

BBC Watchdog – TX4 Polling – November 2016

METHODOLOGY NOTE

ComRes interviewed 2,004 British adults via telephone between 3rd and 13th November 2016. Data were weighted by age, gender, region and socio-economic grade to be representative of All British adults . ComRes is a member of the British Polling Council and abides by its rules.

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Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 1

Q1. If each of the following appliances stopped working, which of the following actions, if any, would you take ...

- Summary

Base: All respondents

	Q1. Summary					
	Fridge	Toaster	Iron	Washing machine	Television	Mobile phone
Unweighted base	2004	2004	2004	2004	2004	2004
Weighted base	2004	2004	2004	2004	2004	2004
NET: Repair/ consider a repair	890 44%	242 12%	234 12%	1172 58%	808 40%	873 44%
Try to repair it myself	154 8%	167 8%	156 8%	294 15%	149 7%	207 10%
Approach a repair company for a quote	737 37%	75 4%	78 4%	878 44%	659 33%	666 33%
Replace it	1002 50%	1684 84%	1700 85%	678 34%	1075 54%	883 44%
None of the above	101 5%	24 1%	24 1%	126 6%	90 5%	157 8%
Not applicable	11 1%	54 3%	43 2%	27 1%	28 1%	86 4%
Don't know	-	-	3 *	1 *	2 *	5 *

Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 2

Q1. If each of the following appliances stopped working, which of the following actions, if any, would you take ...

- Fridge

Base: All respondents

	Gender		Age							Class					Region										
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	AB	C1	C2	DE	Scot- land	North East	North West	York- shire & Hum- ber- side	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West
Unweighted base	2004	1034	970	175	312	347	413	321	436	487	863	482	282	377	184	74	211	177	171	133	102	188	279	300	185
Weighted base	2004	976	1028	233	347	329	357	289	450	579	539	539	437	489	174	84	230	170	180	148	102	194	264	280	176
NET: Repair/ consider a repair	890	444	446	155	189	162	130	102	151	345	276	254	183	177	79	41	102	73	78	60	44	67	141	124	82
	44%	46%	43%	67%	55%	49%	37%	35%	34%	60%	51%	47%	42%	36%	45%	49%	44%	43%	44%	40%	43%	34%	53%	44%	47%
Try to repair it myself	154	105	48	24	46	34	22	15	12	70	40	54	34	26	13	14	19	25	11	8	6	7	17	17	16
	8%	11%	5%	10%	13%	10%	6%	5%	3%	12%	7%	10%	8%	5%	8%	17%	8%	15%	6%	5%	5%	4%	6%	6%	9%
Approach a repair company for a quote	737	339	397	131	143	128	108	87	139	274	236	200	150	151	66	27	82	48	67	52	38	59	124	107	66
	37%	35%	39%	56%	41%	39%	30%	30%	31%	47%	44%	37%	34%	31%	38%	32%	36%	28%	37%	35%	37%	31%	47%	38%	38%
Replace it	1002	477	525	67	144	148	204	166	273	210	237	252	239	274	77	36	118	91	92	80	54	114	108	143	87
	50%	49%	51%	29%	41%	45%	57%	58%	61%	36%	44%	47%	55%	56%	44%	43%	51%	53%	51%	54%	53%	59%	41%	51%	50%
None of the above	101	47	54	9	12	17	20	20	23	22	23	31	13	34	16	7	9	6	8	9	4	10	14	12	6
	5%	5%	5%	4%	4%	5%	6%	7%	5%	4%	4%	6%	3%	7%	9%	9%	4%	4%	4%	6%	3%	5%	5%	4%	3%
Not applicable	11	8	4	1	1	1	3	1	4	3	3	2	2	4	2	-	2	-	1	-	*	3	1	1	*
	1%	1%	*	1%	*	*	1%	*	1%	*	1%	*	*	1%	1%	-	1%	-	1%	-	*	2%	*	*	*

Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 3

Q1. If each of the following appliances stopped working, which of the following actions, if any, would you take ...

- Toaster

Base: All respondents

	Gender		Age							Class					Region										
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	AB	C1	C2	DE	Scot- land	North East	North West	York- shire & Hum- ber- side	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West
Unweighted base	2004	1034	970	175	312	347	413	321	436	487	863	482	282	377	184	74	211	177	171	133	102	188	279	300	185
Weighted base	2004	976	1028	233	347	329	357	289	450	579	539	539	437	489	174	84	230	170	180	148	102	194	264	280	176
NET: Repair/ consider a repair	242	149	93	48	57	36	30	30	40	106	71	64	48	59	20	5	19	22	21	10	17	21	38	42	25
	12%	15%	9%	21%	17%	11%	8%	11%	9%	18%	13%	12%	11%	12%	11%	5%	8%	13%	12%	7%	17%	11%	14%	15%	14%
Try to repair it myself	167	109	57	33	44	26	22	19	22	77	55	45	32	34	14	5	10	16	11	10	17	11	33	24	15
	8%	11%	6%	14%	13%	8%	6%	7%	5%	13%	10%	8%	7%	7%	8%	5%	5%	10%	6%	7%	17%	6%	12%	8%	9%
Approach a repair company for a quote	75	40	36	16	13	9	8	11	18	29	16	19	15	25	6	-	9	6	10	-	-	11	6	18	10
	4%	4%	3%	7%	4%	3%	2%	4%	4%	5%	3%	3%	3%	5%	3%	-	4%	4%	6%	-	-	6%	2%	6%	6%
Replace it	1684	790	894	176	279	285	317	248	379	455	450	455	385	395	151	78	205	137	154	129	81	166	215	228	142
	84%	81%	87%	76%	81%	87%	89%	86%	84%	79%	83%	84%	88%	81%	87%	92%	89%	80%	85%	87%	79%	85%	81%	81%	80%
None of the above	24	15	9	1	4	2	4	4	8	5	5	7	2	10	-	1	-	3	4	3	-	2	5	1	5
	1%	2%	1%	*	1%	1%	1%	1%	2%	1%	1%	1%	*	2%	-	2%	-	2%	2%	2%	-	1%	2%	*	3%
Not applicable	54	22	33	8	6	6	6	6	22	14	14	12	3	25	3	1	6	8	1	6	4	6	6	10	4
	3%	2%	3%	3%	2%	2%	2%	2%	5%	2%	3%	2%	1%	5%	2%	1%	3%	5%	*	4%	4%	3%	2%	4%	3%

Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 4

Q1. If each of the following appliances stopped working, which of the following actions, if any, would you take ...

- Iron

Base: All respondents

	Gender			Age						Class					Region										
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	AB	C1	C2	DE	Scot- land	North East	North West	York- shire & Hum- ber- side	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West
Unweighted base	2004	1034	970	175	312	347	413	321	436	487	863	482	282	377	184	74	211	177	171	133	102	188	279	300	185
Weighted base	2004	976	1028	233	347	329	357	289	450	579	539	539	437	489	174	84	230	170	180	148	102	194	264	280	176
NET: Repair/ consider a repair	234	143	91	47	42	36	26	31	52	89	62	63	48	61	24	8	22	29	15	16	8	17	36	39	20
	12%	15%	9%	20%	12%	11%	7%	11%	12%	15%	11%	12%	11%	12%	14%	9%	10%	17%	8%	11%	8%	9%	14%	14%	11%
Try to repair it myself	156	113	43	31	29	26	19	25	27	60	43	40	34	40	13	8	15	21	7	12	8	8	22	26	18
	8%	12%	4%	13%	8%	8%	5%	9%	6%	10%	8%	7%	8%	8%	7%	9%	6%	12%	4%	8%	8%	4%	8%	9%	10%
Approach a repair company for a quote	78	30	48	16	13	11	7	6	26	28	19	24	14	21	11	-	7	8	8	5	1	9	14	13	2
	4%	3%	5%	7%	4%	3%	2%	2%	6%	5%	4%	4%	3%	4%	6%	-	3%	5%	4%	3%	1%	4%	5%	5%	1%
Replace it	1700	793	907	181	299	282	323	246	369	480	459	457	375	409	149	73	198	131	160	130	92	166	220	235	148
	85%	81%	88%	78%	86%	86%	90%	85%	82%	83%	85%	85%	86%	84%	85%	87%	86%	77%	89%	88%	90%	85%	83%	84%	84%
None of the above	24	14	11	1	2	4	3	4	10	3	8	8	2	6	-	3	4	2	3	2	-	1	4	2	4
	1%	1%	1%	*	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	-	3%	2%	1%	2%	2%	-	1%	1%	1%	2%
Not applicable	43	24	18	4	4	6	5	6	18	8	10	11	10	13	2	1	6	8	3	-	1	10	3	4	5
	2%	3%	2%	2%	1%	2%	2%	2%	4%	1%	2%	2%	2%	3%	1%	1%	3%	5%	2%	-	1%	5%	1%	2%	3%
Don't know	3	2	1	-	-	-	-	2	1	-	1	-	2	-	-	-	-	1	-	-	-	-	2	-	-
	*	*	*	-	-	-	-	1%	*	-	*	-	*	-	-	-	-	*	-	-	-	-	1%	-	-

Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 5

Q1. If each of the following appliances stopped working, which of the following actions, if any, would you take ...

- Washing machine

Base: All respondents

	Gender		Age							Class					Region										
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	AB	C1	C2	DE	Scot- land	North East	North West	York- shire & Hum- ber- side	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West
Unweighted base	2004	1034	970	175	312	347	413	321	436	487	863	482	282	377	184	74	211	177	171	133	102	188	279	300	185
Weighted base	2004	976	1028	233	347	329	357	289	450	579	539	539	437	489	174	84	230	170	180	148	102	194	264	280	176
NET: Repair/ consider a repair	1172	581	590	166	225	228	206	143	204	390	352	353	239	228	104	49	141	91	102	82	61	102	166	172	101
	58%	60%	57%	71%	65%	69%	58%	50%	45%	67%	65%	65%	55%	47%	60%	58%	61%	54%	56%	56%	60%	52%	63%	61%	57%
Try to repair it myself	294	196	97	41	64	62	57	39	31	105	69	96	79	50	26	16	38	30	27	23	21	21	30	39	22
	15%	20%	9%	18%	19%	19%	16%	13%	7%	18%	13%	18%	18%	10%	15%	19%	17%	17%	15%	15%	21%	11%	12%	14%	13%
Approach a repair company for a quote	878	385	493	125	160	167	149	105	172	285	283	257	160	177	78	33	103	62	75	59	40	80	136	132	79
	44%	39%	48%	54%	46%	51%	42%	36%	38%	49%	53%	48%	37%	36%	45%	39%	45%	36%	42%	40%	39%	41%	51%	47%	45%
Replace it	678	316	362	50	105	83	125	128	188	154	154	150	177	197	55	26	79	62	65	51	34	74	74	93	64
	34%	32%	35%	21%	30%	25%	35%	44%	42%	27%	29%	28%	41%	40%	31%	31%	35%	36%	36%	35%	34%	38%	28%	33%	36%
None of the above	126	58	68	11	14	16	25	14	45	26	28	30	19	49	15	9	7	11	11	13	6	11	19	14	10
	6%	6%	7%	5%	4%	5%	7%	5%	10%	4%	5%	6%	4%	10%	8%	11%	3%	7%	6%	9%	6%	5%	7%	5%	6%
Not applicable	27	20	8	6	3	1	2	3	12	9	5	6	1	15	1	-	2	6	3	1	*	8	5	1	*
	1%	2%	1%	2%	1%	*	1%	1%	3%	2%	1%	1%	*	3%	*	-	1%	3%	2%	1%	*	4%	2%	*	*
Don't know	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	*	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-

Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 6

Q1. If each of the following appliances stopped working, which of the following actions, if any, would you take ...

- Television

Base: All respondents

	Gender			Age							Class				Region										
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	AB	C1	C2	DE	Scot- land	North East	North West	York- shire & Hum- ber- side	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West
Unweighted base	2004	1034	970	175	312	347	413	321	436	487	863	482	282	377	184	74	211	177	171	133	102	188	279	300	185
Weighted base	2004	976	1028	233	347	329	357	289	450	579	539	539	437	489	174	84	230	170	180	148	102	194	264	280	176
NET: Repair/ consider a repair	808	402	405	136	154	141	111	88	178	290	230	234	153	190	67	36	109	65	76	49	37	64	117	116	71
	40%	41%	39%	58%	44%	43%	31%	30%	40%	50%	43%	43%	35%	39%	38%	43%	47%	38%	42%	33%	37%	33%	44%	41%	40%
Try to repair it myself	149	94	55	51	37	24	15	13	9	88	42	47	38	23	13	9	20	16	10	8	4	9	28	21	12
	7%	10%	5%	22%	11%	7%	4%	5%	2%	15%	8%	9%	9%	5%	7%	11%	9%	9%	5%	5%	4%	5%	10%	8%	7%
Approach a repair company for a quote	659	309	350	85	117	117	96	75	169	202	189	187	115	167	54	27	89	50	66	41	34	54	89	95	59
	33%	32%	34%	36%	34%	35%	27%	26%	38%	35%	35%	26%	34%	31%	32%	39%	29%	37%	28%	33%	28%	34%	34%	34%	34%
Replace it	1075	518	557	89	177	173	223	181	232	266	282	273	262	258	93	43	112	92	98	88	57	113	127	155	98
	54%	53%	54%	38%	51%	53%	62%	63%	52%	46%	52%	51%	60%	53%	53%	51%	48%	54%	55%	59%	56%	58%	48%	55%	56%
None of the above	90	38	52	5	12	10	17	14	32	17	17	24	20	29	12	5	9	4	5	10	8	12	14	6	5
	5%	4%	5%	2%	4%	3%	5%	5%	7%	3%	3%	4%	5%	6%	7%	6%	4%	2%	3%	7%	8%	6%	5%	2%	3%
Not applicable	28	18	11	2	3	5	6	7	5	6	10	8	1	10	2	-	-	7	1	1	-	5	6	4	2
	1%	2%	1%	1%	1%	2%	2%	2%	1%	1%	2%	1%	*	2%	1%	-	-	4%	*	1%	-	2%	2%	1%	1%
Don't know	2	-	2	-	-	-	-	-	2	-	1	-	-	2	-	-	1	2	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	1%	-	*	-	-	*	-	-	*	1%	-	-	-	-	-	-	-

Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 7

Q1. If each of the following appliances stopped working, which of the following actions, if any, would you take ...

- Mobile phone

Base: All respondents

	Gender		Age							Class				Region											
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	AB	C1	C2	DE	Scot- land	North East	North West	York- shire & Hum- ber- side	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West
Unweighted base	2004	1034	970	175	312	347	413	321	436	487	863	482	282	377	184	74	211	177	171	133	102	188	279	300	185
Weighted base	2004	976	1028	233	347	329	357	289	450	579	539	539	437	489	174	84	230	170	180	148	102	194	264	280	176
NET: Repair/ consider a repair	873	415	458	182	201	180	154	79	77	384	263	263	187	160	86	35	93	64	68	52	49	68	152	126	79
	44%	43%	45%	78%	58%	55%	43%	27%	17%	66%	49%	49%	43%	33%	49%	42%	40%	38%	38%	35%	48%	35%	57%	45%	45%
Try to repair it myself	207	120	88	44	60	47	34	18	4	104	61	74	46	26	15	12	22	23	13	14	9	12	42	27	18
	10%	12%	9%	19%	17%	14%	9%	6%	1%	18%	11%	14%	11%	5%	9%	14%	9%	13%	7%	9%	9%	6%	16%	10%	10%
Approach a repair company for a quote	666	295	370	138	141	133	120	61	73	279	202	189	141	134	71	23	71	41	55	39	41	56	110	99	61
	33%	30%	36%	59%	41%	40%	34%	21%	16%	48%	38%	35%	32%	27%	41%	28%	31%	24%	30%	26%	40%	29%	42%	35%	34%
Replace it	883	446	437	36	117	118	172	176	264	153	226	218	197	242	67	39	104	82	82	82	41	97	89	119	81
	44%	46%	42%	15%	34%	36%	48%	61%	59%	26%	42%	40%	45%	49%	39%	47%	45%	48%	45%	55%	40%	50%	34%	43%	46%
None of the above	157	76	82	11	27	31	26	25	37	38	37	39	40	41	13	7	23	15	15	10	9	11	20	26	9
	8%	8%	8%	5%	8%	10%	7%	9%	8%	7%	7%	7%	9%	8%	8%	9%	10%	9%	8%	7%	9%	6%	7%	9%	5%
Not applicable	86	39	47	3	2	-	6	8	67	5	13	18	11	44	8	-	10	8	16	4	2	17	4	10	7
	4%	4%	5%	1%	*	-	2%	3%	15%	1%	2%	3%	2%	9%	4%	-	5%	5%	9%	3%	2%	9%	2%	3%	4%
Don't know	5	-	5	-	-	-	-	1	4	-	*	1	2	2	-	2	-	2	-	-	-	1	*	-	-
	*	-	*	-	-	-	-	*	1%	-	*	*	*	*	-	3%	-	1%	-	-	-	*	*	-	-

Electrical Repairs Study
CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 8
Q2. When, if ever, was the last time you had any of the following appliances repaired ...
- Summary
Base: All respondents

	Q2. Summary					
	Fridge	Toaster	Iron	Washing machine	Television	Mobile phone
Unweighted base	2004	2004	2004	2004	2004	2004
Weighted base	2004	2004	2004	2004	2004	2004
NET: Ever repaired	432 22%	178 9%	205 10%	1013 51%	507 25%	687 34%
NET: More than 10 years ago	66 3%	18 1%	18 1%	147 7%	125 6%	13 1%
Within the last five years	247 12%	134 7%	135 7%	630 31%	234 12%	632 32%
6-10 years ago	119 6%	26 1%	52 3%	236 12%	148 7%	42 2%
11-15 years ago	34 2%	9 *	7 *	81 4%	39 2%	7 *
16-20 years ago	16 1%	5 *	3 *	32 2%	29 1%	3 *
More than 20 years ago	16 1%	4 *	8 *	34 2%	56 3%	3 *
Never owned one	22 1%	68 3%	51 3%	39 2%	32 2%	81 4%
Never had one repaired	1537 77%	1751 87%	1740 87%	941 47%	1460 73%	1233 62%
Don't know	13 1%	8 *	8 *	11 1%	6 *	3 *

Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 9
Q2. When, if ever, was the last time you had any of the following appliances repaired ...
- Fridge
Base: All respondents

	Gender		Age							Class					Region										
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	AB	C1	C2	DE	Scot- land	North East	North West	York- shire & Hum- ber- side	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West
Unweighted base	2004	1034	970	175	312	347	413	321	436	487	863	482	282	377	184	74	211	177	171	133	102	188	279	300	185
Weighted base	2004	976	1028	233	347	329	357	289	450	579	539	539	437	489	174	84	230	170	180	148	102	194	264	280	176
NET: Ever repaired	432	212	220	53	44	73	85	60	116	97	126	123	83	100	40	17	45	38	35	23	17	51	69	60	36
	22%	22%	21%	23%	13%	22%	24%	21%	26%	17%	23%	23%	19%	21%	23%	20%	20%	22%	19%	16%	17%	26%	26%	21%	21%
NET: More than 10 years ago	66	36	30	7	2	5	13	12	27	8	19	23	10	13	7	1	7	7	5	5	3	6	9	9	8
	3%	4%	3%	3%	*	1%	4%	4%	6%	1%	4%	4%	2%	3%	4%	2%	3%	4%	3%	3%	3%	3%	3%	3%	4%
Within the last five years	247	114	133	33	38	52	49	27	49	71	68	68	52	59	20	10	27	22	22	7	9	26	47	36	21
	12%	12%	13%	14%	11%	16%	14%	9%	11%	12%	13%	13%	12%	12%	12%	12%	13%	12%	5%	9%	13%	18%	13%	12%	
6-10 years ago	119	62	57	14	4	17	23	20	40	18	38	32	21	28	13	5	11	9	8	11	6	20	13	15	7
	6%	6%	6%	6%	1%	5%	6%	7%	9%	3%	7%	6%	5%	6%	8%	6%	5%	5%	5%	8%	6%	10%	5%	5%	4%
11-15 years ago	34	18	16	5	2	5	8	5	10	7	10	11	5	8	2	*	2	5	3	2	*	2	6	6	6
	2%	2%	2%	2%	*	1%	2%	2%	2%	1%	2%	2%	1%	2%	1%	*	1%	3%	2%	2%	*	1%	2%	2%	3%
16-20 years ago	16	8	7	1	-	-	5	2	9	1	6	4	2	3	2	1	2	-	*	2	2	2	1	1	2
	1%	1%	1%	*	-	-	1%	1%	2%	*	1%	1%	*	1%	1%	1%	1%	-	*	1%	2%	1%	1%	*	1%
More than 20 years ago	16	9	7	*	-	-	1	6	9	*	3	8	4	2	3	-	3	2	1	1	-	2	1	2	-
	1%	1%	1%	*	-	-	*	2%	2%	*	1%	1%	1%	*	2%	-	1%	1%	1%	1%	-	1%	*	1%	-
Never owned one	22	11	12	15	6	1	-	-	-	21	10	6	5	1	*	-	5	-	-	-	1	1	7	6	3
	1%	1%	1%	6%	2%	*	-	-	-	4%	2%	1%	1%	*	*	-	2%	-	-	-	1%	1%	2%	2%	2%
Never had one repaired	1537	747	790	160	295	254	271	226	330	455	402	409	345	382	132	66	178	132	145	119	84	141	189	214	137
	77%	77%	77%	69%	85%	77%	76%	78%	73%	79%	74%	76%	79%	78%	76%	78%	77%	77%	81%	80%	82%	73%	71%	76%	78%
Don't know	13	6	7	4	2	-	1	3	3	6	2	1	4	5	1	1	2	1	-	6	-	1	-	-	1
	1%	1%	1%	2%	1%	-	*	1%	1%	1%	*	*	1%	1%	1%	2%	1%	1%	-	4%	-	*	-	-	*

Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 10
Q2. When, if ever, was the last time you had any of the following appliances repaired ...
- Toaster
Base: All respondents

	Gender		Age							Class					Region										
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	AB	C1	C2	DE	Scot- land	North East	North West	York- shire & Hum- ber- side	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West
Unweighted base	2004	1034	970	175	312	347	413	321	436	487	863	482	282	377	184	74	211	177	171	133	102	188	279	300	185
Weighted base	2004	976	1028	233	347	329	357	289	450	579	539	539	437	489	174	84	230	170	180	148	102	194	264	280	176
NET: Ever repaired	178 9%	88 9%	89 9%	29 13%	26 7%	24 7%	31 9%	27 9%	41 9%	55 10%	40 7%	50 9%	38 9%	49 10%	14 8%	12 14%	16 7%	12 7%	21 12%	8 5%	10 10%	14 7%	27 10%	25 9%	19 11%
NET: More than 10 years ago	18 1%	12 1%	5 1%	* *	- -	5 2%	3 1%	3 1%	6 1%	* *	4 1%	5 1%	3 1%	6 1%	3 2%	1 1%	1 1%	1 *	1 1%	2 1%	- -	2 1%	1 1%	3 1%	2 1%
Within the last five years	134 7%	62 6%	72 7%	24 10%	24 7%	18 5%	22 6%	17 6%	28 6%	48 8%	31 6%	35 7%	31 7%	36 7%	10 6%	11 13%	12 5%	10 6%	18 10%	6 4%	9 9%	9 5%	19 7%	18 6%	12 7%
6-10 years ago	26 1%	14 1%	13 1%	5 2%	2 *	1 *	5 1%	7 2%	7 2%	7 1%	4 1%	10 2%	4 1%	8 2%	- -	- -	3 1%	2 1%	2 1%	- -	1 1%	3 2%	6 2%	4 2%	5 3%
11-15 years ago	9 *	4 *	5 *	- -	- -	3 1%	2 1%	2 1%	2 1%	- -	2 *	4 1%	- -	2 *	1 1%	- -	1 1%	1 *	1 1%	- -	- -	- -	1 *	2 1%	1 1%
16-20 years ago	5 *	5 1%	- -	- -	- -	2 1%	- -	1 1%	1 *	- -	* *	- -	3 1%	1 *	2 1%	1 1%	- -	- -	2 1%	- -	- -	- -	- -	- -	- -
More than 20 years ago	4 *	4 *	* *	* *	- -	- -	1 *	- -	2 1%	* *	1 *	* *	- -	2 *	- -	- -	- -	- -	- -	- -	- -	2 1%	* *	1 *	1 *
Never owned one	68 3%	27 3%	41 4%	27 12%	7 2%	4 1%	6 2%	7 3%	17 4%	34 6%	18 3%	16 3%	10 2%	24 5%	4 3%	- -	5 2%	9 5%	6 3%	4 3%	4 4%	8 4%	8 3%	14 5%	5 3%
Never had one repaired	1751 87%	854 88%	896 87%	174 75%	314 91%	302 92%	317 89%	254 88%	389 87%	488 84%	481 89%	471 87%	386 88%	412 84%	155 89%	71 85%	209 91%	149 88%	151 84%	134 90%	88 87%	172 88%	228 86%	241 86%	152 86%
Don't know	8 *	6 1%	2 *	2 1%	- -	- -	3 1%	- -	3 1%	2 *	1 *	2 *	2 *	4 1%	1 *	1 1%	- -	- -	3 1%	2 2%	- -	- -	2 1%	- -	- -

Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 11
Q2. When, if ever, was the last time you had any of the following appliances repaired ...
- Iron
Base: All respondents

	Gender			Age						Class					Region										
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	AB	C1	C2	DE	Scot- land	North East	North West	York- shire & Hum- ber- side	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West
Unweighted base	2004	1034	970	175	312	347	413	321	436	487	863	482	282	377	184	74	211	177	171	133	102	188	279	300	185
Weighted base	2004	976	1028	233	347	329	357	289	450	579	539	539	437	489	174	84	230	170	180	148	102	194	264	280	176
NET: Ever repaired	205 10%	97 10%	108 11%	28 12%	21 6%	23 7%	39 11%	35 12%	58 13%	49 9%	50 9%	56 10%	43 10%	57 12%	26 15%	8 10%	24 10%	17 10%	19 11%	10 6%	9 9%	15 8%	26 10%	29 10%	21 12%
NET: More than 10 years ago	18 1%	13 1%	6 1%	* *	- -	- -	3 1%	5 2%	10 2%	* *	10 2%	4 1%	2 1%	2 1%	2 1%	- -	2 1%	2 1%	- -	4 3%	- -	3 2%	2 1%	2 1%	2 1%
Within the last five years	135 7%	56 6%	79 8%	27 12%	14 4%	18 6%	24 7%	22 7%	31 7%	41 7%	31 6%	34 6%	27 6%	43 9%	19 11%	7 8%	12 5%	9 5%	18 10%	3 2%	7 7%	8 4%	16 6%	21 7%	15 9%
6-10 years ago	52 3%	28 3%	23 2%	1 1%	7 2%	5 1%	12 3%	9 3%	18 4%	8 1%	9 2%	18 3%	14 3%	11 2%	5 3%	1 1%	11 5%	6 3%	1 1%	3 2%	2 2%	4 2%	9 3%	7 2%	4 2%
11-15 years ago	7 *	4 *	2 *	- -	- -	- -	2 *	- *	5 1%	- -	3 1%	3 1%	- -	1 *	- -	- -	1 *	1 *	- -	* *	- -	2 1%	1 *	- -	1 1%
16-20 years ago	3 *	2 *	2 *	- -	- -	- -	- -	1 *	2 *	- -	2 *	- -	1 *	- -	- -	- -	- -	2 1%	- -	1 1%	- -	1 *	- -	- -	- -
More than 20 years ago	8 *	7 1%	2 *	* *	- -	- -	2 *	3 1%	3 1%	* *	5 1%	1 *	1 *	2 *	2 1%	- -	1 *	- -	- -	2 2%	- -	1 *	* *	2 1%	1 *
Never owned one	51 3%	32 3%	19 2%	22 9%	6 2%	4 1%	6 2%	4 1%	9 2%	28 5%	12 2%	12 2%	12 3%	14 3%	4 2%	1 1%	2 1%	6 4%	2 1%	3 2%	1 1%	9 5%	5 2%	11 4%	5 3%
Never had one repaired	1740 87%	840 86%	899 87%	182 78%	319 92%	301 92%	306 86%	249 86%	381 85%	502 87%	474 88%	471 87%	380 87%	415 85%	144 83%	74 88%	204 88%	146 86%	158 88%	135 91%	90 88%	168 86%	232 88%	240 86%	150 85%
Don't know	8 *	7 1%	2 *	- -	* *	1 *	6 2%	1 *	1 *	* *	3 1%	1 *	2 *	3 1%	- -	1 1%	- -	1 *	2 1%	1 *	2 2%	2 1%	1 *	- -	- -

Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 12
Q2. When, if ever, was the last time you had any of the following appliances repaired ...
- Washing machine
Base: All respondents

	Gender			Age							Class					Region									
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	AB	C1	C2	DE	Scot- land	North East	North West	York- shire & Hum- ber- side	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West
Unweighted base	2004	1034	970	175	312	347	413	321	436	487	863	482	282	377	184	74	211	177	171	133	102	188	279	300	185
Weighted base	2004	976	1028	233	347	329	357	289	450	579	539	539	437	489	174	84	230	170	180	148	102	194	264	280	176
NET: Ever repaired	1013	446	567	79	131	183	220	159	241	210	293	277	219	223	86	44	125	83	95	71	60	101	132	129	88
	51%	46%	55%	34%	38%	56%	62%	55%	54%	36%	54%	51%	50%	46%	49%	53%	54%	49%	53%	48%	58%	52%	50%	46%	50%
NET: More than 10 years ago	147	52	95	1	6	6	31	32	70	7	45	37	31	34	12	6	16	20	16	12	9	20	12	14	9
	7%	5%	9%	*	2%	2%	9%	11%	16%	1%	8%	7%	7%	7%	7%	8%	7%	12%	9%	8%	9%	10%	4%	5%	5%
Within the last five years	630	283	347	66	101	138	140	90	95	167	180	188	133	130	47	33	75	45	52	44	37	58	95	82	62
	31%	29%	34%	28%	29%	42%	39%	31%	21%	29%	33%	35%	30%	26%	27%	39%	33%	26%	29%	30%	37%	30%	36%	29%	35%
6-10 years ago	236	110	126	12	23	39	48	38	76	36	69	52	56	59	27	5	33	19	27	16	14	23	25	32	17
	12%	11%	12%	5%	7%	12%	14%	13%	17%	6%	13%	10%	13%	12%	16%	6%	14%	11%	15%	10%	13%	12%	10%	11%	9%
11-15 years ago	81	30	50	-	1	3	20	19	38	1	25	20	13	23	3	4	8	13	9	5	6	9	8	9	6
	4%	3%	5%	-	*	1%	6%	7%	8%	*	5%	4%	3%	5%	2%	5%	3%	7%	5%	3%	6%	4%	3%	3%	4%
16-20 years ago	32	14	18	1	3	3	5	6	14	4	13	8	7	4	4	2	5	4	-	5	*	2	3	4	2
	2%	1%	2%	*	1%	1%	1%	2%	3%	1%	2%	1%	2%	1%	2%	3%	2%	3%	-	3%	*	1%	1%	1%	1%
More than 20 years ago	34	8	26	-	3	1	6	7	18	3	7	9	11	7	5	-	4	3	7	2	2	9	1	1	1
	2%	1%	3%	-	1%	*	2%	2%	4%	*	1%	2%	3%	1%	3%	-	2%	2%	4%	2%	2%	5%	*	*	*
Never owned one	39	23	16	19	10	2	-	2	6	29	9	12	7	10	1	-	7	2	3	4	1	4	11	4	2
	2%	2%	2%	8%	3%	1%	-	1%	1%	5%	2%	2%	2%	2%	1%	-	3%	1%	2%	2%	1%	2%	4%	1%	1%
Never had one repaired	941	501	440	129	204	144	136	126	202	333	234	246	208	253	87	39	98	83	83	70	42	89	119	146	85
	47%	51%	43%	56%	59%	44%	38%	44%	45%	57%	43%	46%	48%	52%	50%	46%	43%	49%	46%	47%	41%	46%	45%	52%	49%
Don't know	11	6	5	5	2	-	1	1	1	7	3	3	2	3	-	1	1	2	-	3	-	-	3	1	1
	1%	1%	*	2%	1%	-	*	*	*	1%	1%	1%	1%	1%	-	1%	*	1%	-	2%	-	-	1%	*	*

Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 13
Q2. When, if ever, was the last time you had any of the following appliances repaired ...
- Television
Base: All respondents

	Gender			Age						Class					Region										
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	AB	C1	C2	DE	Scot- land	North East	North West	York- shire & Hum- ber- side	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West
Unweighted base	2004	1034	970	175	312	347	413	321	436	487	863	482	282	377	184	74	211	177	171	133	102	188	279	300	185
Weighted base	2004	976	1028	233	347	329	357	289	450	579	539	539	437	489	174	84	230	170	180	148	102	194	264	280	176
NET: Ever repaired	507 25%	255 26%	252 25%	53 23%	58 17%	68 21%	97 27%	79 27%	152 34%	111 19%	132 24%	134 25%	104 24%	138 28%	40 23%	18 21%	71 31%	48 28%	44 24%	38 26%	27 26%	53 27%	53 20%	68 24%	48 27%
NET: More than 10 years ago	125 6%	72 7%	53 5%	- -	6 2%	9 3%	30 8%	34 12%	47 10%	6 1%	40 7%	34 6%	21 5%	31 6%	11 6%	4 5%	19 8%	14 9%	13 7%	9 6%	9 9%	11 6%	15 6%	13 5%	8 4%
Within the last five years	234 12%	118 12%	116 11%	40 17%	40 12%	35 11%	33 9%	30 10%	55 12%	81 14%	55 10%	69 13%	51 12%	58 12%	19 11%	10 11%	34 15%	20 12%	19 10%	16 11%	12 11%	28 14%	28 11%	29 10%	20 11%
6-10 years ago	148 7%	65 7%	83 8%	13 6%	12 3%	24 7%	33 9%	15 5%	51 11%	25 4%	36 7%	31 6%	32 7%	50 10%	10 6%	4 5%	18 8%	14 8%	12 7%	14 9%	6 6%	14 7%	10 4%	26 9%	21 12%
11-15 years ago	39 2%	25 3%	14 1%	- -	4 1%	7 2%	11 3%	7 2%	11 2%	4 1%	14 3%	11 2%	2 1%	12 2%	7 4%	2 2%	5 2%	5 3%	7 4%	2 1%	- -	3 2%	4 1%	3 1%	2 1%
16-20 years ago	29 1%	14 1%	15 1%	- -	2 1%	2 1%	9 3%	5 2%	11 3%	2 *	10 2%	7 1%	7 2%	5 1%	1 *	- -	2 1%	1 *	2 1%	3 2%	5 4%	4 2%	4 2%	6 2%	2 1%
More than 20 years ago	56 3%	33 3%	24 2%	- -	- -	- -	10 3%	22 8%	24 5%	- -	15 3%	16 3%	12 3%	14 3%	3 2%	3 3%	12 5%	9 5%	4 2%	4 3%	4 4%	5 2%	7 3%	3 1%	3 2%
Never owned one	32 2%	19 2%	13 1%	17 7%	6 2%	2 1%	- -	3 1%	3 1%	23 4%	9 2%	12 2%	2 *	9 2%	2 1%	- -	6 2%	4 3%	2 1%	1 1%	1 1%	6 3%	4 2%	3 1%	4 2%
Never had one repaired	1460 73%	698 72%	761 74%	162 70%	283 82%	259 79%	260 73%	207 72%	289 64%	445 77%	397 74%	393 73%	331 76%	338 69%	133 76%	66 79%	154 67%	118 69%	134 75%	106 72%	74 72%	134 69%	207 78%	210 75%	124 71%
Don't know	6 *	4 *	2 *	- -	- -	- -	1 *	- -	5 1%	- -	2 *	- -	- -	4 1%	- -	- -	- -	- -	1 *	3 2%	1 1%	2 1%	- -	- -	- -

Electrical Repairs Study

CATI Fieldwork : 3rd - 13th November 2016

Absolutes/col percents

Table 14
Q2. When, if ever, was the last time you had any of the following appliances repaired ...
- Mobile phone
Base: All respondents

	Gender			Age						Class					Region										
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	NET: 18-34	AB	C1	C2	DE	Scot- land	North East	North West	York- shire & Hum- ber- side	West Mid- lands	East Mid- lands	Wales	East- ern	London	South East	South West
Unweighted base	2004	1034	970	175	312	347	413	321	436	487	863	482	282	377	184	74	211	177	171	133	102	188	279	300	185
Weighted base	2004	976	1028	233	347	329	357	289	450	579	539	539	437	489	174	84	230	170	180	148	102	194	264	280	176
NET: Ever repaired	687	357	330	150	159	140	127	57	53	309	194	208	155	131	70	30	61	47	58	46	32	53	117	106	67
	34%	37%	32%	64%	46%	43%	36%	20%	12%	53%	36%	39%	35%	27%	40%	36%	26%	28%	32%	31%	31%	27%	44%	38%	38%
NET: More than 10 years ago	13	9	4	-	1	4	4	-	4	1	1	3	3	5	1	1	3	-	1	1	-	2	-	3	1
	1%	1%	*	-	*	1%	1%	-	1%	*	*	1%	1%	1%	1%	1%	1%	-	*	1%	-	1%	-	1%	*
Within the last five years	632	327	305	145	148	126	118	55	40	293	180	197	140	115	62	29	56	43	53	39	32	47	111	95	65
	32%	34%	30%	62%	43%	38%	33%	19%	9%	51%	33%	37%	32%	24%	35%	34%	24%	25%	29%	26%	31%	24%	42%	34%	37%
6-10 years ago	42	21	21	4	10	10	5	2	9	15	13	7	12	10	7	-	2	5	4	5	-	3	6	8	2
	2%	2%	2%	2%	3%	3%	1%	1%	2%	3%	2%	1%	3%	2%	4%	-	1%	3%	2%	4%	-	2%	2%	3%	1%
11-15 years ago	7	5	3	-	1	3	1	-	2	1	1	1	3	2	1	1	2	-	1	1	-	-	-	1	1
	*	*	*	-	*	1%	*	-	1%	*	*	*	1%	*	1%	1%	1%	-	*	1%	-	-	-	*	*
16-20 years ago	3	3	-	-	-	1	1	-	-	-	-	3	-	-	-	-	1	-	-	-	-	1	-	1	-
	*	*	-	-	-	*	*	-	-	-	-	*	-	-	-	-	1%	-	-	-	-	*	-	*	-
More than 20 years ago	3	2	1	-	-	-	1	-	2	-	-	-	-	3	-	-	-	-	-	-	-	2	-	1	-
	*	*	*	-	-	-	*	-	*	-	-	-	-	1%	-	-	-	-	-	-	-	1%	-	*	-
Never owned one	81	28	53	5	-	-	5	7	65	5	10	20	11	41	6	2	8	8	12	4	3	17	6	8	7
	4%	3%	5%	2%	-	-	1%	2%	14%	1%	2%	4%	2%	8%	3%	3%	3%	5%	7%	3%	3%	9%	2%	3%	4%
Never had one repaired	1233	589	644	78	188	187	224	225	331	266	335	311	270	318	98	52	162	115	111	98	67	124	139	166	102
	62%	60%	63%	34%	54%	57%	63%	78%	74%	46%	62%	58%	62%	65%	56%	62%	70%	67%	61%	66%	66%	64%	53%	59%	58%
Don't know	3	2	2	-	-	2	1	-	*	-	1	1	2	-	1	-	-	-	-	1	-	-	2	*	-
	*	*	*	-	-	*	*	-	*	-	*	*	*	-	*	-	-	-	-	*	-	-	1%	*	-