



# Information Sheet – Questions and Answers





## What is the English Housing Survey?

The English Housing Survey (EHS) is an official government study and is the main source of information on people's housing circumstances and the condition and energy efficiency of homes in England.

The survey collects up-to-date information about all types of households and their homes – whether they are owners or rent from a local authority, housing association or private landlord.



## Why are you choosing this address?

We want to ensure that all types of housing across England are represented. However, to visit every home in England would take too long and cost too much so we have selected a number of addresses in different regions. These were chosen at random and once chosen cannot be replaced with another. This way we can be sure we collect information on a true cross-section of properties. Addresses that are vacant are of particular policy interest to MHCLG.



## How is the English Housing Survey data used?

During the survey, we collect information regarding the design, condition and energy efficiency of the address and also environmental data regarding the nature and condition of the wider area in which the address is located. The Government uses this information to:

- Measure whether housing conditions are getting better or worse, and how satisfied people are with their home and neighbourhood.
- Monitor the Government's aim to ensure that homes are of high quality and sustainable.
- Show whether the steps taken to improve energy efficiency and cut carbon emissions in both public and private housing are working; and
- Target housing policies and resources. The survey's results are used to ensure that funding is directed to the people and regions where it is most needed.



## Who carries out the survey?

The survey is carried out by NatCen Social Research (NatCen) and CADS Housing Surveys (CADS) on behalf of the Ministry of Housing, Communities and Local Government (MHCLG). There are normally two parts to the survey:

First, where an address is occupied, a NatCen interviewer conducts an interview with a member of the household. Following the interview, CADS arrange for a professionally qualified surveyor to visit the address in order to assess its condition and energy efficiency.

Where the NatCen interviewer finds that an address appears to be vacant, the case is also passed through to CADS so that a surveyor can assess its condition and energy efficiency in the same way as for occupied properties. Wherever possible, the surveyor will visit by appointment, at a mutually convenient time.



## What will the surveyor do?

Our surveyor will need around half an hour surveying the inside of your home and about the same outside, to assess the design, condition and energy efficiency.



## Will the information be treated in confidence?

Yes. We will treat your information in confidence in accordance with the UK General Data Protection Regulation. The results collected are used for research purposes only and no-one looking at the findings will be able to identify you or your home in any way. Your information will be used by MHCLG and their counterparts in the Department for Energy Security & Net Zero (DESNZ) for the production of statistics only.

Data protection legislation sets out when we are lawfully allowed to process your data. The lawful basis that applies here is that we are performing a task in the public interest. Your personal details will be known only to the teams carrying out the survey and processing the survey results at NatCen Social Research, CA Design Services (CADS), Building Research Establishment, MHCLG and DESNZ.

The Data Protection Officer can be contacted at [dataprotection@communities.gov.uk](mailto:dataprotection@communities.gov.uk). MHCLG is the data controller. If you wish to lodge a complaint you can do so by contacting NatCen Social Research on: [info@natcen.ac.uk](mailto:info@natcen.ac.uk) or 0800 652 4572, quoting your reference number printed on the attached letter.

If we are not able to resolve your complaint you can contact the Information Commissioner's Office. Your name and address will be stored separately from your survey answers, we will never pass on your name or address to anyone else outside the research team. Your personal data will be stored securely.

Participation in the research is not compulsory. We hope that you will choose to take part as we rely on the voluntary cooperation of people invited.



More information about the survey is available from the MHCLG website:  
[www.gov.uk/government/collections/english-housing-survey](http://www.gov.uk/government/collections/english-housing-survey)

The EHS survey team:



Ministry of Housing,  
Communities &  
Local Government

MHCLG is the government department that sponsors the EHS to collect information on the changing trends in housing, the condition of the housing stock and the characteristics of the households living in different types of housing. The Building Research Establishment work with MHCLG on the development and analysis of the survey.

## National Centre for Social Research

NatCen Social Research is Britain's largest independent research organisation. NatCen Social Research conducts the household interview for the EHS.

[www.natcen.ac.uk](http://www.natcen.ac.uk)



Housing  
Surveys

CADS Housing Surveys will be conducting the visual inspection of the property using professional surveyors to assess housing conditions and energy efficiency.

[cadsonline.com/ehs](http://cadsonline.com/ehs)

Please contact the EHS Helpline on 020 3131 3179 to make an appointment for the surveyor to call.

You may wish to note the details of the appointment here:

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Name of surveyor: \_\_\_\_\_