

Survey of Listed Buildings Owners (2017)

A final report submitted to Historic England



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Executive Summary

Overview

In 2016, Historic England (formerly English Heritage) commissioned Ecorys UK and Alastair Coey Architects to undertake a survey of listed residential property owners and a comparison survey of owners of residential properties in Conservation Areas. The surveys build on the work of a previous round of surveys completed in 2015 as part of Heritage Counts 2015. 2017 also marks the 50th Anniversary of Conservation Areas.

The 2017 surveys have been sponsored by Ecclesiastical Insurance Group (EIG), a specialist insurer of heritage and faith properties, fine art, charities, educational establishments and private clients. Through their sponsorship EIG were keen to understand listed building owners' experiences of insuring historic buildings.

Methodology

A random quota sample of property owners were invited by letter to participate in the survey. The invitation included options for an online, postal or telephone response.

- The listed building survey was posted to 10,530 listed property addresses. A total of 1,345 responses were received for an overall response rate of 12.8%.
- The Conservation Area survey was posted to 3,500 addresses in designated Conservation Areas. A total of 292 responses were received for an overall response rate of 8.3%.

Findings

Property owners still report a strong sense of the national and local cultural significance of their listed buildings and properties in Conservation Areas. It is generally felt that listed building consent requirements and Conservation Area regulations are an appropriate and effective way of maintaining properties and safeguarding their cultural value.

A large proportion of property owners regard builders or craftspeople as their first source of information for advice on repairs and maintenance. A significant proportion of owners don't know where to go for advice on other issues relating to repairs and maintenance.

Property owners generally do not have difficulties in finding professionals to advise or undertake work or to find suitable building materials. A minority do find it difficult to find professional expertise and materials and this may indicate a supply problem locally or nationally. Listed Building owners do find it more difficult to find affordable building materials than Conservation Area property owners – most likely due to the specific needs of their property.

Satisfaction with the planning process is generally high. However there is a significant level of dissatisfaction that is partially, but not entirely, due to outcome of the application.

Listed building owners in particular appear to be undertaking a significant amount of commercial activity at their properties.

Listed building and Conservation Area property owners both find it fairly easy to find appropriate building insurance. While listed building owners find it noticeably more difficult – due to the specialist requirements of their properties – most do manage to find insurance. Owners are aware of a large range of large and small providers.

Listed building owners and owners of properties in Conservation Areas appear to use different insurance providers. This is likely to represent the specialist nature of listed building insurance. It is not clear whether historic property owners are seeking and receiving appropriate insurance advice. There is a risk that historic properties are not being adequately insured for repair or reinstatement.

There is a significant amount of homeworking reported by respondents in listed buildings and Conservation Area properties. This dual residential-commercial use has implications for the type of insurance required and the level of maintenance necessary.

Survey respondents to the listed building survey do not engage with Historic England's social media in large proportions but they do appear ready to engage with Historic England. Two-thirds of respondents were interested in participating in the 'Enrich the List' initiative.

Recommendations

It is recommended that:

- Historic England should seek to engage with professional bodies in the building trades in order to provide them with the information to correctly advise listed building owners.
- Historic England should work with the insurance sector to ensure that historic property owners receive appropriate advice and information about insurance.
- The heritage sector should explore the supply of professional expertise and materials to determine whether local or national shortages exist. This study should also assess the potential impact of Brexit on the supply of expertise and materials.
- Further investigation of commercial activities is undertaken to understand the exact scale and nature of commercial activity at historic properties. This will allow Historic England to ensure that guidance is relevant and will improve understanding of the economic contribution made by the sector.
- Historic England should use the 'Enrich the List' initiative to develop their engagement with property owners to provide them with information about property repair and maintenance.

1.0 Key Findings

1.1 About the survey

Evidence was gathered in 2015 as to the experiences of listed residential building owners and Historic England wished to repeat this study again in 2016/17. Prior to 2015, research into listed buildings owners was based on small samples. One of the key reasons for this is the lack of a comprehensive data source identifying listed residential properties in England.

This issue has since been addressed – in 2015 Historic England commissioned consultants to create a list of postal addresses for all listed buildings from the National Heritage List for England (NHLE). The NHLE is the official database of all nationally designated heritage assets including listed buildings (<https://www.historicengland.org.uk/listing/the-list>). This contact list was used to identify the current owners of listed buildings.

The Listed Building Owners Survey 2017 has been sponsored by Ecclesiastical Insurance Group (EIG), a specialist insurer of heritage and faith properties, fine art, charities, educational establishments and private clients. EIG is owned by a registered charity and is one of the UK's Top Company Donors to charity according to the UK Guide to Company Giving 2014–2015. Through their sponsorship EIG were keen understand listed building owners experiences of insuring historic buildings.

In this report, Listed Building survey data is shown first followed by the equivalent Conservation Area survey data for comparison.

1.2 Property characteristics




1.2.1 Type of property

Listed Buildings

Almost all properties (97%) were their owner's primary residence and 96% of properties were freehold in the 2017 survey (89% in 2015).

In the 2017 survey, over three-fifths (61%) of respondents properties were detached.

Table 1.1: Selected respondent listed building property types

Property type		2017 survey	2015 survey
Detached		61%	38%
Mid or end terraces		18%	28%
Flats or apartments		1.5%	7%





N = various (all those that answered the question).

The proportion of respondents living in flats or apartments has reduced in 2017. This may be due to the address file cleaning process which is more likely to remove this type of property address. More information is available in the methodology section of this report at section 2.2.1.1.

Conservation Areas

In the 2017 survey, over 85% of Conservation Area respondent's properties were detached, semi-detached or terraced.

Table 1.2: Selected respondent conservation area property types

Property type		2017 survey	2015 survey
Detached		31%	31%
Semi-detached		29%	20%
Mid or end terraces		25%	33%
Flats or apartments		9%	9%

N = 283 – 2017 survey, 146 – 2015 survey (all those that answered the question).

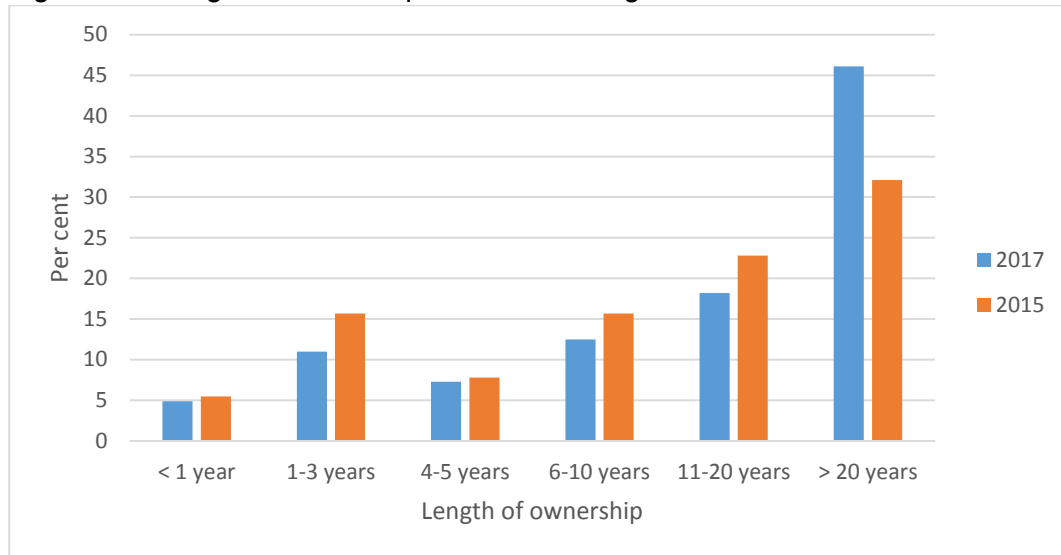
As for the Listed Building survey, the proportion of flats or apartments among Conservation Area responses may have been influenced by the address file cleaning process. More information is available in the methodology section of this report at section 2.2.1.1.

1.2.2 Length of ownership

Listed Buildings

Almost half of respondents (46%) had owned their property for more than 20 years.

Figure 1.1: Length of ownership of listed building

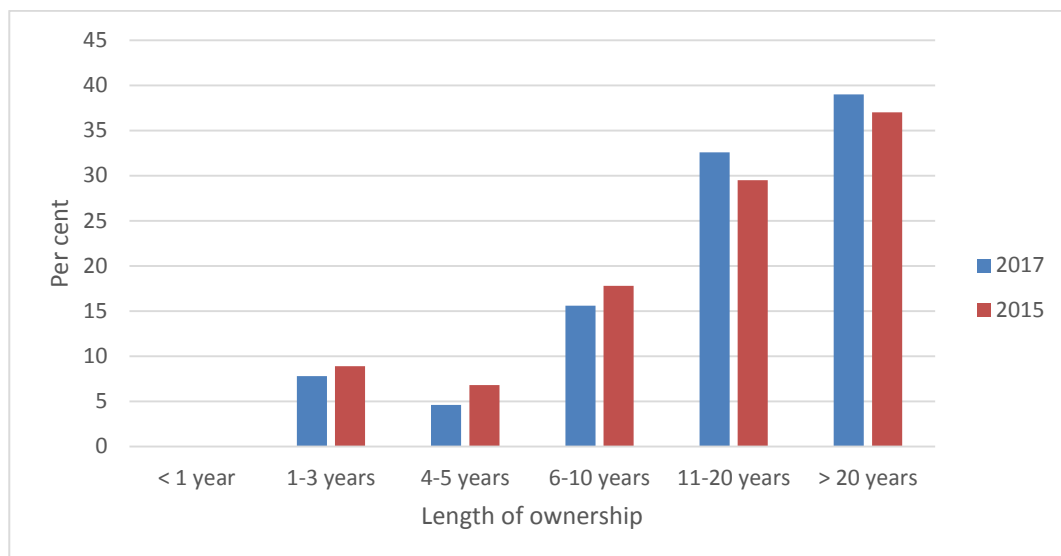


N = various (all those that answered the question).

Conservation Areas

Almost two-fifths of Conservation Area respondents (39%) had owned their property for more than 20 years.

Figure 1.2: Length of ownership of conservation area properties



N = 282 – 2017 survey, 146 – 2015 survey (all those that answered the question).

1.2.3 Perceived importance of their property

Listed Buildings

Survey respondents felt that their listed building was historically important locally or nationally.

- 94% thought that their listed property was important or very important to the character of the local area. (93% in 2015 survey)
- 70% thought that their listed property was important or very important to national history. (66% in 2015 survey)

A feeling of intrinsic social or cultural value was also reflected in perception of the value of listed building consent.

- 87% of respondents agreed or strongly agreed that the requirement to obtain listed building consent is important to protect the architectural and historic character of the listed property. (89% in 2015 survey)

Conservation Areas

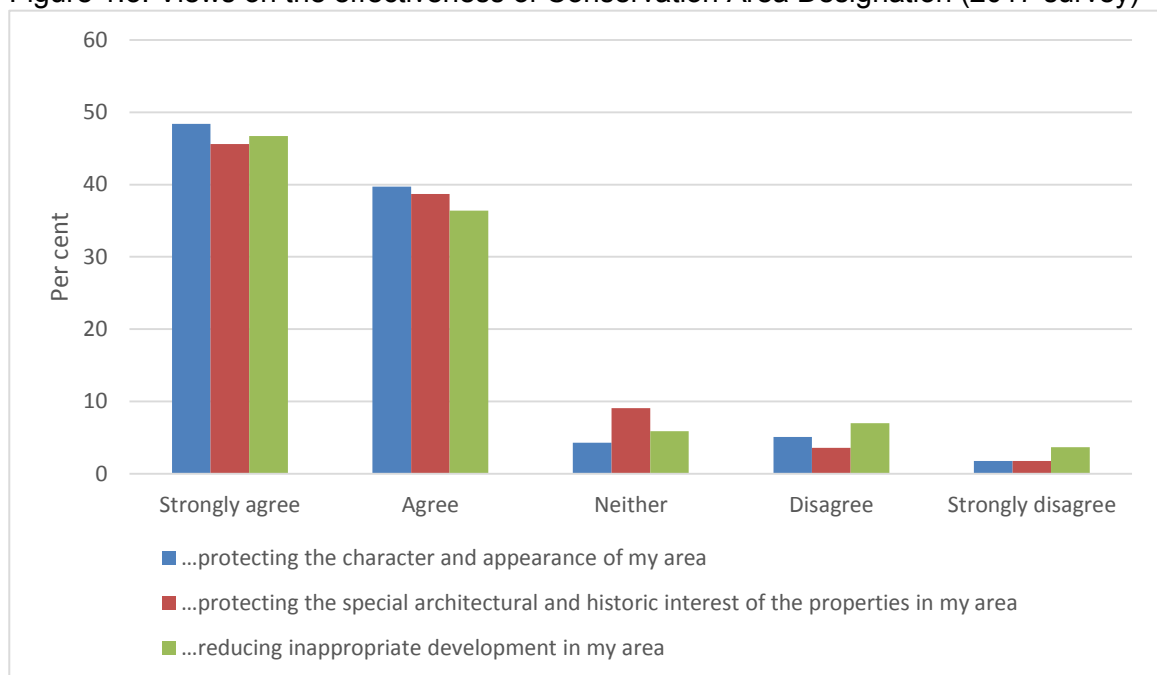
Conservation Area survey respondents felt that their property was historically important locally or nationally.

- 84% thought that their property was important or very important to the character of the local area. (79% in 2015 survey)
- 51% thought that their property was important or very important to national history.

A large majority of respondents were positive about the benefits of Conservation Area Designation (CAD).

- 88% agreed or strongly agreed that CAD is effective in protecting the character and appearance of my area
- 84% agreed or strongly agreed that CAD is effective in protecting the architectural and historic interest of the properties in my area
- 83% agreed or strongly agreed that CAD is effective in reducing inappropriate development in my area

Figure 1.3: Views on the effectiveness of Conservation Area Designation (2017 survey)



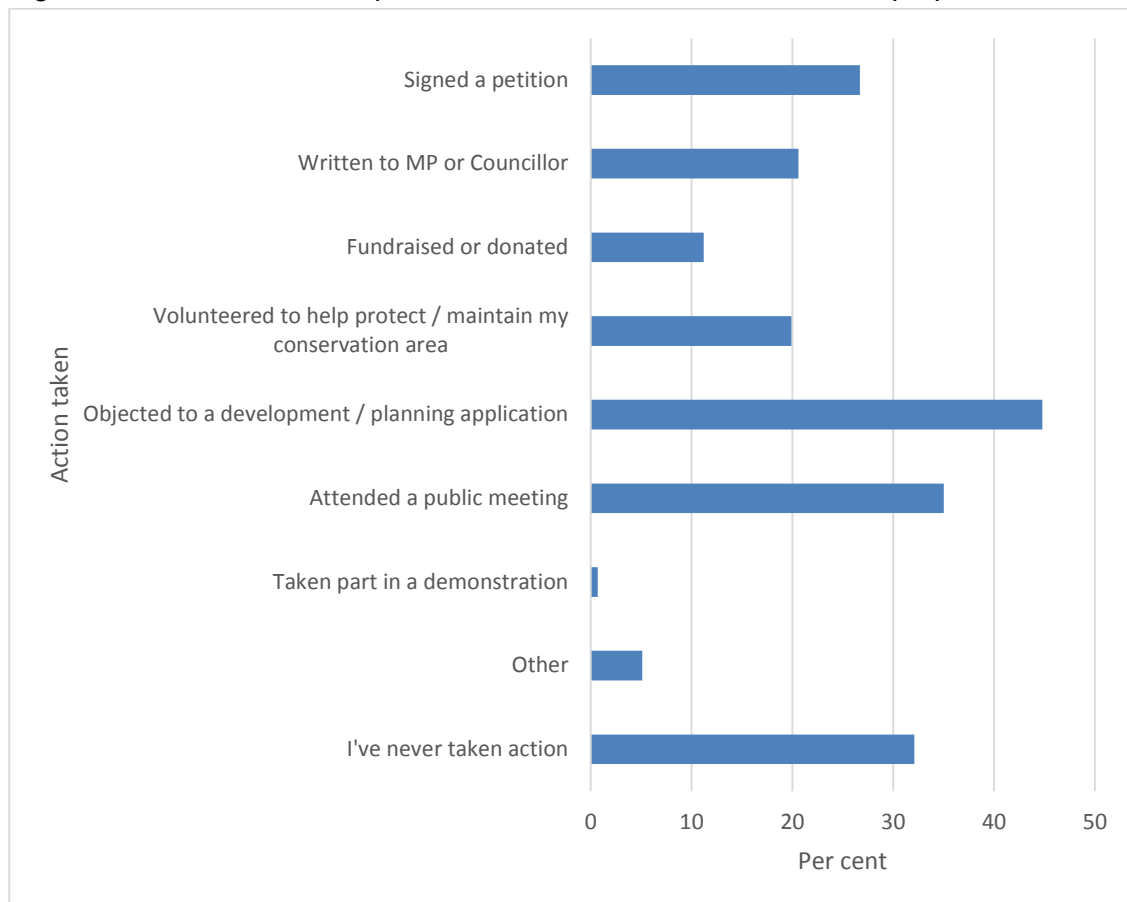
N = various (all those who answered the question).

Respondents were asked about actions they had ever undertaken to protect their Conservation Area or the properties within it.

Over two thirds (68%) had taken some action to protect their Conservation Area at some point. The most common actions taken were:

- Objection to a development or planning application (45%)
- Attending a public meeting about the Conservation Area (35%)

Figure 1.4: Actions taken to protect their local Conservation Area or properties within it



N = 277 (all those who answered the question).

1.3 Planning

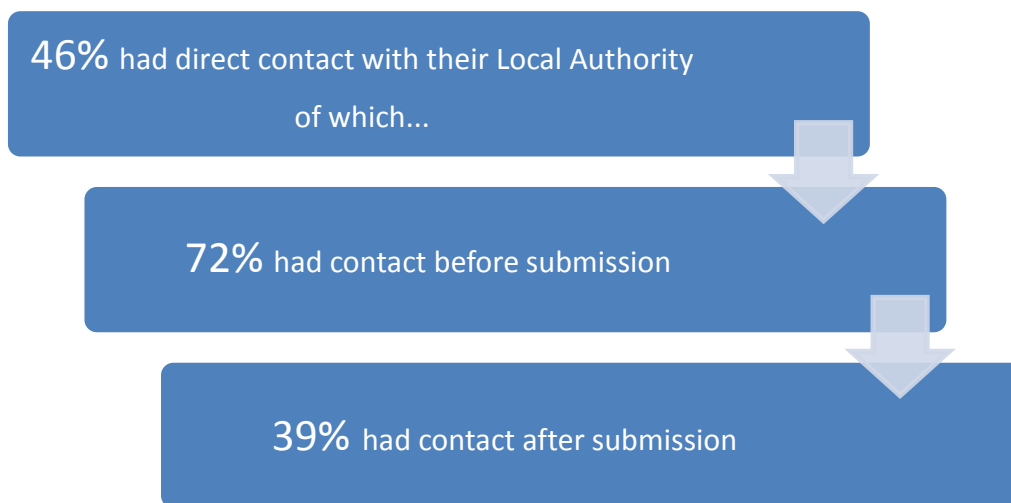
1.3.1 Contact with the Local Authority

Listed buildings

Almost half (46%) of respondents had had direct contact with a Local Authority about planning matters in the last 5 years. Of these, almost a quarter (24%) had paid for advice received.

The majority of respondents who had direct contact with their Local Authority had contacted them before submitting an application (72%).

Figure 1.5: Contact with Local Authority about a planning application in the last 5 years



N = 585 (all those who had contacted their Local Authority in the last 5 years).

Note: respondents could select more than one option.

Of those respondents who had contacted their Local Authority about a planning application in the last five years, almost a quarter (24%) had paid for the advice received.

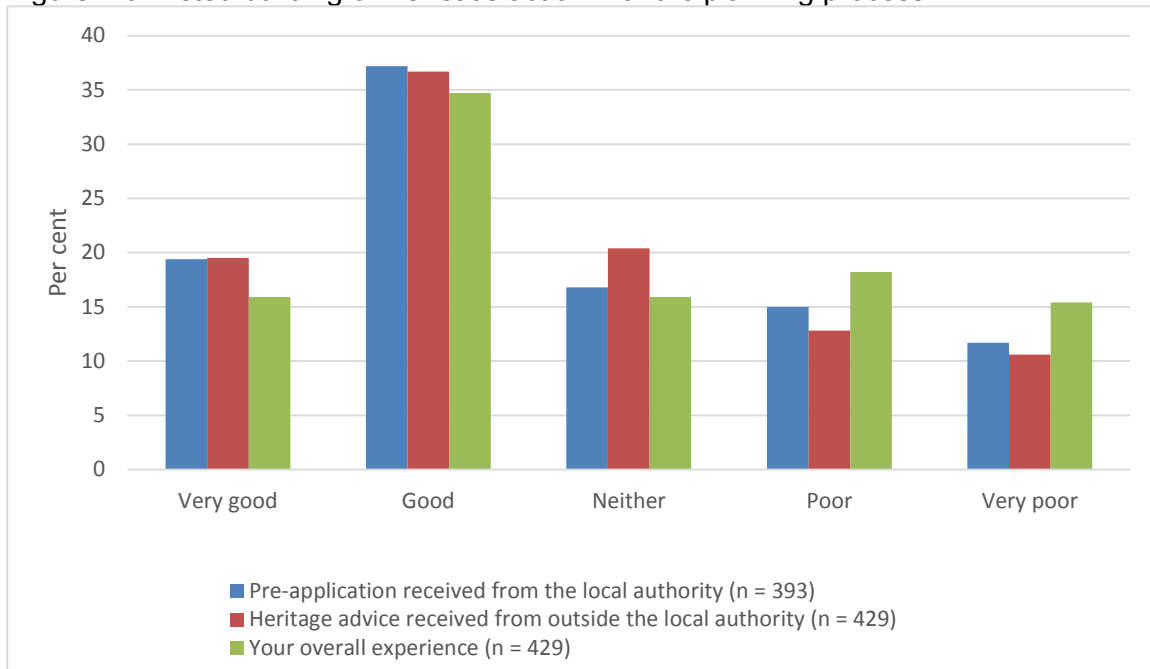
1.3.2 Experience of and satisfaction with the planning process

Listed buildings

Overall, satisfaction with different aspects of the planning process was high.

- Over half of respondents (57%) thought that the pre-application advice received from the Local Authority was good or very good.
- Over half (56%) of respondents thought that the time taken for the planning permission process was good or very good.
- Overall, half (51%) of respondents rated their overall experience of the planning process as good or very good.

Figure 1.6: Listed building owner satisfaction with the planning process



N = various (all those who answered the question).

Note: excludes not received, not applicable and missing responses.

However, there is a significant minority of between a quarter and a third of respondents who were dissatisfied with the advice received or the process overall. Just over a third (36%) of respondents rated their overall experience as poor or very poor.

The outcome of a planning application appears to play a role in determining overall satisfaction:

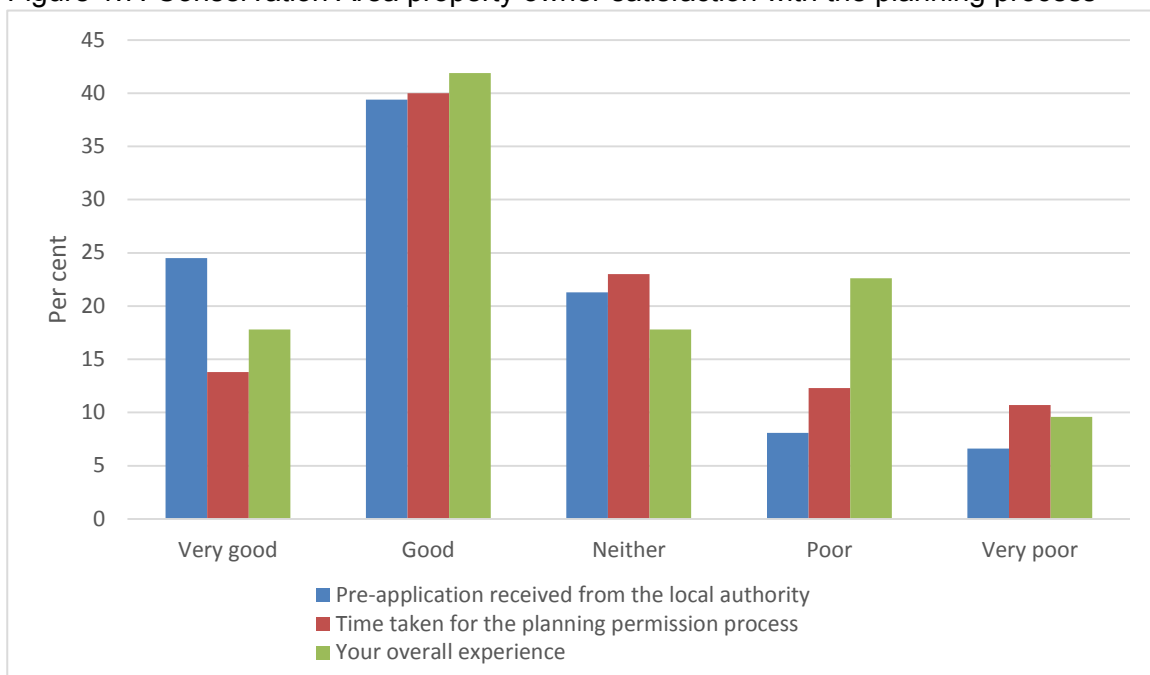
- 54% of those whose planning application was successful (393 respondents) thought the overall process was good or very good.
- 70% of those whose planning application was unsuccessful (27 respondents) thought that the overall process was poor or very poor.

Conservation Areas

Overall, satisfaction with different aspects of the planning process was high.

- Almost two-thirds of respondents (64%) thought that the pre-application advice received from the Local Authority was good or very good.
- Over half (54%) of respondents thought that the time taken for the planning permission process was good or very good.
- Overall, three-fifths (60%) of respondents rated their overall experience of the planning process as good or very good.

Figure 1.7: Conservation Area property owner satisfaction with the planning process



N = various (all those who answered the question).

Note: excludes not received, not applicable and missing responses.

A third of respondents (32%) reported that their experience of the planning process was poor or very poor.

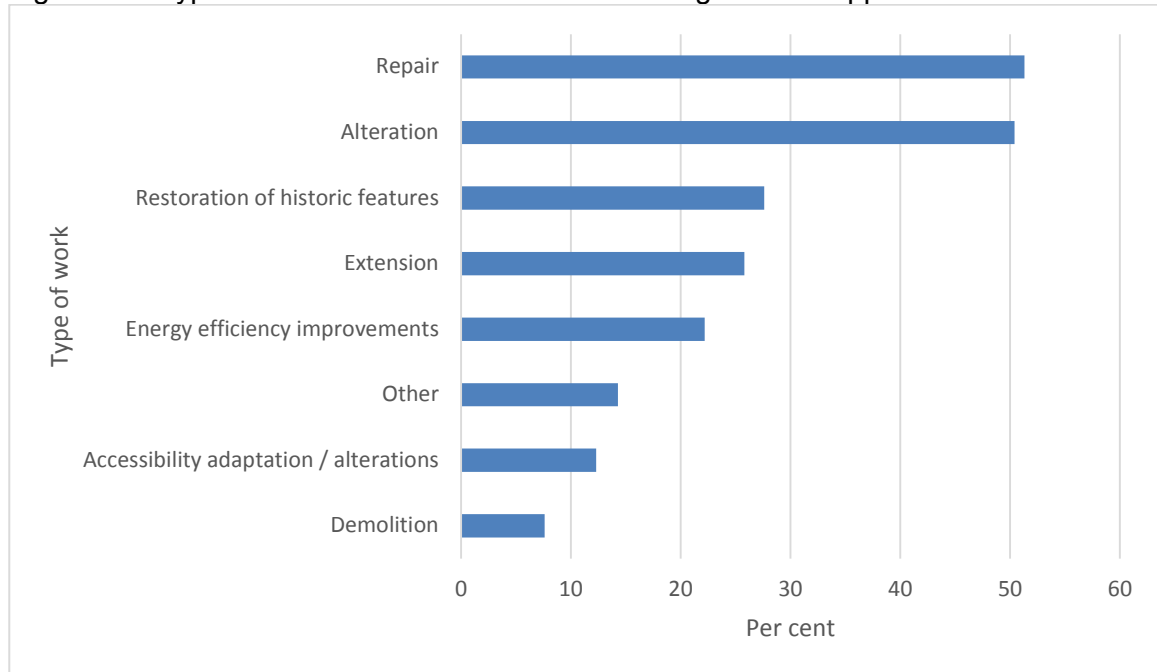
1.3.3 Listed building consent and planning applications

Listed buildings

Around a third (35%) of Listed Building respondents had applied for listed building consent in the last five years. Of those, three-quarters (75%) had also submitted a planning application in connection.

The type of works applied for are shown in figure 1.8 below.

Figure 1.8: Type of work included under listed building consent applications



N = 446 (all those who had applied for listed building consent in the last 5 years).

Note: respondents could select more than one response.

A further 12% of respondents had seriously considered applying for Listed Building consent within the last 5 years but had not done so.

Table 1.3: Reason(s) for not going ahead with a Listed Building consent applications

Reason	2017 Listed building survey	2015 Listed building survey
It was too costly to engage specialist professionals	30%	40%
The application process is too complex	27%	38%
I received a negative pre-application response from the Local Authority	22%	11%
I had difficulties finding specialist professionals who could advise me on the work	17%	19%
The supporting information I was required to provide was unreasonable	14%	not asked in 2015
There was local opposition to my plans	2%	3%

2017 N = 149; 2015 N = 136 (all those who had not gone ahead with a listed building consent application within the last 5 years).

Note: respondents could select more than one option.

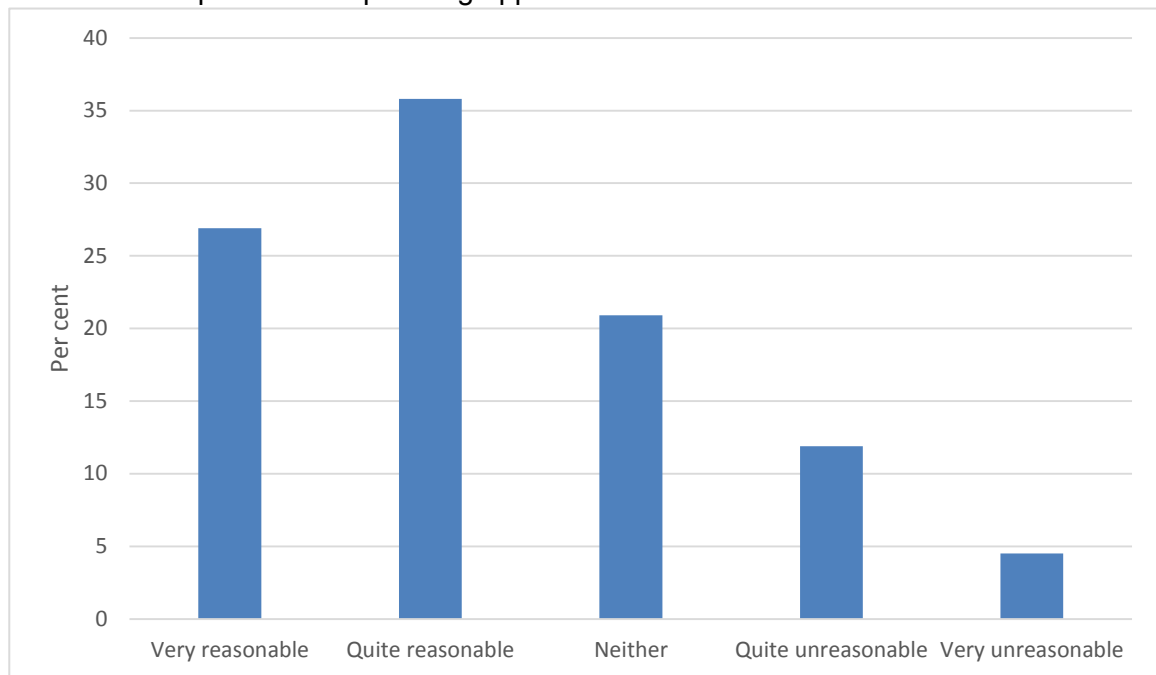
Conservation Areas

A quarter (26%) of respondents had applied for planning permission at least once in the last five years.

Almost two-thirds (63%) of respondents felt that the type and quantity of supporting information they were required to provide with their planning application was quite or very reasonable.

A sixth (16%) felt that it was quite or very unreasonable.

Figure 1.9: Conservation Area respondent views of the quantity and type of supporting information required with a planning application



N = 67 (all those who had applied for planning permission within the last 5 years who answered the question).

Note: excludes not received / not applicable responses.

1.4 Repairs and Maintenance

1.4.1 Finding expertise and materials



Listed buildings

Responses from property owners of listed buildings to the 2017 survey do not indicate that there are widespread difficulties in finding expertise or materials to undertake repairs and maintenance.

However, listed building owners do report that they find it more difficult to find affordable materials. While a quarter (25%) find it easy or very easy to do so, almost two-fifths (40%) find it difficult or very difficult.

Responses are consistent between the 2015 and 2017 surveys.

Table 1.4: Ease of finding expertise and materials for building works – proportion of Listed building owners reporting 'easy' or 'very easy'

 	2017 Listed building survey	2015 Listed building survey
Professionals who can advise on the work	47%	43%
Skilled professionals to undertake the building work	41%	41%
Suitable building materials	40%	41%
Affordable building materials	25%	23%

N = various (all those that answered the questions).


Note: excludes never sought and not answered.

Conservation Areas

Responses from property owners in Conservation Areas do not indicate that there are widespread difficulties in finding expertise or materials to undertake repairs and maintenance.

However, it appears that overall Conservation Area property owners find it easier to find expertise and materials than Listed Building owners.

Table 1.5: Ease of finding expertise and materials for building works – proportion of Conservation Area survey respondents reporting ‘easy’ or ‘very easy’

	2017 Conservation Area survey	2015 Conservation Area survey
Professionals who can advise on the work	57%	46%
Skilled professionals to undertake the building work	54%	45%
Suitable building materials	61%	55%
Affordable building materials	48%	41%

N = various (all those that answered the questions).

Note: excludes never sought and not answered.

1.4.2 Advice on repairs and maintenance

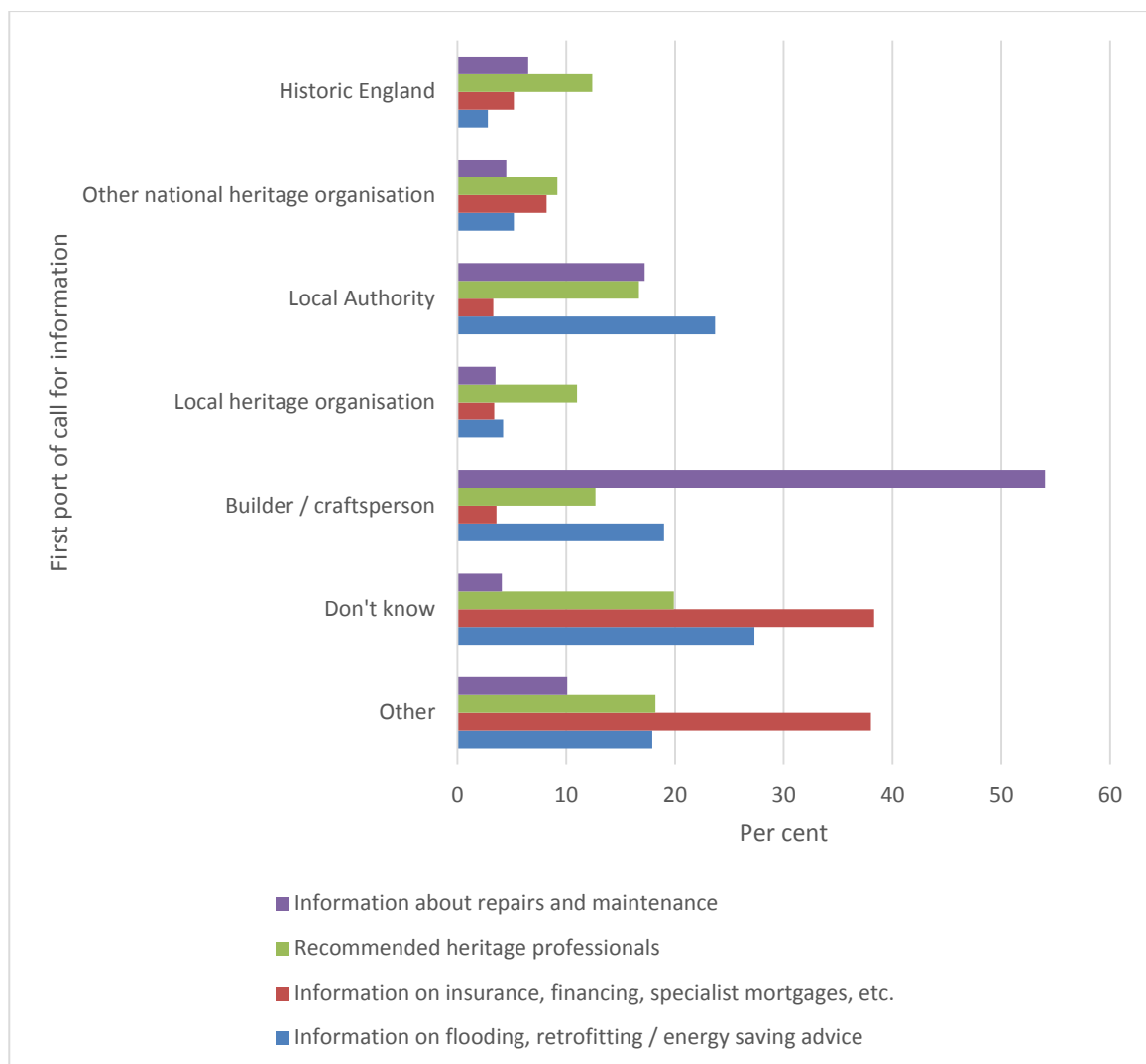
Listed buildings

Respondents' first port of call for advice varied according to the information required.

Builders and craftspeople would be the first port of call for over half (54%) of listed building owners looking for advice on repairs and maintenance.

For other areas, there was much less consensus in the responses over the first port of call. For recommended heritage professionals, insurance etc., and retrofitting / energy efficiency the most frequently selected option was "don't know".

Figure 1.10: First port of call for listed building owners looking for advice and guidance



N = various (all those who answered the question).

1.5 Homeworking and Commercial Activities

1.5.1 Homeworking

Respondents were asked if they were a homeworker which was defined as:

“someone who usually spends at least half of their work time using their home, either within their grounds or in different places, using it as a base”.

During data processing, the research team checked the responses to the homeworker question against respondent employment status.

A proportion of respondents who were *not* primarily employed (full time or part time) or self-employed also reported that they were a homeworker. As these respondents do not meet the definition of a homeworker provided, they have been treated as having responded ‘no’ during analysis.

The latest available official statistics on homeworking in the UK estimate that in 2015 13.7% of those in employment are homeworkers.¹

Listed buildings

Over a quarter (27%) of listed building owners reported that they were a homeworker. This is higher than the official UK estimate.

Conservation Areas

An eighth (12.3%) of Conservation Area survey respondents reported that they were a homeworker. This is similar to the official UK estimate.

¹ See:

www.ons.gov.uk/aboutus/transparencyandgovernance/freedomofinformationfoi/telecommutersremoteworker_sintheuk (checked 27 July 2017).

1.5.2 Commercial activities

Respondents were asked whether they ran any commercial activities at their property.

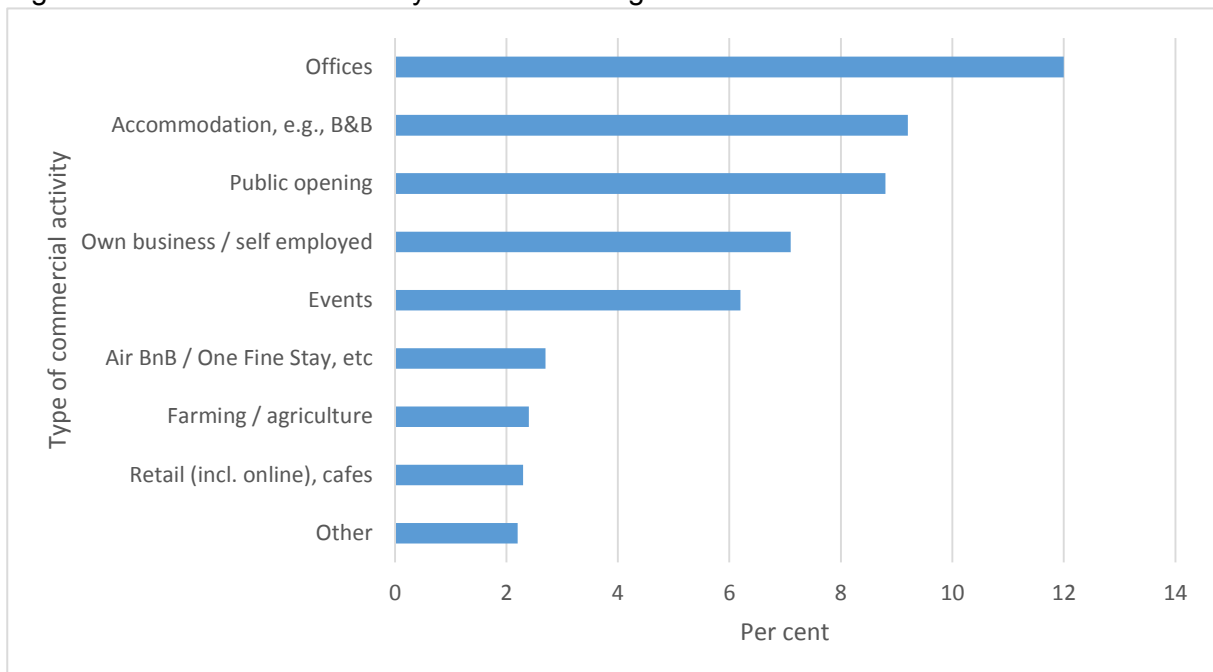
It is important to note the difference between homeworking and running commercial activities at a property. Commercial activities can be run from home as the main source of income (i.e., as a self-employed worker) but can also be run from dedicated office space off-site, managed by a third party or run by the homeowner as a secondary source of income.

Listed buildings

A majority of Listed Building respondents (79%) do not but a fifth (21%) do undertake some sort of commercial activity.

- 12% of respondents indicated that they had office space at their property.
- 9% indicated that they provided accommodation such as bed and breakfast or cottage rental, while 3% provided Air BnB / One Fine Stay or similar.
- Around 7% of respondents were self-employed or running a business from home.
- Over 2% were involved in farming or agriculture.

Figure 1.11: Commercial activity at listed buildings



N = 1,113 (all those who answered the question).

Note: accommodation includes the rental of dedicated private rooms or outbuildings. Air BnB / One Fine Stay offer short-term rentals of lodgings within the home.

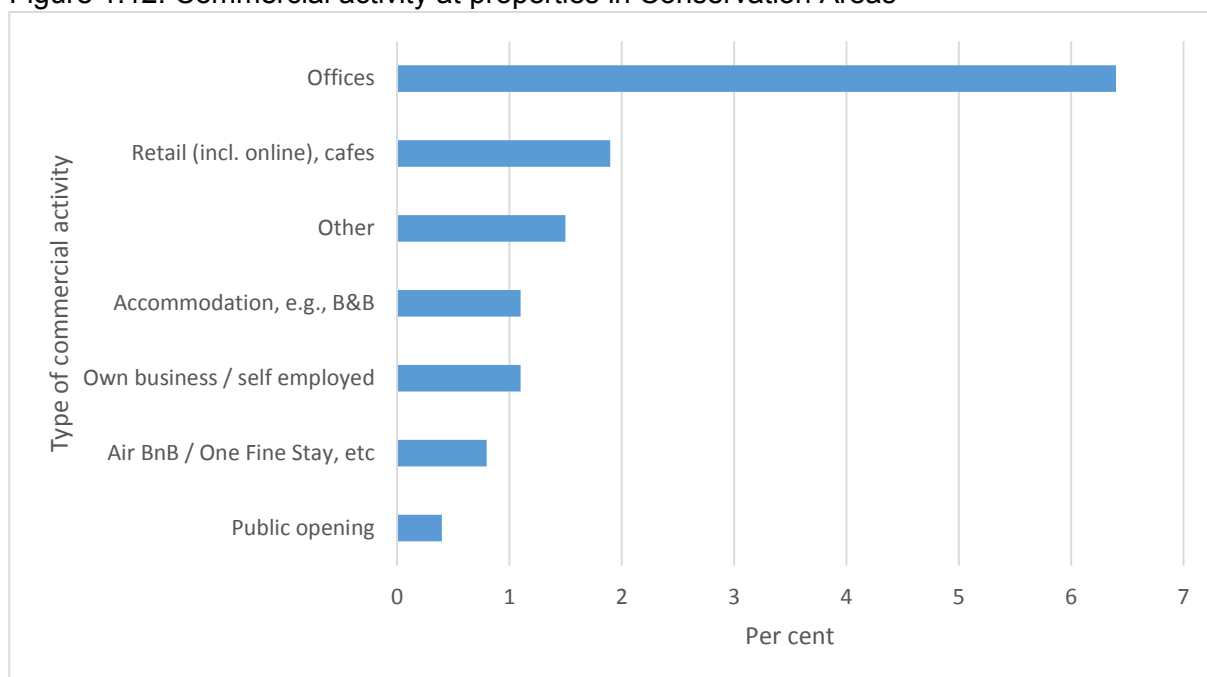
Commercial activities appear to be more common in detached properties. Therefore, to some extent the commercial activities reported by listed building owners could be a result of the larger proportion of detached properties in the sample. However, the sample size for several other property types is too low for comparison across all types.

Conservation Areas

A majority of Conservation Area property owners (90%) do not but a tenth (10%) do undertake some sort of commercial activity.

- Over 6% of respondents indicated that they had office space at their property.
- All other types of commercial activities were undertaken by <2% of respondents.

Figure 1.12: Commercial activity at properties in Conservation Areas



N = 265 (all those who answered the question).

Note: accommodation includes the rental of dedicated private rooms or outbuildings. Air BnB / One Fine Stay offer short-term rentals of lodgings within the home.

1.6 Insurance

1.6.1 Finding listed buildings / buildings insurance

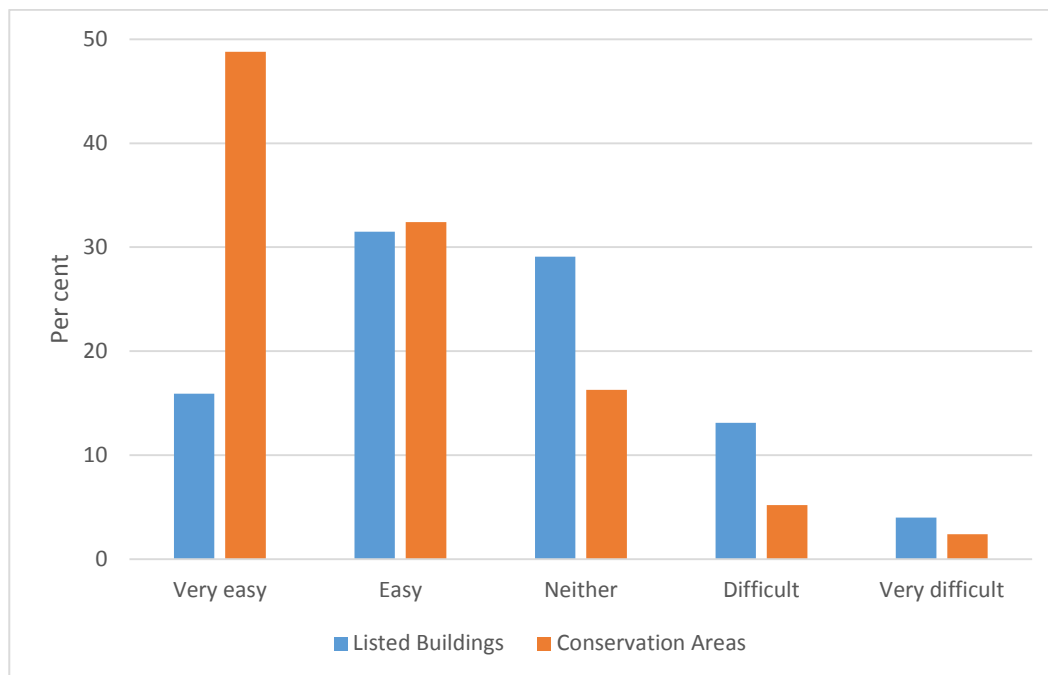
Listed building property owners do not appear to have trouble finding listed building insurance.

Almost half (47%) of listed building respondents felt it was easy or very easy to find listed buildings insurance.

However, around a sixth (17%) of listed buildings respondents felt it was difficult or very difficult. Property owners seem to have been able to overcome any difficulties as almost all report that they have buildings and contents insurance.

Owners of properties in Conservation Areas find it much easier to find buildings insurance. 81% found it easy or very easy compared to 8% who found it difficult or very difficult.

Figure 1.13: Ease of finding listed building insurance / building insurance



*N: 1,171 (listed buildings); 263 (Conservation Areas).
Note: excludes don't know / not applicable responses.*

1.6.2 Awareness of listed building / building insurance providers

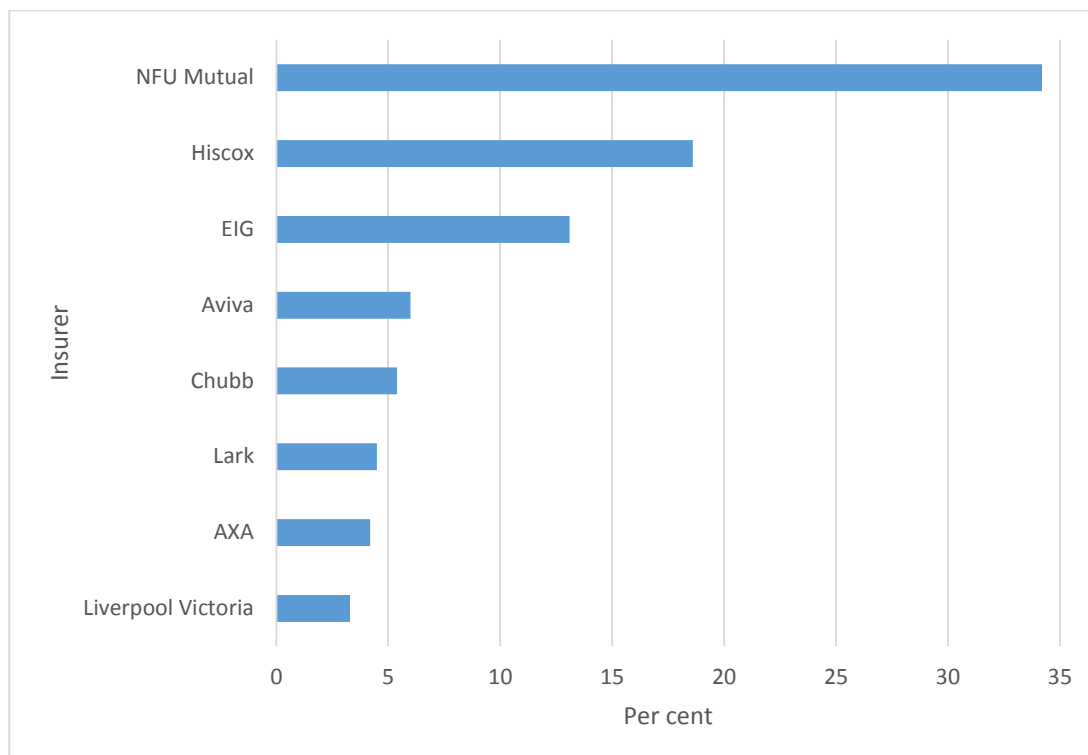
Respondents were asked to name the top two names that came immediately to mind of insurers for listed buildings. Around half of all survey respondents gave an answer and most of those provided two names.

Of those who answered the question, the top three answers were NFU Mutual (34%), Hiscox (18%) and EIG (13%).

No other insurance provider was named by more than 6% of respondents. Respondents often named a provider outside of the 'top 8' – 92% named another 'smaller' provider.

Although NFU Mutual, Hiscox and EIG appear to have strong levels of awareness among property owners they also seem aware of a large number of other insurance providers.

Figure 1.14: Top 8 'Top of mind' listed building insurance providers named by survey respondents



N = 666 (all those who answered the question).

Note: respondents could provide names of up to two providers.

It is possible that the EIG figure has been influenced (i.e., increased) by the presence of the logo on the first page of the questionnaire. This would also be the case in the Conservation Area survey. All being equal, as listed building owners were more likely to mention EIG as 'top of mind' than Conservation Area owners (13% vs 3%) it is likely that listed building owners are generally more aware of EIG.

1.6.3 Current insurance providers

Listed building owners

When asked about their current insurance providers, the ‘top of mind’ insurers dominated the responses of listed building owners.

Among those who answered the question, **NFU Mutual** remained the top provider in both buildings and contents insurance categories.

EIG was the 4th most frequently named provider of both buildings and contents insurance.

Over half of respondents named an ‘other’ buildings or contents insurer outside of the top eight. This indicates a diverse and competitive market with a wide range of providers.

Table 1.6: ‘Top of mind’ listed building insurers compared to actual building and contents insurance providers

Rank	‘Top of mind’ insurers		Buildings insurance		Contents insurance	
	Insurer	%	Insurer	%	Insurer	%
1	NFU Mutual	34.2	NFU Mutual	18.5	NFU Mutual	17.8
2	Hiscox	18.6	Aviva	5.9	Aviva	6.1
3	EIG	13.1	Hiscox	5.1	Hiscox	5.1
4	Aviva	6.0	EIG	4.8	EIG	4.5
5	Chubb	5.5	AXA	3.7	Lark	3.8
6	Lark	4.5	Lark	3.6	AXA	3.7
7	AXA	4.2	Liverpool Victoria	3.0	Liverpool Victoria	2.9
8	Liverpool Victoria	3.3	Chubb	1.7	Chubb	2.1

N = various, all those that answered the question.

Conservation Areas

When asked the same question, property owners in Conservation Areas named a much different set of insurance providers.

EIG were named as one of the 'top of mind' insurance providers by 3% of respondents who answered the question. EIG were not named as an actual provider of buildings or contents insurance by any respondents.

Table 1.7: 'Top of mind' building insurers compared to actual building and contents insurance providers (Conservation Area respondents)

Rank	'Top of mind' insurers		Buildings insurance		Contents insurance	
	Insurer	%	Insurer	%	Insurer	%
1	Aviva	22.8	Halifax	7.5	= Halifax / Direct Line	7.3
2	NFU Mutual	18.5	= Direct Line / Aviva	6.9	-	-
3	SAGA	14.1	-	-	Aviva	6.1%
4	Direct Line	10.9	= SAGA / NFU Mutual	5.2	= SAGA / NFU Mutual / Liverpool Victoria	5.5%

N = various, all those that answered the question.

1.6.4 Decisions on listed building / building insured value

The majority of listed building owners relied on one source of information to decide on the sum insured for their listed property. However, a small proportion of Listed Buildings respondents used more than one source when making their decision.

Those using their own calculation often, but not always, indicated that they possessed the relevant professional skills to make an informed judgement.

Table 1.8: Decisions on listed building / building insured value

Listed building owners 2017	Method used for calculating property insured value	Conservation Area property owners 2017
43%	used their current insurer's advice	49%
36%	used a professional valuation	19%
24%	used their own calculation	26%
6%	other method	6%

N: 1,269 (listed buildings); 283 (Conservation Area).

Note: respondents could select more than one response.

Newer property owners were more likely to rely on a professional valuation (53-69% of those owning the property for 3 years or less) than those who had owned their property for a long time (30% of those owning their property for >10 years).

Those who had owned their property for a long time were more likely to rely on their own judgement (24-27% of those owning their property for >10 years) than newer property owners (14-15% of those owning the property for 3 years or less).

Overall, there are doubts over whether listed building owners are receiving appropriate advice. The insurers or professionals consulted may not have suitable knowledge and understanding of the needs of listed buildings and may not even visit the property. The majority of those relying on their own calculation do not possess the relevant skills to make an accurate calculation. Estimates based on purchase price may not have kept pace with house price inflation (which may be different for the specific property) and may not reflect the actual rebuild cost.

Insured value of properties

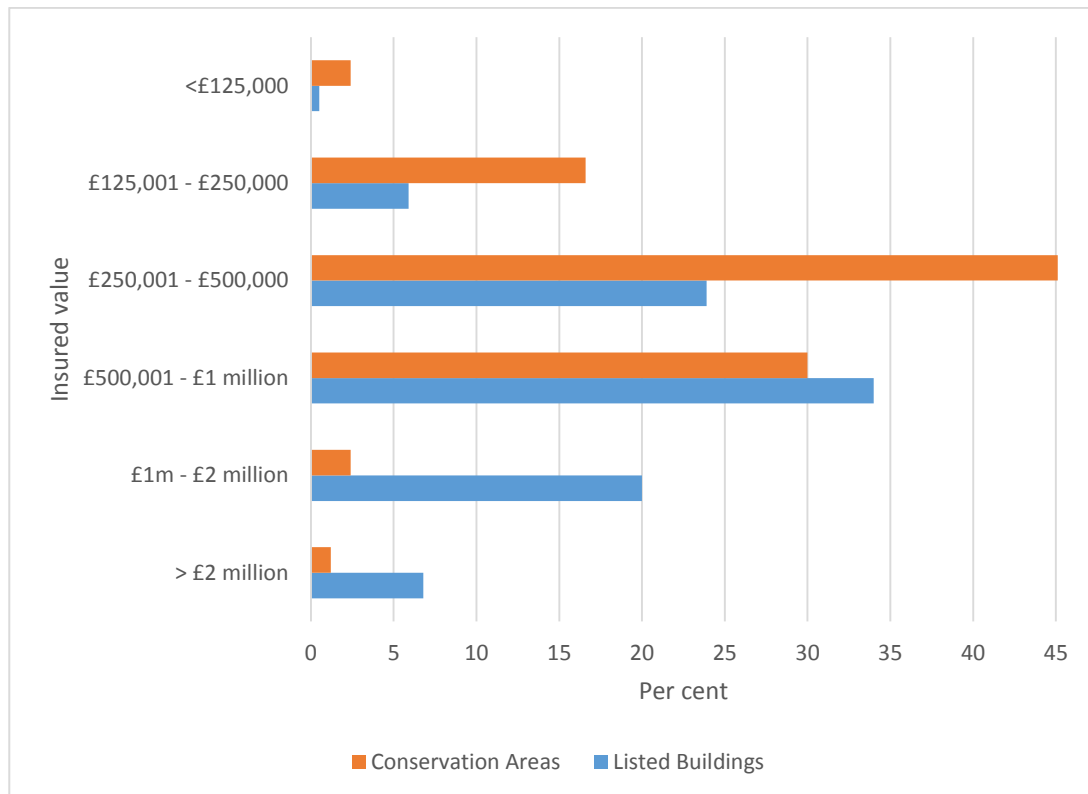
According to the UK House Price Index, the average price of a property in England at April 2017 was £237,000.¹ The majority of listed building respondents indicated that their property was insured for a higher sum than this average.



94% of LB survey respondents listed buildings had an insured value of over £250,000.

81% of CA survey respondents' properties had an insured value of over £250,000.

Figure 1.15: Insured value of survey respondents listed building / building in a Conservation Area



N: 1,248 (listed buildings); 253 (Conservation Areas).

Note: excludes 'prefer not to say' responses; differences in the property profiles of listed buildings and Conservation Areas will also effect the values (see section 2.2).

¹ UK House Price Index (England), April 2017. See: <https://www.gov.uk/government/statistics/uk-house-price-index-england-april-2017> (accessed 22 June 2017).

Importance of responsibilities of ownership

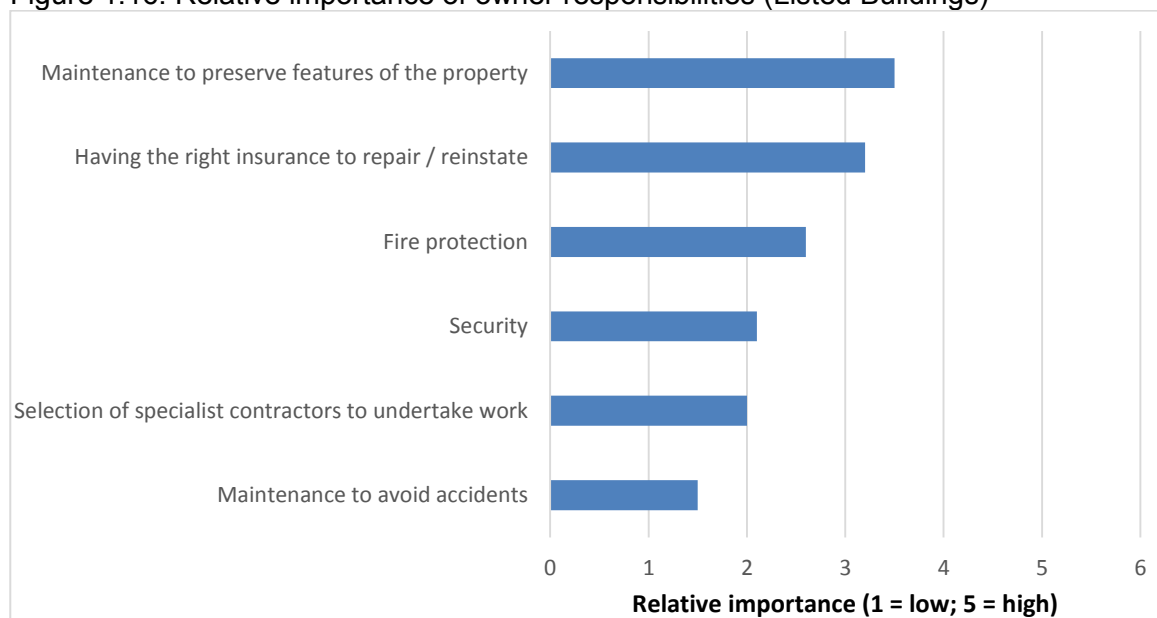
Respondents were asked about the relative importance of six responsibilities of owning a listed building / property in a Conservation Area. They were asked to rank them in order of importance with '1' being most important and '6' the least important.

The responses have been converted into an index below which shows the mean rank per responsibility. The most important responsibility is that with the *highest* score.

Among listed building owners the most important responsibilities reported were explicitly linked to property maintenance:

- Maintenance to preserve features of the property (3.5/6)
- Having the right insurance to repair / reinstate (3.2/6)

Figure 1.16: Relative importance of owner responsibilities (Listed Buildings)



N = various (all those who answered the question).

1.7 Historic England social media

1.7.1 Historic England Social Media channels






Property owners who responded to the survey do not follow Historic England social media channels in any significant numbers.

The most recent official statistics on social media use indicate that 63% of the Great British adult population use social media with use heavily skewed towards younger age groups.¹

So, while a greater proportion of listed building respondents are likely to be using social media for social reasons they are not using it to engage with Historic England. The listed building survey respondents tended to be from older age categories (68% of respondents) who are less likely to use social media at all.

Therefore, social media does not appear to be a viable way to communicate regularly with Listed Building owners.

Table 1.9: Listed building survey respondents following Historic England on Social Media

Blog		0.2%
Twitter		1.7%
Facebook		0.8%
Instagram		0.5%
LinkedIn		0.3%

N: various (all those who answered the question).

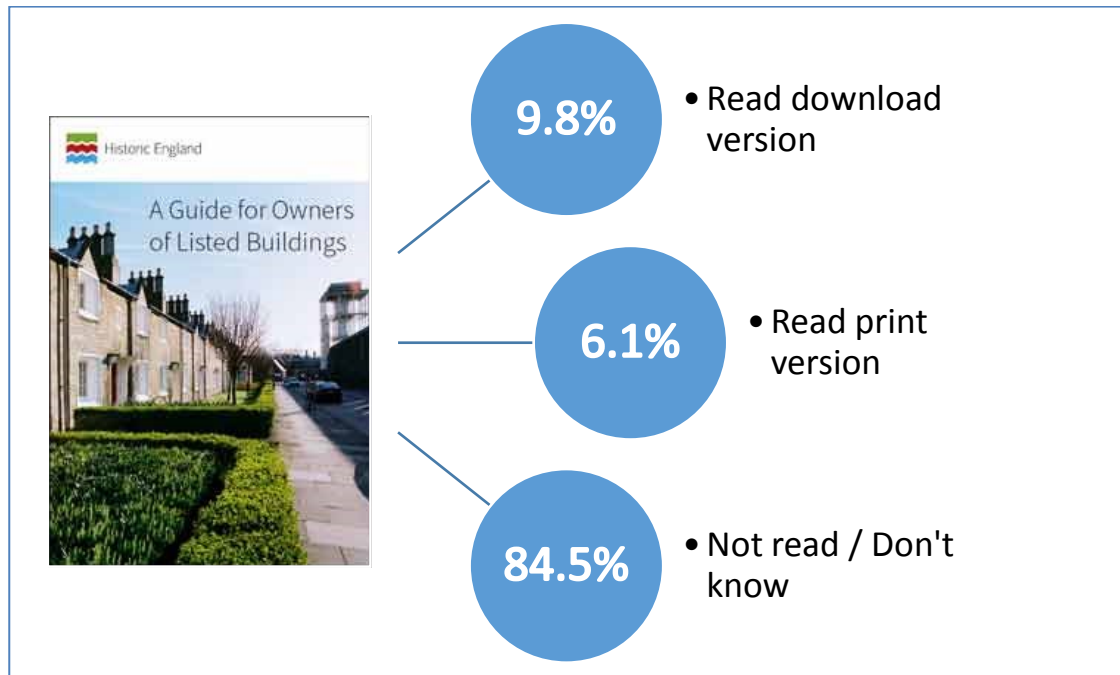
¹ See: <https://www.ons.gov.uk/aboutus/transparencyandgovernance/freedomofinformationfoi/socialmediausage> (accessed 22/06/2017).

1.7.2 Guide for Owners of Listed Buildings

Around a sixth (15.5%) of respondents reported that they had read Historic England's Listed Building Owners Guide.

An image of the guide was not included in the questionnaire so it is possible that some respondents were thinking of a different document.

Figure 1.17: Listed building survey respondents who had read the HE Guide for Owners of Listed Buildings



N = 1,251 (all those who answered the question).

Note: respondents could select download and print options..

1.7.3 Enriching the List

Enrich the List is an initiative by Historic England to gather images, insights and stories about the 400,000 listed properties or sites of the List.¹

Listed building survey respondents were asked whether they were aware of the project and whether they would be willing to participate by sharing some of their photographs.

4% of respondents had heard of “Enrich the List”

1% of all respondents had already contributed to “Enrich the List”

Although overall awareness of the project was low, a large proportion of participants expressed an interest in contributing.

62% of respondents were willing to consider sharing photographs of their property

¹ See: <https://historicengland.org.uk/listing/enrich-the-list/> (checked 27 July 2017).

1.8 2017 Survey respondent profiles

1.8.1 Age

Table 1.10: Age group of 2017 survey respondents

Age group	2017 Listed Building Survey	2017 Conservation Area Survey
Under 25	>1%	0%
25 – 34	1%	2%
35 – 44	8%	6%
45 – 54	21%	18%
55 – 64	26%	23%
65 – 75	25%	29%
75+	17%	20%
Prefer not to say	2%	2%

N = 1,249 - listed buildings, 280 - Conservation Area, (all those that answered the question).

1.8.2 Ethnicity

Table 1.11: Ethnicity of 2017 survey respondents

Ethnicity	2017 Listed Building Survey	2017 Conservation Area Survey
White	93%	95%
Mixed / multiple ethnic groups	>1%	0%
Asian / Asian British	>1%	>1%
Black / African / Caribbean / Black British	0%	1%
Other	2%	>1%
Prefer not to say	4%	3%

N = 1,245 - listed buildings, 279 - Conservation Area, (all those that answered the question).

1.8.3 Employment Status

Table 1.12: Employment status of 2017 survey respondents

Employment status	2017 Listed Building Survey	2017 Conservation Area Survey
Employed full time	27%	28%
Employed part time	9%	10%
Self employed	21%	11%
Unemployed	>1%	>1%
Retired	34%	46%
Looking after family or home	4%	2%
Long term sick or disabled	>1%	>1%
Other	2%	>1%
Prefer not to say	2%	1%

N = 1,248 - listed buildings, 280 - Conservation Area, (all those that answered the question).

1.8.4 Household Income

Table 1.13: Household income of 2017 survey respondents

Household income	2017 Listed Building Survey	2017 Conservation Area Survey
£0 - £10,400	1%	3%
£10,401 - £16,000	2%	5%
£16,001 - £20,800	2%	5%
£20,801 - £32,000	6%	10%
£32,001 - £40,000	6%	6%
£40,001 - £70,000	16%	19%
£70,001 - £100,000	12%	10%
£100,001 - £150,000	11%	9%
Over £150,000	14%	5%
Prefer not to say	30%	28%

N = 1,239 - listed buildings, 278 - conservation area, (all those that answered the question).

1.9 Conclusions and recommendations

1.9.1 Listed buildings & Conservation Areas

Property owners still report a strong sense of the national and local cultural significance of their listed buildings and properties in Conservation Areas. It is generally felt that listed building consent requirements and Conservation Area regulations are an appropriate and effective way of maintaining properties and safeguarding their cultural value.

A large proportion of property owners regard builders or craftspeople as their first source of information for advice on repairs and maintenance. As this is unlikely to change in the short term, Historic England should seek to engage with professional bodies in order to provide them with the information to correctly advise property owners. However, a significant proportion of owners don't know where to go for advice on other issues relating to repairs and maintenance.

Property owners generally do not have difficulties in finding professionals to advise or undertake work or to find suitable building materials. However, the existence of a minority who find it difficult to find professionals and materials may indicate a local or national problem with the supply of expertise and materials. If this is the case, it may be exacerbated by the effects of Brexit if the flow of expertise and materials into the UK is restricted.

Listed building owners do find it more difficult to find affordable building materials than Conservation Area property owners – most likely due to the specific requirements of their property.

Satisfaction with the planning process is generally high. However there is a significant level of dissatisfaction that needs investigation that is partially, but not entirely, due to outcome of the application.

Listed building owners in particular appear to be undertaking a significant amount of commercial activity at their properties. Further investigation of commercial activities is recommended.

1.9.2 Insurance

Listed building and Conservation Area property owners both find it fairly easy to find appropriate building insurance. While listed building owners find it noticeably more difficult – due to the specialist requirements of their properties – most do manage to find insurance.

Property owner awareness of insurance providers does not result in an equivalent market share. Owners are aware of a large range of large and small providers.

Listed building owners and owners of properties in Conservation Areas appear to use different insurance providers. This is likely to represent the more specialist nature of listed building insurance.

It is not clear whether listed building or Conservation Area property owners are seeking and receiving appropriate advice on the sum their property is insured for. Owners are relying on their existing insurers who may not have specialist knowledge in listed building, on professionals who may not possess the specialist skills or on their own judgement. There is a clear risk that properties are not adequately insured for repair or reinstatement. Therefore, Historic England and specialist

insurance providers should aim to engage with independent financial advisors / insurance brokers to ensure that they have access to information on specialist insurance providers.

There is a significant amount of homeworking reported by respondents in listed buildings and Conservation Area properties. This dual residential-commercial use has implications for the type of insurance required and the level of maintenance necessary to comply with insurance requirements.

1.9.3 Historic England Social Media

Respondents to the listed building survey do not engage with Historic England's social media in large proportions. Even allowing for the lower level of social media use among the survey respondent age groups – it is likely that survey participants are simply not using social media for engaging with government bodies.

However, respondents do appear ready to engage with Historic England. The 'Enrich the List' initiative held some appeal for almost two-thirds of listed building property owners who expressed interest in sharing photographs of their property. Therefore, there is some scope to develop positive engagement and communications with property owners and to introduce them to technical information about property repair and maintenance.

The Listed Building Owners Guide had been read by a sixth of respondents. It is not clear where they accessed the guide but this is encouraging.

1.9.4 Recommendations

It is recommended that:

- Historic England should seek to engage with professional bodies in the building trades in order to provide them with the information to correctly advise listed building owners.
- Historic England should work with the insurance sector to ensure that historic property owners receive appropriate advice and information about insurance.
- The heritage sector should explore the supply of professional expertise and materials to determine whether local or national shortages exist. This study should also assess the potential impact of Brexit on the supply of expertise and materials.
- Further investigation of commercial activities is undertaken to understand the exact scale and nature of commercial activity at historic properties. This will allow Historic England to ensure that guidance is relevant and will improve understanding of the economic contribution made by the sector.
- Historic England should use the 'Enrich the List' initiative to develop their engagement with property owners to provide them with information about property repair and maintenance.

2.0 Methodology

2.1 Methodology

2.1.1 Listed buildings owners survey

A questionnaire was developed by Historic England and this followed a similar structure to the one used in 2015. Ecclesiastical Insurance Group (EIG) were consulted during the process in order to gain clarification on the insurance related questions. The main themes were identified as follows:

- Basic statistical information relating to building type and ownership category, testing whether owners had known a building was listed when they purchased it, and to what extent they considered it important to the history and character of their local area.
- Information on the planning system, in particular focussing on owners' awareness and experiences of the listed building consent process, where applicable.
- Testing owners market awareness of insurance companies operating in the listed building market
- Understanding owners experience of repairing and maintaining their property.
- The quality and availability of information and advice available to owners and how this might be improved.
- Engagement with Historic England's social media channels.
- Owners experience of buying and selling listed buildings.
- Understanding the types of commercial activities that take place in listed buildings.

An initial pilot survey was carried out, to test the usability of the survey, and to highlight any areas that required improvement. The initial pilot was mailed to 297 addresses.

The main survey was mailed to 10,223 addresses, and options for online, postal or telephone responses were provided. To boost response rates a follow-up reminder postcard was issued to 6,577 addresses (the addresses chosen for the reminder postcode were determined by analysing shortfalls in initial response rates by grade and region).

2.1.2 Comparison survey (owners of buildings in Conservation Areas)

A questionnaire was developed that followed the structure and theme of the Listed Building questionnaire, where applicable.

The original plan was to send to 1,500 addresses, in line with 2015's investigation. However, as 2017 marks the 50th anniversary¹ of establishment of the first Conservation Area in England it was felt that by increasing the sample size of the comparison survey to 3,500 addresses (with the options for online, postal or telephone responses being provided) it would enable richer insights to be obtained on the attitudes and views held by those who reside in Conservation Areas. These

¹ <http://www.civicvoice.org.uk/news/press-release-50-years-of-conservation-areas/> (checked 27 July 2017).

insights would also complement the current Conservation Area research being undertaken by Historic England in this anniversary year.

For the comparison survey, we choose to survey owners of residential properties located in designated conservation areas. This comparison group was chosen because:

- the designation criteria for listed buildings and conservation areas in primary legislation is based on an appreciation of special historic or architectural interest;
- Both listed buildings and conservation areas are designated heritage assets in terms of national planning policy; and
- There is no existing database on individual residential property addresses and age of properties. Conservation areas are chosen as most will include a stock of historic properties.

2.1.3 Prize draw

To encourage online responses a prize draw option was made available, for both surveys, to respondents who opted for the online completion method. Historic England were responsible for collecting details of prize entrants and administration of the prize draw. The prize draw option was slightly more popular with listed buildings owners with 18% opting to enter the prize draw compared with 13% for owners of properties in Conservation Areas.

Table 2.1 – Listed building survey prize draw entry

Opted for prize draw entry	N	%
Yes	238	18%
No	1,107	82%
Total	1,345	100%

Table 2.2 – Conservation Area prize draw entry

Opted for prize draw entry	N	%
Yes	39	13%
No	253	87%
Total	292	100%

2.2 Data and sampling

The following data selection and sampling techniques were used to create the property address lists for the two surveys.

2.2.1 Listed buildings data selection

The following process was used to select buildings for the listed buildings survey:

- Listed building data from the National Heritage List for England (NHLE)¹ (provided by Historic England) was loaded into a SQL Server database. This consisted of two datasets:
 - "OS_Places_Matched_Results 2016" – made up of predominately Grade II data
 - "Phase_1_Matched_Results 2016" - contained data for all grades (the quality of the address data in this file was much lower)

NOTE: An error margin of approximately 6% was expected in the cleaned address data supplied by Historic England.

- Various SQL queries were used to filter out entries with problematic addresses. A final query was used to pick a random sample of properties across all three Listing Grades and all nine of England's geographical regions. The final dataset consisted of 27 "buckets" of data representing every possible combination of Grade and Region. The logic in this query catered for cases where there were shortfalls within a particular grade/region. Where shortfalls were identified, data from the next listing grade was "borrowed" to make up the shortfall. In addition, as part of the address selection method our algorithm would first select Grade II addresses from the "OS_Places_Matched_Results 2016" dataset as this had more reliable address data. Any shortfalls in Grade II data would then be "topped up" with data from the secondary dataset.
- Additional logic was used to minimise the re-use of property addresses targeted in the 2015 survey.

2.2.1.1 Multi-occupancy listings

As part of the address file data cleaning process, listed entries where the first line of the address did not identify a unique delivery point were removed from the dataset (e.g. PARK LODGE FLATS 1-6). As many of these addresses were related to multi-occupancy listings this has meant that flats and apartments are likely to be under-represented in the final selection of addresses. For future surveys we would recommend that further address data cleaning is undertaken to ensure that unique delivery points can be identified for multi-occupancy listings.

¹ See: www.historicengland.org.uk/listing/the-list (checked 27 July 2017).

2.2.2 Conservation Area data selection

The following process was used to select postcodes for the conservation area survey:

- Data from Code-Point with Polygons¹ was loaded into SQL Server. The program Shape2SQL was used to load the shapefile data into specified SQL Server tables (this was first pre-processed using ogr2ogr, one of the tools available in the Geospatial Data Abstraction Library²).
- Conservation Area boundary data (provided by Historic England) was loaded into SQL Server
- Regional Area boundary data (provided by Historic England) was loaded into SQL Server
- Spatial queries were used to create a cache of area bounding boxes against the various geometry datasets (this allowed us to optimise boundary intersection queries)
- Spatial queries run against the cache were used to populate various cross-reference tables to indicate how geometries from different tables relate to one another (e.g. full intersection, partial intersection) and whether geometries straddle multiple regions.
- A final query was used to extract a random selection of postcode units from all nine regions, where all lie entirely within a Conservation Area.
- Address data was then purchased from a 3rd party for properties within these postcodes. A further randomisation process was used to make the final address selection.

¹ See: www.ordnancesurvey.co.uk/business-and-government/products/code-point-with-polygons.html (checked 27 July 2017).

² See: www.gdal.org/index.html (checked 27 July 2017).

2.3 Questionnaire development

Working from a basic draft framework developed by Historic England, Ecorys and Alastair Coey Architects designed a questionnaire containing 41 questions (37 closed questions and 4 open ended questions). The questionnaire covered the following key themes:

Survey theme	Issues covered
Owners' socio-demographic characteristics	Age; Ethnicity; Occupation; Income
Building characteristics	Age of building; Ownership; Grade of property.
Planning Experience	Contact with Local Authorities Applications process for Listed Building Consent Experience of the planning process
Selling and Buying Listed Buildings	Experience of selling and buying a listed building
Insurance	Experience of the insurance application process
Commercial Activities	Details about the types of commercial activities taking place in listed buildings
Repair and maintenance	Experience of the repairing and maintaining the building
Information and Advice	Membership of heritage organisations Locating heritage information / guidance Quality of the advice offered by Historic England Historic England's online presence and content

The final version of the Listed Buildings survey questionnaire is available in Annex One.

In addition, a similar questionnaire was developed for the Conservation Area survey. The full version of this survey is available in Annex Two.

2.4 Timetable of activities

A summary of the key survey activities and timeline is provided below.

Stage of work	Notes	Completed Date
Stage 1	Finalise survey format; Develop and consult on questionnaire	Completed January 2017
Stage 2	Finalise questionnaire	Complete: January 2017
	Prepare cover letter	Complete: January 2017
	Finalise owner sample	Complete: January 2017
Stage 3 Pilot survey; adjustments	297 questionnaires issued. 29 valid responses received. Key findings: <ul style="list-style-type: none"> • Response rate = 9.7% • Majority completed via post (26). There were 3 online responses • Consensus was that the survey was an appropriate length, and, generally was easily navigable <p>A few minor amendments were made to the online survey to better tailor the routing for respondents who were either “not listed” or “not property owners”.</p>	Pilot: Letters sent 30th January 2017 (Deadline 6th February)
Stage 4 Main survey	In Phase I: 10,223 letters were sent for the main survey. In Phase II: 6,577 reminder postcards were issued. 3,500 letters issued for the Conservation Area survey.	Phase I: Letters issued 9th March 2017 Deadline: 20th March 2017 Phase II: Postcards issued 28th March 2017 Deadline extended to 10th April 2017 Conservation Area survey: Letters issued 10th March 2017 Deadline: 20th March 2017
Stage 5	Data collection, analysis and reporting	May-June 2017

2.5 Conducting the survey and collating the data

Once all the surveys were complete the data was extracted from our survey system (ConfirmIT) and imported into SQL Server. SQL code was used to merge the pilot results with the main survey results. Data from the closed questions was categorised using SQL views and lookup tables. The final dataset was then loaded into SPSS where Ecorys performed statistical analysis on the data (confidence intervals, frequency tables, etc.).

2.6 Quality control and data entry

Data entry was undertaken by staff at Alastair Coey Architects' (ACA) Belfast office. Received completed questionnaires were input directly into the ConfirmIT online system, using the unique reference code provided. ACA have well-established quality control procedures, having considerable experience on high volume surveys, often with a large team. To ensure consistency and accuracy a proportion of responses entered were quality-checked by a senior staff member. Identification of data entry errors would automatically result in an increase in the proportion of entered responses checked. As there were no data entry errors identified the proportion of entered responses checked remained at 1 in 50.

As with the previous survey handwritten open responses were sometimes difficult to read. Where this was the case, the text was reviewed by a senior staff member and, where necessary, another in-house researcher with experience of reading difficult (usually historic) text. 'Guesses' were not made and where it was not possible to read the text, '(...illegible)' was entered into the online form at the relevant section.

Some respondents had written at length on the survey, including comments on other questions that did not have an option for free text. There was no way to capture this information.

2.7 Additional data collection

As well as capturing the survey responses, ACA also kept a detailed log of the following information:

- reasons for non-delivery
- details of non-qualified responses (i.e. not listed or not property owner)
- call log – this contained a summary of the main topics and themes that were discussed during phone calls with respondents, including details of any complaints made

This data will be useful for Historic England as they plan for future surveys. For example the undeliverables data could be used to further improve the quality of the National Heritage List for England (NHLE).

2.8 Buildings included in the survey

Using the data provided by Historic England, the sample selection of residential properties was made by filtering building data according to use category (e.g. Self-contained Flat (includes Maisonette / Apartment), Terraced, Dwelling, Detached, Residential, Semi-Detached).

2.8.1 Listed building grades

The buildings were categorised into listed building grades: I, II*, II. Definitions for these grades are set out in the following table.

Table 2.3 Listed building grades

Listed Building Grade	Description ¹	N	% of survey sample
Grade I	Grade I buildings are of exceptional interest, only 2.5% of listed buildings are Grade I	1,225	11.6%
Grade II*	Grade II* buildings are particularly important buildings of more than special interest; 5.5% of listed buildings are Grade II*	3,590	34.1%
Grade II	Grade II buildings are of special interest; 92% of all listed buildings are in this class and it is the most likely grade of listing for a home owner.	5,715	54.3%
	Total	10,530	100%

¹ See: www.historicengland.org.uk/listing/what-is-designation/listed-buildings/ (checked 27 July 2017).

2.8.2 Survey sample regional breakdown

Census regions are used in this survey to allow for analysis by location. The nine regions used in this report are shown in Tables 2.4 and 2.5 below. These correspond to the nine Historic England regional offices.

Listed Building Survey

Table 2.4 Regions used for Listed Building survey

Census Area	N	% of survey sample
East Midlands	1,170	11.1%
East of England	1,170	11.1%
London	1,170	11.1%
North East	1,170	11.1%
North West	1,170	11.1%
South East	1,170	11.1%
West Midlands	1,170	11.1%
Yorkshire and The Humber	1,170	11.1%
South West	1,170	11.1%
Total	10,530	100%

Conservation Area Survey

Table 2.5 Regions for Conservation Area survey

Census Area	N	% of survey sample
East Midlands	375	10.7%
East of England	323	9.2%
London	501	14.1%
North East	430	12.3%
North West	315	9.0%
South East	402	11.5%
West Midlands	431	12.3%
Yorkshire and The Humber	416	11.9%
South West	307	8.8%
Total	3,500	100%

2.9 Survey response rates

The overall response rate for the Listed Buildings survey (12.8%) was higher than the target (10%)

Table 2.6 – Listed Building survey responses

Region	Grade I (no.)	Grade II* (no.)	Grade II (no.)	Total responses (no.)	Response rate %
East Midlands	14	75	76	165	12.3
East of England	20	95	52	167	12.4
London	3	28	82	113	8.4
North East	5	11	135	151	11.2
North West	6	58	100	164	12.2
South East	22	63	54	139	10.3
South West	23	63	55	141	10.5
West Midlands	15	60	84	159	11.8
Yorkshire and The Humber	11	53	82	146	10.9
Total	119	506	720	1,345	

Possible reasons for the increased responses are given below:

- Better quality dataset provided by HE (more accurate address data)
- More advanced selection and filtering used to remove problematic/bad addresses
- Additional address correction/completion performed by the printing company (Venture Business Forms Ltd utilised PAF¹ to check, correct and validate the final address selection)
- Time of year
- Property owners previously “warmed up” from the last survey (this is particularly applicable to Grade I owners)
- Highly targeted reminder campaign using visually engaging postcard format (see Annex Four)
- Extension of response deadline (Listed Building Survey only)
- Difference in sampling across grades – in the 2015 survey the sample selection was split evenly (33.33% across grades)

¹ The Postcode Address File (PAF) is a database which contains all known "Delivery Points" and postcodes in the United Kingdom. The PAF is a collection of over 29 million Royal Mail postal addresses and 1.8 million postcodes. See: www.royalmail.com/business/services/marketing/data-optimisation/paf (checked 27 July 2017).

For the Conservation Area survey the response rates were similar to the 2015 survey (8.3%).

Table 2.7 - Conservation Area Responses

Region	Total responses (no.)	Response rate (%)
East Midlands	38	13
East of England	40	13.7
London	17	5.8
North East	32	11
North West	20	6.9
South East	40	13.7
South West	31	10.6
West Midlands	50	17.1
Yorkshire and The Humber	24	8.2
Total	292	

Survey responses continued to arrive in the post 3-4 weeks after the deadline date. Due to project timescales there were a small number of surveys responses (15) that were not processed.

2.9.1 Postal and online response rates

The tables below provide details of the response rates for both the Listed Buildings and Conservation Area surveys. Nearly 25% of all responses for the main survey were online.

Table 2.8 – Listed Buildings survey completion method

Completion method	N	%
Online	326	24.2%
Postal	1,019	75.8%
Total	1,345	100%

Table 2.9 – Conservation Area survey completion method

Completion method	N	%
Online	49	16.8%
Postal	243	83.2%
Total	292	100%

2.9.2 Undeliverables and non-qualified responses

The reasons for non-delivery were recorded according to the Royal Mail categories. Other reasons for non-qualification were also recorded. These figures show a marked improvement in successful delivery compared to the figures from 2015. These are detailed in the tables below.

Table 2.10 – Reason for non-delivery or non-qualification of Listed Building surveys

Reason for non-delivery or non-qualification	2017 (no.)	2015 (no.)
Address inaccessible	50	69
Address incomplete	27	91
Incorrectly inserted	8	1
Address unknown	16	46
Addressee gone away	41	158
Incorrect address	1	3
Marked return to sender (handwritten)	11	-
No delivery point	3	-
No reason given (returned unmarked)	3	-
No such address	41	132
Refused	6	-
Total	207	500

2.10 Complaints and issues

A telephone survey option was made available to respondents, however no respondent choose to complete the survey using this method.

The majority of calls consisted of people calling to inform us that they would not be completing the survey and hanging up before we were able to get any further information or reason. These tended to come very quickly following the postal date, and some messages were left by answerphone outside of office hours. The table below provides a summary of any information we were able to retrieve.

Table 2.11 – Log of phone calls

Reason for call	Number of calls
Notification of non-completion	11
Notification of non-qualification (not listed building or property owner)	9
Notification of incorrect address	2
Notification of survey completion <ul style="list-style-type: none">This is where respondents phoned to say they'd completed the survey and were sending it back in the post	2
Other reason for call <ul style="list-style-type: none">3 of these callers said that they'd received a reminder postcard but no original survey.	5
Total calls recorded	29

2.11 Methodology for analysis

The complete survey data was extracted from our ConfirmIT survey system, first into SQL Server and then into Excel and SPSS format. From this dataset we obtained a cross-tabulation by region and grade to have a full breakdown of the sample. In addition, Historic England provided us with a full breakdown of population data by region and grade (see table 3.1 in Annex Three) and we were able to calculate sample weights with both tables, to make the sample more representative of such population. The sample weights were calculated as: $W_k = N_k/n_k$, where 'Wk' are scale factors that make the sample more representative of the target population in terms of the auxiliary variables, in our case, region and type of property, Nk are population counts and nk are sample counts for the k stratum, for instance West England and Grade I type of property and so on for each possible stratum (see Annex Three for details of weighting tables).

2.11.1 Weighting for the Listed Building survey data

The weighting for the Listed Building survey data was calculated by two available variables both for the sample and the target population: region and grade. Region was divided into 9 different geographic areas and grade was split into 3 different categories. Only sample weighting was applied as we did not have full detail on other issues of coverage.

2.11.2 Weighting for the Conservation Area survey data

Various weighting options were considered (as to how we could derive a total population figure), and although we know that to date there are currently 9,800 designated conservation areas in England, there are not any publicly available accurate figures for the number of households in Conservation Areas. In the absence of accurate figures the decision was taken not to weight the comparison data.

Annex One: Listed Building Owners Survey



Historic England



To the Property Owner at:

24/02/2017

Dear Listed Building Owner

Historic England Survey of Listed Building Owners

Historic England invites you to participate in our annual survey of listed home owners. We wish to understand the opportunities and challenges owners of listed buildings face and how we can better support you.

Historic England is the public body that looks after England's historic environment. We champion and protect historic places, helping people understand, value and care for them. This year the survey is supported by Ecclesiastical, a specialist insurer of heritage and faith properties, fine art, charities, educational establishments and private clients. Ecclesiastical is owned by a registered charity and is one of the UK's Top Company Donors to charity according to the UK Guide to Company Giving 2014–2015. Both organisations are interested in your experience of insuring historic buildings.

Your survey answers will be completely confidential, will only be seen by the independent consultants, and will not be passed on to Historic England or Ecclesiastical. Data will be presented to Historic England and Ecclesiastical in aggregated format only. All data will be kept in adherence with the Market Research Data Protection Act 1998. To see how last year's survey data was presented please see here – <http://uk.ecorys.com/surveys/report2015>



Historic England, 1 Waterhouse Square, 138-142 Holborn, London EC1N 2ST
Telephone 020 7973 3700 Facsimile 020 7973 3001
HistoricEngland.org.uk

Please note that Historic England operates an access to information policy.
Correspondence or information which you send us may therefore become publicly available.



This survey is by invitation only and we have randomly selected participants from a sample of listed buildings. The research will provide insight into what listed building owners think about the planning system, buying and selling buildings, buildings insurance, repair and maintenance, and the information / advice that Historic England offers. The survey will be carried out by Alastair Coey Architects and Ecorys UK on behalf of Historic England, should take no more than 15 minutes to complete.

We would most grateful if you could complete the survey online by visiting the following link: <http://uk.ecorys.com/surveys/HE2017> as this helps improve data collection efficiency.

Your username and passcode are: Username: «userid» Passcode: «password» and the survey should be completed by **20th March 2017**

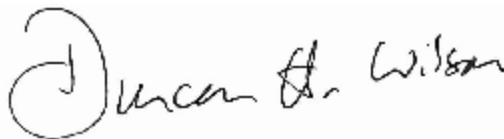
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As a thank you for taking part, if you complete the survey on-line and wish to be entered for a prize-draw with the opportunity to win £100 of retail vouchers, you will be invited to leave your contact details at the end of the survey. Those who complete the survey online will also receive a 20% discount on purchases from Historic England's online bookshop.

We do hope you will be able to take part in this survey which will help Historic England to provide you with better advice and support.

Historic England produces a monthly newsletter which can help you stay up to date with important heritage sector news. To find out more and sign-up to the newsletter please visit <https://historicengland.org.uk/whats-new/stay-up-to-date/>

Yours sincerely,



Duncan Wilson
Chief Executive OBE



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HISTORIC ENGLAND Listed building owners survey

Thank you for taking part in this survey.

To complete the questionnaire, please tick the box next to the answer(s) you wish to give or write your answer in the space provided. Then return the questionnaire to us in the FREEPOST envelope provided (no stamp needed) as soon as possible but no later than **20TH MARCH 2017**. Thank you.

Please note – this survey is to be completed by the owner of the property

Please tick the appropriate box if either of the following apply

- My building is not listed
- I am not the property owner

If you have ticked either of these options you don't need to complete the rest of the questionnaire. Please return the questionnaire using the FREEPOST envelope provided.

Introduction

Q1. Which of these property types' best describes your property? (✓ one only)

- Detached
- Semi Detached
- Bungalow
- Mid / End Terrace
- Flat / Apartment
- Other (*please specify*)

Other:

Q2. Is your property a...? (✓ one only)

- Leasehold property
- Freehold property
- Don't know

Q3. How long have you owned your property? (✓ one only)

- Less than 1 year
- 1 to 3 years
- 4 to 5 years
- 6 to 10 years
- 11 to 20 years
- More than 20 years
- Don't know / Can't remember

Q4. Is the property your primary residence?

(✓ one only)

- Yes,
- No, I am the landlord
- No, second home/ holiday home
- No, other (*please specify*)

Other:

Q5. To what extent do you consider your listed property to be important to:

(✓ one only per row)

- | | Very Important | Important | Neither | Not at all Important | Don't know |
|--------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a) The character of your local area? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) National history? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Planning

Q6. Have you had direct contact about planning matters with Local Authority heritage staff in the last 5 years?

(✓ all that apply)

(*This could be face-to-face, email or over the telephone*)

- Yes – contact before submitting an application [Go to Q7]
- Yes – after submitting an application [Go to Q7]
- Yes – other contact [Go to Q7]
- No [Go to Q8]
- Don't know [Go to Q8]

Optional Comment:

Q7. If YES to Q6, did you have to pay for that advice?

(✓ one only)

- Yes
- No
- Don't know

Q8. In the past 5 years, have you applied for listed building consent? (✓ one only)

- Yes, once [Go to Q9]
 Yes, more than once [Go to Q9]
 No [Go to Q14]
 Don't know [Go to Q17]

Q9. If YES to Q8, What types of work were you considering? (✓ all that apply)

- a] Repair
 b] Alteration
 c] Extension
 d] Restoration of historic features
 e] Accessibility adaptation / alterations
 f] Energy efficiency improvements
 g] Demolition
 h] Other (*please specify*)

Other:

Q10. Did you also submit a planning application in connection with your latest listed building consent application? (✓ one only)

- Yes
 No
 Don't know

Q11. We are keen to understand how well the listing building consent process works for people. (✓ one only per row)

So, thinking of your most recent application, how would you rate the following?

	Very good	Good	Neither	Poor	Very poor	Not received / Not applicable
a] Pre-application advice received from the local authority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b] Heritage advice received outside the local authority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c] Your overall experience*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*If Poor or Very Poor response is selected for Q11C – Proceed to Q12

Q12. IF POOR or VERY POOR for OVERALL EXPERIENCE response is selected in Q11c, Why was your overall experience negative?

Comment: 

Q13. Was your latest listed building consent application successful? (*✓ one only*)

- Yes
- No
- Decision Pending
- Don't know

Q14. IF YOU HAVE NOT APPLIED FOR LISTED BUILDING CONSENT IN THE PAST 5 YEARS ('NO' response selected in Q8). (*✓ one only*)

Have you seriously considered applying for listed building consent in the past 5 years but not gone ahead with an application?

(Please recall that all responses are confidential)

- Yes [Go to Q15]
- No [Go to Q17]
- Don't know [Go to Q17]

Q15. If YES to Q14, What types of work were you considering? (*✓ all that apply*)

- a) Repair
- b) Alteration
- c) Extension
- d) Restoration of historic features
- e) Accessibility adaptation / alterations
- f) Energy efficiency improvements
- g) Demolition

Q16. Please help us understand why you did not continue to apply for consent? (*✓ all that apply*)

- a) I received a negative pre-application response from the Local Authority
- b) I had difficulties finding specialist professionals who could advise me on the work
- c) It was too costly to engage specialist professionals
- d) The supporting information I was required to provide was unreasonable
- e) There was local opposition to my plans
- f) The application process is too complex [Please specify why in the comment box below]

Comment: 

Q17. To what extent do you agree or disagree with the following statement: (✓ one only)

The requirement to obtain listed building consent is:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
important to protect the special architectural and historic character of the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Insurance

Q18. How easy or difficult is it to find listed buildings insurance? (✓ one only)

- | | | |
|-------------------------------|-------------|--------------------------|
| a) Very easy | [Go to Q20] | <input type="checkbox"/> |
| b) Easy | [Go to Q20] | <input type="checkbox"/> |
| c) Neither Easy nor Difficult | [Go to Q20] | <input type="checkbox"/> |
| d) Difficult* | [Go to Q19] | <input type="checkbox"/> |
| e) Very difficult* | [Go to Q19] | <input type="checkbox"/> |
| f) Don't know | [Go to Q20] | <input type="checkbox"/> |
| g) Not applicable | [Go to Q20] | <input type="checkbox"/> |

Q19 IF DIFFICULT or VERY DIFFICULT response is selected for Q19d or Q19e, why was it difficult to find listed buildings insurance?

Comment:

Q20 Thinking about insurers for listed buildings, what are the top two names that come to your mind?

Name 1:

Name 2:

Can't think of any

Q21. How would you rank the following responsibilities in terms of importance to you in owning a listed building? (insert values 1 to 6 only)

(Please rank your six preferences by inserting numbers 1 to 6 where 1 is the most preferred)

- a) Having the right insurance in place to repair or reinstate the building to listed requirements
- b) Addressing maintenance issues to avoid accidents such as slips and trips
- c) Addressing maintenance issues to preserve features of the property
- d) Security
- e) Fire protection
- f) Selection of specialist contractors to undertake work on your premises

Q22. What is the insured value of your listed property? (✓ one only)

- < £125,000
- £125,001 - £250,000
- £250,001 - £500,000
- £500,001 - £1 million
- Over £1 million - £2 million
- Over £2 million
- Prefer not to say

Q23. How did you decide on the sum insured for your listed property? (✓ all that apply)

- a) My current insurer's advice
- b) Professional valuation e.g. quantity surveyor
- c) My own calculation
- d) Other (*please specify*)

Other:

Q24. Who is your property currently insured with?

Buildings Insurance

Name of Buildings Insurance:

Contents Insurance

Name of Contents Insurance:

Prefer not to say

Repair and Maintenance

Q25. Thinking of work** you have undertaken in the past, how easy or difficult was it to find: (✓ one only per row)

**By 'work' we mean repairs, restoration, or alterations

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Never sought
a] Professionals who can advise on the work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b] Skilled professionals to undertake the building work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c] Suitable building materials?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d] Affordable building materials?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Information and Advice

Q26. Which, if any of the following heritage organisations are you a member of? (✓ all that apply)

- a] English Heritage
- b] National Trust
- c] Listed Property Owners' Club
- d] Historic Houses Association
- e] Country Land and Business Association
- f] National Amenity Society e.g. SPAB, Georgian Group, Victorian Society, C20 Society
- g] Civic society or other local group

Q27. Who would be your first port of call if you were looking for: (✓ one only per row)

	Historic England (Previously English Heritage)	Other national heritage organisations	Local Authority	Local Heritage organisations	A builder / crafts person	Don't know	Other (please specify)
a) Information about repair and maintenance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Recommended heritage professionals** **Including architects, surveyors, craftspeople, suppliers, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Information on insurance, financing, specialist mortgages, etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Information on flooding, retrofitting / energy saving advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other:

Q28. How easy or difficult is it to find helpful information about repairing and maintaining listed properties? (✓ one only)

Very easy Easy Neither easy nor difficult Difficult Very difficult Don't know

Q29. Have you read the Historic England 'Listed Building Owners Guide'? (✓ all that apply)

Yes, I have downloaded a copy [Go to Q30]

Yes, I have been given a printed copy [Go to Q30]

No [Go to Q31]

Don't know [Go to Q31]

Q30. Did you find the 'Listed Buildings Owners Guide' useful? What was good? Would you like additional information?

Comment:

Q31. 'Enriching the List' is a Historic England project recruiting members of the public to share their knowledge about and pictures of England's listed buildings. **(✓ one only)**

Have you heard of 'Enriching the List' before?

- Yes
- No

Q31a. Would you be willing to share your own photos of your listed building as part of the 'Enriching the List' project **(✓ one only)**

- Yes – and have done it
- Yes, I would consider sharing my photos
- No, not interested
- Don't know

Q32. Do you follow Historic England via any of these social media channels? **(✓ all that apply)**

- | | | |
|--|-------------|--------------------------|
| a] Blog | [Go to Q34] | <input type="checkbox"/> |
| b] Twitter | [Go to Q34] | <input type="checkbox"/> |
| c] Facebook | [Go to Q34] | <input type="checkbox"/> |
| d] Instagram | [Go to Q34] | <input type="checkbox"/> |
| e] LinkedIn | [Go to Q34] | <input type="checkbox"/> |
| f] I don't follow Historic England on social media | [Go to Q33] | <input type="checkbox"/> |

Q33. If you don't follow Historic England on social media, what is the main reason why you don't follow Historic England via any of their social media channels? **(✓ one only)**

- a] Unaware Historic England has these social media channels
- b] Irrelevant content
- c] Uninteresting content
- d] Other (*please specify*)
- e] I don't use social media

Other:

Q34. What additional support, if any, would you want from Historic England?

Comment:

Work and Commercial Activity at the Property

This section asks about work and commercial activities. Your response will help us understand more about how residential listed properties are used.

Q35. Would you classify yourself as a homeworker?

(✓ one only)

A homeworker is someone who usually spends at least half of their work time using their home, either within their grounds or in different places, using it as a base.

Yes

No

Don't know

Q36. Which of the following commercial activities do you run at your listed building?

(✓ all that apply)

a) Events e.g. weddings, conferences

b) Offices

c) Accommodation e.g. bed and breakfast, cottage rental

d) Air BnB / One Fine Stay etc.

e) Opening to the public including gardens

f) Retail

g) Other (*Please specify*)

h) No commercial activities

Other:

Demographics

Please note the survey responses are confidential and all responses will be anonymous. At no stage will these individual details be held by Historic England or any other organisation except the survey company.

Q37. Which age group applies to you?

(✓ one only)

Under 25

25 to 34

35 to 44

45 to 54

55 to 64

65 to 74

75+

Prefer not to say

Q38. Which of the following options best matches your current position? (✓ one only)

- Employed full time
- Employed part time
- Self employed
- Unemployed
- Retired
- Looking after family or home
- Long term sick or disabled
- Other
- Prefer not to say

Q39. Which ethnic group do you consider you belong to? (✓ one only)

- White
- Mixed / Multiple Ethnic Groups
- Asian / Asian British
- Black / African / Caribbean / Black British
- Other (*please specify*)
- Prefer not to say

Other:

Q40. What is your total household income per year from all sources, before tax and other deductions falls in. (✓ one only)

- £0 - £10,400
- £10,401 - £16,000
- £16,001 - £20,800
- £20,801 - £32,000
- £32,001 - £40,000
- £40,001 - £70,000
- £70,001 - £100,000
- £100,001 - £150,000
- Over £150,000
- Prefer not to say

Thank you for completing this questionnaire

Please return your completed survey by **20TH MARCH 2017** in the
FREEPOST envelope provided.

REF: «userid»

Annex Two: Survey of property owners living in conservation areas



Historic England



<<Address>>

24/02/2017

REF: <<Username>>

Dear <<Fullname>>

Historic England Survey of owners in conservation areas

Fifty years ago this autumn the first ever conservation area was designated in Stamford, Leicester. To mark this Historic England invites you to participate in a short survey of home owners living in conservation areas.

Historic England is the public body that looks after England's historic environment. We champion and protect historic places, helping people understand, value and care for them. This year the survey is supported by Ecclesiastical, a specialist insurer of heritage and faith properties, fine art, charities, educational establishments and private clients. Ecclesiastical is owned by a registered charity and is one of the UK's Top Company Donors to charity according to the UK Guide to Company Giving 2014–2015. Both organisations are interested in your experience of insuring historic buildings.

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The survey is by invitation only and we have randomly selected a sample of properties in conservation areas to take part. The research will provide insight into what owners think about the planning system, buying and selling buildings, buildings insurance, repair and maintenance, and the information / advice that Historic England offers. The survey will be carried out by Alastair Coey Architects and Ecorys UK on behalf of Historic England, should take no more than 15 minutes to complete.

We would most grateful if you could complete the survey online by visiting the following link: <http://uk.ecorys.com/surveys/CA2017> as this helps improve data collection efficiency.

Your username and passcode are: Username: <<Username>> Passcode: <<password>> and the survey should be completed by **20th March 2017**

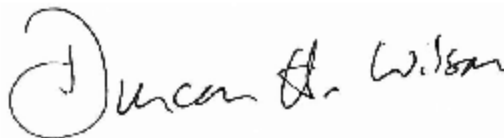
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Yours sincerely,



Duncan Wilson
Chief Executive OBE



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Historic England



HISTORIC ENGLAND

Survey of property owners living in conservation areas

Thank you for taking part in this survey.

To complete the questionnaire, please tick the box next to the answer(s) you wish to give or write your answer in the space provided. Then return the questionnaire to us in the FREEPOST envelope provided (no stamp needed) as soon as possible but no later than **20TH MARCH 2017**. Thank you.

Please note – this survey is to be completed by the owner of the property

Please tick the box if the following applies

I am not the property owner

If you have ticked this box you don't need to complete the rest of the questionnaire. Please return the questionnaire using the FREEPOST envelope provided.

Introduction

Q1. Which of these property types' best describes your property? (✓ one only)

- Detached
- Semi Detached
- Bungalow
- Mid / End Terrace
- Flat / Apartment
- Other (*please specify*)

Other:

Q2. Is your property a...? (✓ one only)

- Leasehold property
- Freehold property
- Don't know

Q3. How long have you owned your property? (✓ one only)

- Less than 1 year
- 1 to 3 years
- 4 to 5 years
- 6 to 10 years
- 11 to 20 years
- More than 20 years
- Don't know / Can't remember

Q4. Is the property your primary residence?

(✓ one only)

- Yes,
- No, I am the landlord
- No, second home/ holiday home
- No, other (*please specify*)

Other:

Q5. To what extent do you consider your property to be important to:

(✓ one only per row)

	Very important	Important	Neither	Not at all important	Don't know
a) The character of your local area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) National history?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Conservations areas are designated by local authorities, not national government, for their special architectural and heritage interest. Conservation areas seek to protect the character and appearance of whole areas. They are a way of protecting what we value. Their management is subject to public consultation and local communities play an ever-increasing part in their designation, management and improvement.

Q6. To what extent do you agree or disagree with the following statements:

(✓ one only per row)

*Conservation area designation is effective in...

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know
a) "...protecting the character and appearance of my area"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) "...protecting the special architectural and historic interest of the properties in my area"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) "...reducing inappropriate development in my area"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7. Which, if any, of the following actions have you EVER taken to protect your conservation area or properties within it? (✓ all that apply)

- Signed a petition
- Written to an MP or Councillor
- Fundraised or donated
- Volunteered to help protect or maintain my conservation area
- Objected to a development or planning application in my conservation area
- Attended a public meeting about my conservation area
- Taken part in a demonstration
- Other action (*please specify*)
- Don't know / can't recall
- I have never taken action

Other:

Q8. Hypothetically, IF you were to move home, would you move to another conservation area? (✓ one only)

- Yes
- No
- Don't know

If selected YES or NO, please state why?

Planning

Q9. In the past 5 years, have you applied for planning permission relating to your property? (✓ one only)

- Yes, once [Go to Q10]
- Yes, more than once [Go to Q10]
- No [Go to Q13]
- Don't know [Go to Q13]

Q10. We are keen to understand how well the planning process works for people. (✓ one only per row)

So, thinking of your most recent application, how would you rate the following?

	Very good	Good	Neither	Poor	Very poor	Not received / Not applicable
a) Pre-application advice received from the local authority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Time taken for the planning permission process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Your overall experience*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*If Poor or Very Poor response is selected for Q10C, proceed to Q11

Q11. IF POOR or VERY POOR for OVERALL EXPERIENCE response is selected in Q10c, why was your overall experience negative?

Comment:

Q12. How reasonable was the quantity and type of supporting information you were asked to provide? (✓ one only per row)

- Very reasonable
- Quite reasonable
- Neither reasonable or unreasonable
- Quite unreasonable
- Very unreasonable
- Not received / Not applicable

Optional Comment:

Insurance

Q13. How easy or difficult is it to find buildings insurance?

(✓ one only)

- | | | |
|-------------------------------|-------------|--------------------------|
| a] Very easy | [Go to Q15] | <input type="checkbox"/> |
| b] Easy | [Go to Q15] | <input type="checkbox"/> |
| c] Neither Easy nor Difficult | [Go to Q15] | <input type="checkbox"/> |
| d] Difficult* | [Go to Q14] | <input type="checkbox"/> |
| e] Very difficult* | [Go to Q14] | <input type="checkbox"/> |
| f] Don't know | [Go to Q15] | <input type="checkbox"/> |
| g] Not applicable | [Go to Q15] | <input type="checkbox"/> |

Q14. IF DIFFICULT or VERY DIFFICULT response is selected for Q13d or Q13e, why was it difficult to find buildings insurance?

Comment:

Q15. Thinking about insurers for properties located in conservation areas, what are the top two names that come to your mind?

Name 1:

Name 2:

Can't think of any

Q16. How would you rank the following responsibilities in terms of importance to you in owning a property located in a conservation area?

(insert values 1 to 6 only)

(Please rank your six preferences by inserting numbers 1 to 6 where 1 is the most preferred)

- | | |
|---|--------------------------|
| a] Having the right insurance in place to repair the property | <input type="checkbox"/> |
| b] Addressing maintenance issues to avoid accidents such as slips and trips | <input type="checkbox"/> |
| c] Addressing maintenance issues to preserve features of the property | <input type="checkbox"/> |
| d] Security | <input type="checkbox"/> |
| e] Fire protection | <input type="checkbox"/> |
| f] Selection of specialist contractors to undertake work on your premises | <input type="checkbox"/> |

Q17. What is the insured value of your property?

(✓ one only)

- < £125,000
- £125,001 - £250,000
- £250,001 - £500,000
- £500,001 - £1 million
- Over £1 million - £2 million
- Over £2 million
- Prefer not to say

Q18. How did you decide on the sum insured for your property?

(✓ all that apply)

- a) My current insurer's advice
- b) Professional valuation e.g. quantity surveyor
- c) My own calculation
- d) Other (*please specify*)

Other: £

Q19. Who is your property currently insured with?

Buildings Insurance

Name of Buildings Insurance: £

Contents Insurance

Name of Contents Insurance: £

Prefer not to say

Repair and Maintenance

Q20. Thinking of work** you have undertaken in the past, how easy or difficult was it to find: (✓ one only per row)

**By 'work' we mean repairs, restoration, or alterations

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Never sought
a) Professionals who can advise on the work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Skilled professionals to undertake the building work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Suitable building materials?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Affordable building materials?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Work and Commercial Activity at the Property

This section asks about work and commercial activities. Your response will help us understand more about how residential properties located in conservation areas are used.

Q21. Would you classify yourself as a homeworker? ✓ one only)

A homeworker is someone who usually spends at least half of their work time using their home, either within their grounds or in different places, using it as a base.

- Yes
- No
- Don't know

Q22. Which of the following commercial activities do you run at your property? (✓ all that apply)

- | | |
|---|--------------------------|
| a) Events e.g. weddings, conferences | <input type="checkbox"/> |
| b) Offices | <input type="checkbox"/> |
| c) Accommodation e.g. bed and breakfast, cottage rental | <input type="checkbox"/> |
| d) Air BnB / One Fine Stay etc. | <input type="checkbox"/> |
| e) Opening to the public including gardens | <input type="checkbox"/> |
| f) Retail | <input type="checkbox"/> |
| g) Other (<i>please specify</i>) | <input type="checkbox"/> |
| h) No commercial activities | <input type="checkbox"/> |

Other:

Demographics

Please note the survey responses are confidential and all responses will be anonymous. At no stage will these individual details be held by Historic England or any other organisation except the survey company.

Q23. Which age group applies to you?

(✓ one only)

- | | |
|-------------------|--------------------------|
| Under 25 | <input type="checkbox"/> |
| 25 to 34 | <input type="checkbox"/> |
| 35 to 44 | <input type="checkbox"/> |
| 45 to 54 | <input type="checkbox"/> |
| 55 to 64 | <input type="checkbox"/> |
| 65 to 74 | <input type="checkbox"/> |
| 75+ | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

Q24. Which of the following options best matches your current position?

(✓ one only)

- | | |
|------------------------------|--------------------------|
| Employed full time | <input type="checkbox"/> |
| Employed part time | <input type="checkbox"/> |
| Self employed | <input type="checkbox"/> |
| Unemployed | <input type="checkbox"/> |
| Retired | <input type="checkbox"/> |
| Looking after family or home | <input type="checkbox"/> |
| Long term sick or disabled | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

Q25. Which ethnic group do you consider you belong to?

(✓ one only)

- | | |
|---|--------------------------|
| White | <input type="checkbox"/> |
| Mixed / Multiple Ethnic Groups | <input type="checkbox"/> |
| Asian / Asian British | <input type="checkbox"/> |
| Black / African / Caribbean / Black British | <input type="checkbox"/> |
| Other (<i>please specify</i>) | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

Other:

Q26. What is your total household income per year from all sources, before tax and other deductions falls in. (✓ one only)

- | | |
|---------------------|--------------------------|
| £0 - £10,400 | <input type="checkbox"/> |
| £10,401 - £16,000 | <input type="checkbox"/> |
| £16,001 - £20,800 | <input type="checkbox"/> |
| £20,801 - £32,000 | <input type="checkbox"/> |
| £32,001 - £40,000 | <input type="checkbox"/> |
| £40,001 - £70,000 | <input type="checkbox"/> |
| £70,001 - £100,000 | <input type="checkbox"/> |
| £100,001 - £150,000 | <input type="checkbox"/> |
| Over £150,000 | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

Thank you for completing this questionnaire

Please return your completed survey by **20TH MARCH 2017** in the
FREEPOST envelope provided.

REF: «Username»

Annex Three: Weighting Tables

Table 3.1 Listed Building Population by Region and Grade

Heritage Counts to March 31st 2015 - breakdown by Region (HE Locality)

Region (HE Locality)	Listed Buildings			
	Grade I	Grade II*	Grade II	Total
East Midlands	998	1,887	26,849	29,734
East of England	1,757	3,519	52,425	57,701
London	594	1,399	16,943	18,936
North East	389	751	11,122	12,262
North West	490	1,534	23,513	25,537
South East	1,734	3,908	70,767	76,409
South West	2,049	5,175	82,522	89,746
West Midlands	620	2,167	31,521	34,308
Yorkshire	691	1,511	29,229	31,431
Total:	9,322	21,851	344,891	376,064

Source: Heritage Counts to March 31st 2015 (please note that the listings here are not separated into individual households/ hereditaments and listed buildings also cover non-residential).

Table 3.2 Main Survey Response by Region and Grade

Region (HE Locality)	Listed Buildings			
	Grade I	Grade II*	Grade II	Total
East Midlands	14	75	76	165
East of England	20	95	52	167
London	3	28	82	113
North East	5	11	135	151
North West	6	58	100	164
South East	22	63	54	139
South West	23	63	55	141
West Midlands	15	60	84	159
Yorkshire and The Humber	11	53	82	146
Total:	119	506	720	1,345

Table 3.3 Conservation Survey Response by Region

Region (HE Locality)	Total
	East Midlands
East of England	40
London	17
North East	32
North West	20
South East	40
South West	31
West Midlands	50
Yorkshire and The Humber	24
Total:	292

Annex Four: Reminder Postcard (for main survey)

Historic England Survey of Listed Building Owners **Reminder**



Dear Listed Building Owner

You recently received an invitation from Historic England to participate in our annual survey of listed home owners.

Deadline extension

The deadline for survey submissions has now been extended to **10th April 2017** so there is still time to complete the survey online (see reverse for details of the survey link and your username and password).

Alternatively, if you still have a copy of the printed survey booklet you can complete this and return it in the **FREEPOST** envelope originally provided.

Any other questions?

Don't hesitate to contact Leeanne Chambers at Alastair Coey Architects on 028 908 72 400. Leeanne can also provide copies of the survey in large print or arrange a telephone interview to complete the survey.

We do hope you will be able to take part in this survey which will help Historic England to provide you with better advice and support.

Prize draw

As a thank you for your participation, if you complete the survey on-line you may enter our prize-draw with the opportunity to win **£100** of retail vouchers. For all those entering the prize draw a **20%** discount is available at Historic England's Online Bookshop.

Photo top left: © Historic England Archive/Peter Williams
Photo top right: © Historic England Archive/James O. Davies

Historic England Survey of Listed Building Owners Reminder

Online survey link:

<http://uk.ecorys.com/surveys/HE2017>

Username: <<USERNAME>>

Passcode: **ListedB**

**Apologies if you have already completed
the survey or been in contact with us.
If so, please ignore this reminder.**

Delivered by



<<BARCODE>>

<<SORTPOSITION>> <<SACKNUMBER>> <<SELECTIONCODE>>

<<ORGANISATION>>

<<ADDRESSLINE1>>

<<ADDRESSLINE2>>

<<ADDRESSLINE3>>

<<ADDRESSLINE4>>

<<POSTTOWN>>

<<COUNTY>>

<<POSTCODE>>