

## New Homeowner Survey

Thank you for agreeing to participate in this study. Your answers are confidential and no identifying information will be published or passed to another person. Your participation will help us find out what sorts of things people are looking for in a new home. This survey has University of Western Sydney ethics approval (reference H6886). You can contact Jane Bringolf if you have any questions about the study (Mobile: 0417 231 349) or email [j.bringolf@uws.edu.au](mailto:j.bringolf@uws.edu.au).

Please answer the questions marking the tick boxes  or the spaces provided. Any extra comments can be added in the spaces provided and at the end of the form. Participation is voluntary and return of the survey form will be regarded as consent to participate. Please see the accompanying Information Sheet for more details. The survey will take 10-15 minutes.

**Project Title: Inhibitors and facilitators of universal design in the built environment industry with emphasis on new-build dwellings: social, political and economic implications**

1. Are you Female  Male

2. To which age group do you belong?

18-30 years  31-45 years  46-60 years  61+ years

3. How long have you lived in your new house? ..... years .....months

4. How many people live in your house? .....

5. What is their relationship to you?

*(e.g. are they your wife, son, mother, lodger.)*

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6. Is your house

Single storey (one level)

Two storey

Three storey

Split level

Other - *please specify* .....

7. When you were deciding on your new home, what building features were you looking for?

*Please indicate on the chart the level of importance for each feature.*

|                                  | Very Important          | Important | Neutral | Not Very Important | Not at all Important |
|----------------------------------|-------------------------|-----------|---------|--------------------|----------------------|
| 7a Number of Bedrooms            | ----- ----- ----- ----- |           |         |                    |                      |
| 7b Number of bathrooms / toilets | ----- ----- ----- ----- |           |         |                    |                      |
| 7c Size of living rooms          | ----- ----- ----- ----- |           |         |                    |                      |
| 7d Size of garden space          | ----- ----- ----- ----- |           |         |                    |                      |
| 7e Number of garages             | ----- ----- ----- ----- |           |         |                    |                      |
| 7f One storey                    | ----- ----- ----- ----- |           |         |                    |                      |
| 7g Two storeys                   | ----- ----- ----- ----- |           |         |                    |                      |

Other – *please specify* .....

8. When you were deciding on your new home, what design features were you looking for?

*Please indicate on the chart the level of importance for each feature.*

|   | Very Important          | Important | Neutral | Not Very Important | Not at all Important |
|---|-------------------------|-----------|---------|--------------------|----------------------|
| 8a Open plan living                       | ----- ----- ----- ----- |           |         |                    |                      |
| 8b Lots of natural light                  | ----- ----- ----- ----- |           |         |                    |                      |
| 8c Energy and water saving features       | ----- ----- ----- ----- |           |         |                    |                      |
| 8d Style of kitchen fixtures and fittings | ----- ----- ----- ----- |           |         |                    |                      |



Very Important    Important    Neutral    Not very Important    Not at all Important

8e Style of bathroom fixtures and fittings \_\_\_\_\_

8f Outdoor living space - alfresco / patio / veranda \_\_\_\_\_

8g Lots of storage space \_\_\_\_\_

8h Modern look externally and internally \_\_\_\_\_

Other – please specify.....

The following questions are about your relationship with the building company and how they treated you as a client.

9. Did it matter to you who the builder was?

- Very important
- Somewhat important
- Not very important
- Not important at all

10. When choosing your new home, did you ask for changes to the floor plan?

- Yes
- No  *Go to question 17*

11. Was the building company happy to make these changes?

- Happy to include all
- Happy to include most
- Not happy but included all or most anyway
- Would only include some
- Would not include any

12. What changes did you want?

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13. Why did you want these changes?

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.....  
.....

14. If some or all of your changes were refused, what reason were you given?

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.....

15. Did you think the building company wanted too much money for any of your changes?

- Yes, I thought they wanted too much for one or more changes
- No, I thought the charges were reasonable for all my changes
- They wanted a lot more for some but the others were reasonable

What changes seemed to cost too much?

.....  
.....

16. Did you go ahead with these changes in spite of the cost?

- All of them
- None of them
- Some of them
- Cost not an issue

17. Overall, how would you rate the way the building company treated you as a client?

- Excellent
- Very good
- Satisfactory
- Less than satisfactory
- Poorly

Comment.....

The following questions ask you about things you may not have considered before.

18. When choosing your new home and its design, did you ever think about incorporating design features for:

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| 18a. Elderly relatives who need to use a walking frame or wheelchair                         | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 18b. A family member having an accident and needing to use crutches or a wheelchair          | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 18c. A family member or visitor with poor eyesight   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 18d. Being able to push a baby stroller or shopping trolley in and out the front door        | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 18e. Being able to easily move furniture in and through the house                            | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 18f. Being able to reach switches and controls if you can't bend over or are in a wheelchair | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 18g. Getting old and frail, or chronically sick and needing help with things like showering  | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

19. Did you try to incorporate any design features to help make life easier for people who are ageing or have a disability?

- Yes
- No  *go to question 22*

20. If yes, was the builder happy to help you with the design features?

- Very helpful
- Somewhat helpful
- Not very helpful
- Very unhelpful
- Told me to ask someone else

Comments.....

21. Why did you decide to build a new house and not move to an existing house?

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23. Why did you choose this location to build your new home?

- Close to family and friends
- Land price
- Close to amenities - schools  
shops, public facilities
- Close to place of work
- Close to public transport
- Other – please specify .....
- .....

24. Overall, are you happy with the design and fit out of your new home?

- Very satisfied
- Mostly satisfied
- Generally satisfied
- Less than satisfied
- Not satisfied at all

25. What do you like most about your new home?

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26. In hindsight, what would you change about the design of your new home?

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.....

.....

27. Would you build a new home again?

- Yes
- No
- Maybe

28. Would you use the same building company again?

Yes

No

Maybe

Please add any other comments about the design of your home and your experience with the building company.

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Thank you for completing the survey.

If you have any questions about the survey or the findings, please contact Jane Bringolf by email [j.bringolf@uws.edu.au](mailto:j.bringolf@uws.edu.au) or by mobile phone on 0417 231 349.

**Returning this form**

You can return this form by fax or reply paid via Australia Post (no stamp required).

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