	5 17%	10 33%	10 26%	4 15%	9 26%	4 17%	7 18%	
Less than £100	(50)	42 16%	9 18%	31 15%	22 13%	-	9 25%	2 16%	1 44%	-	1 9%	19 15%	23 17%	3 26%	6 19%	4 20%	4 11%	1 5%	7 20%	4 18%	4 10%	
£100 - £499	(300)	53 20%	7 14%	43 22%	36 22%	1 100%	6 18%	3 22%	-	-	3 35%	21 17%	32 23%	1 29%	6 39%	8 28%	5 16%	6 18%	6 20%	8 23%	6 25%	4 10%
£500 - £999	(750)	39 15%	9 18%	29 15%	19 12%	-	10 28%	2 12%	-	-	2 20%	16 13%	23 17%	1 27%	1 7%	2 8%	6 20%	4 11%	2 8%	5 14%	10 41%	6 14%
£1,000 - £1,499	(1250)	26 10%	6 12%	19 9%	16 10%	-	3 7%	1 8%	1 33%	-	-	10 8%	15 11%	1 18%	-	3 11%	3 9%	6 16%	3 11%	4 10%	-	7 17%
£1,500 - £1,999	(1750)	14 5%	2 5%	12 6%	10 6%	-	2 5%	-	-	-	-	6 4%	9 6%	-	2 12%	3 11%	-	-	4 14%	-	-	4 11%
£2,000 - £2,499	(2250)	5 2%	-	5 2%	5 3%	-	-	-	-	-	-	1 1%	4 3%	-	-	-	-	1 2%	1 3%	-	-	3 9%
£2,500 +	(2750)	13 5%	4 7%	8 4%	6 4%	-	1 4%	2 12%	1 23%	1 48%	-	7 6%	5 4%	-	-	1 3%	1 5%	4 10%	4 13%	-	-	3 9%
Don't know/Prefer not to say	14 5%	7 14%	8 4%	6 4%	-	1 3%	-	-	-	-	-	9 7%	6 4%	-	1 4%	1 2%	1 3%	2 6%	3 11%	2 7%	-	1 3%
Mean	607.76	709.04	587.56	591.47	300.00	575.43	603.00	1068.02	1308.54	260.69	551.43	657.33	529.48	401.26	571.47	460.62	697.32	1041.04	333.23	386.55	1010.85	
Standard deviation	754.30	815.30	731.90	749.96	-	662.44	915.61	1275.04	-	297.40	768.69	740.77	495.19	562.82	699.35	667.78	880.65	983.40	416.45	324.68	919.23	
Standard error	50.18	135.88	55.33	62.07	-	125.19	244.71	736.15	-	99.13	71.06	70.95	247.60	140.71	127.68	121.92	160.78	219.89	80.15	70.85	170.70	
NET: £500 or more	97 37%	20 41%	73 36%	57 35%	-	16 44%	4 33%	2 56%	1 48%	2 20%	40 32%	57 41%	2 45%	3 18%	9 33%	10 34%	14 39%	14 49%	8 24%	10 41%	23 59%	