

Survey of Listed Buildings Owners (2015)

A final report submitted to Historic England



Acknowledgements

This report was written by:

Steven Murray, Ecorys UK

With contributions from:

Delia Graham, Alastair Coey Architects
Reuben Pearse, Ecorys UK

The research team also included:

Leeanne Spiers, Alastair Coey Architects
Facundo Herrera, Ecorys UK
Amjad Majid, Ecorys UK

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Executive Summary

Overview

In 2015, Historic England (formerly English Heritage) commissioned Alastair Coey Architects and Ecorys UK to undertake a survey of listed residential property owners on behalf of the Historic Environment Forum (HEF). The project aimed to gather evidence about the experiences of owning listed residential buildings which had previously not been possible due to the lack of a comprehensive data source about listed residential properties in England.

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 mailed to a total of 10,503 listed property addresses. A total of 1,002 responses were received for an overall response rate of 10%.

The comparison survey was mailed to 1,503 addresses in designated conservation areas. A total of 146 responses were received for an overall response rate of 10%.

Findings

The listed building owners' survey showed a positive overall response from respondents towards owning a listed building. Responses suggest a broad consensus with the general principles of listing, agreeing in the majority of cases that their building was important to local character, and national history. In general, owners are aware of, and in many cases, proud of their custodial role, take pride in their building, and demonstrated an awareness of the need to maintain it. Pleasure and pride is balanced by the acknowledgement of the additional financial commitment involved in maintaining a listed building. This was particularly notable with regard to issues such as security, disability access, and energy efficiency.

The survey shows a slight difference from the general profile of housing stock in England with a higher proportion of listed detached properties (often older properties) and a lower overall proportion of listed flats / apartments (often newer properties from the late C19 and C20). However, most listed flats / apartments are listed Grade I, this may reflect their (pre-listing) subdivision of into smaller residential units which are more suited to modern living – this is also supported by the amount of Grade I properties which are leasehold, many of which are likely to be managed and maintained by management companies, thus affecting owners' experience of issues relating to maintenance and planning. In general, the listed property tended to be the primary residence of the sample group.

Overall, the survey paints a positive picture regarding owners' attitudes to repair and maintenance, which is consistent across all listing grades. In line with best practice recommendations, basic preventive maintenance such as clearing of gutters and checking of roof coverings is being carried out at least annually, and other maintenance cycles are generally within a reasonable frequency, the majority of owners repairing and redecorating walls and windows every 2-5 years.

The survey results are broadly encouraging with regard to the ease of sourcing professional advice or skilled professionals to undertake work; around a quarter of owners did identify some difficulty in both

these areas. This indicates that improvements could be made in the availability of skilled craftspeople or in helping owners to contact them, for example, through signposting or support for local directories.

With regard to the listed building consent process, the survey has highlighted that there is still some lack of understanding in relation to what work does, or does not require listed building consent. The survey indicated broad support and understanding amongst owners of the importance of the planning process in relation to listed buildings. Owners acknowledged the contribution their building made to the character of their local built environment and national history.

The majority of respondents who had submitted listed building applications (almost one half) were able to navigate the process and receive a successful outcome. The rigour of the consent process for listed buildings relative to normal planning channels is evident in the comparison survey, where less than a fifth of respondents had submitted a planning application in relation to their building.

The quality of pre-application advice was generally positive, highlighting the importance of consistency with regard to advice, and the continued availability of dedicated conservation personnel within local authority planning departments. The survey has provided useful evidence in relation to owners' reasons for discontinuing listed building consent applications, with the most significant difficulties relating to the cost of engaging specialist professionals, closely followed by the general complexity of the process.

The survey found that there is potential to improve accessibility to sources of information and advice on all aspects of repairing and maintaining a listed building.

Overall, the survey suggests that owners recognise and value the special qualities of their property, and in general are accepting of their custodial role in maintaining the property for future generations. However, it is clear also that many feel a burden of responsibility, reflected in additional financial commitment coupled with restrictions, which can impact their quality of life and comfort. In particular, the survey has identified that advice and guidance could be improved, as many are still experiencing difficulty in fully understanding the planning system relating to listed buildings, and in locating appropriate practical and professional support.

Recommendations

It is recommended that the heritage sector:

- **Reviews (i) the availability and quality of information about repairs and maintenance and (ii) the effectiveness of the signposting mechanisms.**
- **It is recommended that the heritage sector explore ways to improve signposting to information on nation-wide sources of materials and in advising where lower cost alternatives are acceptable (or not).**
- **It is recommended that the heritage sector reviews the available advice on making accessibility adjustments and energy efficiency improvements.**
- **The heritage sector should explore whether Local Authorities have the capacity and capabilities to provide consistently good quality advice.**
- **The heritage sector should explore new ways of providing signposting to information and advice on repairing and maintaining their property to owners – for example, during the purchase of a listed property or during a mortgage/re-mortgage application.**

1.0 Key findings and recommendations

1.1 Introduction

In 2015, Historic England (formerly English Heritage) commissioned Alastair Coey Architects and Ecorys UK to undertake a survey of listed residential property owners on behalf of the Historic Environment Forum (HEF). The HEF is a top level cross-sectoral committee, bringing together chief executives and policy officers from public and non-government heritage bodies. Their objective is to strengthen advocacy work and communications and to co-ordinate initiatives such as the annual audit of the historic environment – Heritage Counts.

There has been little evidence gathered to date about the experiences of listed residential building owners and where evidence does exist it tends to be based on a small sample of select owners. One of the key reasons for this is the lack of a comprehensive data source which provides consistent key information relating to listed residential properties in England.

The listed building survey was mailed to a total of 10,503 listed property addresses. A total of 1,002 responses were received for an overall response rate of 10%. A comparison survey was mailed to 1,503 addresses in designated conservation areas. A total of 146 responses were received for an overall response rate of 10%. The key findings are presented below.

1.2 Key findings

Overall, listed building owners who responded to the survey were open when talking about their experiences and also generally very positive about ownership. Owners seem to derive great pleasure from their properties and often use positive emotive language to describe their properties, e.g. love, unique, beautiful, privilege, important. **More than nine out of ten (92%) listed building owners consider their property to be very important or important to the character of the local area.** 78% of Grade I listed property owners felt that their building was either 'important' or 'very important' to national history as did 69% of Grade II* listed property owners.

Attitudes to living in a listed property

Respondents generally had a **sense of pride and importance and felt privileged to own a listed building**. They describe themselves as custodians in looking after their property, and enjoy contributing to a part of (or owning a part of) history.

Respondents also recognised the **importance of preserving heritage for future generations**. This was often coupled with an appreciation of how preservation of a listed building can enhance the local area and benefit the community.

That said, some respondents did feel that **their listed property was expensive to maintain, but there is no evidence from the survey of whether listed buildings are more or less expensive than non-listed properties**. Owners suggest that they would appreciate support of some kind.

Some respondents had experienced difficulties or frustrations in dealing with planning authorities. Although owners often recognised the importance of designation, they were sometimes frustrated or annoyed by the restrictions imposed on them, for example, where they caused **problems with upgrades for modern living** such as security, insulation, disabled access and energy efficiency.

The majority of responses were positive about owning a listed property and for those who recognised the difficulties in maintaining their property, **the pleasure, enjoyment and privilege of owning a listed building often outweighed any problems.**

The properties

Listed building owners reported a different property type profile to the English owner-occupied housing stock overall. Listed building survey respondents were most likely to own a detached house (38%) compared to a quarter (25%) of English owner-occupied properties overall.¹ There is some evidence of small differences between grading types - Grade I buildings seem less likely to be semi-detached and more likely to be a flat or apartment compared to Grades II* and II.

In England overall, 90% of owner-occupied properties are estimated to be freehold compared to 89% of listed buildings as reported by survey respondents. **Grade I properties do appear to be more likely to be leasehold – almost a quarter (24%)** of Grade I property owners responding to the survey reported that their ownership type was leasehold compared to 9% of listed property owners overall. This may reflect the sub-division of older, larger properties into flats or apartments.

The owners

In common with the general housing stock, listed building owners **tended to have been resident for a relatively long time** - over half of owners across all grading types had owned the property for 11 years or longer.

The majority of listed building survey respondents (53%) were employed - generally in full time employment (29%). A large proportion of **listed building and comparison survey respondents are approaching or at state retirement age.** Over two-fifths (44%) of respondents to the listed building owners survey were retired which is consistent with the age profile of respondents and the length of residence.

Data from the English Housing Survey indicates that **listed building owner and comparison survey respondent employment status' are different to English owner-occupiers overall.** Around two-thirds (61%) of English owner-occupiers are employed and a third (35%) retired.

The majority of listed building survey respondents (96%) and comparison survey respondents (97%) were of white ethnic origin.

¹ The English Housing Survey (EHS) includes a property category "Bungalow" which was not included in the listed property owner's survey. Bungalow owners account for 10% of the EHS sample and include detached and semi detached properties. In this report EHS bungalow owners have been included in the "other" category for analysis (see tables A1a and A1b in Annex 1).

Over a quarter (27%) of listed building survey respondents did not provide data for their household income. Of those who did, two-thirds (61%) indicated that their household income was over £40,000. One in seven listed building survey respondents who provided income data (14%) reported a household income of over £150,000.

Repairs and Maintenance

Maintenance and repair are each a fundamental part of the custodianship of listed properties. This is potentially more demanding for older buildings due to the non-standard nature of their construction.

The majority of listed property survey respondents indicated that they undertook all types of repairs and maintenance periodically. However, they did distinguish between different maintenance tasks when deciding on the frequency of maintenance. Relatively simple and inexpensive tasks – clearing gutters, downpipes and drain covers or checking roof coverings, flashings and chimneys – are generally done at least annually. Other, more significant or costly repairs and maintenance tasks such as painting and repair of exterior walls, windows and doors are done less frequently. This type of maintenance is most likely to be undertaken every 2-5 or even every 6-10 years.

Overall, 39% of listed building respondents thought that it was ‘easy’ or ‘very easy’ to find professionals to advise them compared to 21% who felt it was ‘difficult’ or ‘very difficult’. Only 6% thought it was ‘very easy’.

More listed building owners found it ‘easy’ or ‘very easy’ (38%) than found it ‘difficult’ or ‘very difficult’ (26%) to find skilled professionals to undertake the work. This is an encouraging finding – the availability of skilled professionals is important to prevent delays to repairs and maintenance having a detrimental impact on the historic building stock. But, a significant proportion (26%) of listed building owners *do* consider it difficult to find skilled professionals and this may mean that there are local or regional skills shortages.

Almost two-fifths (38%) of listed building survey respondents found this ‘easy’ or ‘very easy’ while a fifth (20%) found it ‘difficult’ or ‘very difficult’ to find suitable building materials. Overall, this is positive as the availability of suitable materials is crucial to timely and appropriate maintenance of listed properties.

The cost of building materials appears to be more of an issue than their availability. It is likely that the specific materials required for listed building maintenance and repairs are generally more expensive as there is less scope to substitute in cheaper alternatives.

Planning and listed building consent

A majority of respondents to both surveys recognised the contribution of their property to the area’s local character. 88% of listed building owners felt that their property was either ‘very important’ or ‘important’ to the character of their local area. 78% of the comparison survey respondents felt so.

Similarly, almost two thirds (65%) of listed building owners felt that their property was important to national history and over three-fifths (61%) of comparison survey respondents felt their property was important to local history.

The indication is that **listed property owners place great value on the non-monetary benefits of historic properties** – for example, their value to the character of a place. A large majority of listed building owners (88%) ‘agreed’ or ‘strongly agreed’ that listed building consent requirements were ‘important to protect the special architectural and historic character of the property’.

Just under a third of respondents (29%) said that they fully understood the listed building consent process. The process can be complex, so this is not unsurprising, but it does highlight the importance of the need for access to quality professional advice.

Recent listed building consent applications

A third (35%) of listed building respondents had submitted a consent application in the previous five years. Of these, 48% had done so with the help of an agent. Most of the work applied for was for repairs, alterations and extensions but **almost a quarter (23%) of those applying for consent had applied for work to undertake ‘energy efficiency improvements’.**

Half of listed building survey respondents (50%) who had submitted a consent application in the previous five years reported that their overall experience of the listed building consent process was ‘very good’ or ‘good’. However, around a third (34%) reported that it was ‘poor’ or ‘very poor’.

Discontinued listed building consent applications

Where respondents had abandoned a listed building consent application, the most frequently cited reason was **the cost of engaging specialist professionals (40%)**. Finding these professionals was also reported as an issue by a fifth (19%) of respondents.

The **process itself and the depth of information required to support an application were also reported as a major reason to have discontinued a listed building consent application** by up to 38% of survey respondents.

Recommendations

The recommendations proposed below relate to issues that should be considered by the heritage sector as a whole, perhaps via the HEF, to decide on priorities and responsibility for any actions. Some specific actions for Historic England to consider relating to their own activities are provided at the end of Chapter three ‘Survey findings’.

It is recommended that the heritage sector:

- **Reviews (i) the availability and quality of information about repairs and maintenance and (ii) the effectiveness of the signposting mechanisms.** The availability of information is an issue for a minority of listed property owners – it is not clear whether good quality information *is* available but is difficult to access, or whether signposting to it is ineffective.
- **It is recommended that the heritage sector explore ways to improve signposting to information on nation-wide sources of materials and in advising where lower cost alternatives are acceptable (or not).** The cost of materials is an issue of concern for property owners. There is little that can be done to alleviate the cost in many cases, but there may be scope to support the searching of property owners.

- **It is recommended that the heritage sector reviews the available advice on making accessibility adjustments and energy efficiency improvements.** Ensuring that properties are suitable for modern living, particularly with accessibility and energy efficiency improvements, was a concern for listed property owners and may help maintain properties in use.
- **The heritage sector should explore whether Local Authorities have the capacity and capabilities to provide consistently good quality advice.**
- **The heritage sector should explore new ways of providing signposting to information and advice on repairing and maintaining their property to owners – for example, during the purchase of a listed property or during a mortgage/re-mortgage application.**

2.0 Methodology

2.1 Methodology

2.1.1 Overview

The project surveyed two different groups of individuals: listed property owners in England and property owners in conservation areas in England.

The project timescale was:

Stage of work	Completed Date
Stage 1: set-up	- April 2015
Stage 2: survey preparation	- May to August 2015
Stage 3: pilot surveys	- June to August 2015
Stage 4: main surveys	- August to September 2015
Stage 5: analysis and reporting	- October 2015 to January 2016.

2.1.2 Questionnaire development

An outline questionnaire framework developed by Historic England in consultation with stakeholders was used as the template for listed building owner questionnaire design. The main themes identified were:

- Basic statistical information relating to building type and ownership category;
- Information on and awareness of the planning system;
- Owners' attitudes to repair and maintenance; and
- The quality and availability of information and advice available to owners.

The listed building owner survey was used as the basis for the comparison survey. Some questions required rewording slightly to reflect differences between the two survey populations and questions that were not relevant to the comparison survey respondents were removed entirely.

A detailed methodology is outlined in Annex Two. Copies of the questionnaires are provided in Annexes Three and Four.

2.1.3 Sample frame construction and cleaning

Listed building owners

The NHLE is the official database of all nationally designated heritage assets including listed buildings.² It was used as the starting point for Historic England, Alastair Coey Architects and Ecorys to build a robust population of owners of residential listed properties for survey sampling. **Comparison survey**

² See: <http://www.english-heritage.org.uk/professional/protection/process/national-heritage-list-for-england/> (checked 13/01/16).

For the comparison data, 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.

2.1.4 Sample structure

Listed building owners

The population of listed buildings in England largely consists of Grade II listed properties. The profile by listing type and total number also varies across the English regions.³ A straight random sample of the sample population would reflect this and would not generate enough responses in some categories to allow more detailed analysis.

To ensure that analysis could be undertaken at Grading level and at the nine English regional level (subject to the volume of responses), a random stratified quota sample of 10,503 properties were selected.

Comparison survey

In the comparison survey the target population was owners of unlisted residential properties in conservation areas. Therefore, a random quota sample of 1,503 properties by region was extracted for the survey. The sample was drawn from ESRI Shapefiles provided by Historic England (see Annex 2 for more details). The Shapefiles provided relevant postcodes to draw a random sample of residential addresses from using the Postcode Address File.

2.1.5 Pilot survey

Two pilot surveys were carried out to test the usability of the survey and highlight any changes that could lead to improved response rates and response quality. The pilots also helped estimate response rates. The initial pilot was mailed to 273 addresses and the second to a further 306 addresses achieving response rates of 8% and 6% respectively.

As the pilots did not lead to major change to the questionnaire design or highlight major problems in respondent understanding it was decided to include the responses in the survey analysis.

³ North West, North East, Yorkshire & the Humber, West Midlands, East Midlands, East of England, South West, South East, London.

2.1.6 Survey launch and implementation

Listed building owners

The survey was mailed to 9,924 addresses in two phases, in addition to the 579 pilot survey addresses. This mailshot included options for online, postal or telephone response. The reason for the split phase was to assess whether response rates differed significantly by Grade or region to allow targeted booster mailshots from a reserve sample.

The intention was to not contact property owners if a sufficient number of responses had already been received. In practice, the entire reserve sample was issued. A total of 1,002 responses were received for an overall response rate of 9.5%.

Comparison survey

The survey was mailed to 1,503 addresses in a single phase alongside Phase 1 of the listed building owner survey. This mailshot included options for online, postal or telephone response. A total of 146 responses were received for an overall response rate of 9.7%.

Incentives

Respondents completing the online versions of the surveys were entered into a prize draw conducted by HE to win shopping vouchers.

2.1.7 Weighting and analysis

See Annex Five for details of weighting tables.

Listed property owners

Survey response data was weighted using a cross-tabulation of survey responses and a breakdown of the listed building population by region and grade supplied by HE (see Annex 5, Tables A5.2 and A5.1 respectively). This weighting allowed us to adjust the responses more representative of the population by removing bias associated with the sample structure and any difference in response rates.

Comparison survey

Various weighting options were considered to try and draw up a robust sample frame for the total number of properties in designated conservation areas. In the absence of accurate figures the decision was taken not to weight the comparison data.

Qualitative Analysis

Due to the large number of responses for the two open-ended questions it was decided that the analysis would focus on a sample of responses. A random selection of 300 answers from each question was selected and analysed further using key words and phrases to categorise answers into top-level themes.

Further details on the method can be found in Annex 2.

3.0 Survey results

3.1 Attitudes to Living in a Listed Building

An important part of living in a listed building is the owner's attitude to being the custodian of the property. An overwhelming majority of the respondents in this survey (93%) consider their listed property to be either 'very important' or 'important' to the character of the local area 65% also felt that their property was either 'very important' or 'important' to national history. This indicates a broad acceptance of the principles of listing, which is based partially on an assessment of special historic interest of a property. It also reflects the more personal sense of owners that their property plays an important role in local and national heritage.

Attitudes towards the local importance of properties were consistently positive across owners of all listed building grades, with the majority indicating that they felt their property was important to the character of the local area. Responses varied according to grade when respondents were asked to what extent they considered their property to be important to national history. 78% of Grade I listed property owners felt that their building was either 'important' or 'very important' as did 69% of Grade II* listed property owners. Grade II listed property were less likely to feel that their building was important to national history with only 59% reporting that they felt their property was 'important' or 'very important' to national history. This corresponds to the levels of special interest that are used to justify statutory listing, reflected in the grading system.

When asked "What does owning a listed building mean to you?" a high proportion of responses (34%) were predominantly positive, including words such as "responsibility", "important and "privilege" when talking about their experience. For the responses where owners expressed a mix of positive and negative elements (53%), the positive often outweighed the negative. There were only (12%) responses where the owners' predominant response was negative.



Word	Frequency
Privilege / privileged	70
Future	66
Beautiful / beauty	66
Home / homely	65

The themes emerging from survey responses are as follows:

- **Sense of pride and importance**

Respondents generally had a sense of pride and importance and felt privileged to own a listed building. They describe themselves as custodians in looking after their property, and enjoy contributing to a part of (or owning a part of) history. Many owners take great pleasure from living in a unique, architecturally significant or beautiful property and cherish the responsibility that accompanies this. From the responses below, it is clear that many owners feel that living in a listed property is a special experience and that they feel privileged to be able to do so.

“Privilege and responsibility. Proud of the different type of home in which we live and delighted to be able to share it with others.” – owner of Grade II* property in East Midlands

“A great privilege and responsibility. Fascinating and fun.” - owner of Grade I property in the South West.

“We are proud to be the current caretakers of our house.” – owner of Grade II* property in the North West.

“Very special and proud of the history of the building.” – owner of Grade II property in the North East.

“It is a privilege and commitment, we have owned it for 500 years.” – owner of Grade I property in the South East.

“We live in a beautiful house in a beautiful area. The challenges of living in a listed property far outweigh the pleasure and pride that we feel from our home.” – owner of Grade II* property in Yorkshire and The Humber

- **Importance of preserving heritage**

Respondents recognised the importance of preserving heritage for future generations. This was often coupled with an appreciation of how preservation of a listed building can enhance the local area and benefit the community. Furthermore, many respondents acknowledged the importance of maintenance to ensuring that historical and cultural significance of these listed buildings is preserved for the future.

“It is important as you feel you are looking after something that is not only yours but an asset that can be enjoyed by the city for generations to come.” – owner of Grade I property in the South East

“I love our beautiful home and I'm proud to be a custodian of a little bit of England's and our local community's heritage; it doesn't feel so much like we own our property, more that we're privileged to be part it's story.” – owner of Grade II property in the South East

"It is important that the building contributes to the history and heritage of the local area now and in the future". – owner of Grade II property in East Midlands

"Owning a listed building does undoubtedly come with its difficulties but to own a piece of history and maintain/restore it for the next generation is a great thing" - owner of Grade II building in North West.

"It excites me to think that generations of families have lived in our home, that they have touched the same, beam or stone or historic feature and that I can maintain that legacy that future families can hopefully continue what we feel and that they may appreciate the continued enhancement of our home no matter how subtle that change or renovation may appear. We are part of this buildings heritage, and nothing can change that."- owner of Grade II building in the North West.

"A building to cherish and pass on to the next generation."- owner of Grade I building in the West Midlands.

"It means that my house is not just a home to me but a link between the past and future for other generations to enjoy." – owner of Grade II property in South West.

- **Financial implications and maintenance difficulties**

Respondents felt that their listed property is expensive to maintain and would appreciate financial support either in the form of VAT exemption or other financial support. Here, responses indicate that owners experience difficulty in maintaining their listed property, and reflect that maintenance takes a lot of work. Some felt an overbearing sense of responsibility or experienced problems obtaining the correct building materials.

"I love the house and garden but it generates a lot of work and I struggle to keep on top of it, I worry about security." – owner of Grade II in East of England*

"I am proud to own it, but dealing with maintenance is a sweat!" – owner of Grade II in London.

"It's great to own a little bit of English history but the expense of repair and specialist building repairs is very expensive, a reduction in certain areas of VAT or something would be of a great help." – Grade II East of England.

"Whilst I am happy to occupy a listed building I find it a total pain which gets worse and more expensive as each year passes."- Grade II property owner in West Midlands.

"It is a bitter sweet situation - the pride in being responsible for a special building - frustration by the additional hoops - costs of achieving repairs and upkeep." – owner of Grade I building in the North West.

"An expensive headache!"- owner of a Grade II property in the East of England.

- **Issues with designation and the planning process**

Several respondents had experienced difficulties and frustrations in dealing with planning authorities. Although owners often recognised the importance of designation, some were frustrated or annoyed by the restrictions imposed on them. Some respondents felt that that living in a listed property is impractical for modern day living and mentioned issues such as security, insulation, disabled access and energy efficiency.

"It can be quite a burden when trying to make alterations, particularly for disabled access. There are lots of constraints which make both alterations and repairs more difficult and more expensive." – owner of Grade II property in West Midlands*

I would prefer not to live in a listed building as I feel the requirements or rather restrictions on what one can do with your own home is so restricted but a block away on [...] Street there is NO restriction and they can get permission for fast food outlets and stores can erect back door extensions that not only block our back view but create a security risk. It is a travesty how unfair and arbitrary the requirements are for our houses while those that are our neighbours but not listed can do what they like with impunity.” – owner of Grade II property in London.*

“A headache and stressful as bureaucracy abounds.” – owner of Grade II property in the East of England.

“Initially I enthusiastically took on the ownership of a dilapidated listed property taking great pleasure in returning it to its former glory. However as time progressed I have found the listed building consent process increasingly onerous and arbitrary. Those that take on listed buildings assume significant obligations. Relevant public bodies such as Historic England should be looking to support such individuals with a rational process embracing more progressive ideas to support maintaining these buildings in the rapidly changing environment of today.”- owner of Grade II property in West Midlands.

The majority of responses were positive and for those who recognised the difficulties in maintaining their property, the pleasure, enjoyment and privilege of owning a listed building often outweighed any problems.

3.2 Building Characteristics

The survey asked respondents questions about the type of property they owned, their ownership type and the length of time they had owned the property. This data aimed to provide a greater understanding of the characteristics of listed buildings in England that could be compared to data about the housing stock generally.

3.2.1 Type of Property

Overall

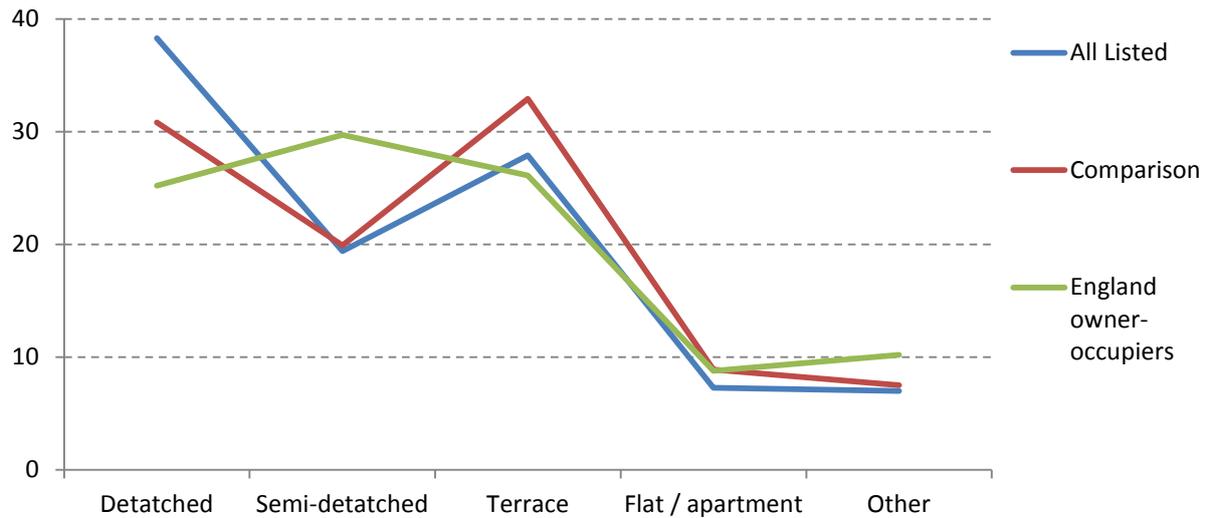
We asked owners to classify the type of property they owned. Responses from listed building owners and the comparison area demonstrated a different profile to the English owner-occupied housing stock overall.

Listed building survey respondents were most likely to own a detached house (38%) compared to a quarter (25%) of English owner-occupied properties overall.⁵

The overall spread of property types in conservation areas is similar to the profile reported by listed building respondents.

⁵ The English Housing Survey (EHS) includes a property category “Bungalow” which was not included in the historic property owner’s survey. Bungalow owners account for 10% of the EHS sample and include detached and semi detached properties. In this report EHS bungalow owners have been included in the “other” category for analysis (see tables A1a and A1b in Annex 1.

Figure 3.2 Type of Property (%)



Source: Ecorys UK based on Survey of Listed Building Owners; Survey of owners in conservation areas (comparison group); English Housing Survey 2013/14; see Annex 1, Table A1a.

Note: The England owner-occupier 'other' category includes bungalows which were not included as a discrete category in the main or comparison surveys.

Note: n = various, see Annex 1, Table A1b for details.

Listed properties

Overall, the type of property reported by survey respondents for different grades of listing follows a broadly similar profile to listed buildings overall. However, there is evidence of some small differences between grading types. Grade I buildings are less likely to be semi-detached and more likely to be a flat or apartment compared to Grades II* and II.

This could be explained by several factors. For example, larger Grade I properties may have been subdivided into flats / apartments thereby increasing their frequency. Semi-detached properties began to appear in the mid-19th century and became more frequent in the 20th century – as relatively 'new' properties, they are less likely to meet the criteria for listing, as the bar for listing properties constructed after 1840 is set progressively higher. Further research would be required to test this hypothesis.

Figure 3.3 Type of Property by Listed Building Grade (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex 1, Table A1a.

Note: n = various, see Annex 1, Table A1b for details.

3.2.2 Ownership Type

The survey asked owners what ownership type they held on their property. Owners that have freehold tenure own both the building and the land on which it is built. Leaseholders have the right (under contract with the freeholder) to live in the property for a fixed period of time, typically around 90 or 120 years, paying during this time ground rent, a service charge and maintenance fees to the freeholder.

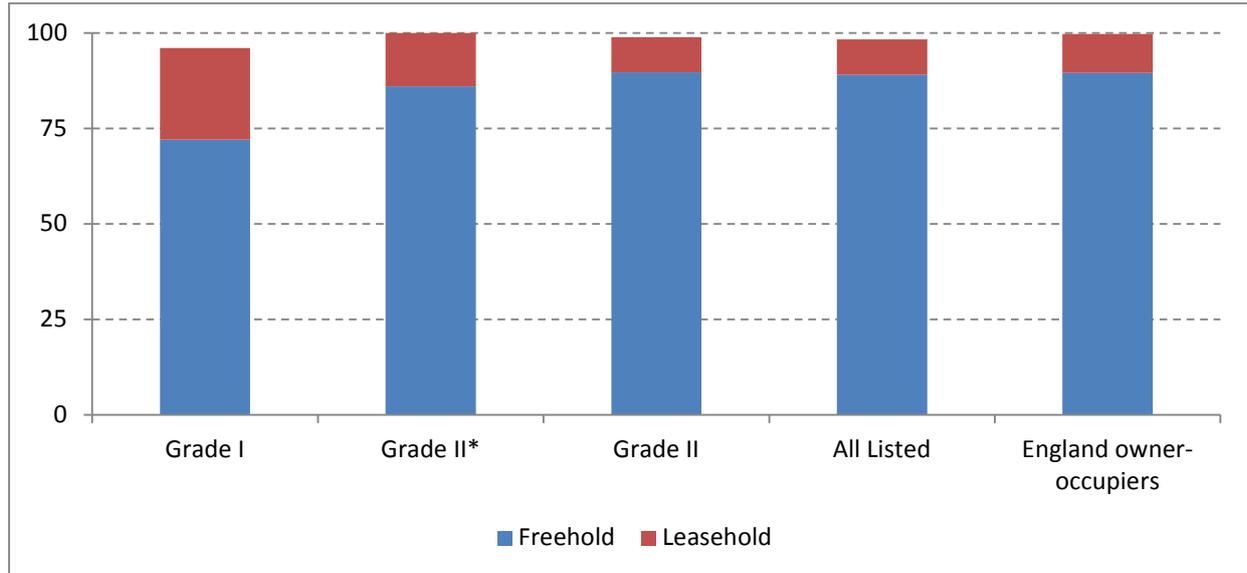
It is likely that freeholders and leaseholders face different challenges in maintaining their properties. While some freeholders will have appointed agents to manage repairs and maintenance, most will be responsible themselves. In comparison, most leaseholders will not have maintenance duties themselves and will rely on a property management company to manage repairs and maintenance on their behalf – their role will generally be in managing and ensuring best value from the property management company.

In England overall, 90% of owner-occupied properties are estimated to be freehold compared to 89% of listed buildings as reported by survey respondents. However, there is some evidence that the overall figure for England under-reports the number of leasehold properties⁶ and that as a result the apparent difference with listed properties is less than it initially appears.

Grade I properties do appear to be more likely to be leasehold – almost a quarter (24%) of Grade I property owners responding to the survey reported that their ownership type was leasehold compared to 9% of listed property owners overall. This may reflect the sub-division of older, larger properties into flats or apartments.

⁶ DCLG (2014), *Residential leasehold dwellings in England: technical paper*, DCLG: London. Available at: <https://www.gov.uk/government/publications/residential-leasehold-dwellings-in-england-technical-paper> (checked 25/11/15).

Figure 3.4 Ownership Types (%)



Source: Ecorys UK based on Survey of Listed Building Owners; English Housing Survey 2013/14, statistical data set - Owner occupiers, recent first time buyers and second homes, FT2231; see Annex 1, Table A2a.

Note: n = various, see Annex 1, Table A2b for details.

The majority of listed property owners (89%) reported that their property had been listed when they bought it. A minority of survey respondents (8%) indicated that it had become listed during their ownership. This indicates that the vast majority of listed property owners were likely to be aware of their property’s listed status and the resulting implications before purchase.

3.3 Property Owners

Overall, little is known about the owners of listed buildings – their socio-economic characteristics and the length of time they have owned their properties. The survey asked a range of questions about age, employment status, ethnicity and household income to address this gap.



3.3.1 Length of Ownership

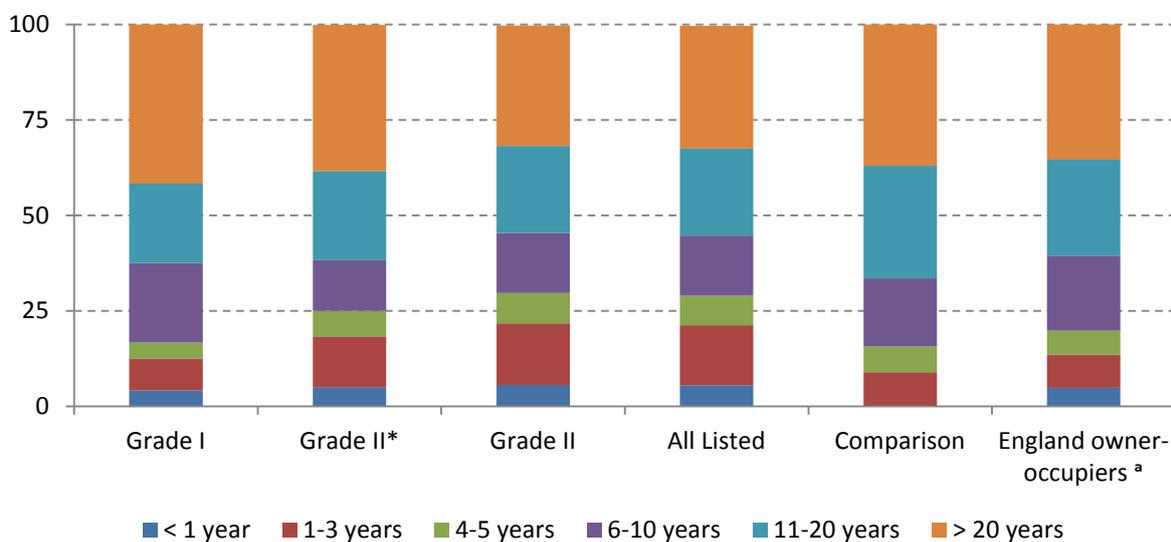
Overall

The listed building and comparison surveys asked owners how long they had owned their property. Comparison data for England as a whole is drawn from the English Housing Survey⁷ and covers owner occupiers only.

Overall, the profile for listed building owners, the comparison survey and England overall were similar. Close to or more than half had owned the property for 11 years or longer.

The overall trend in length of ownership trend is similar across listed buildings overall and the individual grading types. Over half of owners across all grading types had owned the property for 11 years or longer.

Figure 3.5 Length of property ownership (%)



Source: Ecorys UK based on Survey of Listed Building Owners; Survey of owners in conservation areas (comparison group); English Housing Survey; see Annex 1, Table A3a.

Notes: ^a categories for England are not an exact match - <1 year, 1 year but <3 years, 3-4 years, 5-9 years, 10-19 years, 20+ years.

Note: n = various, see Annex 1, Table A3b for details.

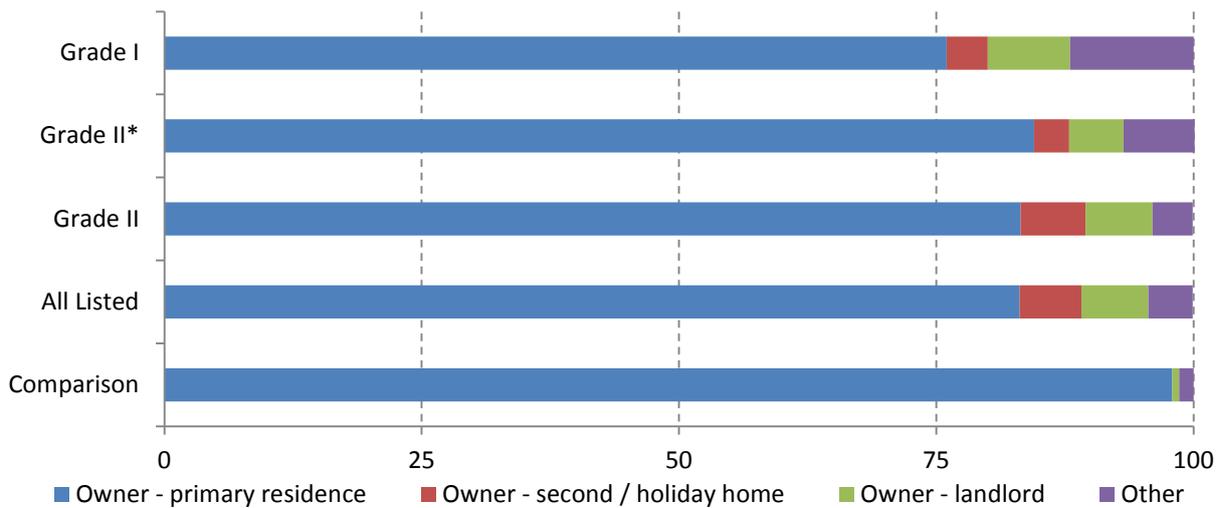
3.3.2 Property Residency

For most of the listed property survey respondents (83%) their listed property was their primary residence.

A small proportion reported that the listed building was their second / holiday home (6%) or that they were the landlord (7%).

⁷ DCLG (2015), *English Housing Survey 2013/14*, DCLG: London. Available at: <https://www.gov.uk/government/collections/english-housing-survey#2013-to-2014> (checked 25/11/15).

Figure 3.6 Residency type of listed property survey respondents (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex 1, Table A4a.

Note: n = various, see Annex 1, Table A4b for details.

3.3.3 Socio-economic characteristics

A minority of respondents selected 'prefer not to say' in answer to the socio-economic questions in the surveys. For most questions, the proportion was small – around 1-2% in most cases - but was around a quarter of all respondents for the question on household income.

The analysis in this section excludes all 'prefer not to say' responses unless stated otherwise. Full information on responses to each socio-economic question including and excluding 'prefer not to say' responses are available in Annex 1.

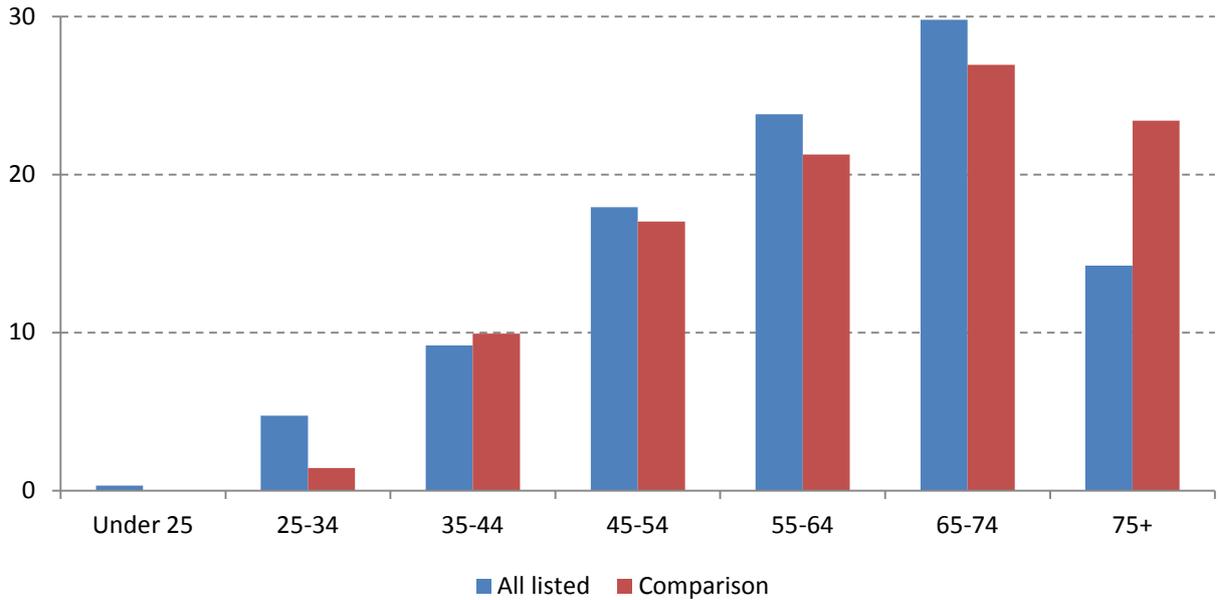
Owner age and ethnicity

The majority of listed building and comparison survey respondents tend to be approaching or at state retirement age.

Of listed building survey respondents, 68% were aged 55 or older and 44% were aged 65+. 71% of comparison survey respondents were aged 55 or older.

Only 5% of listed building survey respondents and less than 2% of comparison survey respondents were aged under 34 years.

Figure 3.7 Age category of listed property survey respondents (%)



Source: Ecorys UK based on Survey of Listed Building Owners; Survey of owners in conservation areas (comparison group); see Annex 1, Table A5a.

Notes: n = various, see Annex 1, Table A5b for details; excludes 'prefer not to say' responses.

The majority of listed building survey respondents (96%) and comparison survey respondents (97%) were of white ethnic origin.

Owner employment status

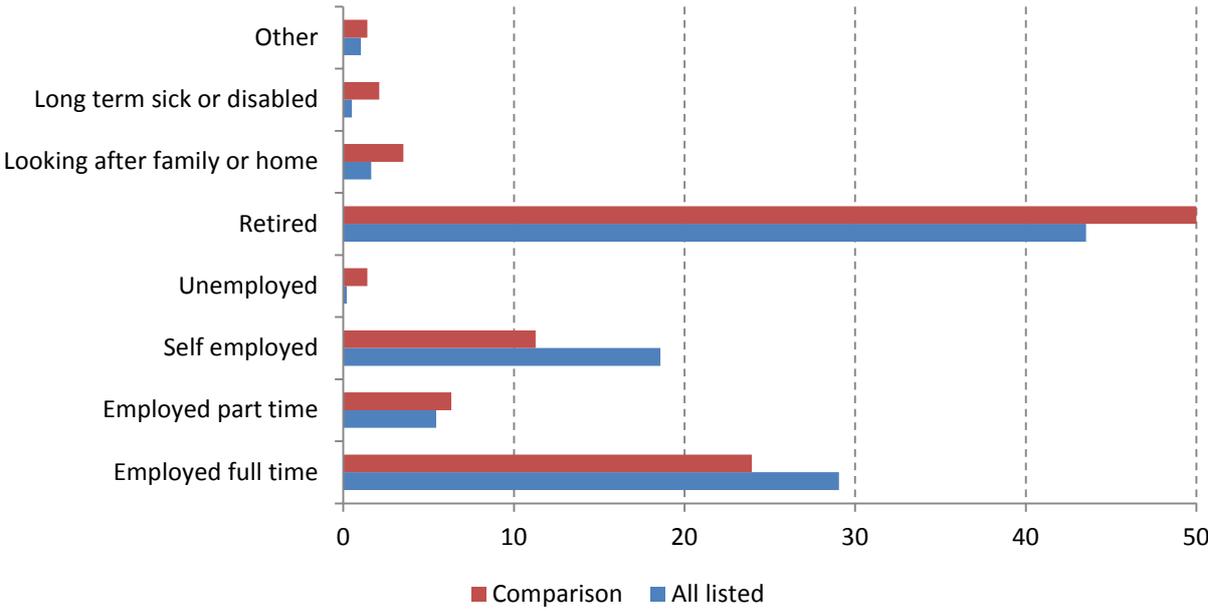
Over two-fifths (44%) of respondents to the listed building owners survey were retired which is consistent with the age profile of respondents. In the comparison survey, half (50%) of respondents were retired.

The majority of listed building survey respondents (53%) were employed - generally in full time employment (29%). In the comparison survey 42% of respondents were in some form of employment.

Data from the English Housing Survey indicates that listed building owner and comparison survey respondent employment status' are different to English owner-occupiers overall. Around two-thirds (61%) of English owner-occupiers are employed and a third (35%) retired.⁸

⁸ DCLG (2015), *English Housing Survey headline report 2013-14/2013-14, Section 1: Tables, Figures and Annex Tables, AT1.6*. DCLG: London. Available at: <https://www.gov.uk/government/statistics/english-housing-survey-2013-to-2014-household-report> (checked 16/12/15).

Figure 3.8 Employment status of listed property survey respondents (%)



Source: Ecorys UK based on Survey of Listed Building Owners; Survey of owners in conservation areas (comparison group); see Annex 1, Table A7a.

Notes: n = various, see Annex 1, Table A7b for details; excludes ‘prefer not to say’ responses.

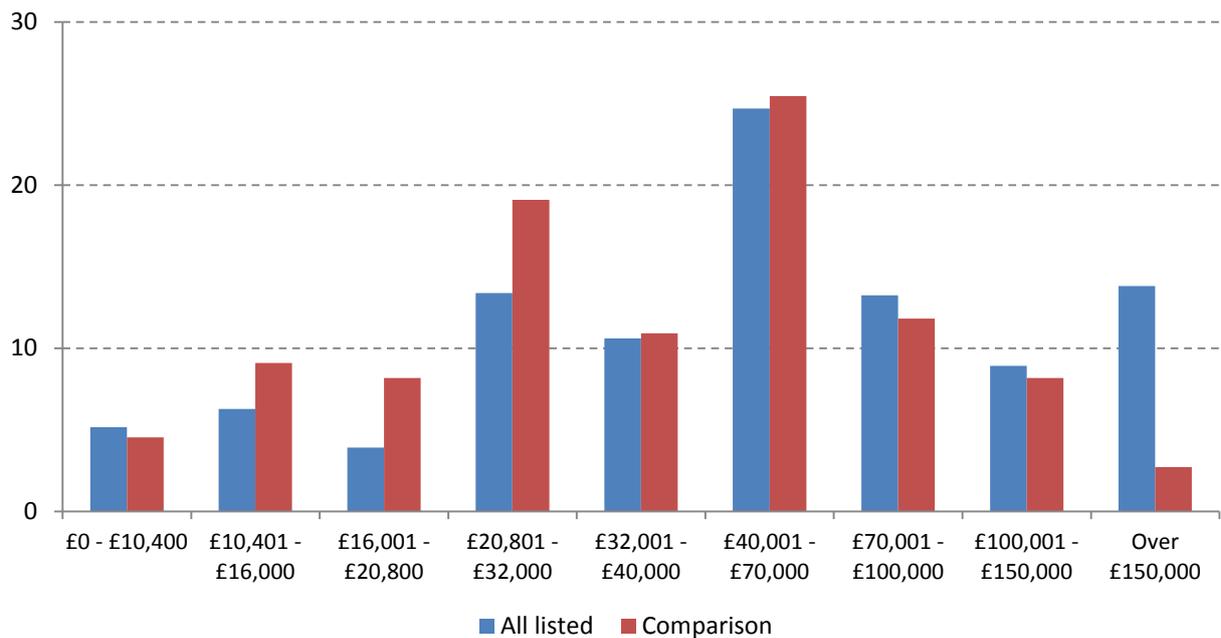
Household income

Respondents were asked about their household income. Overall, 27% of respondents selected ‘prefer not to say’ to this question – see Tables A8a and A8b, Annex 1 for more information. The ‘prefer not to say’ responses have been excluded from the analysis in this section.

The household income profile of listed building and comparison survey respondents who provided income data were similar.

Two-thirds (61%) of listed building survey respondents who provided income data indicated that their household income was over £40,000 (equivalent to 44.3% of all survey respondents). One in seven listed building survey respondents who provided income data (14%) reported a household income of over £150,000 (equivalent to 10.1% of all survey respondents).

Figure 3.9 Household income of survey respondents (%)



Source: Ecorys UK based on Survey of Listed Building Owners); Survey of owners in conservation areas (comparison group); see Annex 1, Table A8a.

Notes: n = various, see Annex 1, Table A8b for details; excludes 'prefer not to say' responses.

3.4 Repair and Maintenance

Maintenance and repair are each a fundamental part of the custodianship of listed properties. This is potentially more demanding for older buildings due to the non-standard nature of their construction. For example, they may require the use of specific construction techniques that are no longer in common or the non-standard construction may make it difficult to source appropriate building materials.

Historic England’s Conservation Principles (2008) defines repair and maintenance as follows:

Maintenance is defined as “*routine work necessary to keep the fabric of a place in good order*”;

Repair is defined as “*work beyond the scope of maintenance, to remedy defects caused by decay, damage or use, including minor adaptation to achieve a sustainable outcome, but not involving alteration or restoration*”



Image used under license from Shutterstock.com

// *We love our old house and have repaired and restored as much as possible, including wooden gutters, shutters, plaster and stone work. It is a unique building which we are looking after for the next family who takes it over.*
Owner of Grade II property in the North East

3.4.1 Frequency of repairs and maintenance

Listed building owners overall

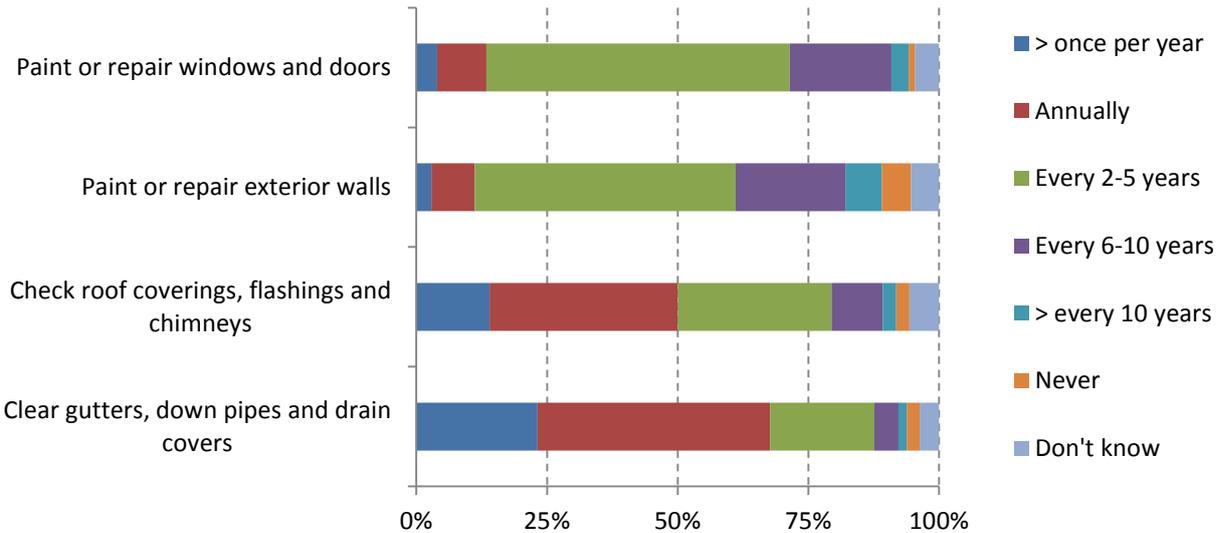
The majority of listed property survey respondents indicated that they undertook all the listed types of repairs and maintenance periodically.

Respondents distinguish between different maintenance tasks when deciding on the frequency of maintenance. Relatively simple and inexpensive tasks – clearing gutters, downpipes and drain covers or checking roof coverings, flashings and chimneys – are generally done at least annually.

Other, more significant or costly repairs and maintenance tasks are done less frequently. Only a small proportion of survey respondents undertake painting and repair of exterior walls (11%), windows and doors (13%) annually. Instead, this type of maintenance is most likely to be undertaken every 2-5 or even every 6-10 years. It is possible that annual maintenance of walls is closely related to the property characteristics - for example - a traditional limewash coating that requires renewal more frequently than paint.

Only a small proportion indicated that they never undertook the repairs or maintenance listed – ranging from 1% for ‘windows and doors’ to 6% for ‘exterior walls’.

Figure 3.10 Frequency of repairs and maintenance (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex 1, Table A10a.
 Note: n = various, see Annex 1, Table A10b for details.

// *Because many of the alterations were made to the property before it was listed there are several anomalies - for example, new dormer windows, plastic guttering and fall pipes and some modern windows. Therefore we cannot keep the overall picture intact.”*
Owner of Grade II property in Yorkshire and The Humber

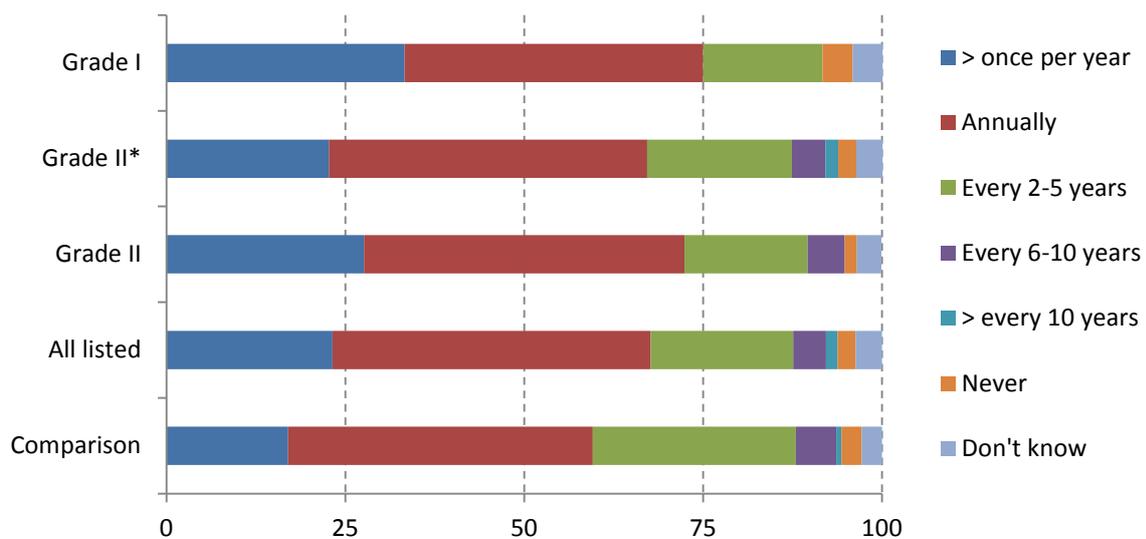
Gutters, down pipes and drain covers

Overall, 68% of listed property owners reported clearing their gutters, down pipes and drain covers at least annually. Almost nine in ten (88%) reported doing so at least every five years.

There was virtually no variation by property listed building Grade and listed building owner responses were similar to comparison survey respondents.



Figure 3.11 Frequency of clearing gutters, down pipes and drain covers (%)



Source: Ecorys UK based on Survey of Listed Building Owners; Survey of owners in conservation areas (comparison group); see Annex 1, Table A11a.

Note: n = various, see Annex 1, Table A11b for details.



I have found that I always have to be looking for problems, with repairs to windows/doors, I have to keep on top of them. Can my roof cope with heavier rainfall we seem to be having climate change, internal lead gutters overflowing for example.”

Owner of Grade II property in East Midlands

Roof coverings, flashing and chimneys

The focus of this question was on *checking for faults* and not on undertaking any subsequent repairs.

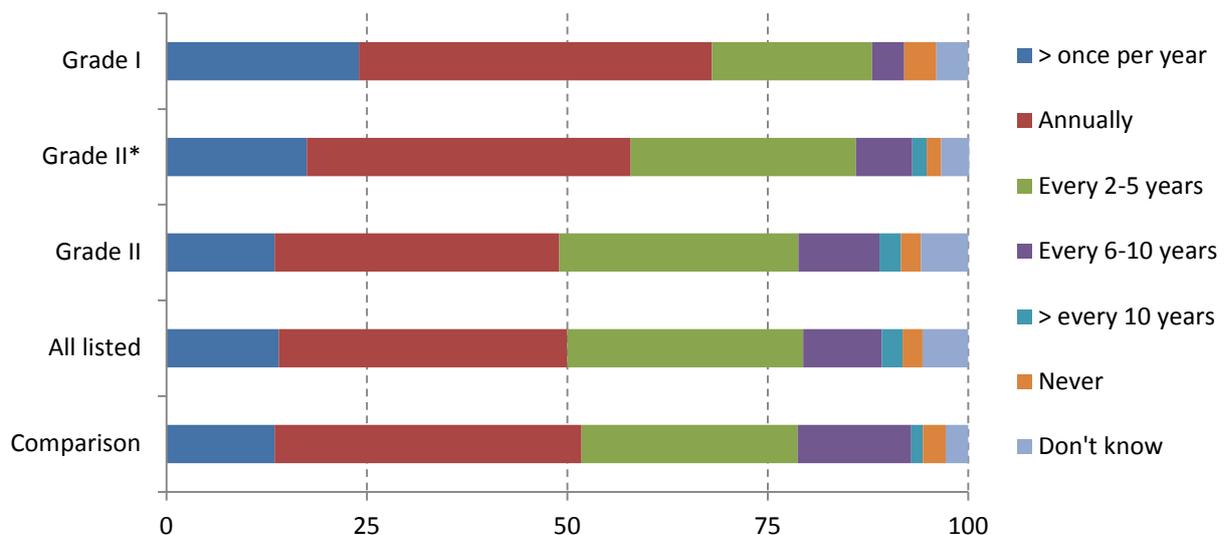
Half of listed property owners indicated that they check roof coverings, flashing and chimneys at least annually and four in five do so at least every five years.

Within building Grades, the pattern is similar, but Grade I property owners indicated that they check their properties more frequently – 68% do so at least annually. Comparison survey responses were similar to the overall listed building responses.



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Figure 3.12 Frequency of checking roof coverings, flashings and chimneys (%)



Source: Ecorys UK based on Survey of Listed Building Owners); Survey of owners in conservation areas (comparison group); see Annex 1, Table A12a.

Note: n = various, see Annex 1, Table A12b for details.

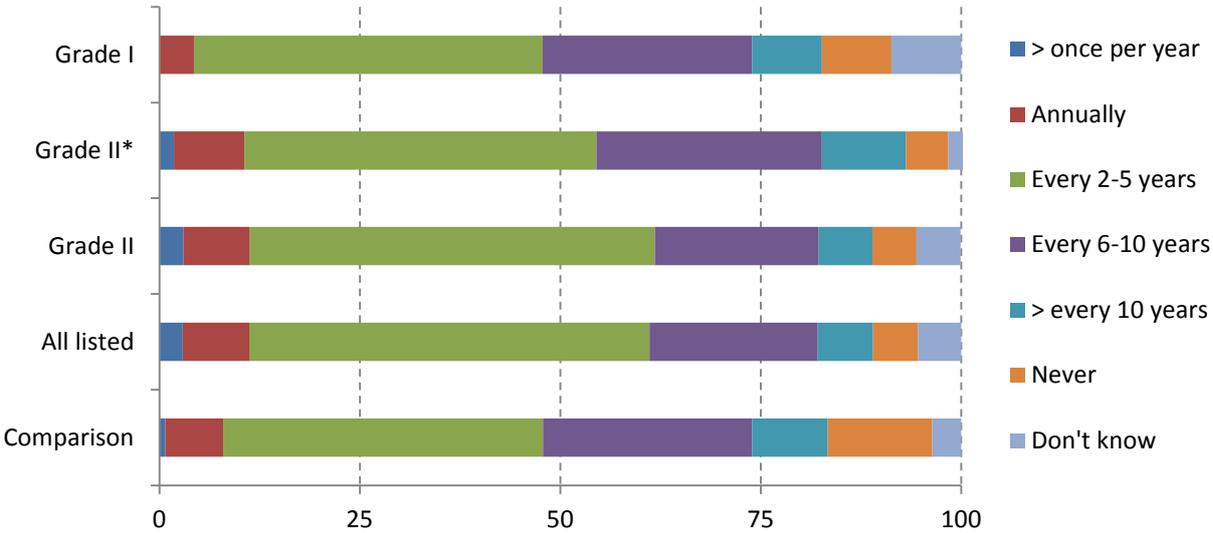
Exterior Walls

Overall, half (51%) of listed building owners reported that they paint or repair their exterior walls every 2 to 5 years. Cumulatively, three in five (61%) do so at least every five years. A further fifth (21%) do so every 6-10 years.

A small proportion (3%) of survey respondents painted or repaired exterior walls more than once a year. This does seem to be an unusually frequent cycle, but it is possible that the properties have a traditional coating, requiring more frequent renewal. Alternatively, urban pollution could also mean properties needing more regular painting.

Individual property Grades all followed the overall listed property pattern which was similar to the comparison survey.

Figure 3.13 Frequency of painting or repairing exterior walls (%)



Source: Ecorys UK based on Survey of Listed Building Owners; Survey of owners in conservation areas (comparison group); see Annex 1, Table A13a.

Note: n = various, see Annex 1, Table A13b for details.

It is an interesting place in which to live and I enjoy it but it does bring responsibilities and maintenance costs.”
Owner of Grade II* property in the South West

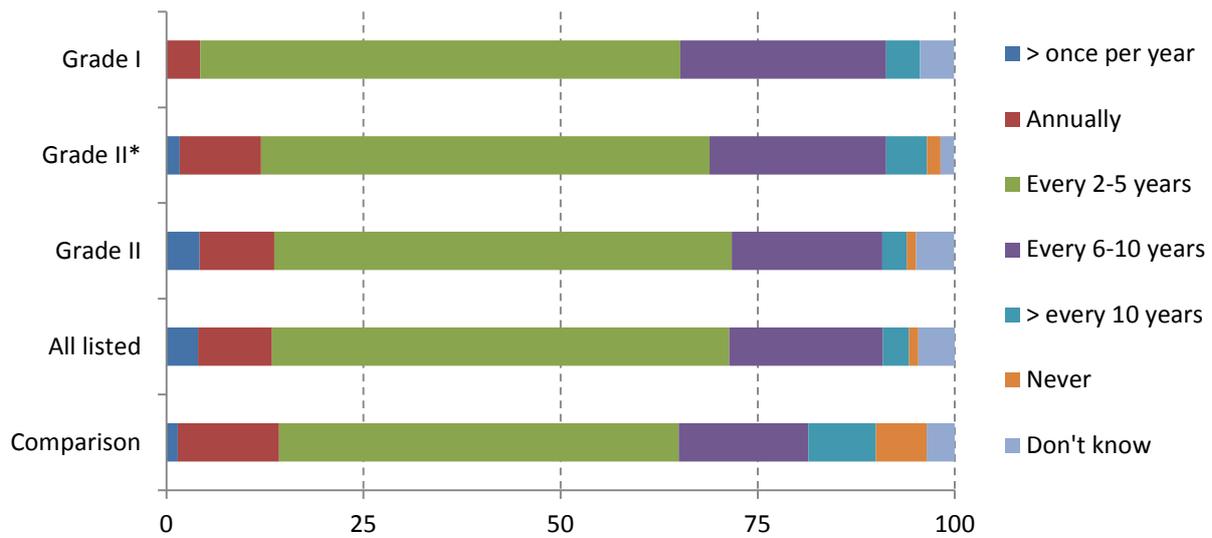
Windows and Doors

Survey respondents indicated that the frequency of painting or repairs to doors tended to be undertaken every 2-10 years - similar to exterior walls painting and repairs.

A small proportion of owners (1%) stated that they never had to paint or repair windows or doors. There are several possible explanations for this. For example, windows may have been replaced with uPVC units, which are popularly marketed as ‘maintenance free’ or the properties may be flats or apartments and maintenance is undertaken by a management company rather than the property owner.

The overall pattern in frequency was similar across all listed building grades and the comparison survey.

Figure 3.14 Frequency of painting or repairing windows and doors



Source: Ecorys UK based on Survey of Listed Building Owners); Survey of owners in conservation areas (comparison group); see Annex 1, Table A14a.

Note: n = various, see Annex 1, Table A14b for details.

My property is unusual as it is one of eight linked properties. Often repair work on one property involves several others. But I am glad to be here, and to maintain historical connections.”
Owner of Grade II property in the East of England

3.4.2 Finding professional advice, specialist contractors and materials

Finding professional advice

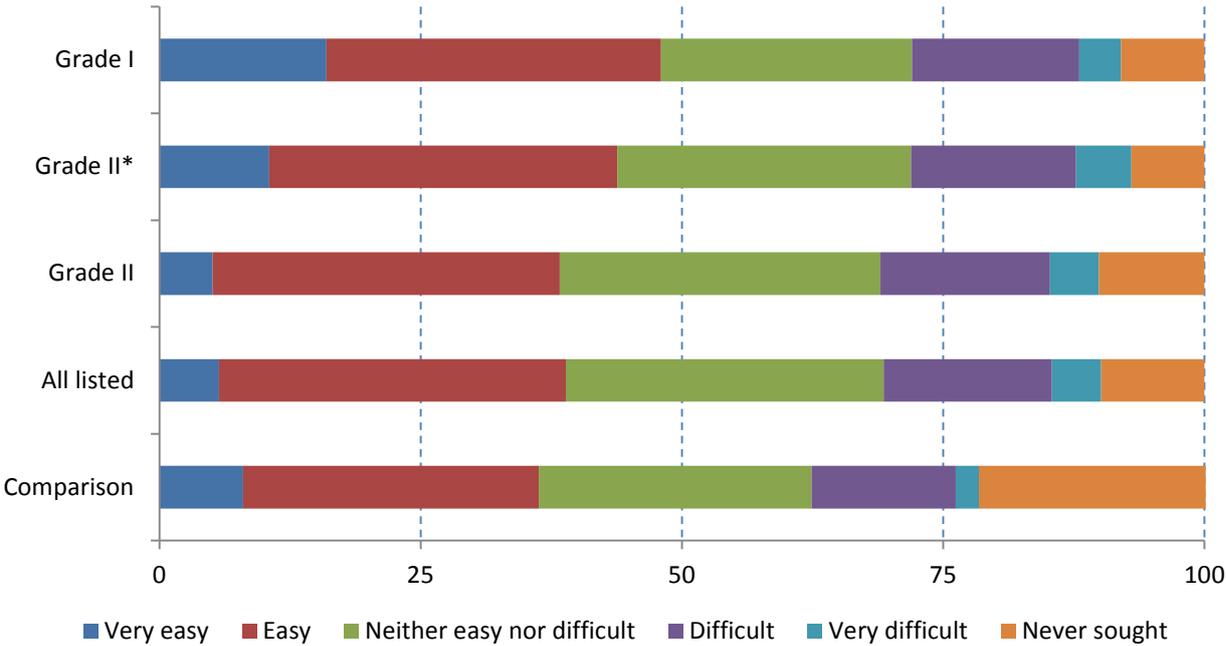
Respondents were asked about finding professionals to advise on any work to be undertaken.

Overall, 39% of listed building respondents thought that it was ‘easy’ or ‘very easy’ to find professionals to advise them compared to 21% who felt it was ‘difficult’ or ‘very difficult’.

Only 6% thought it was ‘very easy’ so there is scope to improve the availability of advice – perhaps working alongside professional bodies and in reviewing heritage sector signposting to existing sources of advice.

This pattern was generally similar across listed building grades and in responses to the comparison survey – one notable difference was that 22% of comparison survey respondents never sought professional advice compared to only 10% of listed properties.

Figure 3.15 Ease of finding professionals to advise on work (%)



Source: Ecorys UK based on Survey of Listed Building Owners); Survey of owners in conservation areas (comparison group); see Annex 1, Table 15a.

Note: n = various, see Annex 1, Table A15b for details.

Finding skilled professionals to undertake work

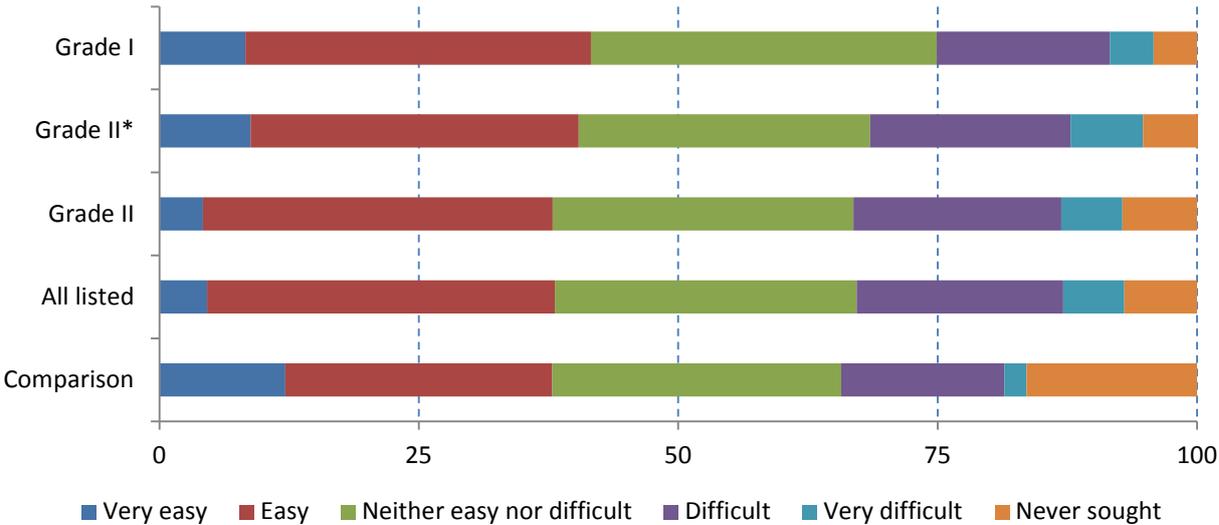
More listed building owners found it ‘easy’ or ‘very easy’ (38%) than found it ‘difficult’ or ‘very difficult’ (26%) to find skilled professionals to undertake the work. On balance this was the case across all listed building grades and the comparison survey.

This is an encouraging finding– the availability of skilled professionals is important to prevent delays to repairs and maintenance having a detrimental impact on the historic building stock.

Alternatively, a significant proportion (26%) of listed building owners *do* consider it difficult to find skilled professionals. While it may be expected that the relatively limited pool of specialist builders or craftspeople might exacerbate the problem, overall it does not seem to be significantly worse than for the comparison survey.

However, it may be the case that there are *local or regional* specialist skills shortages. The survey sample size was too small to allow robust regional analysis and further research may be appropriate. The potential impact of the non-availability of specialists to undertake building work could also have serious implications for the state of listed properties and features.

Figure 3.16 Ease of finding skilled professionals / builders to undertake building work (%)



Source: Ecorys UK based on Survey of Listed Building Owners; Survey of owners in conservation areas (comparison group); see Annex 1, Table A16a.

Notes: listed building owners were asked about “skilled professionals to undertake the building work” while comparison survey respondents were asked about “skilled builders”.

Note: n = various, see Annex 1, Table A16b for details.

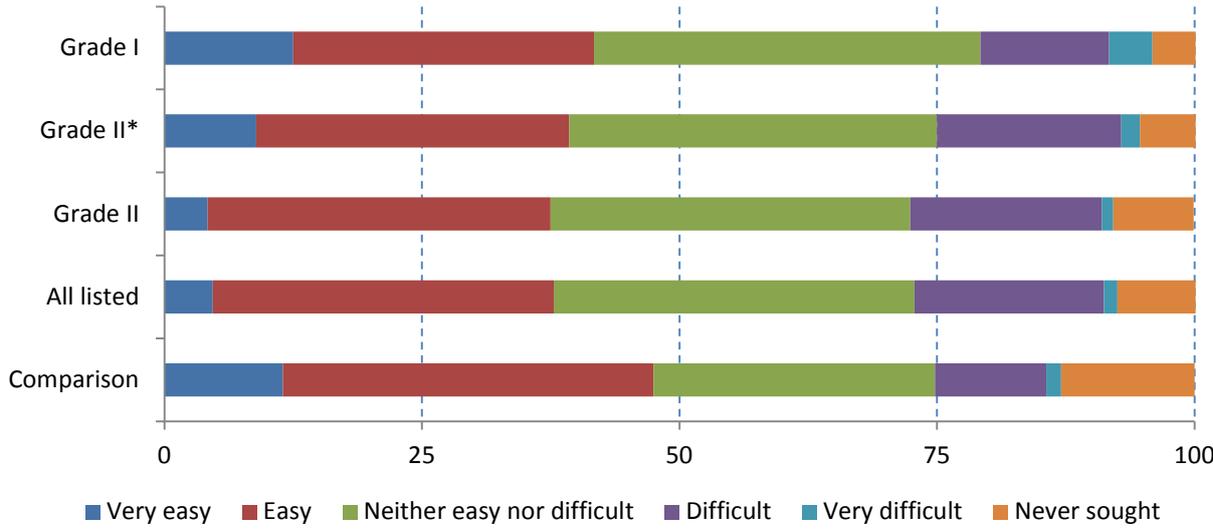
Finding suitable building materials

Property owners were asked to comment on the ease or difficulty of finding suitable building materials.

Almost two-fifths (38%) of listed building survey respondents found this ‘easy’ or ‘very easy’ while a fifth (20%) found it ‘difficult’ or ‘very difficult’ to find such materials. Overall, this is positive as the availability of suitable materials is crucial to timely and appropriate maintenance of listed properties.

There was no major difference between listed building grades. Comparison survey respondents found it slightly easier overall to find materials – this is likely to be the case as non-listed building owners have greater flexibility in the materials they can use but it could also be due to the smaller sample size.

Figure 3.17 Ease of finding suitable building materials (%)



Source: Ecorys UK based on Survey of Listed Building Owners; Survey of owners in conservation areas (comparison group); see Annex 1, Table A17a.
 Note: n = various, see Annex 1, Table A17b for details.

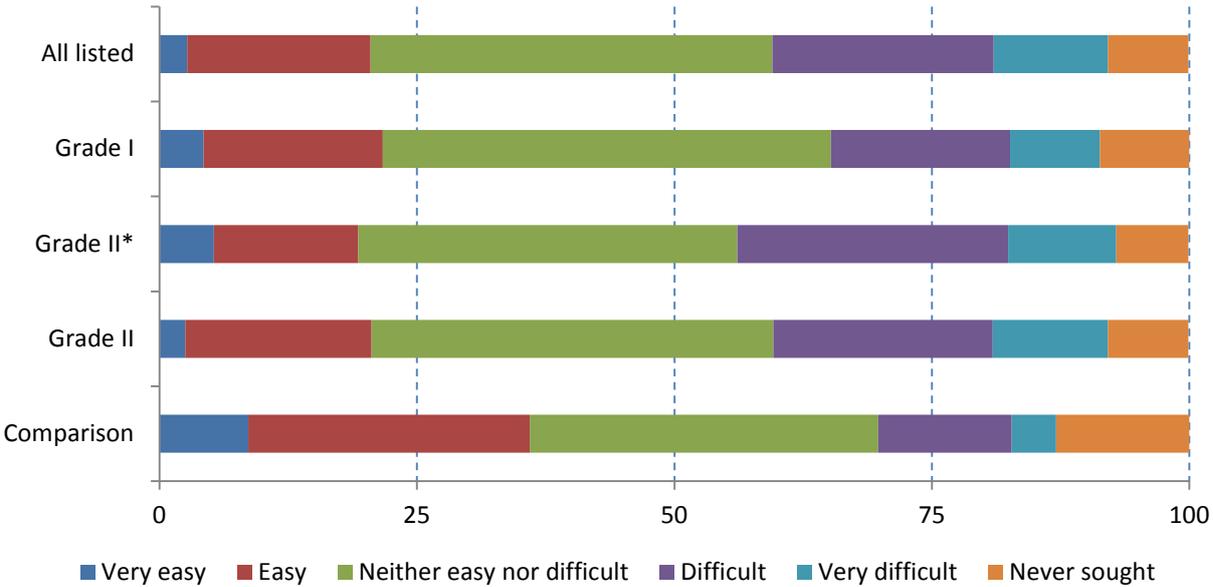
Finding affordable building materials

Only a fifth (21%) of listed building owners found it ‘easy’ or ‘very easy’ to find affordable building materials compared to a third (33%) who found it ‘difficult’ or ‘very difficult’. The opposite was the case among comparison survey respondents – 36% found it ‘easy’ or ‘very easy’ while 17% found it ‘difficult’ or ‘very difficult’.

This suggests that while the availability of suitable materials is not a major concern for the majority of listed property owners - this is not to say that the availability of materials is not an issue at all and for some owners it will be a major issue. However, the affordability of those materials *is* an issue. It is likely that the specific materials required for listed building maintenance and repairs are generally more expensive as there is less scope to substitute in cheaper alternatives.

The heritage sector may be able to play a role in signposting to sources of suitable materials – supporting owners to search beyond their local areas – and in advising where lower cost alternatives are acceptable (or not). This would help ensure that appropriate repairs and maintenance can take place when required and before significant damage occurs to the listed properties and features.

Figure 3.18 Ease of finding affordable building materials (%)



Source: Ecorys UK based on Survey of Listed Building Owners; Survey of owners in conservation areas (comparison group); see Annex 1, Table A18a.

Note: n = various, see Annex 1, Table A18b for details.

3.5 Planning and Listed Building Consent

Respondents to both the listed building survey and the comparison survey felt that buildings – specifically their property – were an important contributing factor to the character of an area.⁹ 88% of listed building owners felt that their property was either ‘very important’ or ‘important’ to the character of their local area and 78% of the comparison survey respondents felt so.

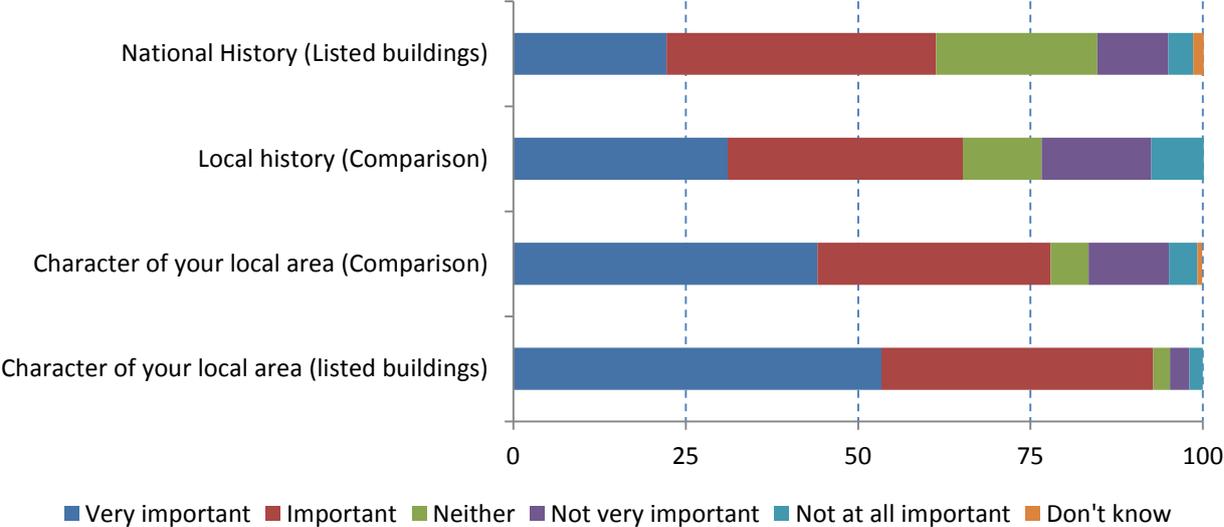
The surveys also asked about the owner’s perception of the property’s importance to local history (comparison survey) or national history (listed building survey). The purpose of these questions was to gain some understanding of how the owners view their properties in relation to the local and national context, in order to try and understand some of the possible motivations behind ownership. However, the survey results do indicate that respondents view buildings as an important part of the fabric of the nation’s heritage. Almost two thirds (65%) of listed building owners felt that their property was important to national history. Over three-fifths (61%) of comparison survey respondents felt their property was important to local history.¹⁰

A majority of both listed building survey and comparison survey respondents recognised the contribution of their property to an areas character – it may the case that these views apply generally to the built environment regardless of listed status.

⁹ The survey did not specify that the contribution to character should be positive, but in this analysis we have assumed this to be the case.

¹⁰ It is not intended to provide an accurate reflection on the actual relative national or local importance of the properties – owners would be unlikely to know and would potentially over-estimate the importance of their property.

Figure 3.19 Perceived importance of owners properties to the character of an area and local/national history (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex 1, Table A19a.
 Note: listed building owners were asked about importance to national history while comparison survey owners were asked about importance to local history.
 Note: n = various, see Annex 1, Table A19b for details.

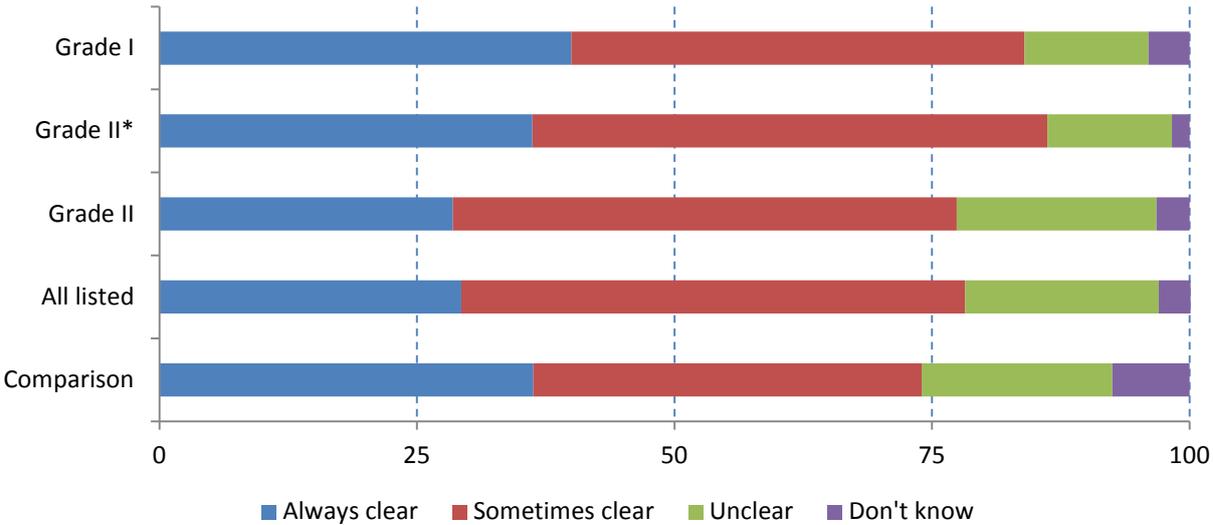
3.5.1 Understanding listed building consent and planning permission

Overall, just under a third of respondents (29%) reported that it was ‘always clear’ what work needs listed building consent. Almost half (49%) of respondents felt that it was ‘sometimes clear’ what work needs consent, while less than a fifth (19%) of respondents felt that it was ‘unclear’.

The listed building consent process is complex and it is unlikely that it will ever be possible to clearly explain the nuances of the system to all property owners. However, it may be possible to improve current guidance or the signposting to it, emphasising the importance of when and why expert advice should be sought.

Understanding was similar across listed building Grades and in the Comparison survey.

Figure 3.20 Is it clear what work needs listed building consent / planning permission? (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex 1, Table 20a.
 Note: listed building owners were asked about the listed building consent process; comparison survey owners were asked about planning permission.
 Note: n = various, see Annex 1, Table A20b for details.

Attitudes to listed building consent

The survey asked property owners whether they agreed with two statements about the possible importance of listed building consent.

Over three-fifths (61%) of respondents ‘agreed’ or ‘strongly agreed’ that listed building consent requirements were ‘important to maintaining the value of their property’. A definition of ‘value’ was not specified - it is most likely to relate to monetary value but respondents could also be including non-monetary factors in their assessment (e.g., in terms of contribution to the character of an area).

A large majority (88%) ‘agreed’ or ‘strongly agreed’ that listed building consent requirements were ‘important to protect the special architectural and historic character of the property’.

This suggests that listed property owners place great value on the non-monetary benefits of historic properties.

Figure 3.21 Attitudes to listed building consent (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex 1, Table A21a.

Note: n = various, see Annex 1, Table A21b for details.

3.5.2 Recent listed building consent applications

Recent applications

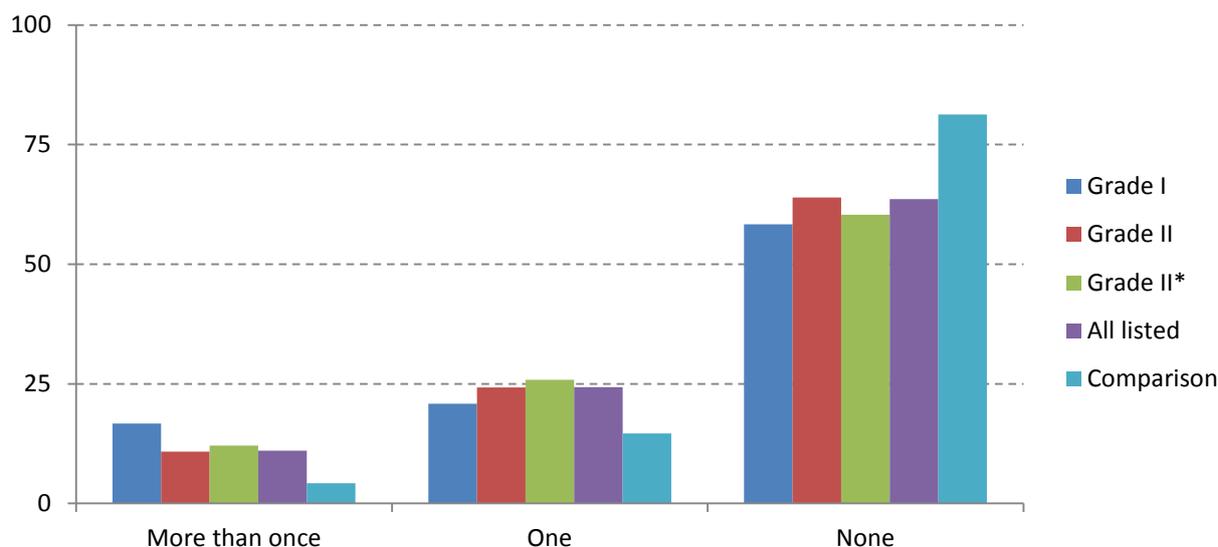
Listed building survey respondents were asked whether they had submitted any listed building consent applications in the last five years. Comparison survey respondents were asked about planning permission applications.

Overall, around a third (35%) of listed building survey respondents had submitted at least one application and this was consistent across listed building grades. A small proportion had submitted more than one application during the previous five years (11%). This was higher than the comparison survey where less than a fifth (19%) of respondents had submitted a planning application – the majority of these had only submitted one application.

The majority of listed building survey respondents who had submitted a recent application were successful (84%). So, although there was some uncertainty over what work requires consent it seems that the majority of survey respondents were able to successfully navigate the process. A small proportion of applications were unsuccessful or had a decision pending (8% each).

The majority of listed building survey respondents (65%) had not submitted an application in the last five years but a small proportion of these *had* considered doing so (14% of all respondents).

Figure 3.22 Applications for listed building consent in the last five years (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex 1, Table A22a.

Note: listed building owners were asked about the listed building consent process; comparison survey owners were asked about planning permission.

Note: n = various, see Annex 1, Table A22b for details.

Of those listed property owners who *had* submitted listed building consent application in the previous five years, 73% had also submitted a planning application.

Almost half (48%) of listed building survey respondents had used an agent during their application process – the proportion was slightly higher for Grade I property owners (67%). Just over half (52%) had applied directly to their Local Authority and this proportion fell the a third (33%) of Grade I property owners.¹¹

Type of work applied for

Listed building survey respondents were asked about the type of work they were applying for permission to undertake. Respondents could select as many types of work as necessary and on average selected two options.

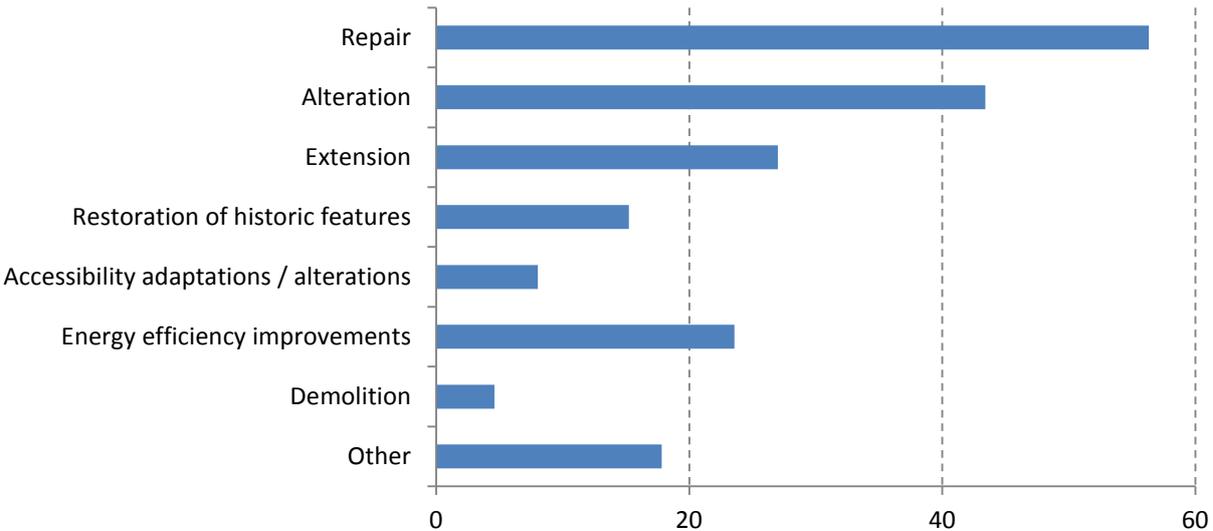
‘Repairs’ were the most frequently selected option – chosen by over half (56%) of respondents. Over two-fifths (43%) of respondents selected ‘Alterations’ and around a quarter (27%) of respondents selected ‘extension’.

A further 23% of respondents selected ‘energy efficiency improvements’ which suggests a that there could be a need for support in updating and maximising historic building conformity with modern energy efficiency standards.

A small proportion of respondents (5%) had applied for demolition work to be undertaken – all of these were for work at Grade II properties. There was no indication as to whether this application was for full or partial demolition – it should not be assumed that these applications related to permission to demolish the entire building, as often, later additions can be removed without impacting overall heritage significance.

¹¹ See Annex 1, Tables A24a and A24b for details.

Figure 3.23 Recent listed building consent applications – type of work applied for (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex1, Table A25.
 Note: n = various, see Annex 1, Table A25 for details.

Expected cost of planned work

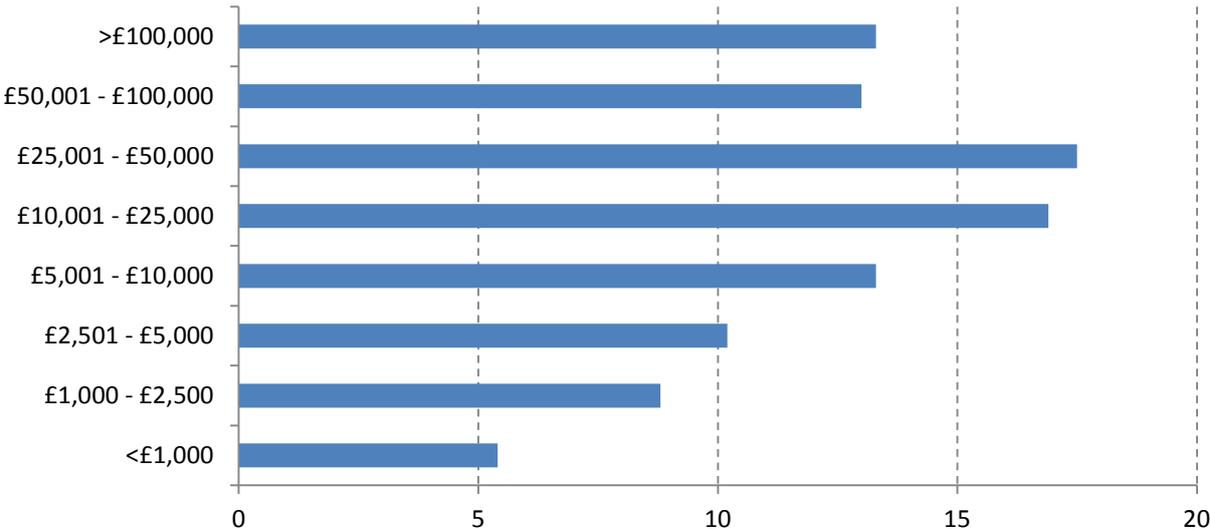
Listed building survey respondents were asked about the expected cost of the work in the most recent listed building consent application. The survey did not ask them to focus only on the listed element of the work and for that reason it has been assumed that the sums reported apply to the work overall – not the listed element alone.

The expected cost of the planned works ranged from under £1,000 to over £100,000. Around a quarter (24%) of work planned was expected to cost less than £5,000 and is likely to be relatively minor in scope.

However, a slightly higher proportion of respondents (26%) reported that their planned work was expected to cost over £50,000 and we can assume that the scale of the work is accordingly more substantial (notwithstanding the fact that the cost of materials or specialist skills can increase the cost of small projects significantly).

Given that respondents have reported some uncertainty over exactly what work requires listed building consent, it is possible that owners are assuming that small-scale or low-value works do not require consent. Further research would be necessary to explore this possibility further.

Figure 3.24 Expected cost of work in the most recent listed building consent application (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex 1, Table 26.
 Note: n = various, see Annex 1, Table A26 for details.

Experience of the building consent process

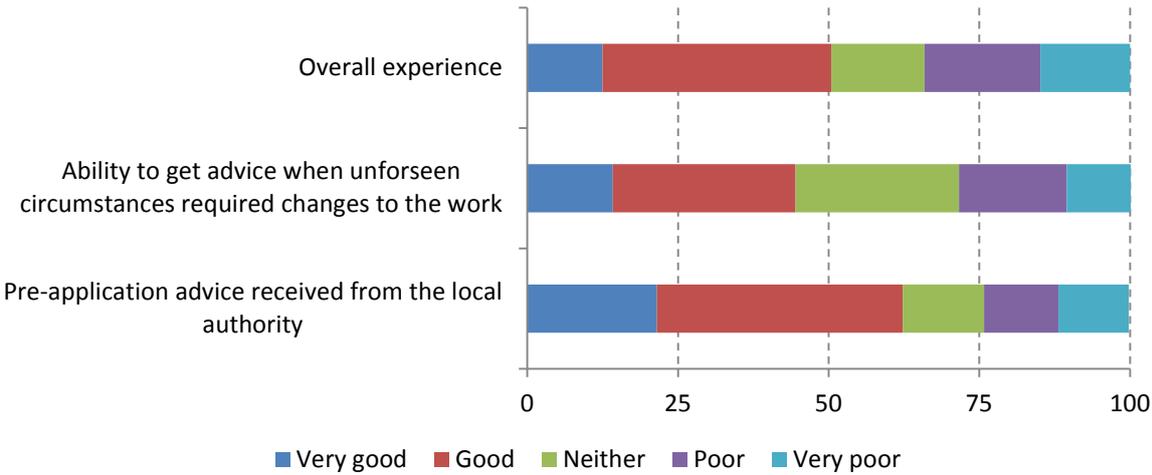
Listed building survey respondents who had submitted at least one building consent application in the previous five years were asked to consider their recent experience and to rate different aspects of it. The survey sample size was not large enough to explore responses at different building Grades or individual Local Authority (LA) level.

Half of listed building survey respondents (50%) who answered the question reported that their overall experience of the listed building consent process was ‘very good’ or ‘good’. However, around a third (34%) reported that it was ‘poor’ or ‘very poor’.

Listed building survey respondents reported that they were generally happy with the pre-application advice received from their LA – 62% rated it ‘good’ or ‘very good’ compared to a quarter (24%) who rated it ‘poor’ or ‘very poor’. LA advice is not standardised across England and is likely to vary significantly from one area to another. The survey sample size was not large enough to explore responses at individual LA level, but the survey results indicate that there may be some areas where the quality and consistency of advice is lacking.

Listed building survey respondents were also asked about their ability to get advice during the planning consent or building process when circumstances required changes to the work. The survey did not specify the source of any advice – it could have been the LA or independent specialists. Less than half (45%) reported their ability was ‘good’ or ‘very good’ while 29% reported that it was ‘poor’ or ‘very poor’. This indicates that there could be some scope to improve the advice and guidance provided during the planning consent and building process.

Figure 3.25 Experience of the listed building consent process (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex 1, Table A27a.

Note: n = various, see Annex 1, Table A27b for details.

Comparison survey respondents who had applied for planning permission to undertake work were also asked the questions reported on above. But, the number of responses were not sufficient for detailed analysis.

3.5.3 Discontinued listed building consent applications

Listed building owners who had considered submitting an application within the last five years, but had discontinued it, were asked the reasons why. Respondents could provide more than one reason and generally did so.

The most frequently cited reason for discontinuing an application was the cost of engaging specialist professionals (40%). Finding these professionals was also reported as an issue by a fifth (19%) of respondents.

The process itself and the depth of information required to support an application were also reported as a reason to have discontinued plans for a listed building consent application. The complexity of the process was an issue for 38% of respondents and the difficulty in assembling the relevant information was an issue for 29%.

A negative pre-application response was reported as an issue for 11% of respondents. This could be for several reasons that we were unable to capture in the questionnaire. For example, poor customer service by the Local Authority or professionals or equally good customer service by the same because the initial proposals were clearly unsuitable.

Figure 3.26 Reasons for discontinued listed building consent applications in the last five years (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex1, Table A28.
 Note: n = various, see Annex 1, Table A28 for details.

3.6 Information and Advice

When asked how easy or difficult it was to find information and advice about maintaining and repairing listed properties, the response from property owners was mixed. Of those who expressed a view, just over a quarter (27%) felt it was ‘easy’ or ‘very easy’ but a third (33%) felt it was ‘difficult’ or ‘very difficult’.¹²

3.6.1 Sources of advice

Listed building survey respondents were asked about their first port of call for advice on several topics relevant to owning and caring for a listed building.

The first port of call varied by type of advice sought. For general information about repairs and maintenance, the majority (51%) of respondents would contact a builder or craftsman.

In searching for recommended heritage professionals, a quarter (25%) did not know where to seek advice. A further quarter (26%) responded that they would contact the Local Authority and a fifth (21%) would contact a builder or craftsman.

The majority (68%) of respondents did not know where to access specialist financial advice which indicates a significant gap in availability of information. This may be explained by the fact that the provision of specialist mortgage and insurance products tailored to the special requirements of listed buildings represents a relatively new section of the market. The largest proportion of the remainder (13%) would contact their Local Authority for advice in the first instance.

Historic England was not in the top two first ports of call for any of the three types of information.

¹² See Annex 1, Tables A30a and A30b for more details.

Local Authorities are viewed as such by a much greater proportion of listed building owners – perhaps due to their role in the planning process – and it may be more beneficial for Historic England to build upon this perception by improving the information provided by LAs. Furthermore, Historic England is a new organisation, and it is likely that many respondents are not yet familiar with the name, or the functions it carries out.

Given the number of respondents who would contact a builder or a craftsman, it is important that construction industry professionals and craftspeople are aware of the specialist requirements of historic buildings, by working to ensure that basic awareness modules are a necessary component of existing training programmes, and continued funding for specialist training and apprenticeship schemes.

Figure 3.27 First port of call for advice by listed building owners (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex1, Table A29a
 Note: n = various, see Annex 1, Table A29b for details.

3.6.2 Preferred methods of accessing Historic England advice

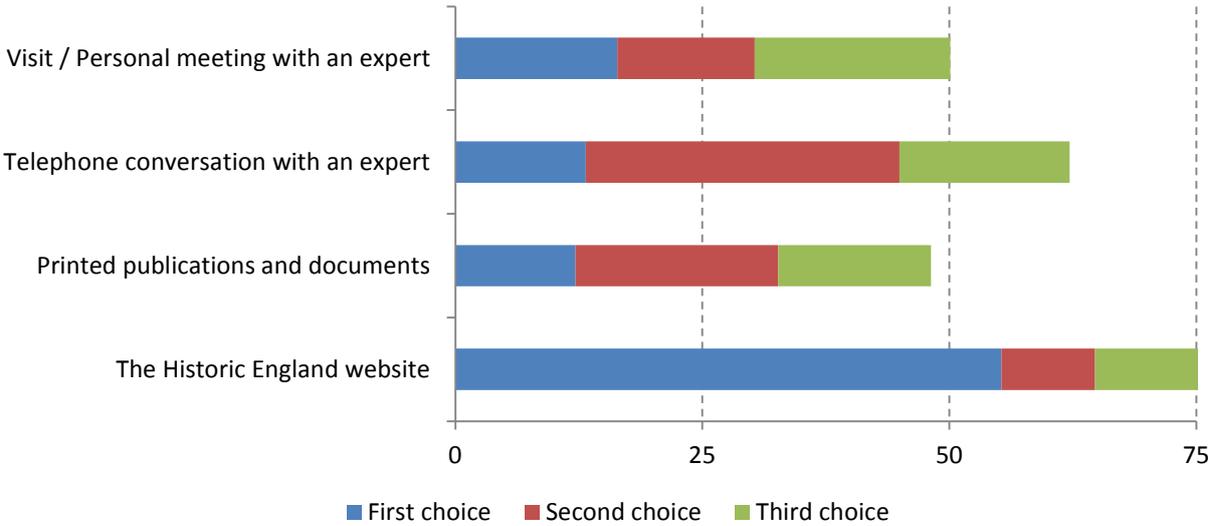
Listed building survey respondents were asked for their preferred methods of accessing Historic England advice and guidance on listed buildings. Respondents could select up to three methods. When considering the responses to this question, it should be remembered that Historic England is not generally seen as the first point of call for advice and guidance.

The most popular method selected by respondents was the Historic England website. Three-quarters (75%) selected this overall and over half (55%) selected it as their first choice. Although very few respondents selected other online methods - such as video tutorials, online courses or social media – the fact that so many respondents are able and willing to access information online shows that these methods could be a useful part of the support offered by the organisation.

Personal consultations with experts were also highly rated as preferred methods of accessing information and advice – either by telephone (62% of respondents) or in person (50% of respondents). Given the current resource constraints that the public sector is operating under, it is unlikely that such support could be offered as a matter course. But, there is a clear demand for personalised expert advice that could be part of the overall Historic England service.

Finally, traditional printed publications were selected by 48% of respondents overall. Again, due to resource constraints it may not be possible to produce *and print* a large number of guidance documents but these could be provided online in e-formats.

Figure 3.28 Top four preferred methods of accessing Historic England advice and guidance on listed buildings (%)



Source: Ecorys UK based on Survey of Listed Building Owners; see Annex1, Table A31a.
 Note: n = various, see Annex 1, Table A31b for details.

3.6.3 Additional support from Historic England

Respondents were asked about additional support or advice they would like to receive from Historic England. A range of suggestions were offered by survey respondents – some of these will already be provided by Historic England or other bodies and respondents will simply be unaware of this. Others will not currently be provided.

The support and advice that respondents require can be broken down into the following areas. The analysis is based on qualitative data from survey respondents and broadly represents the issues raised by respondents.

- Financial Support**

Listed building owners would like financial support in the form of VAT exemption, exemption from the Mansion Tax and the provision of or access to grants and loans for maintaining, developing and making improvements to their property.

Respondents have also stated that they would like financial and legal rights support, and would prefer Historic England to be in charge of funding rather than Local Authorities.

- **Repairs, maintenance and skilled professionals**

Respondents would like Historic England to provide support and guidance on all aspects of maintaining, restoring, preserving and improving their properties. This includes internal and external structures and the surrounding environment.

Some respondents would like an accreditation scheme for skilled professions/craftsmen/tradesmen who are able to undertake work by activity/expertise and location. Such a scheme would require significant resources to implement and would require lengthy consultation with the industry. Alternatively, there are already many industry bodies with their own accreditation schemes and many Local Authorities also run 'trusted' contractor schemes. Developing or highlighting these existing schemes to ensure that they incorporate the needs of historic property owners could be an alternative approach.

Other respondents would like advice or information on how and where to source suitable and affordable building materials. While the price of materials is beyond the control of Historic England, it may be possible to reduce prices by increasing knowledge of different suppliers or alternative materials.

- **Planning and listed building consent applications**

Respondents would like clear and concise guidance on planning permission and a speedier response to applications.

Neither of these are within Historic England's remit as planning guidance is directed by central government and implemented by Local Authorities. Similarly, Local Authorities are responsible for decisions on planning applications.

Given the potential for listed building consent applications to be complex and to require detailed specialist advice and reports, it may not be possible for the process to be simplified or speeded up. However, along with the other findings, it seems that improved guidance for those trying to navigate the process, as well as signposting for appropriate assistance, would be useful.

- **Communication**

Respondents would like Historic England to make improvements to several of its communication platforms and mechanisms. Given that few respondents viewed Historic England as one of the first points of call for information and advice, it is not clear to what extent their suggestions are based on a comprehensive knowledge of Historic England's current provision.

Specific suggestions included improvements to the Historic England website with additional advice, guidance and signposting.

Respondents wanted increased awareness of Historic England, its purpose and its services. Respondents wanted to engage with Historic England in a variety of ways – through email, online, newsletters and other publications.

- **Personal advice and services**

Some respondents asked for access to more personalised, tailored advice.

This largely relates to the chance to discuss specific issues with their property and the options available to them. These could take place face-to-face, on site, over the telephone or potentially via an online support service. All these proposals have significant resource implications – respondents to the survey were not asked about and did not indicate any willingness to pay for these services.

Other respondents expressed an interest in learning more about their property specifically such as the historical background and detailed building research.

Annex One: Data Tables

Annex One: Tables

General notes on the tables

- 1) All data tables contain weighted data. See Annex 5 for further information on weighting.
- 2) Totals may not sum due to rounding. This is indicated in the notes accompanying each table.

Table A1a: Type of property (%)

Type of property	Grade I	Grade II*	Grade II	All Listed	Comparison	England owner-occupied
Detached	44.0	50.0	37.4	38.3	30.8	25.2
Semi-detached	4.0	13.8	20.2	19.4	19.9	29.7
Terrace	20.0	15.5	28.9	27.9	32.9	26.1
Flat / apartment	20.0	12.1	6.7	7.3	8.9	8.8
Other	12.0	8.6	6.8	7.0	7.5	10.2
Total	100.0	100.0	100.0	100.0	100.0	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 1); Ecorys UK Survey of owners in conservation areas (comparison group, Question 1); English Housing Survey 2013/14.

Note: The English Housing Survey (EHS) includes a property category "Bungalow" which was not included in the historic property owner's survey. Bungalow owners account for 10% of the EHS sample and include detached and semi detached properties. In this report EHS bungalow owners have been included in the "other" category of England owner-occupied of the table for analysis.

Note: Totals may not sum due to rounding.

Table A1b: Type of property (No.)

Type of property	Grade I	Grade II*	Grade II	All Listed	Comparison	England owner-occupied
Detached	11	29	343	383	45	3,721
Semi-detached	1	8	185	194	29	4,385
Terrace	5	9	265	279	48	3,851
Flat / apartment	5	7	61	73	13	1,302
Other	3	5	62	70	11	1,500
Total	25	58	916	999	146	14,759

Sources: Ecorys UK Survey of Listed Building Owners (Question 1); Ecorys UK Survey of owners in conservation areas (comparison group, Question 1); English Housing Survey 2013/14.

Note: The English Housing Survey (EHS) includes a property category "Bungalow" which was not included in the historic property owner's survey. Bungalow owners account for 10% of the EHS sample and include detached and semi detached properties. In this report EHS bungalow owners have been included in the "other" category of England owner-occupied of the table for analysis.

Table A2a: Property Ownership Types (%)

Ownership type	Grade I	Grade II*	Grade II	All Listed	England owner-occupied
Freehold	72.0	86.0	89.7	89.0	89.5
Leasehold	24.0	14.0	8.5	9.2	10.3
Don't know	4.0	0.0	1.8	1.7	0.2
Total	100.0	100.0	100.0	100.0	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 2); English Housing Survey 2013/14.

Note: Totals may not sum due to rounding.

Table A2b: Property Ownership Types (No.)

Ownership type	Grade I	Grade II*	Grade II	All Listed	England owner-occupied
Freehold	18	49	819	886	12,502
Leasehold	6	8	78	92	1,433
Don't know	1	0	16	17	30
Total	25	57	913	995	13,965

Sources: Ecorys UK Survey of Listed Building Owners (Question 2); English Housing Survey 2013/14.

Table A3a: Length of property ownership (%)

Length of ownership	Grade I	Grade II*	Grade II	All Listed	Comparison	England owner-occupied
< 1 year	4.2	5.0	5.6	5.5	-	4.8
1-3 years	8.3	13.3	16.1	15.7	8.9	8.7
4-5 years	4.2	6.7	8.0	7.8	6.8	6.3
6-10 years	20.8	13.3	15.7	15.7	17.8	19.6
11-20 years	20.8	23.3	22.8	22.8	29.5	25.2
> 20 years	41.7	38.3	31.5	32.1	37.0	35.4
Don't know / Can't remember	0.0	0.0	0.3	0.3	0.0	-
Total	100.0	100.0	100.0	100.0	100.0	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 3); Ecorys UK Survey of owners in conservation areas (comparison group, Question 2); English Housing Survey 2013/14.

Note: categories for England are from the EHS and are not an exact match; categories used are <1 year, 1 year but <3 years, 3-4 years, 5-9 years, 10-19 years, 20+ years.

Note: Totals may not sum due to rounding.

Table A3b: Length of property ownership (No.)

Length of ownership	Grade I	Grade II*	Grade II	All Listed	Comparison	England owner-occupied
< 1 year	1	3	51	55	0	680
1-3 years	2	8	147	157	13	1,251
4-5 years	1	4	73	78	10	904
6-10 years	5	8	144	157	26	2,802
11-20 years	5	14	209	228	43	3,601
> 20 years	10	23	288	321	54	5,078
Don't know / Can't remember	0	0	3	3	0	-
Total	24	60	915	999	146	14,316

Sources: Ecorys UK Survey of Listed Building Owners (Question 3); Ecorys UK Survey of owners in conservation areas (comparison group, Question 2); English Housing Survey 2013/14.

Note: categories for England are from the EHS and are not an exact match; categories used are <1 year, 1 year but <3 years, 3-4 years, 5-9 years, 10-19 years, 20+ years.

Table A4a: Residency type of survey respondents (%)

Residency type	Grade I	Grade II*	Grade II	All Listed	Comparison
Owner - primary residence	76.0	84.5	83.2	83.1	97.9
Owner - second / holiday home	4	3.4	6.3	6.1	0.0
Owner - landlord	8.0	5.2	6.5	6.5	0.7
Other	12.0	6.9	3.9	4.3	1.4
Total	100.0	100.0	100.0	100.0	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 4); Ecorys UK Survey of owners in conservation areas (comparison group, Question 3).

Note: Totals may not sum due to rounding.

Table A4b: Residency type of survey respondents (No.)

Residency type	Grade I	Grade II*	Grade II	All Listed	Comparison
Owner - primary residence	19	49	764	832	143
Owner - second / holiday home	1	2	58	61	0
Owner - landlord	2	3	60	65	1
Other	3	4	36	43	2
Total	25	58	918	1,001	146

Sources: Ecorys UK Survey of Listed Building Owners (Question 4); Ecorys UK Survey of owners in conservation areas (comparison group, Question 3).

Table A5a: Age category of survey respondents (%)

Age category	All responses		Excluding “prefer not to say”	
	All Listed	Comparison	All Listed	Comparison
Under 25	0.3	0.0	0.3	0.0
25-34	4.7	1.4	4.7	1.4
35-44	9.1	9.7	9.2	9.9
45-54	17.8	16.7	17.9	17.0
55-64	23.6	20.8	23.8	21.3
65-74	29.5	26.4	29.8	27.0
75+	14.1	22.9	14.2	23.4
Prefer not to say	1.0	2.1	-	-
Total	100.0	100.0	100.0	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 27); Ecorys UK Survey of owners in conservation areas (comparison group, Question 11).

Table A5b: Age category of survey respondents (No.)

Age category	All responses		Excluding “prefer not to say”	
	All Listed	Comparison	All Listed	Comparison
Under 25	3	0	3	0
25-34	46	2	46	2
35-44	89	14	89	14
45-54	174	24	174	24
55-64	231	30	231	30
65-74	289	38	289	38
75+	138	33	138	33
Prefer not to say	10	3	-	-
Total	980	144	970	141

Sources: Ecorys UK Survey of Listed Building Owners (Question 27); Ecorys UK Survey of owners in conservation areas (comparison group, Question 11).

Table A6a: Ethnicity of survey respondents (%)

Ethnicity	All responses		Excluding “prefer not to say”	
	All Listed	Comparison	All Listed	Comparison
White	93.0	95.1	95.7	97.2
Mixed / multiple ethnic groups	0.6	0.0	0.6	0.0
Asian / Asian British	0.5	0.0	0.5	0.0
Black / African / Caribbean / Black British	0.7	0.7	0.7	0.7
Other	2.0	2.1	2.1	2.1
Prefer not to say	3.0	2.1	-	-
Total	100.0	100.0	100.0	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 29); Ecorys UK Survey of owners in conservation areas (comparison group, Question 13).

Note: Totals may not sum due to rounding.

Table A6b: Ethnicity of survey respondents (No.)

Ethnicity	All responses		Excluding “prefer not to say”	
	All Listed	Comparison	All Listed	Comparison
White	913	137	913	137
Mixed / multiple ethnic groups	6	0	6	0
Asian / Asian British	5	0	5	0
Black / African / Caribbean / Black British	7	1	7	1
Other	20	3	20	3
Prefer not to say	30	3	-	-
Total	981	144	951	141

Sources: Ecorys UK Survey of Listed Building Owners (Question 29); Ecorys UK Survey of owners in conservation areas (comparison group, Question 13).

Table A7a: Employment status of survey respondents (%)

Employment status	All responses		Excluding “prefer not to say”	
	All Listed	Comparison	All Listed	Comparison
Employed full time	28.8	23.6	29.1	23.9
Employed part time	5.4	6.3	5.4	6.3
Self employed	18.4	11.1	18.6	11.3
Unemployed	0.2	1.4	0.2	1.4
Retired	43.1	49.3	43.5	50.0
Looking after family or home	1.6	3.5	1.6	3.5
Long term sick or disabled	0.5	2.1	0.5	2.1
Other	1.0	1.4	1.0	1.4
Prefer not to say	1.0	1.4	-	-
Total	100.0	100	100.0	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 28); Ecorys UK Survey of owners in conservation areas (comparison group, Question 12).

Table A7b: Employment status of survey respondents (No.)

Employment status	All responses		Excluding “prefer not to say”	
	All Listed	Comparison	All Listed	Comparison
Employed full time	283	34	283	34
Employed part time	53	9	53	9
Self employed	181	16	181	16
Unemployed	2	2	2	2
Retired	424	71	424	71
Looking after family or home	16	5	16	5
Long term sick or disabled	5	3	5	3
Other	10	2	10	2
Prefer not to say	10	2	-	-
Total	984	144	974	142

Sources: Ecorys UK Survey of Listed Building Owners (Question 28); Ecorys UK Survey of owners in conservation areas (comparison group, Question 12).

Table A8a: Household income of survey respondents (%)

Household income	All responses		Excluding “prefer not to say”	
	All Listed	Comparison	All Listed	Comparison
£0 - £10,400	3.8	3.4	5.2	4.5
£10,401 - £16,000	4.6	6.8	6.3	9.1
£16,001 - £20,800	2.8	6.2	3.9	8.2
£20,801 - £32,000	9.8	14.4	13.4	19.1
£32,001 - £40,000	7.7	8.2	10.6	10.9
£40,001 - £70,000	18.0	19.2	24.7	25.5
£70,001 - £100,000	9.7	8.9	13.2	11.8
£100,001 - £150,000	6.5	6.2	8.9	8.2
Over £150,000	10.1	2.1	13.8	2.7
Prefer not to say	27.1	24.7	-	-
Total	100.0	100.0	100.0	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 30); Ecorys UK Survey of owners in conservation areas (comparison group, Question 14).

Table A8b: Household income of survey respondents (No.)

Household income	All responses		Excluding “prefer not to say”	
	All Listed	Comparison	All Listed	Comparison
£0 - £10,400	37	5	37	5
£10,401 - £16,000	45	10	45	10
£16,001 - £20,800	28	9	28	9
£20,801 - £32,000	96	21	96	21
£32,001 - £40,000	76	12	76	12
£40,001 - £70,000	177	28	177	28
£70,001 - £100,000	95	13	95	13
£100,001 - £150,000	64	9	64	9
Over £150,000	99	3	99	3
Prefer not to say	266	36	-	-
Total	983	146	717	110

Sources: Ecorys UK Survey of Listed Building Owners (Question 30); Ecorys UK Survey of owners in conservation areas (comparison group, Question 14).

Table A9a: Listed status of property at time of purchase (%)

Listed status at time of purchase	Grade I	Grade II*	Grade II	All Listed
Listed at time of purchase	88.0	94.8	88.8	89.1
Not listed at time of purchase	8.0	3.4	8.7	8.4
Don't know	4.0	1.7	2.5	2.5
Total	100.0	100.0	100.0	100.0

Source: Ecorys UK Survey of Listed Building Owners (Question 5).

Note: Totals may not sum due to rounding.

Table A9b: Listed status of property at time of purchase (No.)

Listed status at time of purchase	Grade I	Grade II*	Grade II	All Listed
Listed at time of purchase	22	55	813	890
Not listed at time of purchase	2	2	80	84
Don't know	1	1	23	25
Total	25	58	916	999

Source: Ecorys UK Survey of Listed Building Owners (Question 5).

Table A10a: Frequency of repairs and maintenance – all listed building respondents (%)

Type of repair or maintenance	> once per year	Annually	Every 2-5 years	Every 6-10 years	> every 10 years	Never	Don't know	Total
Clear gutters, down pipes and drain covers	23.2	44.5	19.9	4.6	1.6	2.5	3.7	100.0
Check roof coverings, flashings and chimneys	14.0	36.0	29.4	9.8	2.6	2.5	5.7	100.0
Paint or repair exterior walls	2.9	8.3	49.9	21.0	6.9	5.6	5.4	100.0
Paint or repair windows and doors	4.0	9.4	58.0	19.5	3.3	1.2	4.6	100.0

Source: Ecorys UK Survey of Listed Building Owners (Question 19).

Table A10b: Frequency of repairs and maintenance – all listed building respondents (No.)

Type of repair or maintenance	> once per year	Annually	Every 2-5 years	Every 6-10 years	> every 10 years	Never	Don't know	Total
Clear gutters, down pipes and drain covers	227	435	195	45	16	24	36	978
Check roof coverings, flashings and chimneys	135	346	283	94	25	24	55	962
Paint or repair exterior walls	28	80	483	203	67	54	52	967
Paint or repair windows and doors	39	92	566	190	32	12	45	976

Source: Ecorys UK Survey of Listed Building Owners (Question 19).

Table A11a: Frequency of repairs and maintenance – clearing gutters, down pipes and drain covers (%)

	> once per year	Annually	Every 2-5 years	Every 6-10 years	> every 10 years	Never	Don't know	Total
Grade I	33.3	41.7	16.7	0.0	0.0	4.2	4.2	100.0
Grade II*	27.6	44.8	17.2	5.2	0.0	1.7	3.4	100.0
Grade II	22.7	44.5	20.2	4.7	1.8	2.5	3.7	100.0
All listed	23.2	44.5	19.9	4.6	1.6	2.5	3.7	100.0
Comparison	17.0	42.6	28.4	5.7	0.7	2.8	2.8	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 19a); Ecorys UK Survey of owners in conservation areas (comparison group, Question 9a).

Note: Totals may not sum due to rounding.

Table A11b: Frequency of repairs and maintenance – clearing gutters, down pipes and drain covers (No.)

	> once per year	Annually	Every 2-5 years	Every 6-10 years	> every 10 years	Never	Don't know	Total
Grade I	8	10	4	0	0	1	1	24
Grade II*	16	26	10	3	0	1	2	58
Grade II	203	399	181	42	16	22	33	896
All listed	227	435	195	45	16	24	36	978
Comparison	24	60	40	8	1	4	4	141

Sources: Ecorys UK Survey of Listed Building Owners (Question 19a); Ecorys UK Survey of owners in conservation areas (comparison group, Question 9a).

Table A12a: Frequency of repairs and maintenance – checking roof coverings, flashings and chimneys (%)

	> once per year	Annually	Every 2-5 years	Every 6-10 years	> every 10 years	Never	Don't know	Total
Grade I	24.0	44.0	20.0	4.0	0.0	4.0	4.0	100.0
Grade II*	17.5	40.4	28.1	7.0	1.8	1.8	3.5	100.0
Grade II	13.5	35.5	29.8	10.1	2.7	2.5	5.9	100.0
All listed	14.0	36.0	29.4	9.8	2.6	2.5	5.7	100.0
Comparison	13.5	38.3	27.0	14.2	1.4	2.8	2.8	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 19b); Ecorys UK Survey of owners in conservation areas (comparison group, Question 9b).

Note: Totals may not sum due to rounding.

Table A12b: Frequency of repairs and maintenance – checking roof coverings, flashings and chimneys (No.)

	> once per year	Annually	Every 2-5 years	Every 6-10 years	> every 10 years	Never	Don't know	Total
Grade I	6	11	5	1	0	1	1	25
Grade II*	10	23	16	4	1	1	2	57
Grade II	119	312	262	89	24	22	52	880
All listed	135	346	283	94	25	24	55	962
Comparison	19	54	38	20	2	4	4	141

Sources: Ecorys UK Survey of Listed Building Owners (Question 19b); Ecorys UK Survey of owners in conservation areas (comparison group, Question 9b).

Table A13a: Frequency of repairs and maintenance – painting or repairing exterior walls (%)

	> once per year	Annually	Every 2-5 years	Every 6-10 years	> every 10 years	Never	Don't know	Total
Grade I	0.0	4.3	43.5	26.1	8.7	8.7	8.7	100.0
Grade II*	1.8	8.8	43.9	28.1	10.5	5.3	1.8	100.0
Grade II	3.0	8.3	50.5	20.4	6.7	5.5	5.5	100.0
All listed	2.9	8.3	49.9	21.0	6.9	5.6	5.4	100.0
Comparison	0.7	7.2	39.9	26.1	9.4	13.0	3.6	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 19c); Ecorys UK Survey of owners in conservation areas (comparison group, Question 9c).

Table A13b: Frequency of repairs and maintenance – painting or repairing exterior walls (No.)

	> once per year	Annually	Every 2-5 years	Every 6-10 years	> every 10 years	Never	Don't know	Total
Grade I	0	1	10	6	2	2	2	23
Grade II*	1	5	25	16	6	3	1	57
Grade II	27	74	448	181	59	49	49	887
All listed	28	80	483	203	67	54	52	967
Comparison	1	10	55	36	13	18	5	138

Sources: Ecorys UK Survey of Listed Building Owners (Question 19c); Ecorys UK Survey of owners in conservation areas (comparison group, Question 9c).

Table A14a: Frequency of repairs and maintenance – paint or repair windows and doors (%)

	> once per year	Annually	Every 2-5 years	Every 6-10 years	> every 10 years	Never	Don't know	Total
Grade I	0.0	4.3	60.9	26.1	4.3	0.0	4.3	100.0
Grade II*	1.7	10.3	56.9	22.4	5.2	1.7	1.7	100.0
Grade II	4.2	9.5	58.0	19.1	3.1	1.2	4.8	100.0
All listed	4.0	9.4	58.0	19.5	3.3	1.2	4.6	100.0
Comparison	1.4	12.9	50.7	16.4	8.6	6.4	3.6	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 19d); Ecorys UK Survey of owners in conservation areas (comparison group, Question 9d).

Note: Totals may not sum due to rounding.

Table A14b: Frequency of repairs and maintenance – paint or repair windows and doors (No.)

	> once per year	Annually	Every 2-5 years	Every 6-10 years	> every 10 years	Never	Don't know	Total
Grade I	0	1	14	6	1	0	1	23
Grade II*	1	6	33	13	3	1	1	58
Grade II	38	85	519	171	28	11	43	895
All listed	39	92	566	190	32	12	45	976
Comparison	2	18	71	23	12	9	5	140

Sources: Ecorys UK Survey of Listed Building Owners (Question 19d); Ecorys UK Survey of owners in conservation areas (comparison group, Question 9d).

Table A15a: Ease of finding professionals to advise on building, repairs or maintenance work (%)

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Never sought	Total
Grade I	16.0	32.0	24.0	16.0	4.0	8.0	100.0
Grade II*	10.5	33.3	28.1	15.8	5.3	7.0	100.0
Grade II	5.1	33.2	30.7	16.2	4.7	10.1	100.0
All listed	5.7	33.2	30.4	16.1	4.7	9.9	100.0
Comparison	8.0	28.3	26.1	13.8	2.2	21.7	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 20a); Ecorys UK Survey of owners in conservation areas (comparison group, Question 10a).

Note: Totals may not sum due to rounding.

Table A15b: Ease of finding professionals to advise on building, repairs or maintenance work (No.)

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Never sought	Total
Grade I	4	8	6	4	1	2	25
Grade II*	6	19	16	9	3	4	57
Grade II	45	292	270	142	41	89	879
All listed	55	319	292	155	45	95	961
Comparison	11	39	36	19	3	30	138

Sources: Ecorys UK Survey of Listed Building Owners (Question 20a); Ecorys UK Survey of owners in conservation areas (comparison group, Question 10a).

Table A16a: Ease of finding skilled professionals / builders to undertake building work (%)

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Never sought	Total
Grade I	8.3	33.3	33.3	16.7	4.2	4.2	100.0
Grade II*	8.8	31.6	28.1	19.3	7	5.3	100.0
Grade II	4.2	33.7	29	20	5.9	7.2	100.0
All listed	4.6	33.5	29.1	19.9	5.9	7.0	100.0
Comparison	12.1	25.7	27.9	15.7	2.1	16.4	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 20b); Ecorys UK Survey of owners in conservation areas (comparison group, Question 10b).

Note: listed building owners were asked about “skilled professionals to undertake the building work” while comparison survey respondents were asked about “skilled builders”.

Note: Totals may not sum due to rounding.

Table A16b: Ease of finding skilled professionals / builders to undertake building work (No.)

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Never sought	Total
Grade I	2	8	8	4	1	1	24
Grade II*	5	18	16	11	4	3	57
Grade II	37	296	255	176	52	63	879
All listed	44	322	279	191	57	67	960
Comparison	17	36	39	22	3	23	140

Sources: Ecorys UK Survey of Listed Building Owners (Question 20b); Ecorys UK Survey of owners in conservation areas (comparison group, Question 10b).

Note: listed building owners were asked about “skilled professionals to undertake the building work” while comparison survey respondents were asked about “skilled builders”.

Table A17a: Ease of finding suitable building materials (%)

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Never sought	Total
Grade I	12.5	29.2	37.5	12.5	4.2	4.2	100.0
Grade II*	8.9	30.4	35.7	17.9	1.8	5.4	100.0
Grade II	4.2	33.3	34.9	18.6	1.1	7.8	100.0
All listed	4.7	33.1	35.0	18.4	1.3	7.6	100.0
Comparison	11.5	36.0	27.3	10.8	1.4	12.9	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 20c); Ecorys UK Survey of owners in conservation areas (comparison group, Question 10c).

Note: Totals may not sum due to rounding.

Table A17b: Ease of finding suitable building materials (No.)

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Never sought	Total
Grade I	3	7	9	3	1	1	24
Grade II*	5	17	20	10	1	3	56
Grade II	37	291	305	162	10	68	873
All listed	45	315	334	175	12	72	953
Comparison	16	50	38	15	2	18	139

Sources: Ecorys UK Survey of Listed Building Owners (Question 20c); Ecorys UK Survey of owners in conservation areas (comparison group, Question 10c).

Table A18a: Ease of finding affordable building materials (%)

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Never sought	Total
Grade I	4.3	17.4	43.5	17.4	8.7	8.7	100.0
Grade II*	5.3	14.0	36.8	26.3	10.5	7.0	100.0
Grade II	2.5	18.1	39.0	21.3	11.2	7.8	100.0
All listed	2.7	17.8	39.0	21.5	11.1	7.8	100.0
Comparison	8.6	27.3	33.8	12.9	4.3	12.9	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 20d); Ecorys UK Survey of owners in conservation areas (comparison group, Question 10d).

Note: Totals may not sum due to rounding.

Table A18b: Ease of finding affordable building materials (No.)

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Never sought	Total
Grade I	1	4	10	4	2	2	23
Grade II*	3	8	21	15	6	4	57
Grade II	22	157	338	185	97	68	867
All listed	26	169	369	204	105	74	947
Comparison	12	38	47	18	6	18	139

Sources: Ecorys UK Survey of Listed Building Owners (Question 20d); Ecorys UK Survey of owners in conservation areas (comparison group, Question 10d).

Table A19a: Perceived importance of properties to the character of an area and local / national history (%)

	Very important	Important	Neither	Not very important	Not at all important	Don't know	Total
Character of your local area (listed buildings)	53.4	39.4	2.4	2.8	2.0	0.0	100.0
Character of your local area (Comparison survey)	44.1	33.8	5.5	11.7	4.1	0.7	100.0
Local history (Comparison survey)	31.1	34.1	11.4	15.9	7.6	0.0	100.0
National History (Listed buildings)	22.2	39.1	23.4	10.3	3.6	1.5	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 6); Ecorys UK Survey of owners in conservation areas (comparison group, Question 4).

Note: listed building owners were asked about importance to national history while comparison survey owners were asked about importance to local history.

Note: Totals may not sum due to rounding.

Table A19b: Perceived importance of properties to the character of an area and local / national history (No.)

	Very important	Important	Neither	Not very important	Not at all important	Don't know	Total
Character of your local area (listed buildings)	529	390	24	28	20	0	991
Character of your local area (Comparison survey)	64	49	8	17	6	1	145
Local history (Comparison survey)	41	45	15	21	10	0	132
National History (Listed buildings)	251	361	98	152	61	14	937

Sources: Ecorys UK Survey of Listed Building Owners (Question 6); Ecorys UK Survey of owners in conservation areas (comparison group, Question 4).

Note: listed building owners were asked about importance to national history while comparison survey owners were asked about importance to local history.

Table A20a: Clarity of what work needs listed building consent / planning permission (%)

	Always clear	Sometimes clear	Unclear	Don't know	Total
Grade I	40.0	44.0	12.0	4.0	100.0
Grade II*	36.2	50.0	12.1	1.7	100.0
Grade II	28.5	48.9	19.4	3.2	100.0
All listed	29.3	48.9	18.8	3.1	100.0
Comparison	36.3	37.7	18.5	7.5	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 7); Ecorys UK Survey of owners in conservation areas (comparison group, Question 5).

Note: listed building owners were asked about the listed building consent process; comparison survey owners were asked about planning permission.

Note: Totals may not sum due to rounding.

Table A20b: Clarity of what work needs listed building consent / planning permission (No.)

	Always clear	Sometimes clear	Unclear	Don't know	Total
Grade I	10	11	3	1	25
Grade II*	21	29	7	1	58
Grade II	262	449	178	29	918
All listed	293	489	188	31	1,001
Comparison	53	55	27	11	146

Sources: Ecorys UK Survey of Listed Building Owners (Question 7); Ecorys UK Survey of owners in conservation areas (comparison group, Question 5).

Note: listed building owners were asked about the listed building consent process; comparison survey owners were asked about planning permission.

Table A21a: Attitudes to listed building consent (%)

Listed building consent is...	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Total
...important to protect the special architectural and historic character of the property	42.4	45.1	6.8	3.3	1.2	1.1	100.0
...important to maintaining the value of the property	22.2	39.1	23.4	10.3	3.6	1.5	100.0

Source: Ecorys UK Survey of Listed Building Owners (Question 18).

Note: Totals may not sum due to rounding.

Table A21b: Attitudes to listed building consent (No.)

Listed building consent is...	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Total
...important to protect the special architectural and historic character of the property	419	446	67	33	12	11	988
...important to maintaining the value of the property	214	377	226	99	35	14	965

Source: Ecorys UK Survey of Listed Building Owners (Question 18).

Table A22a: Applications for listed building consent / planning permission in the last five years (%)

	Yes, more than once	Yes, once	No	Don't know	Total
Grade I	16.7	20.8	58.3	4.2	100.0
Grade II*	12.1	25.9	60.3	1.7	100.0
Grade II	10.8	24.3	63.9	1.0	100.0
All listed	11.0	24.3	63.6	1.1	100.0
Comparison	4.2	14.6	81.3	0.0	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 8); Ecorys UK Survey of owners in conservation areas (comparison group, Question 6).

Note: listed building owners were asked about the listed building consent process; comparison survey owners were asked about planning permission.

Note: Totals may not sum due to rounding.

Table A22b: Applications for listed building consent / planning permission in the last five years (No.)

	Yes, more than once	Yes, once	No	Don't know	Total
Grade I	4	5	14	1	24
Grade II*	7	15	35	1	58
Grade II	99	222	585	9	915
All listed	110	242	634	11	997
Comparison	6	21	117	0	144

Sources: Ecorys UK Survey of Listed Building Owners (Question 8); Ecorys UK Survey of owners in conservation areas (comparison group, Question 6).

Note: listed building owners were asked about the listed building consent process; comparison survey owners were asked about planning permission.

Table A23a: Applications for planning permission also submitted with the latest application for listed building consent (%)

	Yes	No	Don't know	Total
Grade I	80.0	10.0	10.0	100.0
Grade II*	81.8	18.2	0.0	100.0
Grade II	72.6	24.9	2.5	100.0
All listed	73.4	24.1	2.5	100.0

Source: Ecorys UK Survey of Listed Building Owners (Question 11).

Table A23b: Applications for planning permission also submitted with the latest application for listed building consent (No.)

	Yes	No	Don't know	Total
Grade I	8	1	1	10
Grade II*	18	4	0	22
Grade II	233	80	8	321
All listed	259	85	9	353

Source: Ecorys UK Survey of Listed Building Owners (Question 11).

Table A24a: Use of help with listed building consent applications (%)

	I used an agent	I applied directly to the Local Authority	Don't know	Total
Grade I	66.7	33.3	0.0	100.0
Grade II*	56.3	43.5	0.0	100.0
Grade II	46.4	53.3	0.3	100.0
All listed	47.6	52.1	0.3	100.0

Source: Ecorys UK Survey of Listed Building Owners (Question 10).

Table A24b: Use of help with listed building consent applications (No.)

	I used an agent	I applied directly to the Local Authority	Don't know	Total
Grade I	6	3	0	9
Grade II*	13	10	0	23
Grade II	149	171	1	321
All listed	168	184	1	353

Source: Ecorys UK Survey of Listed Building Owners (Question 10).

Table A25: Type of listed building consent work applied for (% & No.)

Type of work	Percent	No.
Repair	56.3	196
Alteration	43.4	151
Extension	27.0	94
Restoration of historic features	15.2	53
Accessibility adaptations / alterations	8.0	28
Energy efficiency improvements	23.6	82
Demolition	4.6	16
Other	17.8	62
Total	100.0	348

Source: Ecorys UK Survey of Listed Building Owners (Question 9).

Note: totals do not sum as respondents could select more than one answer.

Table A26: Expected cost of planned work in the latest application for listed building consent (% & No.)

Expected cost of work	Percent	No.
<£1,000	5.4	19
£1,000 - £2,500	8.8	31
£2,501 - £5,000	10.2	36
£5,001 - £10,000	13.3	47
£10,001 - £25,000	16.9	60
£25,001 - £50,000	17.5	62
£50,001 - £100,000	13.0	46
>£100,000	13.3	47
Don't know	1.4	5
Total	100.0	354

Source: Ecorys UK Survey of Listed Building Owners (Question 14).

Note: Totals may not sum due to rounding.

Table A27a: Experience of the listed building consent / planning permission process (%)

	Survey	Very good	Good	Neither	Poor	Very poor	Total
Pre-application advice received from the local authority	Listed building	21.5	40.9	13.5	12.3	11.7	100.0
	Comparison	22.2	33.3	22.2	16.7	5.6	100.0
Ability to get advice when unforeseen circumstances required changes to the work	Listed building	14.2	30.3	27.1	17.9	10.6	100.0
	Comparison	4.3	47.8	26.1	13.0	8.7	100.0
Time taken for the planning permission process	Listed building	12.5	37.9	15.5	19.2	14.9	100.0
	Comparison	11.1	40.7	22.2	18.5	7.4	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 12); Ecorys UK Survey of owners in conservation areas (comparison group, Question 7).

Note: listed building owners were asked about the listed building consent process; comparison survey owners were asked about planning permission.

Note: total excludes all 'not received / not applicable' responses.

Note: Totals may not sum due to rounding.

Table A27b: Experience of the listed building consent / planning permission process (No.)

	Survey	Very good	Good	Neither	Poor	Very poor	Not received / applicable	Total (excluding n.r. / n.a)	Total
Pre-application advice received from the local authority	Listed building	70	133	44	39	39	29	325	354
	Comparison	4	6	4	3	1	6	18	24
Ability to get advice when unforeseen circumstances required changes to the work	Listed building	31	66	59	39	23	118	218	336
	Comparison	1	11	6	3	2	2	23	25
Time taken for the planning permission process	Listed building	43	130	53	66	51	5	343	348
	Comparison	3	11	6	5	2	0	27	27

Sources: Ecorys UK Survey of Listed Building Owners (Question 12); Ecorys UK Survey of owners in conservation areas (comparison group, Question 7).

Note: listed building owners were asked about the listed building consent process; comparison survey owners were asked about planning permission.

Table A28: Reasons given by listed building survey respondents for discontinued listed building consent applications (% and No.)

Reason	Percent	No.
Negative pre-application response	11.0	15
Difficulties finding specialist professionals	19.1	26
Cost of engaging specialist professionals	40.4	55
Difficulties assembling the information required to support application	29.4	40
Local opposition	2.9	4
Application process too complex	37.5	51
Other	37.5	51
Total	100.0	136

Source: Ecorys UK Survey of Listed Building Owners (Question 17).

Note: totals do not sum as respondents could select more than one answer.

Table A29a: First port of call for advice by listed building owners (%)

Information or advice sought...	Historic England	Other national heritage organisation	Local Authority	Local heritage organisation	A builder / craftsperson	Don't know	Total
Information about repair and maintenance	5.1	3.5	32.4	1.7	50.7	6.5	100.0
Recommended heritage professionals	8.4	7.5	25.6	13.4	20.1	24.9	100.0
Information about the availability of specialist finance, mortgages, insurance, etc.	4.8	5.7	13.1	4.9	3.7	67.8	100.0

Source: Ecorys UK Survey of Listed Building Owners (Question 22).

Table A29b: First port of call for advice by listed building owners (No.)

Information or advice sought...	Historic England	Other national heritage organisation	Local Authority	Local heritage organisation	A builder / craftsperson	Don't know	Total
Information about repair and maintenance	50	34	316	17	494	63	974
Recommended heritage professionals	80	71	243	127	191	236	948
Information about the availability of specialist finance, mortgages, insurance, etc.	44	53	121	45	34	626	923

Source: Ecorys UK Survey of Listed Building Owners (Question 22).

Table A30a: Ease of finding helpful information about repairing and maintaining listed properties (%)

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Don't know	Total
All listed	4.0	19.7	35.7	24.0	4.8	11.8	100.0
All listed (excluding Don't know)	4.5	22.3	40.5	27.2	5.4	-	100.0

Sources: Ecorys UK Survey of Listed Building Owners (Question 23).

Note: Totals may not sum due to rounding.

Table A30b: Ease of finding helpful information about repairing and maintaining listed properties (No.)

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Don't know	Total
All listed	39	193	350	235	47	116	980
All listed (excluding Don't know)	39	193	350	235	47	-	864

Sources: Ecorys UK Survey of Listed Building Owners (Question 23).

Table A31a: Preferred methods of accessing Historic England advice (%)

Method	First preference	Second preference	Third preference	Cumulative total
The Historic England website	55.3	9.5	10.4	75.2
Printed publications and documents	12.2	20.5	15.5	48.1
Telephone conversation with an expert	13.2	31.8	17.2	62.2
Visit / Personal meeting with an expert	16.4	13.9	19.8	50.1
Video tutorials	0.2	4.2	4.1	8.6
Podcasts	0.0	0.3	1.0	1.3
Online training courses	0.5	0.8	5.1	6.4
Social media	0.5	1.5	2.5	4.5
Events and conferences	0.0	0.9	3.7	4.6
Other	1.9	0.7	3.0	5.6

Source: Ecorys UK Survey of Listed Building Owners (Question 24).

Notes: respondents were asked to select up to three methods in order of preference.

Table A31b: Preferred methods of accessing Historic England advice (No.)

Method	First preference	Second preference	Third preference	Cumulative total
The Historic England website	536	92	101	729
Printed publications and documents	118	199	150	467
Telephone conversation with an expert	128	308	167	603
Visit / Personal meeting with an expert	159	135	192	486
Video tutorials	2	41	40	83
Podcasts	0	3	10	13
Online training courses	5	8	49	62
Social media	5	15	24	44
Events and conferences	0	9	36	45
Other	18	7	29	54
Total	-	-	-	970

Source: Ecorys UK Survey of Listed Building Owners (Question 24).

Notes: respondents were asked to select up to three methods in order of preference.

Annex Two: Methodology

Methodology

Overview

The project surveyed two different groups of individuals: listed property owners in England and property owners in conservation areas in England.

The project timescale was:

Stage of work	Tasks	Completed Date
Stage 1: set-up	<ul style="list-style-type: none"> - Finalise survey format; - Develop and consult on questionnaire 	<ul style="list-style-type: none"> - April 2015
Stage 2: survey preparation	<ul style="list-style-type: none"> - Finalise questionnaire - Prepare cover letter - Finalise owner sample - Finalise legal matters 	<ul style="list-style-type: none"> - May 2015 - August 2015 - August 2015 - August 2015
Stage 3: pilot surveys	<p>First pilot</p> <ul style="list-style-type: none"> - Launch pilot survey. - Adjust questionnaire. <p>Second pilot</p> <ul style="list-style-type: none"> - Launch pilot survey. - Adjust questionnaire. 	<p>First pilot:</p> <ul style="list-style-type: none"> - Opened on 29 June 2015. - Closed on 17 July 2015. <p>Second pilot:</p> <ul style="list-style-type: none"> - Opened on 05 August 2015. - Closed on 21 August 2015.
Stage 4: main surveys	<p>Listed property survey</p> <ul style="list-style-type: none"> - Launch phase I. - Review response rates. - Launch phase II. <p>Comparison survey</p> <ul style="list-style-type: none"> - Launch survey 	<p>Listed property survey:</p> <ul style="list-style-type: none"> - Phase I opened on 31 August 2015. - Closed on 21 September 2015. - Phase II opened on 16 September 2015. - Closed on 28 September 2015. <p>Comparison survey:</p> <ul style="list-style-type: none"> - Opened 31 August 2015. - Closed 21 September 2015.
Stage 5: analysis and reporting	<ul style="list-style-type: none"> - Complete data entry. - Calculate and apply weightings - Complete analysis - Write report 	<ul style="list-style-type: none"> - October 2015 to January 2016.

Questionnaire development

An outline questionnaire framework developed by Historic England in consultation with stakeholders was used as the template for listed building owner questionnaire design. The main themes identified were:

- 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.
- Owners' attitudes to repair and maintenance, testing general frequency and awareness of maintenance issues, and related services.
- The quality and availability of information and advice available to owners, with a focus on how this might be improved.

The final questionnaire contained 28 closed questions and 2 open ended questions. A copy of the questionnaire is provided at Annex Three.

The questionnaire covered the following key topics:

Survey theme	Issues covered
Owners' socio-demographic characteristics	Age; Marital status; Children; Ethnicity; Occupation; Income
Building characteristics	Age of building; Ownership (survey target group is building owners); Grade of property.
Owner experience	Length of ownership; Key motivations/ satisfaction.
Awareness and knowledge	What is entailed in owning a listed building; What advice is needed to best look after your historic building; Familiarity with services such as civic societies, amenity societies, other historic environment organisations.
Repair and maintenance	Attitude to repair and maintenance; Barriers to repair and maintenance; Financial support for carrying out repairs and maintenance; Experience of the planning system; Access to skills and craftsmanship.
Attitude and feelings toward living in a listed building	Value of living in listed building; Benefits of owning a listed building; Challenges of owning a listed building; Qualities associated with living in a listed building – custodians of history contributing to wellbeing etc.

The listed building owner survey was used as the basis for the comparison survey. Some questions required rewording slightly to reflect differences between the two survey populations and questions that were not relevant to the comparison survey respondents were removed entirely.

A copy of the comparison survey questionnaire is provided in Annex Four.

Sample frame construction and cleaning

Listed building owners

In 2015 Historic England commissioned Ordnance Survey to create a list of complete 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.¹³ The contact list identified uses of listed buildings which enabled extraction of data about residential buildings.

This dataset was used as the starting point for Historic England, Alastair Coey Architects and Ecorys to build a robust population of owners of residential listed properties for survey sampling.

The NHLE dataset was transferred into a database in SQL Server for cleaning and sorting. The data included:

- Historic building reference number;
- Listed building grade;
- Building address;
- Census Area; and
- Building use.

The sample selection of residential properties was made by filtering building data according to building use (e.g. Self-contained Flat (Includes Maisonette / Apartment), Terraced, Dwelling, Detached, Residential and Semi-Detached).

NHLE records that did not clearly relate to residential properties were filtered out of the sample frame.

Comparison survey

For the comparison data, 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.

¹³ See: <http://www.english-heritage.org.uk/professional/protection/process/national-heritage-list-for-england/> (checked 13/01/16).

To assist with the selection and sampling for the comparison survey, Historic England provided ESRI Shapefiles for:

- UK conservation areas; and
- UK postcode boundaries (Ordnance Survey's Code-point with Polygons).

The Shapefiles provided relevant postcodes to draw a random sample of residential addresses from using the Postcode Address File. This sample was used for the comparison survey. Various statistical functions (weighting and stratification) were used to ensure that the sample represented all grades and regions. In addition, randomisation functions (such as RND and RANDOMIZE) were used to ensure a blind selection of owners within each grade and region.

Sample structure

Listed building owners

The population of listed buildings in England largely consists of Grade II listed properties. The profile by listing type and total number also varies across the English regions.¹⁴ A straight random sample of the sample population would reflect this and would not generate enough responses in some categories to allow more detailed analysis.

In order to ensure that analysis could be undertaken at Grading level and at the nine English regional level (subject to the volume of responses), a random stratified quota sample of properties were selected.

Overall, 10,503 addresses were included in the sample and the targets for sampling quotas were:

- Each Grading Type (I, II*, II): n = 3,501 equivalent to 33.3% of the total sample.
- Each English Region: n = 1,167 equivalent to 11.1% of the total sample.

Comparison survey

In the comparison survey the target population was owners of unlisted residential properties in conservation areas. Therefore, a random quota sample of properties by region was extracted for the survey.

Overall, 1,503 addresses were included in the sample and the targets for sampling quotas were:

- Each English Region: n = 167 equivalent to 11.1% of the total sample.

Definitions

The HE definition of listing grade¹⁵ is:

- Grade I: these buildings are of exceptional interest; 2.5% of listed buildings are Grade I.
- Grade II*: these buildings are particularly important buildings of more than special interest; 5.5% of listed buildings are Grade II*.

¹⁴ North West, North East, Yorkshire & the Humber, West Midlands, East Midlands, East of England, South West, South East, London.

¹⁵ See: <https://historicengland.org.uk/listing/what-is-designation/listed-buildings/> (checked 13/01/16).

- Grade II: these 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.

Census regions were used for the English regions.

3.6.4 Pilot survey

A pilot survey was carried out to test the usability of the survey and highlight any changes that could lead to improved response rates and response quality. The pilot was also intended to help estimate response rates.

The initial pilot was mailed to 273 addresses. Findings were:

- The response rate was lower than expected (8%);
- The majority of respondents completed the postal survey and not the online or telephone options;
- The consensus of respondents was that the survey was an appropriate length and that it was generally easily navigable; and
- Two minor amendments were made to questions as a result.

To further explore non-postal response rates and to test more prominent positioning of the Historic England logo, a second pilot survey was issued with only online and telephone response options provided.

The second pilot was sent to 306 addresses. Key findings were:

- A response rate of 6% was achieved. This suggested that excluding the option to complete a postal survey would reduce response rates.
- No further changes to the questionnaire were required.

The pilots did not lead to major change to the questionnaire design or highlight major problems in respondent understanding. Therefore, it was decided to include the responses in the survey analysis.

3.6.5 Survey launch and implementation

Listed building owners

The survey was mailed to 9,924 addresses in two phases, in addition to the 579 pilot survey addresses. This mailshot included options for online, postal or telephone response. The reason for the split phase was to assess whether response rates differed significantly by Grade or region to allow targeted booster mailshots from a reserve sample.

The intention was to not contact property owners if a sufficient number of responses had already been received. In practice, the entire reserve sample was issued.

- In Phase I: 7,424 letters were sent for the main survey. A reminder letter was sent to non-respondents a week prior to deadline.
- In Phase II: 2,500 letters were sent to the entire reserve sample.

A total of 1,002 responses were received for an overall response rate of 9.5%.

Comparison survey

The survey was mailed to 1,503 addresses in a single phase alongside Phase 1 of the Listed building owner survey. This mailshot included options for online, postal or telephone response.

A total of 146 responses were received for an overall response rate of 9.7%.

Invitations to participate

A random stratified quota sample of each survey population were sent a unique postal invitation containing:

- A covering letter explaining the project;
- a hyperlink to an online version of the survey and a unique log-in number;
- a telephone helpline number for queries or to complete the survey by telephone; and
- A paper copy of the survey with a freepost address.

Incentives

Respondents completing the online versions of the surveys were entered into a prize draw conducted by HE to win £100 of shopping vouchers.

3.6.6 Data capture

Surveys completed online were saved automatically into a database.

Telephone interviews were completed using a paper questionnaire which, along with questionnaires returned by post, was then manually entered into the survey database using an administrator's version of the online survey interface. All responses were saved directly into the survey database.

Data was extracted into SPSS for analysis once all the online surveys had been closed and postal and telephone questionnaires entered.

3.6.7 Weighting and analysis

See Annex Five for details of weighting tables.

Listed property owners

Survey response data was weighted using a cross-tabulation of survey responses and a breakdown of the listed building population by region and grade supplied by HE (see Annex 5, Tables A5.2 and A5.1 respectively). This weighting allowed us to adjust the responses more representative of the population by removing bias associated with the sample structure and any difference in response rates.

The sample weights were calculated as $Wk = Nk / nk$, 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

- n_k are sample counts for the k stratum, for instance West England and Grade I type of property and so on for each possible stratum.

The weighting for the main 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.

Comparison survey

Various weighting options were considered to try and draw up a robust sample frame for the total number of properties in designated conservation areas. Although we know that there are approximately 9,800 designated conservation areas in England, there are not any accurate publicly available 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.

Qualitative Analysis

Due to the large number of responses for the two open-ended questions it was decided that the analysis would focus on a sample of responses. A random selection of 300 answers from each question was selected and analysed further using key words and phrases to categorise answers into top-level themes.

Annex Three: Listed Building Owners Survey



Historic England

www.HistoricEngland.org.uk

To the Property Owner at:

ADDRESS LINE 1

ADDRESS LINE 2

ADDRESS LINE 3

ADDRESS LINE 4

POSTCODE

DD MM YYYY

REF: HExxxxxx

Dear Listed Building Owner

Historic England Survey of Listed Building Owners

Historic England invites you to participate in the first ever detailed survey of listed home owners.

On 1st April 2015, we changed our name to Historic England. We remain responsible for advice on listing, advice on planning applications for Grade I and Grade II* listed buildings, grant making (particularly for Heritage at Risk), research, guidance and the management of an extensive archive of historic documents and photographs. The newly -formed English Heritage Trust manages and cares for the national collection of historic properties.

The survey is by invitation only and we have randomly selected a sample of listed building owners to take part. The research will provide insight into what listed building owners think about the planning system, how frequently they undertake maintenance to their property and where they go for advice. The survey, carried out by Alastair Coey Architects and Ecorys UK on behalf of Historic England, should take no more than 15 minutes to complete. All your responses will be completely confidential and no details will be passed on to any third party.

The survey can be completed online by visiting the following link:

<http://uk.ecorys.com/HE2015>

Your username and passcode are: Username: HExxxxxx Passcode: xxxxxxxx and the survey should be completed by **16TH September 2015**



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.

Alternatively, please complete the paper copy enclosed and return in the FREEPOST envelope provided. If you have any questions or would like to arrange a telephone interview to complete the survey, please contact Leeanne Chambers at Alastair Coey Architects on 028 908 72 400. Leeanne can also provide copies of the survey in large print.

As a thank you for taking part, online entries will receive a free digital copy of our Listed Building Owners' handbook and be entered for a prize-draw with the opportunity to win £100 of Marks and Spencer's vouchers.

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.

Yours sincerely,



Duncan Wilson
Chief Executive OBE

Please cut or tear along the dotted line and return the completed questionnaire section in the FREEPOST envelope provided

Alastair Coey Architects

HISTORIC BUILDING SPECIALISTS



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



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 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 **16TH SEPTEMBER 2015**. Thank you.

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
- 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. Was your property listed when you acquired it?

(✓ one only)

- Yes
- No
- Don't know

Q6. To what extent do you consider your listed property to be important to: (✓ one only per row)

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

Planning

Q7. Is it clear to you what kind of work requires listed building consent? (✓ one only)
(By 'work' we mean repairs, restoration, or alterations)

- | | |
|-----------------|--------------------------|
| Always clear | <input type="checkbox"/> |
| Sometimes clear | <input type="checkbox"/> |
| Unclear | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

Optional Comment: *es*

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

- | | | |
|---------------------|-------------|--------------------------|
| Yes, once | [Go to Q9] | <input type="checkbox"/> |
| Yes, more than once | [Go to Q9] | <input type="checkbox"/> |
| No | [Go to Q15] | <input type="checkbox"/> |
| Don't know | [Go to Q18] | <input type="checkbox"/> |

Q9. If YES, What types of work were you applying for? (✓ all that apply)

- | | |
|--|--------------------------|
| a) Repair | <input type="checkbox"/> |
| b) Alteration | <input type="checkbox"/> |
| c) Extension | <input type="checkbox"/> |
| d) Restoration of historic features | <input type="checkbox"/> |
| e) Accessibility adaptations / alterations | <input type="checkbox"/> |
| f) Energy efficiency improvements | <input type="checkbox"/> |
| g) Demolition | <input type="checkbox"/> |
| h) Other (<i>please specify</i>) | <input type="checkbox"/> |

Other: *es*

Q10. How did you apply for listed building consent? (✓ one only)
(By 'agent' we mean architect, surveyor, builder, engineer, other professional)

- | | |
|---|--------------------------|
| I used an agent | <input type="checkbox"/> |
| I applied directly to the local authority | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

Q11. Did you also submit a planning application in connection with your latest listed building consent application? ✓ one only

- | | |
|------------|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

Q12. 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"/>					
b) Ability to get advice when unforeseen circumstances required changes to the work	<input type="checkbox"/>					
c) Your overall experience	<input type="checkbox"/>					

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

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Decision Pending	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Q14. Thinking of your latest listed building consent application and the work you planned to do (✓ one only)
Roughly how much was the work expected to cost?

£0 - £1,000	<input type="checkbox"/>
£1,000 - £2,500	<input type="checkbox"/>
£2,501 - £5,000	<input type="checkbox"/>
£5,001 - £10,000	<input type="checkbox"/>
£10,001 - £25,000	<input type="checkbox"/>
£25,001 - £50,000	<input type="checkbox"/>
£50,001 - £100,000	<input type="checkbox"/>
Over £100,000	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

<< Now go to Q18 >>

Q15. IF YOU HAVE NOT APPLIED FOR LISTED BUILDING CONSENT IN PAST 5 YEARS (NO 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 Q16]	<input type="checkbox"/>
No	[Go to Q18]	<input type="checkbox"/>
Don't know	[Go to Q18]	<input type="checkbox"/>

Q16. If YES, 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:

Q17. Please help us understand why you did not continue to apply for consent?

(✓ all that apply)

- a] Negative pre-application response
- b] Difficulties finding specialist professionals
- c] Cost of engaging specialist professionals
- d] Difficulties assembling the information required to support application
- e] Local opposition
- f] Application process too complex
- g] Other (*please specify*)

Other:

Q18. To what extent do you agree or disagree with the following statements:

(✓ one only per row)

The requirement to obtain listed building consent is:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
a] important to maintaining the value of the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b] 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"/>

Repairs and Maintenance

Please help us understand how easy or difficult it is to maintain a listed property. (✓ one only per row)

		More than once a year	Annually	Every 2 to 5 years	Every 6 to 10 years	More than every 10 years	Never	Don't know
Q19.	Thinking of repairs and maintenance to your property, how often do you:							
a]	Clear gutters, down pipes and drain covers	<input type="checkbox"/>						
b]	Check roof coverings, flashings and chimneys	<input type="checkbox"/>						
c]	Paint or repair exterior walls	<input type="checkbox"/>						
d]	Paint or repair windows and doors	<input type="checkbox"/>						

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

		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"/>

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

Information and Advice

Q21. Which, if any of the following heritage organisations are you a member of? (✓ all that apply)

- | | | |
|----|---|--------------------------|
| a] | English Heritage | <input type="checkbox"/> |
| b] | National Trust | <input type="checkbox"/> |
| c] | Listed Property Owners' Club | <input type="checkbox"/> |
| d] | Historic Houses Association | <input type="checkbox"/> |
| e] | Country Land and Business Association | <input type="checkbox"/> |
| f] | National Amenity Society <i>e.g. SPAB, Georgian Group, Victorian Society, C20 Society</i> | <input type="checkbox"/> |
| g] | Civic society or other local group | <input type="checkbox"/> |
| h] | Other (<i>please specify</i>) | <input type="checkbox"/> |
| i] | None of the above | <input type="checkbox"/> |

Other:

Q22. Who would be your first port of call if you were looking for: (✓ one only per row)

	Historic England	Other national heritage organisation	Local Authority	Local Heritage organisation	A builder / craftsman	Don't Know
a] Information about repair and maintenance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b] Recommended heritage professionals**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c] Information on the availability of specialist finance, mortgages, insurance, etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**including architects, surveyors, craftspeople, suppliers, etc.

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.

Q27. 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

Q28. 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

Q29. 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:

Q30. 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 **16TH SEPTEMBER 2015** in the FREEPOST envelope provided.

REF: **HExxxxxxx**

Annex Four: Comparison survey of property owners living in conservation areas



Historic England

www.HistoricEngland.org.uk

Owner Name
Address Line 1
Address Line 2
Address Line 3
Address Line 4
Postcode

DD MM YYYY

REF: CAxxxxxxx

Dear Owner Name

Survey of owners in conservation areas

Historic England invites you to participate in a short survey of home owners living in conservation areas.

On 1st April 2015, we changed our name to Historic England. We remain responsible for advice on listing, advice on planning applications for Grade I and Grade II* listed buildings, grant making (particularly for Heritage at Risk), research, guidance and the management of an extensive archive of historic documents and photographs. The newly-formed English Heritage Trust manages and cares for the national collection of historic properties.

We would like to hear from you about living in a conservation area and have created a survey to capture your views. The survey is by invitation only and we have randomly selected a sample of properties in conservation areas to take part. By completing our survey you will be supporting our mission of making sure England's historic places are well cared-for.

The survey, carried out by Alastair Coey Architects and Ecorys UK on behalf of Historic England, should take no more than 15 minutes to complete. All your responses will be completely confidential and no details will be passed on to any third party.

As a thank you for taking part, online responses will be entered into a prize-draw to win one of ten £25 Marks & Spencer vouchers.

The survey can be completed online by visiting the following link:

<http://uk.ecorys.com/CA2015>

Your username and passcode are: Username: CAxxxxxxx Passcode: xxxxxxxxx
and the survey should be completed by **16th September 2015**

It should take no more than 10 minutes to complete.



Historic England, 1 Waterhouse Square, 138-142 Holborn, London EC1N 2ST
HistoricEngland.org.uk



Alternatively, please complete the paper copy enclosed and return in the FREEPOST envelope provided. If you have any questions or would like to arrange a telephone interview to complete the survey, please contact Leeanne Chambers at Alastair Coey Architects on 028 908 72 400. Leeanne can also provide copies of the survey in large print.

Thank you very much for your help.



Duncan Wilson

Chief Executive, Historic England

Please cut or tear along the dotted line and return the completed questionnaire section in the FREEPOST envelope provided

Alastair Coey Architects
HISTORIC BUILDING SPECIALISTS



Historic England, 1 Waterhouse Square, 138-142 Holborn, London EC1N 2ST
HistoricEngland.org.uk



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 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 **16TH SEPTEMBER 2015**. Thank you.

- The questions herein refer to the property this letter is addressed
- The questions are addressed to you which includes you and members of your household. If a charity organisation/ trust owns the property this refers to the trust. Herein "you"
- The questions are about your experience and issues as the current owner unless otherwise stated

Please tick the appropriate box if either of the following apply

My building is NOT in a conservation area
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
Terrace
Flat / Apartment
Other (*please specify*)

Other:

Q2. 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



Historic England, 1 Waterhouse Square, 138-142 Holborn, London EC1N 2ST
HistoricEngland.org.uk



Q3. Is the property your primary residence? (✓ one only)

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

Other:

Q4. To what extent do you consider your property to be important to: (✓ one only per row)

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

Planning

Q5. Is it clear to you what work to your property requires planning permission? (✓ one only)
(By 'work' we mean repairs, restoration, or alterations)

- Always clear
- Sometimes clear
- Unclear
- Don't know

Optional Comment:

Q6. In the past 5 years have you applied for planning permission relating to your property? (✓ one only)

- Yes, once [Go to Q7]
- Yes, more than once [Go to Q7]
- No [Go to Q9]
- Don't know [Go to Q9]



Q7. IF YES, (✓ one only per row)
We are keen to understand how well the planning process works for people, 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"/>					
b) The time taken for the planning permission process	<input type="checkbox"/>					
c) Your overall experience	<input type="checkbox"/>					

Q8. 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/ nor reasonable
- Quite unreasonable
- Very unreasonable
- Not received / Not applicable

Optional Comment:



Historic England, 1 Waterhouse Square, 138-142 Holborn, London EC1N 2ST
 HistoricEngland.org.uk



Repairs and Maintenance

Please help us understand how easy or difficult it is to maintain your property. (✓ one only per row)

Q9. So thinking of repairs and maintenance to your property, how often do you:

	More than once a year	Annually	Every 2 to 5 years	Every 6 to 10 years	More than every 10 years	Never	Don't Know
a) Clear gutters, down pipes and drain covers	<input type="checkbox"/>						
b) Check roof coverings, flashings and chimneys	<input type="checkbox"/>						
c) Paint or repair exterior walls	<input type="checkbox"/>						
d) Paint or repair windows and doors	<input type="checkbox"/>						

Q10. Thinking of repairs you have undertaken in the past, how easy or difficult was it to find: (✓ one only per row)

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Never sought
a) Specialists who can advise on repairs and maintenance work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Skilled builders?	<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"/>



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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.

Q11. 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"/> |

Q12. 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"/> |

Q13. 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:



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Q14. 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 **16TH SEPTEMBER 2015** in the FREEPOST envelope provided.

REF: **CAxxxxxxx**



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Annex Five: Weighting Tables

Table A32 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 A33 Main Survey Response by Region and Grade

Main Survey Response Data

Region (HE Locality)	Listed Buildings			
	Grade I	Grade II*	Grade II	Total
East Midlands	11	40	64	115
East of England	28	63	65	156
London	9	23	33	65
North East	12	32	43	87
North West	5	39	50	94
South East	34	57	63	154
South West	22	35	49	106
West Midlands	24	35	59	118
Yorkshire and The Humber	13	35	59	107
Total:	158	359	485	1,002