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D5.1 Analysis of current trends in the rental accommodation market for students

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Contents

Executive Summary

University students are often regarded as a vulnerable social group with regards to their energy consumption and energy bills. The main reason is their low income, which means that they can often only afford to live in dwellings with low energy standards that are too expensive to heat to comfortable conditions. As a result, a significant number of students live in fuel poverty.

The Student Switch Off+ campaign

The Student Switch Off+ (SSO+) campaign has been developed in the frame of the SAVES 2 project to engage with students who are either looking to move to, are moving into, or already live in privately rented accommodation. The SSO+ campaign is run in seven European Union (EU) countries: Bulgaria, Cyprus, Greece, Ireland, Lithuania, Romania and the United Kingdom. The campaign aims to address students' fuel poverty through helping create demand for more energy efficient rental properties, empowering them to take control of their energy usage through the use of smart meters, of energy prices through switching suppliers, and raises their awareness on behaviours focusing on reducing energy wastage. These measures will therefore focus on two of the main causes of fuel poverty – inefficient infrastructure and energy costs.

Fuel poverty in the SAVES 2 countries

Compared to the EU-28 mean, most of the SAVES 2 countries face significant problems related to fuel poverty. Three indicators taken from the EU-Statistics on Income and Living Conditions (EU-SILC) dataset - "inability to keep home adequately warm", "arrears on utility bills" and "homes with leaks, damp walls or rot in windows or floors" - are widely used to depict the share of the total population of each of the 28 Member States that falls into fuel poverty. According to this survey, Bulgaria (39.2%), Lithuania (29.3%), Greece (29.1%) and Cyprus (24.3%) have the highest shares of population unable to maintain adequate temperatures in their houses amongst EU-28 countries. Romania (13.8%) is closer to the EU-28 mean value of 8.7% but is still exceeding it whereas the UK (6.1%) and Ireland (5.8%) are slightly below the mean EU-28 value.

When it comes to the "Arrears on utility bills" indicator, Greece (42.2%) takes the lead among the EU-28 followed by Bulgaria (31.7%), Romania (18.0%), Cyprus (15.4%) and Ireland (12.1%), respectively. Lithuania (9.7%) is closer to the EU-28 mean value (8.1%) while the UK (5.7%) has a lower share than the EU-28 mean value.

Finally, for the majority of the seven SAVES 2 countries, the share of the total population living in a dwelling with leaking roofs, damp walls or rots in windows or floors does not vary significantly from the EU-28 mean value (15.4%); Cyprus with a percentage of 27.1%, placed in the second highest position among the EU-28 countries, is the only exception. Lithuania (18.2%) and the UK (16.4%) lie on the upper side of the EU-28 ranking whereas, on the other hand, Greece (14.7%), Ireland (13.4%), Romania (13.3%) and Bulgaria (12.3%) have slightly lower shares than the mean EU-28 value. In conclusion, the three EU-SILC indicators indicate that fuel poverty is an issue in the SAVES 2 countries, with a substantial portion of the population living in subpar conditions.

Research methodology

The purpose of this research is to investigate and analyze the current trends in the accommodation market for students in the SAVES 2 countries and their implications for fuel poverty. It builds on the Homes Fit For Study research carried out by NUS-UK in 2017 aiming to provide in-depth insight into the student experience of fuel poverty.

The National and Kapodistrian University of Athens was the research partner leading the adaptation of the methodology of the Homes Fit For Study for the SAVES 2 project's aims and conditions, while the SAVES 2 country partners were in charge of the application of the methodology in their country. Those were: Sofia University 'St. Kliment Ohridski' (Bulgaria), University of Cyprus (Cyprus), Technical University of Crete and National and Kapodistrian University of Athens (Greece), Union of Students in Ireland (Ireland), Vilnius Gediminas Technical University (Lithuania), University of Bucharest (Romania), National Union of Students of the United Kingdom and De Montford University (UK).

Both the stakeholders of the rental property market in each country, landlords/housing providers renting to university students, and tenants (students living in private accommodation) have been considered for this study to ensure that all views on the topic are captured and documented.

Quantitative (questionnaire survey) and qualitative (focus group/interview) methods were followed. Data from students were collected between December 2017 and January 2018 from students in Bulgaria, Cyprus, Greece, Ireland, Lithuania and Romania, in order to be reflective of fuel poverty conditions in their home (to cover some of the colder months of the year). The data for students in the UK were collected between January-February 2017. Data from landlords were collected between October 2017 and January 2018 in all countries.

The results of the analysis helped understand the contextual situation of student private-rented accommodation in each of the seven SAVES 2 countries and enabled the project to identify specific recommendations to help reduce the exposure of students to fuel poverty during the project and beyond. However, it is noted that the sample sizes in most cases are rather small and cannot be considered representative of the student or landlord population in the SAVES 2 countries. Therefore, the findings of this research are considered only indicative of the situation.

Key findings

Across the seven SAVES 2 countries, 3,512 students and 403 landlords participated in the questionnaire survey, and 51 students and 29 landlords participated in the focus groups/interviews.

According to the results, for the vast majority of the student respondents, convenience and financial factors are at the expense of energy efficiency, and as a result, they look for affordable houses or houses close to their places of study, instead of energy efficient houses. For example, as found through the questionnaire survey, no student in Romania and Cyprus considered the energy efficiency of a dwelling important when house hunting. In addition to this, the percentage of student respondents across the participating countries who have not requested and thus have not received the Energy Performance Certificate (EPC) of their accommodation indicates low levels of energy awareness; for example, this is 58% of students in Ireland and 48% in Romania. Moreover, the low importance of the energy efficiency and/or the energy rating of appliances is another indicator of low energy awareness levels amongst those students. Subsequently, a substantial share of student respondents is in the state of arrears on utility bills with Bulgaria (27%) having the highest share. A significant percentage of student respondents felt colder than they would have liked in their current accommodation during last winter with Ireland (66%) having the highest percentage. Additionally, a large number of student respondents, with Ireland (45%) again having the highest percentage, stated that they turned their heating off in order to keep costs down. Finally, a high percentage of student respondents reported living in a substandard house with the most common problems reported being damp or mould on walls or ceilings, as well as draughty windows or doors.

The undesirable living conditions, in combination with the low energy awareness described above, have a severe impact on students' wellbeing. Significant shares of student respondents reported feeling miserable due to poor housing conditions (Bulgaria 44%) or reported feelings of anxiety or depression (UK 30%). Moreover, the proportions of students who reported that new health problem(s) had developed (Ireland, 17%) or existing health problem(s) becoming worse (Bulgaria, 33%) are worthy of note. Results indicate that strains have been placed on student respondents' social lives due to poor housing conditions; for example, 21% of students in Cyprus reported that they don't feel comfortable inviting friends or relatives to their accommodation. Moreover, notable proportions of students stated a preference in spending as much time as possible away from their homes; for example, 20% of students in Ireland. Given the results, we can conclude that a significant share of students is living in fuel poverty and urgent measures and social innovation should be adopted in order to help alleviate this issue.

From the landlords' perspective, in Bulgaria (80%), Greece (91%), Ireland (86%), Romania (56%) and the UK (93%) the majority of questionnaire respondents stated that they provide an energy performance certificate (EPC); however, an EPC was only provided by 17% and 11% of landlord respondents in Cyprus and Lithuania, respectively. Furthermore, most of the participants in the focus groups/interviews remarked that their student-tenants never asked to see the EPC of the property. When it comes to the actions that landlords have taken in relation to poor housing conditions, the results are not very encouraging, especially in Ireland; according to the questionnaire none of the landlords from Ireland took any action due to lack of funding. Similarly, landlords from Cyprus, Greece, Lithuania and the UK who participated in the focus groups/interviews reported that they were not aware of any financial incentives or grants. Interestingly, most of the focus groups participants regarded energy efficiency important only as a means of decreasing the running costs of the property and the majority of them considered grants and financial incentives as the most significant driver to carry out energy efficiency improvements. Finally, the percentage of landlords who stated that either a smart energy meter or a smart energy thermostat was present in their property was less than 22% in all countries.

Recommendations

As this research shows, a significant share of students experience fuel poverty, and urgent measures, as well as relevant long-lasting policies, and well-established social innovation, should be adopted in order to assist students. Governments, stakeholders, universities and students' unions should all act collaboratively to increase the energy awareness of students, to foster the development of a high-quality rental market and reduce the impacts of fuel poverty. The deployment of sophisticated policy packages and effective strategies by governments, and the refinement of their action plans, are critical aspects in this direction while energy efficiency awareness campaigns, organized by the student unions', as well as training on energy efficiency matters offered by the universities, could boost the results. Moreover, housing lists with accredited houses provided by universities could help influence the rental market.

Social innovation should also be on the forefront of top-end strategies that aim to reshape the future of student housing and mold the characteristics of the prospective energy consumers. As such, governments could promote the restoration and energy retrofitting of existing underutilized publicly owned buildings according to nearly zero energy building (NZEB) guidelines and provide them to students as an affordable housing and a training hub for energy efficiency.

In addition, governments could legislate and establish non-profit Social Rental Organizations (SROs) managed by national social services or non-governmental organizations, that ought to target tenants with low incomes and high demand for accommodation such as students, and should set up networks with welfare agencies, policy makers and market stakeholders. Such organizations could act as a mediator between property owners and renters making an agreement with private landlords offering them advantages to sublet their property that in turn allows SROs to negotiate lower rents than in the free market. Finally, governments should promote zones of energy efficient student housing close to universities by providing financial benefits for landlords whose property meets certain requirements and rent it exclusively to students.

1. Introduction

1.1 The problem of fuel poverty

Fuel poverty is an increasing socio-economic problem with severe health impacts and significant environmental implications [1]. It occurs when a household is unable to afford adequate energy services in their home, is related to poor building quality, the occupants' socio-economic status, and the price of energy, affecting millions of households across Europe [2]. There are various definitions given in literature to describe fuel poverty, with no single agreed EU-wide definition [3]. Nevertheless, they all tend to refer to a level of energy consumption that is unaffordable. The different views that exist across the European Member States on this issue, together with the various metrics that are used to measure fuel poverty and to define vulnerable groups in their legislation, are additional drawbacks to addressing the problem [4]. However, the consequences for human health and the economy are indisputable throughout Europe [5]. Due to this, in recent years, many initiatives have taken place in Europe to promote measures and good practices to reduce fuel poverty [6]; 54 million Europeans cannot afford to heat their homes in winter and about the same number are either facing energy debts or living in deteriorated dwellings [7]. Within this context, national renovation strategies should include dedicated policies and measures for low income households in order to tackle this situation. The upgrading of Europe's building stock is key to alleviating fuel poverty and give relief to vulnerable groups of people [8].

Fuel poverty is often also referred to as energy poverty and the two terms are used interchangeably. Although the terms "fuel poverty" and "energy poverty" are closely associated with each other, there is an inconsistent use of terminology, making it confusing [9]. According to Boardman "fuel poverty" and "energy poverty" both refer to the same situation but the latter term is mainly used in Eastern and Central Europe and by the European Commission (EC) [10]. However, within the EC, when the term "fuel poverty" is used, the focus is put on the affordability of adequate energy services in general, whereas "energy poverty" is a narrower term that is used for the internal market of electricity and gas [11]. The link between the two terms is highlighted by S. Bouzarovski and S. Petrova who, in their 2015 analysis, stated that "the inability to attain a socially and materially necessitated level of domestic energy services" is a common condition that underpins every form of fuel and energy poverty in both developed and developing countries [12].

The phenomenon of fuel poverty in Europe gained the public's attention after the unprecedented financial crisis that began in 2008. The European Union responded with legislation that was published during the initial years of the crisis (the Internal Market in Electricity Directive [13], the Internal Market in Natural Gas Directive [14], the recast Energy Performance of Buildings Directive[15] and the Energy Efficiency Directive[16]). This legislation, taken together, encourages Member States to shape national plans to boost renovations and energy efficiency retrofits of buildings, as a direct measure to alleviate fuel poverty. However, the European Commission has recently sought to strengthen the legislation with the proposal for a revised Energy Performance of Buildings Directive and the proposal for a revised Energy Efficiency Directive within its Clean Energy Package [17], which recognizes the multiple benefits from energy efficiency including the reduction of fuel poverty. In parallel, the European Commission carried out a feasibility study [18] on the role that EU funds can have in financing schemes that provide low-cost energy efficiency measures to help low-income households. Furthermore, the EU Building Stock Observatory[1] monitors the energy performance of buildings across the Member States, mapping energy poor areas and highlighting levels of fuel poverty. In addition, a European Energy Poverty Observatory (EPOV)[2] has launched, which provides information on the socio-economic extent of energy/fuel poverty in Europe, and measures to combat it. Putting the focus on SAVES 2 participating countries, some useful highlights on the extent of fuel poverty in their national context can be derived.

In summary, it can be stated that a household suffers from fuel poverty when it does not attain basic levels of energy services on its present income. In this framework, the EU as well as the Member States, have financially supported numerous research and practice-orientated programmes that pertain to fuel or energy poverty [19], [20], [21]. Experience shows that energy retrofit measures for energy poor homes are preferable to direct financial support, since these measures can simultaneously reduce energy costs and improve living conditions in dwellings [22], [23], [24]. Additionally, a compilation of case studies of best practices and evidence based

[1] https://ec.europa.eu/energy/en/eubuildings

[2] https://www.energypoverty.eu/

scientific research alongside policy transfer via synergies and cooperation across EU and national agencies, research institutes, relevant stakeholders and representatives of vulnerable groups is strongly promoted. Undoubtedly, there remains a great deal of effort to be made to overcome the obstacles and combat fuel poverty in vulnerable groups, like students, who are often under-supported. However, the ever-increasing interest in fuel poverty shows that we are well placed to tackle this condition and assist all vulnerable groups.

1.2 The Student Switch Off+ campaign

The Student Switch Off+ (SSO+) campaign has been developed to engage with students who are either looking to move to, are moving into, or already live in private accommodation. SSO+ focuses on raising awareness around energy performance certificates that students should be requesting before selecting a property, energy efficiency ratings (for when students buy new appliances), encourages students to request smart energy meters from their energy provider (where there is already a mass roll out) and to switch suppliers to get the best possible tariffs. Students are also made aware of any behaviour-related actions they can take, to reduce energy wastage in their homes.

Country specific advice has been developed in conjunction with the smart meter roll out organisations in each country. As part of the campaign, students are contacted on a regular basis (approximately monthly), via email, with further awareness raising articles/information posted on social media (Facebook and Twitter). In addition to this, a training module was developed, that is being delivered in the participating universities, focusing on all aspects of SSO+.

A number of resources have been developed to support the campaign including a dummy energy bill (to help familiarise students with the information they will receive when living in the private rented sector), country specific videos with advice, and sets of template emails with advice to students (also country specific). All the information has been made available on the country specific websites.

The campaign hopes to address students' fuel poverty through helping create demand for more energy efficient rental properties, empowering students to take control of their energy usage through the use of smart meters, and of energy prices through switching suppliers, and raises awareness on behaviours focusing on reducing energy wastage. These measures will therefore focus on two of the main causes of fuel poverty – inefficient infrastructure and energy costs.

The SSO+ campaign takes place in all SAVES 2 countries – Bulgaria, Cyprus, Greece, Ireland, Lithuania, Romania and the United Kingdom. The SSO+ campaign has been rolled out in Cyprus, Greece, Lithuania and the United Kingdom, as a pilot for the academic year 2017/18 and will be further rolled out to Bulgaria, Ireland and Romania starting from the 2018/19 academic year.

1.3 Research scope

The purpose of this research is to investigate and analyze the current trends in the accommodation market for students and their implications for fuel poverty.

The results of the analysis will help us understand the contextual situation of private-rented accommodation in each of the seven SAVES 2 countries and enable the project to identify specific recommendations to help reduce the exposure of students to fuel poverty.

Both stakeholders of the rental property market in each country **(landlords/housing providers)** and students living in private accommodation **(tenants)** have been considered for this study so all views on the topic can be captured and documented.

From the perspective of the housing providers the following issues were investigated:

- thoughts about energy efficiency,
- barriers/motivations for energy refurbishment and EPC certification,
- awareness/availability of renovation grants
- experience with students as tenants, and
- profile of tenants they are after.

From the side of the tenant we looked at issues including:

- thoughts about energy efficiency,
- drivers of housing choices,
- drivers of appliance choices,
- views from their experience on whether the landlord finds energy efficiency an important topic,
- availability of financial motivations (i.e. subsidies) for selection of better performing homes or appliances.

Chapter 2 of this report describes the energy efficiency landscape in the seven SAVES 2 countries. This includes an overview of: fuel poverty conditions, regulations for building energy performance certification, smart meter roll out status, and availability of financial support for student housing.

Chapter 3 provides a description of the methodology used in this research. Qualitative (focus groups/interviews) and quantitative (questionnaire survey) methods were used with both landlords and tenants. The methodology used in the NUS UK Homes Fit for Study research has been considered and adapted to the needs and aims of the SAVES 2 project.

Chapter 4 presents the findings of the survey analysis from the housing providers' perspective. Chapter 5 on the other hand presents the findings from the students' perspective.

In Chapter 6 the main conclusions of this research are presented and in Chapter 7 recommendations to help reduce exposure of students to fuel poverty are provided based on the findings in the previous chapters of the report.

2. Background information for the 7 EU countries running the SSO+ campaign

Before presenting the findings of our research it is important to understand the existing regulations and conditions in the seven SAVES 2 countries (Bulgaria, Cyprus, Greece, Ireland, Lithuania, Romania and the United Kingdom) in relation to energy efficiency, fuel poverty and availability of housing financial support for students.

Information on fuel poverty (Chapter 2.1) is based on literature, while information on energy performance certification (Chapter 2.2), financial support for students (Chapter 2.3), and smart metering (Chapter 2.4) have been provided by individual project partners for their respective country, namely: Sofia University 'St Kliment Ohridski' (Bulgaria), University of Cyprus (Cyprus), Technical University of Crete (Greece), Union of Students in Ireland (Ireland), Vilnius Gediminas Technical University (Lithuania), University of Bucharest (Romania), National Union of Students of the United Kingdom (UK).

2.1 Fuel poverty

BULGARIA

Bulgaria faces the most significant fuel poverty related challenges within the EU-28. As depicted in the EU-SILC survey for 2016, Bulgaria has the highest proportion of population who is not able to keep their homes adequately warm across the EU-28 (39.2%). Poor energy efficiency of the Bulgarian residential sector is amongst the most crucial factors along with low incomes, rising energy costs and lack of legislation compounding the causes of fuel poverty's in the country [25], [26]. Energy subsidies and direct financial support to households for heating cannot reduce the impacts of fuel poverty implying that deep building retrofits and investments in energy savings should be promoted in the country [27]. Concluding, Bulgaria lacks targeted residential energy efficiency programs for vulnerable households, policy framework in the country is fragmented, and research on the topic is sparse and inadequate [28].

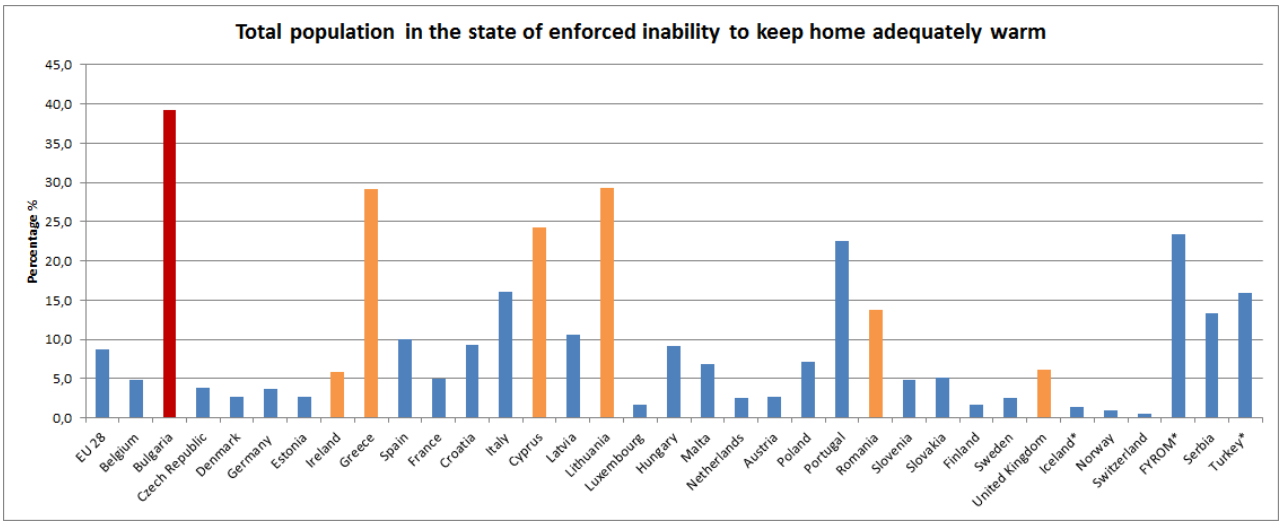


Figure 1 Total population unable to keep home adequately warm for 2016 across Europe (with * are 2015 data). Own representation based on EU-SILC survey. Source EUROSTAT

According to the EU-SILC survey for 2016, the statistics relevant to fuel poverty for the total population in Bulgaria are the following:

- Arrears on utility bills: 31.7%*[3]

[3] * break in time series [3]

- Inability to keep home adequately warm: 39.2%*
- Total population living in a dwelling with a leaking roof, damp walls, floors or foundation, or rot in window frames or floor: 12.3%*

CYPRUS

According to the official definition given in Cyprus "Energy poverty may relate to the situation of customers who may be in a difficult position because of their low income as indicated by their tax statements in conjunction with their professional status, marital status and specific health conditions. Therefore, are unable to respond to the costs for the reasonable needs of the supply of electricity, as these costs represent a significant proportion of their disposable income." [29]

In the national population census of 2011, 297,122 inhabitable homes are recorded. 13.8% of them were built before 1971, 30.4 % before 1981, and 28.7% of them were built during 2001-2011. 18.8 % (or 55,768) houses were rented and 69% were privately owned. 29.4% of the rented houses were built before 1981. In Cyprus, 59,369 energy consumers are considered as vulnerable, 13,981 of which are granted special tariffs by the Electricity Authority of Cyprus (EAC) [30].

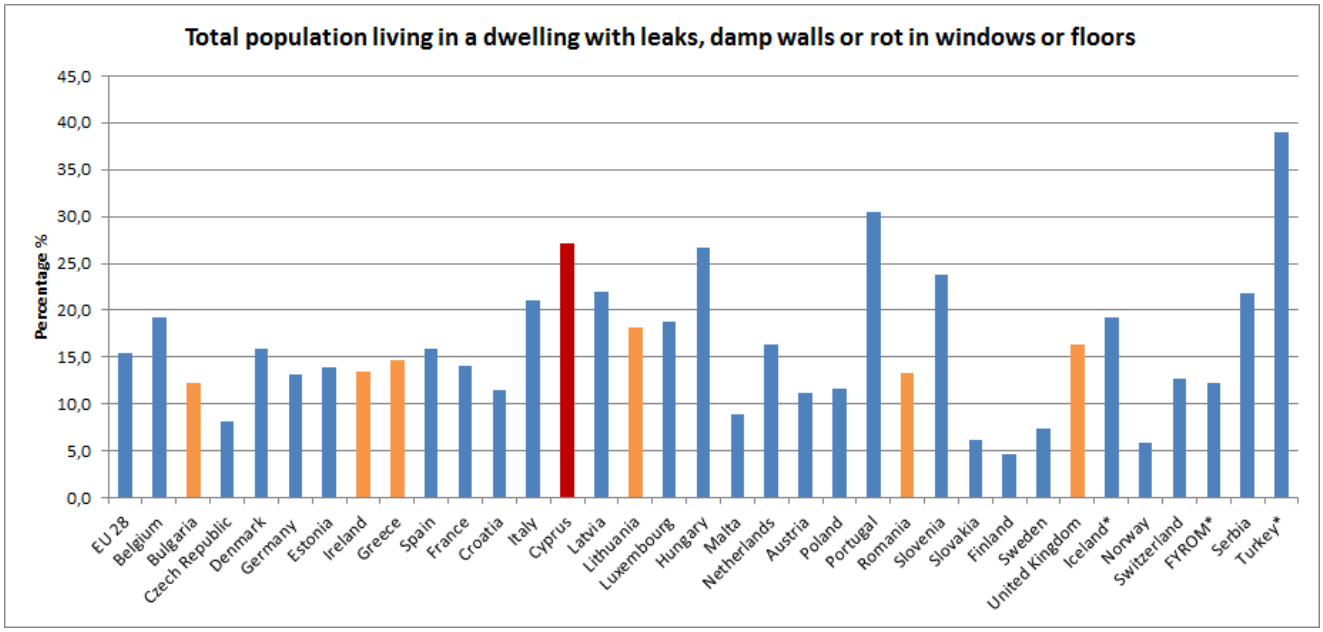


Figure 2 Total population living in a dwelling with a leaking roof, damp walls, floors or foundation, or rot in window frames or floor for 2016 across Europe (with * are 2015 data). Own representation based on EU-SILC survey. Source EUROSTAT

According to EU-SILC survey for 2016, the number of people in Cyprus who could not afford to heat their homes in 2016 was almost three times the EU-28 average. In addition, Cyprus has the second highest rate in the EU, of its population living in a deteriorated house (27.1%). The statistics relevant to fuel poverty for the total population in Cyprus are the following:

- Arrears on utility bills: 15.4%
- Inability to keep home adequately warm: 24.3%
- Total population living in a dwelling with a leaking roof, damp walls, floors or foundation, or rot in window frames or floor: 27.1%

GREECE

The ongoing economic recession in Greece has led to an increase in fuel poverty in the country with the "Arrears on utility bills" indicator being the most prevalent. Specifically, after 2010 electricity prices were

increased, which as a consequence led to a decrease in heating oil consumption, and as a result the share of the households with inability to achieve adequate warmth increased [31]. According to the expenditure – based method of the 10% of income spent on energy costs, it is found that 58% of households are energy/fuel poor, especially households with an income under the poverty threshold where nine out of ten households fall into fuel poverty [32]. Consequently, during the Greek economic crisis, the severe health impacts of fuel poverty were increased. The numbers of cardiovascular and respiratory episodes attributed to fuel poverty have increased respectively from 3.5% & 3.9% of the total number of episodes treated in average before the crisis (2003-2010) to 6.1% & 6.9% (average estimates for the period 2011-2014) [33]. Moreover, cold housing due to Greece's old building stock puts extra pressure on vulnerable groups. Specifically, 71% of the existing dwellings in Greece are uninsulated since they were constructed before the implementation of the first Thermal Insulation Regulation -put into force in 1979- and 83% of this stock refers to residential use [34].

According to EU-SILC survey for 2016, the statistics relevant to fuel poverty for the total population in Greece are the following:

- Arrears on utility bills: 42.2%
- Inability to keep home adequately warm: 29.1%
- Total population living in a dwelling with a leaking roof, damp walls, floors or foundation, or rot in window frames or floor: 14.7%

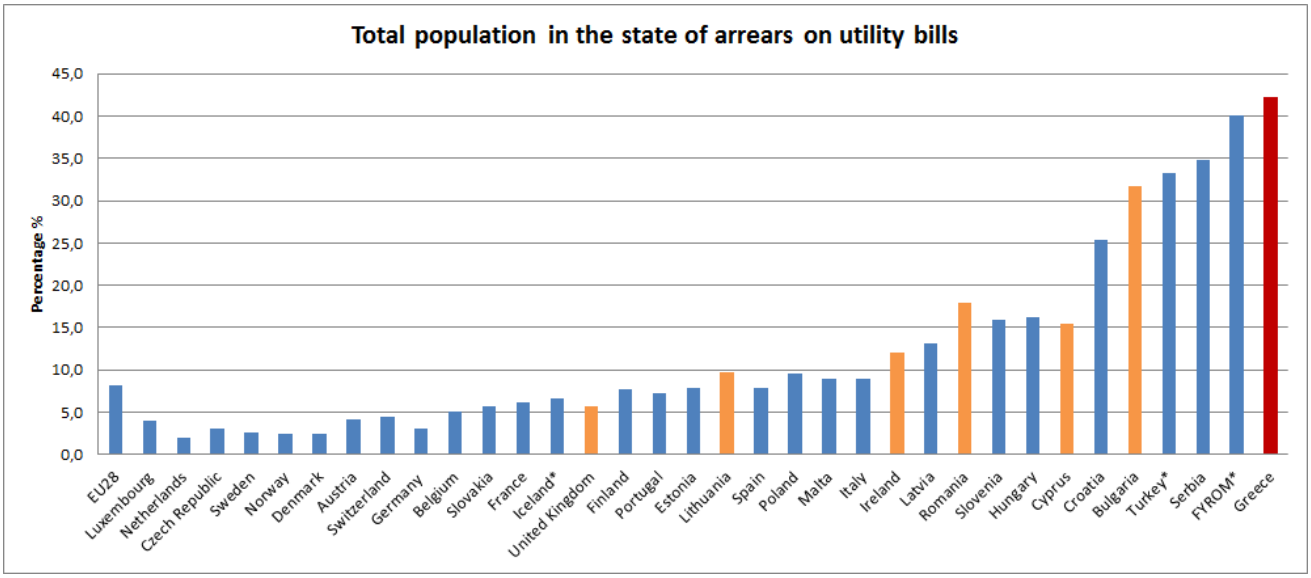


Figure 3 Total population with arrears on utility bills for 2016 across Europe (with * are 2015 data). Own representation based on EU-SILC survey. Source EUROSTAT

IRELAND

In Ireland a household is considered to be energy poor if it is unable to attain an acceptable level of energy services (including heating, lighting, etc) in the home due to an inability to meet these requirements at an affordable cost. Energy poverty at the national level is quantified in terms of the expenditure method of measuring energy poverty, whereby a household that spends more than 10% of their income on energy is considered to be in energy poverty [35].

The first mandatory Building Regulations that explicitly addressed conservation of fuel and energy in buildings were put into force in 1992 and some 58% of residential dwellings date from before this time. This indicates that there is likely to be significant potential in the residential sector for major renovation works [36]. In fact, according to the Central Statistics Office of Ireland[4] 85% of the 734,321 dwellings of the Irish building stock that were audited between 2009-2017 had a rating lower than C1 (A1 being the best rating).

[4] http://www.cso.ie/en/releasesandpublications/er/dber/domesticbuildingenergyratingsquarter42017/

According to EU-SILC survey for 2016, the statistics relevant to fuel poverty for the total population in Ireland are the following:

- Arrears on utility bills: 12.1%
- Inability to keep home adequately warm: 5.8%
- Total population living in a dwelling with a leaking roof, damp walls, floors or foundation, or rot in window frames or floor: 13.4%

LITHUANIA

Although Lithuania is affected by fuel poverty, as the EU-SILC results show, research on the topic at national level is sparse. The vast majority of the apartment buildings in Lithuania have been built between 1960 and 1990 and around 75% of the building stock in urban areas in Lithuania is connected to a central heating network; at national level, this share is close to 50% (2013 data). 82.3% of Lithuanians own their accommodation and 10.1% lived in rented accommodation. On average 15.6 % of household consumption expenditures in Lithuania are used on housing, water, electricity, gas and other fuels (Eurostat, 2016).

According to EU-SILC survey for 2016, the statistics relevant to fuel poverty for the total population in Lithuania are the following:

- Arrears on utility bills: 9.7%
- Inability to keep home adequately warm: 29.3%
- Total population living in a dwelling with a leaking roof, damp walls, floors or foundation, or rot in window frames or floor: 18.2%

ROMANIA

A large proportion of Romania's population is not able to attain sufficient levels of thermal comfort in their dwellings, due to the high heating costs relative to their income [37]. From the energy performance perspective, despite the fact that the vast majority of buildings are classified in the range of C to D, in reality most buildings could be closer to E or even F, and about 80% of the country's buildings need energy retrofits in order to reduce their energy consumption and stop heat losses [38]. According to Building Performance Institute Europe (BPIE), most of the dwellings in Romania were built at a time when no specific thermal requirements were set, or when such requirements were not demanding; 53% of the buildings were constructed before 1970 and 37% of them between 1970 and 1989 [39].

Based on the EU-SILC survey for 2016, the statistics relevant to fuel poverty for the total population in Romania are the following:

- Arrears on utility bills: 18.0%
- Inability to keep home adequately warm: 13.8%
- The total population living in a dwelling with a leaking roof, damp walls, floors or foundation, or rot in window frames or floor is 13.3%.

UNITED KINGDOM

Each nation (England, Scotland, Wales and Northern Ireland) in the United Kingdom has its own fuel poverty definition, targets and policies to address the issue. Across the UK, fuel poverty is measured using the BREDEM-12 [40] algorithm that calculates the cost of heating a home, and takes into account household income, the current cost of heating fuel and the energy efficiency of the house. Households are classified as fuel poor when they require 10% or more of their income to achieve 21°C in living rooms and 18°C in all other rooms [41]. The extent of fuel poverty in the constituent nations is presented in the Annual Fuel Poverty Statistics Report for 2017 [42].

> **England**: In 2015, the proportion of households in fuel poverty in England was estimated at 11% (approximately 2.5 million households).
> **Scotland**: In 2015, 748,000 households (30.7% of the total) were in fuel poverty

> **Wales**: In 2012, 386,000 households were classified as fuel poor (30% of the total)
> **Northern Ireland**: In 2011, 294,000 households were estimated to be fuel poor (42% of the total)

According to EU-SILC survey for 2016, the statistics relevant to fuel poverty for the total population in the United Kingdom are the following:

- Arrears on utility bills: 5.7%
- Inability to keep home adequately warm: 6.1%
- Total population living in a dwelling with a leaking roof, damp walls, floors or foundation, or rot in window frames or floor: 16.4%

2.2 Energy Performance Certificates

BULGARIA
Existing buildings do not have an EPC and it is not mandatory to issue one when they are being sold or rented. The same applies when contracts are renewed. Tenants do have the right to ask for an EPC to be issued, but the landlords are not obligated to provide one.

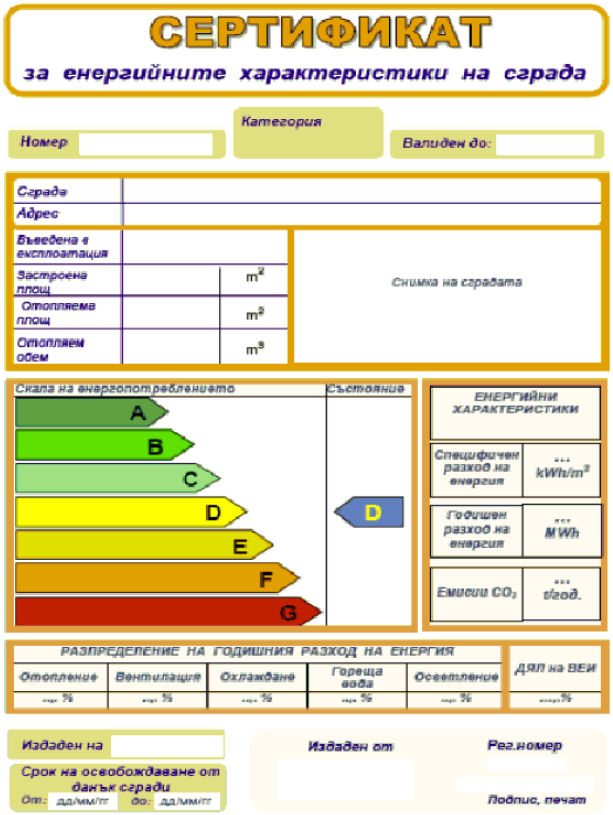


Figure 4 Energy Performance Certificate for residential buildings – Bulgaria

Since 2015 Bulgaria has adopted the National Energy Efficiency Program to support the implementation of energy efficient practices. With a budget of 1 billion BGN, construction and installation works related to the implementation of energy efficiency measures are funded, promoting buildings with minimum EPC rating of C.

Table 1 EPC legislation in the SAVES 2 countries

	Mandatory to issue an EPC						
	Bulgaria	**Cyprus**	**Greece**	**Ireland**	**Lithuania**	**Romania**	**UK**
Newly built house	x	x	x	x	x	x	x
Existing houses with new tenant		x	x	x	x		x
Existing houses when for sale		x	x	x	x	x	x
Existing houses when contract is renewed		x	x	x	x		x
Existing houses when asked for by the tenant		x	x	x	x	x	x

CYPRUS

Since 2010, EPCs must be issued for any newly built home. Energy efficiency ratings below B are not accepted.

For existing homes, the landlord is legally responsible to issue an EPC and make it available to the tenant every time the contract is renewed. In practice, due to lack of energy efficiency awareness, not all tenants ask for it.

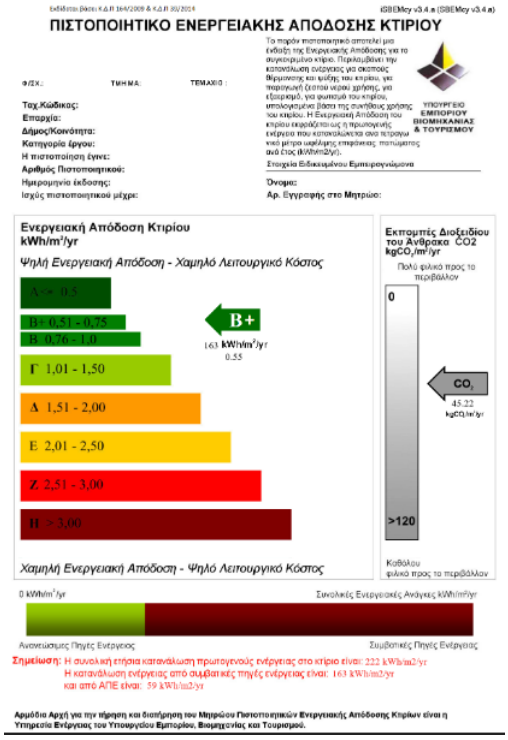


Figure 5 Energy Performance Certificate for residential buildings - Cyprus

GREECE

It is mandatory for every new house to have an EPC issued in Greece. In addition, all buildings that have been built after 2010 must have an energy efficiency rating at least B. The EPC is valid for ten years, except for cases when extensive renovation takes place. In this case a new EPC must be issued after the renovation. Overall, if a house does not have an EPC, it cannot be rented or sold.

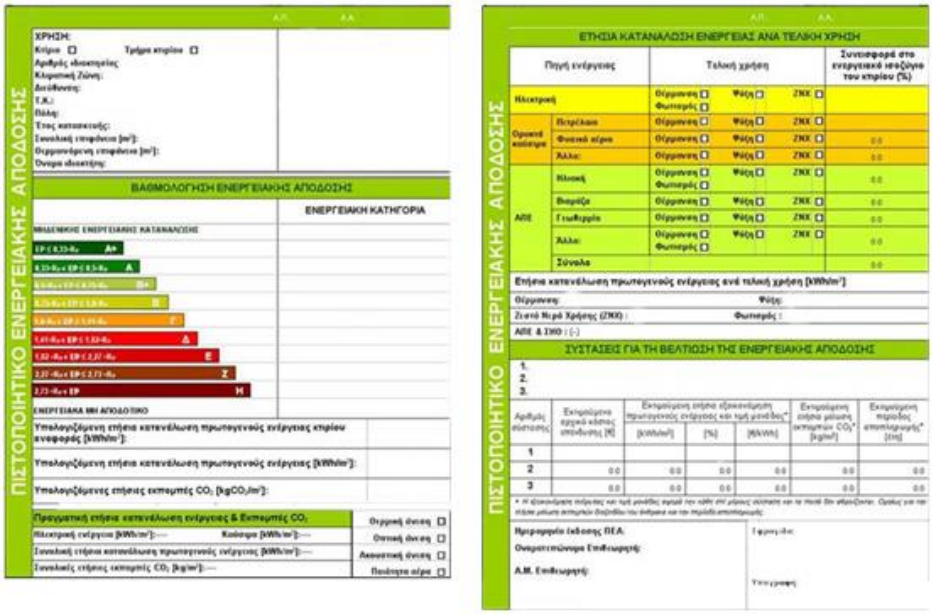


Figure 6 Energy Performance Certificate for residential buildings - Greece

IRELAND

According to Building Regulations, owners of houses and apartments for which planning permission was applied on or after the 1st of January 2007, must obtain an EPC (in Ireland it is called Building Energy Rating (BER) Certificate). The same applies before a new building is occupied for the first time, regardless of whether it is offered for sale or rent. Additionally, since the 1st of January 2009, an EPC is required for any existing building offered for sale, rent, or when the contract of an existing tenant is renewed, regardless of the age of the building.

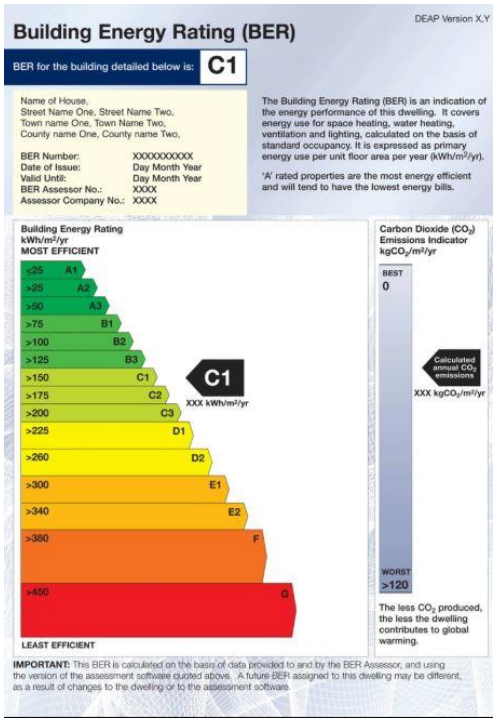


Figure 7Energy Performance Certificate for residential buildings – Ireland

Furthermore, the landlord or the agent that offers a property for sale or rent, after the 9th January 2013, should ensure that the energy performance indicator or the EPC of the building is stated in any advertisements. There are specific instructions on advertising properties that include guidance on how to include the information about the EPC in the ads.

LITHUANIA

In Lithuania, energy performance certification became a mandatory requirement for new buildings on the 1st of January 2007. New buildings (building units) must be certified after construction has been completed. The energy performance rating of new buildings (building units) must not be lower than B, when the building permit is granted after the 1st of January 2014. The permit for construction will not be issued if the energy efficiency class of the designed building is not in line with mandatory requirements. After the construction of the building is completed, it must fully comply with the requirements.


PASTATO ENERGINIO NAUDINGUMO
SERTIFIKATAS

Figure 8 Energy Performance Certificate for residential buildings - Lithuania

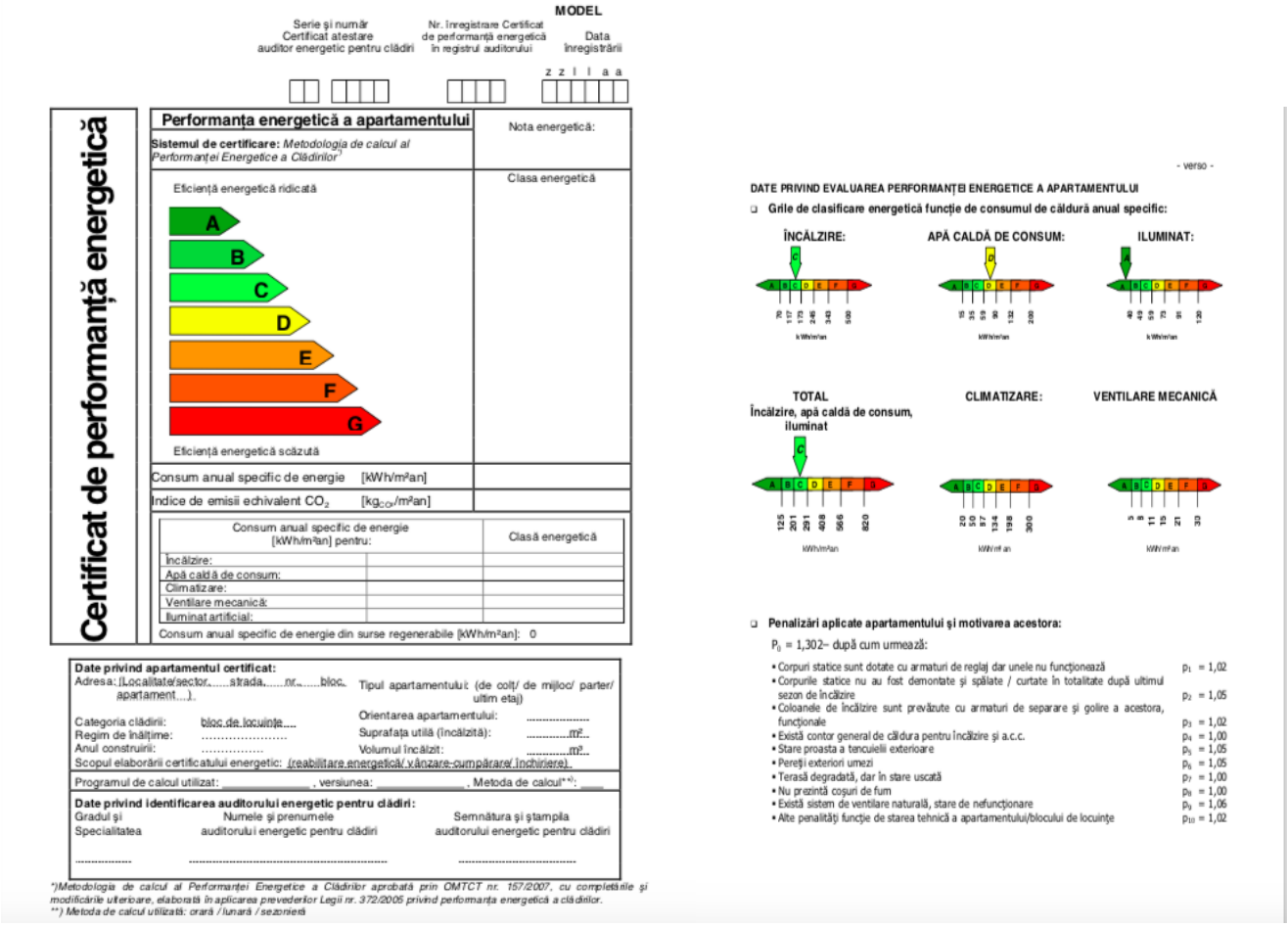
When buildings (building units) are offered for sale or for rent, their EPC rating should be stated in advertisements in commercial media. This requirement came into force on 9th January 2013. All buildings and building units must be certified after construction is completed, or when the buildings or building units are offered for sale or for rent. Tenants have the right to ask for an EPC to be issued.

A total of 24,000 multi-family buildings (70%) need to be refurbished, thus reducing heat consumption by 30%. The classification of buildings according to intended use has been changed several times, so no clear data is available on how many buildings or building units should have an EPC. With existing data, the EPC coverage of the building stock cannot be calculated. Regarding implementation of Article 4 of the EED, the long-term plan for the renovation of the national building stock was adopted on 10 March 2015 as part of the National Energy Efficiency Action Plan (NEEAP) which targets a large number of existing residential and non-residential buildings for renovation by 2020.

ROMANIA

In Romania, every newly built house must have an EPC which is valid for 10 years, yet no specific energy rating should be met. Additionally, it is mandatory for houses that are for sale. An EPC is also required for houses that are about to be rented or when the contract of an existing tenant is renewed.

According to law 159/2013, that entered into force on the 19th of July 2013, an EPC must be issued if it is asked by the tenants.



MODEL

Certificat de performanță energetică

Performanța energetică a apartamentului

Nota energetică:

Clasa energetică

Eficiență energetică ridicată

A
B
C
D
E
F
G

Eficiență energetică scăzută

Consum anual specific de energie [kWh/m²an]

Indice de emisii echivalent CO_2 [kg_{CO_2}/m²an]

Consum anual specific de energie [kWh/m²an] pentru:	Clasă energetică
Încălzire:	
Apă caldă de consum:	
Climatizare:	
Ventilare mecanică:	
Iluminat artificial:	

Consum anual specific de energie din surse regenerabile [kWh/m²an]: 0

DATE PRIVIND EVALUAREA PERFORMANȚEI ENERGETICE A APARTAMENTULUI

Grile de clasificare energetică funcție de consumul de căldură anual specific:

ÎNCĂLZIRE: APĂ CALDĂ DE CONSUM: ILUMINAT:

TOTAL Încălzire, apă caldă de consum, iluminat CLIMATIZARE: VENTILARE MECANICĂ

Penalizări aplicate apartamentului și motivarea acestora:

P_0 = 1,302– după cum urmează:

- Corpuri statice sunt dotate cu armaturi de reglaj dar unele nu funcționează p_1 = 1,02
- Corpurile statice nu au fost demontate și spălate / curtate în totalitate după ultimul sezon de încălzire p_2 = 1,05
- Coloanele de încălzire sunt prevăzute cu armaturi de separare și golire a acestora, funcționale p_3 = 1,02
- Există contor general de căldura pentru încălzire și a.c.c. p_4 = 1,00
- Stare proasta a tencuielii exterioare p_5 = 1,05
- Pereți exteriori umezi p_6 = 1,05
- Terasă degradată, dar în stare uscată p_7 = 1,00
- Nu prezintă coșuri de fum p_8 = 1,00
- Există sistem de ventilare naturală, stare de nefuncționare p_9 = 1,06
- Alte penalități funcție de starea tehnică a apartamentului/blocului de locuințe p_{10} = 1,02

Figure 9 Energy Performance Certificate for residential buildings - Romania

UNITED KINGDOM

In the UK, EPC's are mandatory whenever a property is built, sold or rented. Tenants have the right to ask for an EPC to be issued for the home they are already living whenever they want.

In general, an EPC must be ordered for potential buyers and tenants before the sell or the rent of the property.

Exemptions apply to the following residential buildings:

- temporary buildings that will be used for less than two years
- stand-alone buildings with total useful floor space of less than 50 square meters
- industrial sites, workshops and non-residential agricultural buildings that don't use a lot of energy
- some buildings that are due to be demolished
- holiday accommodation that's rented out for less than four months a year or is let under a license to occupy
- listed buildings – one should get advice from their local authority conservation officer if the renovation would alter the building's character

- residential buildings intended to be used for less than four months a year

There are also exemptions for some Houses in Multiple Occupation (HMO) according to guidance from Communities and Local Government. More particular, landlords who have an HMO, with shared essential facilities (bathroom, shower, toilet and/or kitchen) and who have individual tenancy agreements with their tenants, do not need to provide an EPC unless they sell the house or let it as one whole dwelling, or convert it to self-contained units.

Moreover, in England and Wales, from 1st of April 2018 it is unlawful to rent a property which breaches the requirement for a minimum E rating, unless there is an applicable exemption, as part of the 'minimum level of efficiency standards' (MESS). The E rating threshold comes into effect at the point at which a new tenant moves in or an existing tenant renews their contract. A landlord who grants a new tenancy of a domestic property with an EPC rating of below 'E' could face a fine of up to £4,000. The regulations have come into force for new lets and renewals of tenancies with effect from 1st April 2018 and for all existing tenancies on 1st April 2020.

This legislation however was premised on the availability of Green Deal financing which was dropped in 2015 and some aspects are uncertain; the (lack of) availability of finance may reduce the impact that the legislation has as landlords exempt themselves because the upfront costs are too high (essentially if they have to spend any of their own money)– currently there is a consultation in relation to minimum costs that landlords are required to spend to bring their property up to a band E (the sum discussed is £2,500).

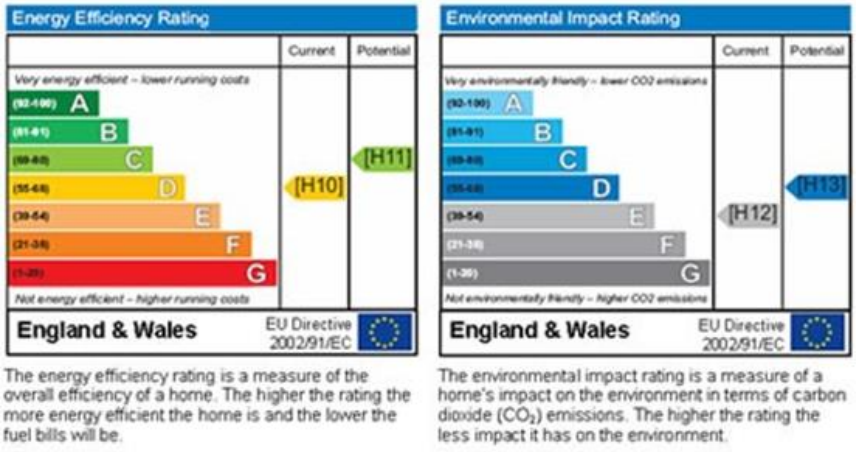


Figure 10 Energy Performance Certificate for residential buildings – United Kingdom

2.3 Financial support for students

BULGARIA

In Bulgaria there are no financial motivations, (e.g. grants or subsidies) for students to help them choose more energy efficient homes. Furthermore, there are no subsidies or other forms of financial support to students for their energy bills. No support for purchases of more energy efficient appliances or in adoption of energy efficient practices through grants or other types of incentives, is available to students either.

CYPRUS

At the moment, no incentives to motivate students to select more energy efficient homes, exists. On a general level, the Ministry of Energy recently announced a plan to subsidize renovation of homes to improve energy efficiency. The plan is addressed at home owners and it is about major renovations that will achieve at least 50% of primary energy reduction, therefore outside the scope of promoting student energy efficient residences.

GREECE

In Greece no financial support is provided to students for the selection of more energy efficient homes, for the purchase of more energy efficient appliances or for their energy bills. However, students living in the private

rented sector are entitled to a €1,000/year housing allowance if the family income is below a certain margin and the student is performing well at university.

IRELAND
In Ireland, the grants for energy efficiency in homes are focused on long term investment such as ' insulation, heating pumps and solar thermal'. The majority of students don't own the home they stay in therefore it would be up to the landlord to seek out these financial motivations. Thus, there are no real financial motivations, in the form of grants or subsidies, available to students to choose more energy efficient houses. A student can get a government grant in some cases based on their financial circumstances. This grant is a lump sum as is normally used to cover the cost of tuition fees and rent. In theory it could be used to cover their energy bills, or to purchase more energy efficient appliances but most of the time is isn't enough to cover fees and rent.

LITHUANIA
In Lithuania no financial motivations are provided to students for the selection of more energy efficient homes or the purchase of more energy efficient appliances. Nevertheless, there are state-supported loans to be used to cover living expenses, with a maximum amount of €1,900 per year. This loan is paid in equal monthly installments until the official graduation date of the student to the borrower's personal account.

ROMANIA
In Romania, there are no financial motivations available to students not only for selecting more energy efficient homes but also for purchasing more energy efficient appliances. On the other hand, subsidies for covering homes' energy needs are offered to all students living in campus and also to those living in private rented sector (private dorms) if they fulfill specific requirements. Namely, the students living in private dorms can receive individual subsidies covering a part of housing costs (including energy) during the academic year if they fulfill social and academic performance criteria (OUG 73/2004).

UK
In UK there are no grants or subsidies to encourage students to select more energy efficient homes or to cover their energy needs, though organizations like NUS UK do make the point to students that properties with better EPCs are likely to cost them less money to heat and to live in. Likewise, there are no financial motivations available to students for purchasing more energy efficient appliances.

2.4 Smart metering and switching energy suppliers

BULGARIA
Since there is more than one energy supplier in Bulgaria, and four of them are regulated by the Energy and Water Regulatory Commission, citizens have the right to switch between them by sending a request to the above mentioned commission through the current energy supplier of the citizen. After an approval from the commission, the supplier can be changed.

Regarding smart meters – they are not very common in Bulgaria yet and are not provided for free. Moreover, they are provided only after making a particular request for having them installed.

CYPRUS
The energy supply market in Cyprus remains a monopoly. According to the planning of the Energy Regulating Authority, it is anticipated that the market will be liberated in July 2019. Until then, there are no options of switching to another energy provider, as there is only one.

With regards to energy meters, smart energy meters are not available from the energy provider. At the moment, the country opted not to roll-out smart meter installation for home consumers, after a cost-benefit analysis was conducted.

GREECE
The Public Power Corporation (PPC) is the main energy provider in Greece. However, in the energy market there are also private companies supplying electricity to homes and businesses known as "alternative electricity suppliers" offering discount energy programs. It is therefore possible to switch suppliers. The roll-out of smart meters for home consumers has not been formalized yet.

IRELAND
Switching energy suppliers in Ireland can be done easily and can be done via phone or online. There are also energy price comparison sites, such as 'Switcher.ie' and 'Bonkers' that will compare different plans to ensure that one gets the right option for their home. Most of the time if a bill is in the renter's name then they can change suppliers themselves but it varies depending on contracts so it is recommended it is checked with landlords.

In September 2017 the Commission on Energy Regulation (CER) announced that the smart meter rollout will begin in 2019 to 2.3 million homes. The planning of the project began in 2007 with public consultation in 2015/2018. Initially the roll out was due to begin in 2018 but was delayed. The project itself has a phased approach starting with an initial delivery of 250,000 meters in 2019/2020 and approximately 500,000 meters in each of the four subsequent years. Priority is given to consumers who request a smart meter and also to replace older meters. There is no upfront charge for the new meters. The cost will be recouped over the lifetime of the meter through existing network charges.

In addition, some energy suppliers have begun to offer smart thermostats and control systems as incentives to consumers as product differentiators.

LITHUANIA
Household consumers have the right to choose an independent electricity supplier and purchase electricity in the market or according to bilateral agreements. Consumer can compare tariffs offered by electricity suppliers using Electricity price comparison tool. After choosing the best offer, the consumer can contact the supplier directly. After signing an electric power purchase and sales agreement with independent electricity supplier, the consumer must notify AB Energijos Skirstymo Operatorius (ESO) about it. Some independent suppliers notify AB ESO for their clients, so after choosing an independent supplier, they should ask them if the supplier notifies AB ESO on their behalf. The switching is free for the household consumers.

The AB ESO launched a smart electricity metering (with the installation of 3,000 meters) pilot project in 2016 for private customers. According to the results of the pilot project "Ernst & Young Baltic" performed a cost-benefit analysis of the mass roll-out of smart electricity and gas metering in Lithuania which revealed that preliminary the most beneficious scenario for four years (period of 2019-2022) would require approximately €219 million investment. Taking into account the potential financial and social long-term benefits for Lithuania, the total economic benefit of the project would be €88 million. The AB ESO continues coordinating the project with the National Commission for Energy Control and Prices. The final decision on the investment is intended to be taken after the decision of the National Commission for Energy Control and Prices. The mass roll-out of smart metering in Lithuania is included in the National Strategy of Energy (http://www.eso.lt/en/for-investors/news-for-investors/regarding-the-finalised-pilot-project-of-smart-mh3u.html). Therefore, it is not yet possible to get a smart meter for free, however, there are plans for it to happen.

ROMANIA
In Romania, the main energy supplier is ENEL, however some other small private companies also provide energy to both households and organizations. Therefore, energy prices have become more and competitive and customers have the opportunity to switch energy provider. At present, a high interest is put on smart metering. According to ANRE (National Energy Regulatory Agency) Order no 145/2014 dedicated to the energy smart meter systems implementation (SMI), with all additional rules, in 2015 and 2016 the concessionary distribution agents managed pilot projects in order to set final conditions for the intelligent meter systems implementation; in addition, for 2017, investments in smart energy meters were given up to 10% of the annual total approved value. On the results assessment of the pilot projects dedicated to smart meters, the concessionary distribution agents proposed to ANRE to implement plans for smart meters for 2017-2020 period as a mass roll-out action. It is not possible to request a smart meter for free.

Normally, the switch between energy providers is not complicated and depends on the provider and how easy they manage the transfer. For instance, ENEL has efficient procedures based on online communications. The contract is annually renewed or continued.

UK

Anyone who is a bill payer for electricity and/or gas can request to get a smart meter for free. People who rent properties are therefore also able to benefit from the smart meter roll out. It is recommended that they inform their landlord that they are getting one in case there is a clause in the tenancy agreement about how energy is supplied to the property, including the type of meter that can be installed.

Smart Energy GB is an independent organisation that has been set up in the UK to be 'the voice of smart meter roll out', making sure that everyone knows what smart meters are, how to use them, and how to get the most benefit out of them. Energy companies are obliged to offer a smart meter to all their customers by 2020, however customers don't have the obligation to agree to have one. Further information can be found here[5].

Under consumer protection law, if one is renting a property and is directly responsible for paying the gas and/or electricity bills, they have the right to choose their energy supplier. The landlord or letting agent should not unreasonably prevent this. Further information can be found here[6]. It is free and easy to switch. Sometimes energy companies have 'exit fees' if one ends the contract earlier that they committed to, however very often, the new energy company they are switching to, will pay this fee on behalf of their new customer.

[5] https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/understand-smart-prepayment-and-other-energy-meters/smart-meters-your-rights

[6] https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/how-switch-energy-supplier-and-shop-better-deal/how-switch-energy-supplier-if-you-re-tenant

3. Methodology

3.1 Methodology overview

The aim of this research is to analyse the current trends in the provision and the selection of private rented student accommodation for students and their implications for fuel poverty. To capture the views of the key stakeholders in the sector - landlords and tenants - both groups were approached to participate in quantitative (questionnaire survey) and qualitative (focus group/interview) research.

From the perspective of the **landlords,** the questionnaire survey and focus group included questions on their perceived importance of the energy efficiency of their property, their motivations to improve the quality of their property, and their experience with students as tenants.

From the side of the **tenant** we investigated their thoughts about energy efficiency, the drivers of housing and appliance choices, the availability of financial motivations (i.e. subsidies) for the selection of better performing homes or appliances, and their exposure to fuel poverty.

The methodology followed in the NUS UK Homes Fit for Study research was considered for the student aspect of our research (focus group and questionnaire survey), and was adapted to the needs and aims of the SAVES 2 project. Some questions were removed and some questions were added for the purposes of this research. Where questions were added, the Homes Fit for Study questionnaire responses for the UK are not available and are therefore not analysed in the results section of this report.

Data from students in SAVES 2 were collected between December 2017 and January 2018 in order to be reflective of fuel poverty conditions in their home (to cover some of the colder months of the year). The data for students in the UK were collected between January-February 2017 as part of the Homes Fit for Study research. Data from landlords were collected between October 2017 and January 2018 in all countries.

Students were considered eligible to participate in this research if they were living in the private rented sector in the academic year of 2017/18. Landlords had to have at least one property rented to a university student in order to be eligible.

Online versions of the questionnaire surveys were created on LimeSurvey[7] in Bulgarian, Greek, Lithuanian, Romanian and English. Channels used to disseminate the questionnaire surveys included university mailing lists, students' unions, regional and national landlords' associations, local students' lettings agents and private rental agencies. Participants of the focus groups/interviews were invited to answer the questionnaire survey as well. It is not possible however, to know which of them answered the survey eventually.

The target participation for the focus groups –students and landlords- was 8-10 participants per focus group. Two focus groups were organised in each country – one for the landlords and one for students. A €20 incentive was offered to each of the participants of the focus groups. It was difficult to get the landlords engaged in a focus group in Lithuania and the UK so in these two countries interviews via phone were conducted instead.

The project did not have a specific response target for any of the two questionnaire surveys (students and landlords). Initially, a target number was calculated with the help of the Raosoft sample size calculator[8]. However, significant difficulties were faced in reaching those targets –especially for the landlords- so this route was abandoned and project partners did the best they could to reach as many respondents as possible. This is further discussed in Chapter 3.2. In effect the sample sizes in most cases are rather small and cannot be considered representative of the student or landlord population in the SAVES 2 countries. Therefore, the findings of this research are considered only indicative of the situation in those countries.

The student questionnaire had two €25 prize incentives in total. The landlord questionnaire did not come with an incentive. NUS UK, however, eventually added a prize to increase responses in the UK.

[7] https://www.limesurvey.org/

[8] http://www.raosoft.com/samplesize.html

Descriptive statistics were used to analyse the collected data. Mean values and percentages are presented in the results section. The actual number of responses to individual questions per country are tabulated in Annex I for the landlords' questionnaire and in Annex II for the students' questionnaire.

No weighting was applied on the survey samples collected in SAVES 2. However, the survey sample for the UK is weighted by gender to match the available statistics for students in higher education, available from the Higher Education Statistics Agency, for the purposes of the Homes Fit for Study research. In future analysis of the SAVES 2 survey samples the possible application of weighting and the study of statistically significant differences between respondents with different characteristics will be considered where possible.

3.2 Data collection from questionnaire surveys

Overall, 403 valid landlord and 3,512 valid student responses were received from Bulgaria, Cyprus, Greece, Ireland, Lithuania, Romania, and the UK.

The relatively low number of landlord respondents is indicative of the difficulties faced in engaging them in our research. This is further discussed in Chapter 3.2.3.

Before discussing data collection methods and challenges faced, we present the response statistics for the student and landlord surveys.

3.2.1 Student respondents

The total number of respondents for the students' survey was 7,097. However, 3,585 respondents were excluded from the survey either because they didn't live in the private rented sector or because they weren't the primary decision maker in the place they lived (e.g. lived in a place they owned, lived with family, lived in halls of residence (or other accommodation provided by their university)).

Out of the total number of respondents that participated in the questionnaire the share that was eventually considered in this analysis are those that (Figure 11):

- Lived in a privately rented house/flat from a landlord
- Lived in a privately rented house/flat from a letting agent
- Lived in a rented room in a landlord's house

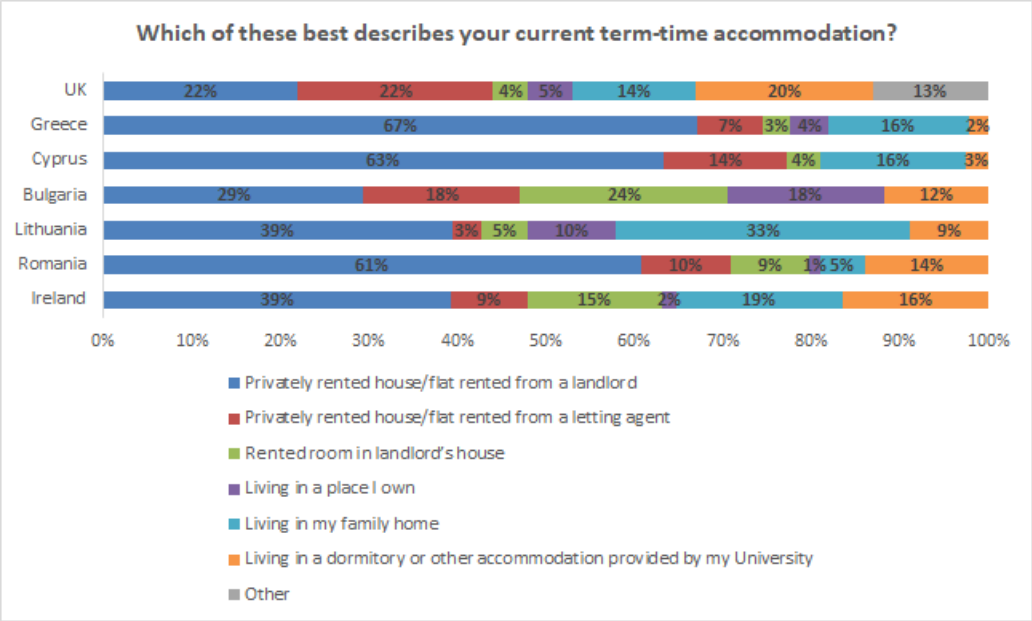


Figure 11 Student current term-time accommodation

As a consequence, the total number of student respondents eventually considered for our analysis was 3,512 (Table 2). The country with the highest participation rate was the UK with 2,509 respondents, while the country with the lowest number of responses was Bulgaria with 12 respondents. Ireland had 446 respondents followed by Lithuania, Greece, Cyprus and Romania which engaged 345, 73, 64 and 63 respondents with valid submissions, respectively.

Table 2 Students participating in questionnaire survey

	Bulgaria	Cyprus	Greece	Ireland	Lithuania	Romania	UK	Total
Students participating in Survey	12	64	73	446	345	63	2509	3512

In all countries, except for Lithuania, the number of female respondents was larger compared to male respondents. The most significant difference between male and female respondents was sighted in Cyprus where the share of female respondents was 77% against 22% male.

In Cyprus over three quarters of the respondents were between 18-20 years of age. In Ireland, the majority of respondents (84%) were between 18-24 years of age. In Greece a significant proportion of students was between 18-20 (45%), 21-24 (29%) and 25-29 (21%) years of age. The biggest share of respondents above 30 years of age (17%) was, however, reported in Bulgaria. In Lithuania and Romania over half of respondents (56%, and 67% respectively) were between 21-24 years, while the same applies for 42% of respondents in Bulgaria.

Field of study varied among the countries due to the different types of universities participating in SAVES 2. In Lithuania, for example, most students do technical studies, therefore studying architecture/ engineering/ technology at a large proportion (67%). In Cyprus and Ireland, a good share of students studied all fields of study.

Table 3 Student demographics

	Bulgaria	Cyprus	Greece	Ireland	Lithuania	Romania	UK
Gender							
Female	73%	77%	75%	71%	46%	73%	56%
Male	27%	22%	24%	29%	54%	24%	43%
In another way	0%	0%	1%	0%	0%	3%	1%
Prefer not to say	0%	1%	0%	0%	0%	0%	0%
Age							
Under 18	0%	0%	0%	0%	0%	0%	1%
18-20	8%	77%	45%	43%	30%	27%	34%
21-24	42%	22%	29%	41%	56%	67%	38%
25-29	33%	0%	21%	11%	12%	2%	14%
30+	17%	2%	5%	6%	2%	5%	12%
I'd rather not say	0%	0%	0%	0%	0%	0%	1%
Field of Study							
Architecture/ Engineering/ Technology	0	12%	41%	15%	67%	10%	-
Arts/ Humanities	40%	32%	20%	37%	2%	15%	-
Life sciences/ Medicine	30%	7%	7%	20%	0%	3%	-
Mathematics/ Natural sciences	10%	17%	19%	18%	11%	11%	-
Social sciences	20%	33%	13%	10%	21%	61%	-

3.2.2 Landlord respondents

The total number of respondents for the landlord survey was 876. However, 473 respondents were excluded from the survey because either because they were landlords not renting their property to students or because they were letting agents managing properties.

The majority of respondents would either rent "one or more properties", or "one or more rooms" to students (Figure 12). In the UK and Ireland more than half of the respondents were renting more than one property to students. In the other five countries the majority of respondents were renting only one property to students. In the UK, Greece, Bulgaria and Lithuania some of the respondents characterized themselves as letting agents. The letting agents were excluded from the rest of survey.

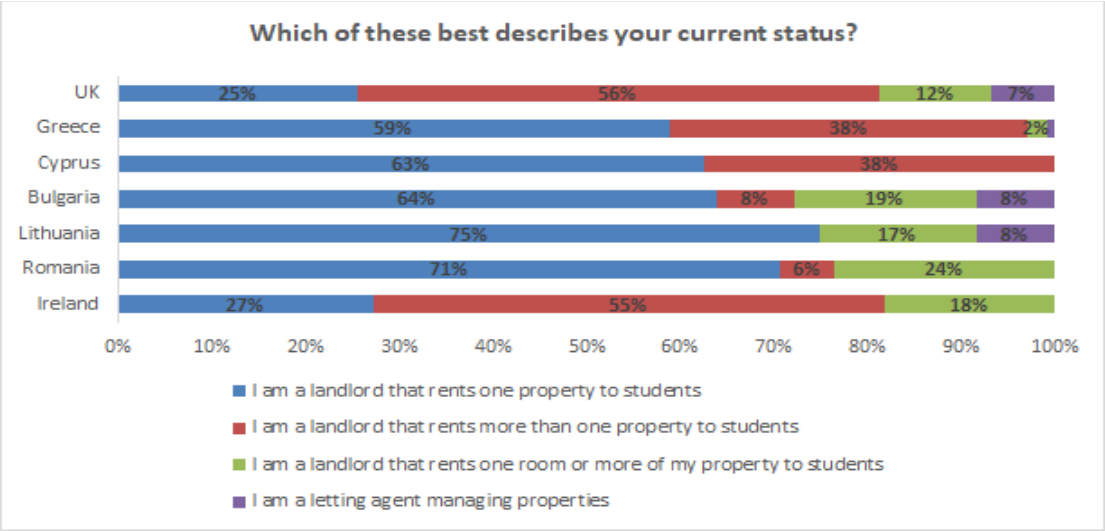


Figure 12 Renting status of landlord respondents

As a consequence, the total number of respondents eventually considered for our analysis was 403 (Table 4). The country with the highest participation was Greece with 268 respondents, while the lowest one occurred in Cyprus with 8 respondents. The UK had 55 respondents followed by Bulgaria and Romania which engaged 33, and 17 landlords renting to students, respectively, while Ireland and Lithuania both engaged 11 landlords.

Table 4 Landlords participating in questionnaire survey

	Bulgaria	Cyprus	Greece	Ireland	Lithuania	Romania	UK	Total
Landlords participating in Survey	33	8	268	11	11	17	55	403

In all countries except for Romania and Bulgaria, the number of male respondents was larger compared to female respondents. The most significant difference between male and female share of respondents was noted in Ireland where the share of female respondents was 33% against 67% male.

In Bulgaria, Greece and Ireland the biggest proportion of respondents was between 45-60 years of age. In Ireland half of the respondents were in this age group. Cyprus had the youngest population of respondents (71% was between 30-45 years) while Romania had the oldest population of respondents with the majority being older than 60.

Occupation of landlords varied among countries. In Cyprus, Lithuania and Romania the majority of the landlords were public employees (57%, 67% and 56% of respondents, respectively). In Ireland almost two thirds of the respondents were private employees while in Greece the percentages of private employees and freelancers were similar. In the UK, the share of retired on pension landlords was rather high representing almost half of the respondents. There was no specific option for "unemployed" but nine respondents from Greece imputed this in the open ended option.

In all countries, except for Bulgaria, the majority of landlords had rented their property to students before. In the UK nearly all the respondents had students as tenants in the past.

Accreditation schemes[9] were popular only among landlords of the UK (76%) and Bulgaria (53%). In Lithuania no landlord was part of an accreditation scheme while in the remaining countries the proportion of landlords that were part of an accreditation scheme was between 8% and 24%.

Table 5 Landlord demographics

	Bulgaria	Cyprus	Greece	Ireland	Lithuania	Romania	UK
Gender							
Female	54%	43%	40%	33%	44%	56%	37%
Male	39%	57%	53%	67%	56%	44%	54%
In another way	4%	0%	1%	0%	0%	0%	0%
Prefer not to say	3%	0%	6%	0%	0%	0%	9%
Age							
Under 30	29%	0%	7%	0%	11%	0%	0%
30-45	18%	71%	38%	33%	44%	7%	15%
45-60	39%	29%	41%	50%	33%	0%	32%
60+	7%	0%	10%	17%	11%	67%	41%
I'd rather not say	7%	0%	4%	0%	0%	27%	12%
Current Occupation							
Private employee	44%	14%	26%	67%	22%	38%	21%
Public employee	16%	57%	18%	0%	67%	56%	0%
Freelance	28%	14%	28%	17%	0%	6%	16%
Retired on pension	12%	14%	18%	17%	11%	0%	42%
Other	0%	0%	10%	0%	0%	0%	21%
First time renting their property to students							
Yes	56%	25%	22%	11%	40%	35%	2%
No	44%	75%	78%	89%	60%	65%	98%
Part of an accreditation scheme							
Yes	53%	14%	8%	14%	0%	24%	76%
No	47%	86%	92%	86%	100%	76%	24%

3.2.3 Questionnaire data collection methods and challenges

BULGARIA

Student survey: the survey was disseminated by contacting students on Facebook, specifically through the Sofia University 'St. Kliment Ohridski' Student Switch Off fan page, and through face-to-face meetings. Challenges were faced mostly during the face-to-face contact with students, where they said that the survey was rather long; a number of students explained that not many of them would have answered the survey if they had not promised to do so previously. They recommended to make a survey that is more succinct.

Landlord survey: Landlords were contacted via UoS students; students that filled the corresponding student questionnaire, and consented to being contacted, were asked to approach their landlords to fill in their respective landlord survey. The difficulties faced when distributing the landlord survey were mostly regarding reaching a bigger number of landlords, who rent their properties to students.

CYPRUS

Student survey: All student emails are collected by the University of Cyprus (UCY) when students register every September. UCY gathered the emails of students not living in the university student halls, and created a SAVES 2 newsletter. The questionnaire link was promoted to these students through the newsletter.

Landlord survey: UCY compiled a list of landlords that advertise their private apartments for rent at their university, through an online list they manage. The questionnaire link was promoted to these landlords via email. UCY also contacted them personally via phone to encourage them to participate. In addition, UCY asked,

[9] Accreditation schemes are local or national initiatives where participating landlords or letting agents agree to meet certain standards set out under the scheme. These schemes are often run by local authorities, universities, students' unions, landlords' associations or a partnership or these groups.

via email, the private sector students who agreed to be contacted for further research (through other SAVES 2 activities), and asked them to pass the landlord survey to their landlords.

UCY attribute the low landlord engagement to the fact that when the survey was circulated it was election period in Cyprus, and people were constantly asked to take part in surveys. UCY did their best to promote the survey, but unfortunately people seemed to not be interested. The maximum estimation UCY could reach was 40 landlords.

GREECE

Student survey: Due to lack of a student mailing list in NKUA, the link to the student questionnaire was posted on Facebook pages of different university departments. These pages are run by students rather than the university and are therefore informal pages. However, many students use them and rely on announcements made there involving their school.

At the beginning of the academic year, the team at the Technical University of Crete (TUC) collected student email addresses. Emails were collected either by face-to-face meetings with students in the campus area or through university social media. The link to the questionnaire was sent to students via this mailing list.

Landlord Survey: NKUA approached a real-estate website (spitogatos.gr) that was able to send the questionnaire link to their ~10,000 members. Therefore, a rather high number of respondents was engaged through this route. No difficulties were faced in reaching a satisfactory number of landlords.

In TUC the landlords' contact list was prepared in two steps. The first step was to collect their emails according to their apartments that are advertised to students who study at the university. The second step was the collection of emails from landlords who already rent their apartments to students. For this step, TUC had significant help from some students. The main drawback of this step was to find landlords who found the research interesting and were willing to participate.

IRELAND

Student survey: USI used various social media outlets to promote the survey link to students living in the private rented sector. It was posted to all four SSO University Facebook pages several times over the weeks. Additionally, the link was posted in student's groups pages linked to the universities USI were working with such as 'Maynooth Freshers page' and 'DCU Sustainable Society'. To expand the reach the link to that survey was posted on the main social media page of USI and USI placed a small sum of money behind the post to boost it. Additionally, USI emailed their small database asking them to fill out the survey; the database was a mix of students living on and off campus. USI included those who lived on campus as the majority of students living on campus are final year students and first year students therefore they may have experience living in private rented sector in the past or could be looking to enter into it for next year accommodation.

The main difficulties USI had with communicating with the students was a lack of a database. As the SAVES 2 project was just starting USI were limited in their reach and direct contact with students therefore relied on the accommodation department to send out the link. Although this was a success in three of the universities, USI didn't have a link /contact with a person in one campus which meant it wasn't sent.

Landlord Survey: USI set up a meeting with the main organisation for landlords in Ireland asking them to send a link to their members. After much negotiation it was agreed that although they could not send an email directly to members they would post up the link on to their site. Likewise, USI sent an email with the link to other landlord agencies in Ireland inquiring if they could ask their members to fill it out.

USI had a very difficult time disseminating the landlord survey. They had very limited success with using social media to spread the link as most of their followers are students and young people who don't rent out accommodation. Similarly, USI were in the process of building up a relationship with landlord agencies, but it wasn't strong which led them to be cautious when agreeing to send out links to members. There were also agencies that USI hadn't worked with before and had no inside contact therefore USI sent emails to a generic email address of the organisations and often didn't get a reply.

The set-up of the renting environment of Ireland means that houses are bought and rented as an investment and the landlords have day jobs, so their apartments are rented out through a big agency which makes reaching landlords directly challenging.

LITHUANIA

Student Survey: The central database of students e-mail addresses at VGTU were used. E-mail addresses were provided by university IT department. The database is renewed every academic year. There were no specific difficulties faced.

Landlord Survey: The team at VGTU compiled a list of real estate agencies and private landlords through online advertisements search and through personal contacts. An e-mail with the link to the survey was sent. Also, personal e-mails were sent to graduates of department's study programme "Real Estate Management" working in real estate agencies or as letting agents by asking if they could ask their clients to fill the survey.

The main issue was that VGTU couldn't control if the contacted agencies and letting agents sent the link to their clients asking to fill the survey. The respondent numbers were lower than expected.

ROMANIA

Student Survey: The project team at University of Bucharest asked their student ambassadors to collect some e-mails from their colleagues, when meeting them during classes, who were living in private accommodation and willing to take part in the survey. At the same time, e-mails were collected during classes by staff leading on the SAVES 2 project, explaining to students from different specializations the context and the purpose of the questionnaire. In addition, some vice-deans were also involved in this process and did the same with their students. In all cases, the consent for taking part was mandatory and students were informed from the very beginning that they could drop out any time.

There were some challenges with the questionnaires because they weren't mandatory. Some students gave up filling the survey when they found out from their colleagues that it was long.

Landlord Survey: Students living in private accommodation subscribed to the SAVES 2 mailing list were also asked to tick if they would like to give their landlords a questionnaire with the same topic – energy consumption and awareness. Some students promised to give a paper format of the questionnaire to their landlords, but they returned it and said that it was too long and that their landlords did not want to be involved in answering at all or that they gave up finding it quite complicated, soon after they started to answer.

UK

Student Survey: NUS UK collected the student responses as part of the Homes Fit for Study Research using the NUS Extra database (a random sample of this database was emailed – it holds about 700,000 students). There were no specific difficulties faced.

Landlord Survey: NUS UK approached students' unions who had direct relationships with landlords and local branches of landlord associations to ask them to disseminate the survey. There was mixed success in these approaches and it was difficult for NUS UK to have oversight on which invitations were being passed on to the landlords as they had very few direct contacts themselves. Initially the questionnaire survey wasn't incentivized but after slow uptake, an incentive was added to encourage participation and respondent numbers increased accordingly.

4. Results – the landlords' perspective

4.1 Findings from the focus groups/interviews with landlords

Twenty-nine landlords contributed to this research either through face to face interviews or through telephone interviews. Three out of 29 landlords rented their properties to students for the first time this year (2017) whereas 26 landlords have been renting to students for some years.

The overall results are collected and presented into two sections in this chapter following the structure of the focus group discussion guide.

In the first section, the drivers for selecting a student as a tenant and the types of offered contracts are discussed. In the second section, the discussion is focused on energy efficiency.

4.1.1 Students as tenants

- *Why did you choose a student as a tenant?*

Table 6 ranks the drivers for selecting students as tenants. A discussion on the most important drivers, drivers of medium importance and least important drivers follows.

Table 6 Ranking of drivers for selecting students as tenants

Selection Drivers	BG(4)	CY(6)	EL(4)	IE(2)	LT(6)	RO(5)	UK(2)	Total(29)
1.Financial status of the tenant	2	5	1	1	6	1	-	***16***
2.Reliable tenants	3	5	4	-	4	-	-	***16***
3.Frequent contact with the tenant	-	5	4	-	4	2	-	***15***
4.Good Impression	-	5	3	1	5	-	-	***14***
5.Accommodation suitable for students	3	1	-	2	2	3	-	***11***
6. Cleanliness and hygiene	-	2	4	-	4	-	-	***10***
7.Students are less demanding	2	1	4	-	-	2	-	***9***
8. Dealing with youth	-	-	-	1	-	4	1	***6***
9.Good references	-	-	1	2	1	2	-	***6***
10.Creating a community of young people	-	-	-	-	-	3	1	***4***
11. Long term renting	2	-	-	-	-	1	-	***3***
12.Humanitarian reasons	-	1	-	-	-	1	-	***2***
13.The quiet they sustain while studying at home	2	-	-	-	-	-	-	***2***
14.The field of study of the tenant	-	-	-	-	-	-	-	***0***

Most important drivers

1. Financial status of the tenant

Overall, the financial status of the tenant was ranked as the most important driver for selecting a student as a tenant. This is among the three most important drivers when selecting a student as a tenant in Bulgaria, Lithuania and Cyprus. Mainly this driver refers to the financial stability that is provided by the students'

relatives as it is more likely that a landlord will rent their property to a student who has a parent or a guardian as a guarantor. If students come to visit a prospective house accompanied by their parents, this motivated landlords since the presence of a parent gives confidence, especially in the ability to pay or to do repairs if anything is damaged in the property. It is interesting to note that in Lithuania, landlords directly ask students what kind of income they have (grants, job or parental support) whereas in Cyprus the problem they face during the recruiting period is the lack of evidence and clues to judge the financial status of the tenant so the presence of a parent - guarantor works positively. Parents act as guarantors as they don't want to expose their children into situations of not paying the rent as they want them to stay focused on their studies.

- The majority of the respondents, 16 out of 29, consider **"financial status of the tenant"** as the **number one driver** for selecting a tenant
- "Financial status of the tenant" is the driver with the **highest spatial distribution**, as landlords from six out of the seven countries regard it as one of their main drivers when selecting a tenant.
- "Financial status of the tenant" is the **most important** driver in **Lithuania** and among the top drivers in **Cyprus.**

2. Reliable tenants

In Cyprus, Greece, and Lithuania the tenant's dependability has an impact on whether the landlord will rent out their property to them. Hence, students who are punctual with phone calls or emails are considered more reliable. Moreover, in Greece, students are regarded as trustworthy by landlords when they immediately inform them of any problems that they may have in the house. In Bulgaria, due to lack of money, students are very careful not to break anything in the property as they are liable for it and thus they are considered as responsible tenants.

- More than 55% of the **landlords take signs that inspire reliability and trustworthiness** seriously
- Students' reliability is among the two most important drivers for selecting a student as a tenant
- Three out four landlords in **Bulgaria** regard student's maturity or any other sign of responsibility, as a **top driver** for selecting a student as a tenant.

3. Frequent contact with the tenant

In general landlords find it important to be in frequent contact with student tenants.

- Fifteen out of 29 landlords consider "frequent contact with the tenant" as the second most important driver when selecting students as tenants.
- Positive communication with young tenants is **among** the **top drivers** for selecting a student as a tenant in **Greece & Cyprus**.

4. Good Impression

The impression that tenants make through a personal interview or a telephone conversation is considered an important driver for landlords as it can reveal information about the tenant's character, and therefore can help build a good tenant-landlord relationship.

- Fourteen out of 29 landlords consider the **first impression** of a prospective tenant as a **decisive** moment.
- A good first impression is the **second** most important driver in tenant selection in **Lithuania**

5. Accommodation suitable for students

Properties close to a university are well suited for students and landlords seek out only students as tenants. Similarly, if the property is old and non-refurbished then the landlord will be more likely to rent to students due to the general feeling amongst landlords, especially in Ireland, that students wouldn't look after a property as much as a family or professionals would. On the other hand, in Romania, landlords consider students as good tenants and intentionally rent their properties to students.

- Eleven out of 29 landlords have properties that they only rent to students
- "Accommodation suitable for students" driver, mentioned in five out of the seven countries, has the second highest spatial distribution among the 14 drivers, after "financial status of the tenant".
- Seven out of 11 landlords that rent their property only to students, have their properties close to a university and students are the obvious choice for them.

Drivers of medium importance

6. Tidiness

A somewhat important driver for choosing a tenant, as recorded in Greece and Lithuania, is tidiness. Ten out of the 29 landlords consider this factor important.

7. Students are less demanding

Some landlords felt that students are less demanding and they are relatively easy going with minimal demands, and that they don't need any special facilities in the property and have fewer requirements than a family. Interestingly, the latter is crucial for some landlords and they prefer students than families with children. In Greece, as seen from the landlords' point of view, family obligations are strongly connected with higher demands from tenants' side. Additionally, one participant from Bulgaria also mentioned that they consider the low energy consumption of students as a criterion for selection. Overall, nine out of 29 landlords consider this driver important.

- This is the **most important** driver among landlords in **Greece** for selecting a student as a tenant.
- "*As long as the Wi-Fi is working, students are happy*" said one of the landlords in Cyprus to stress out the point that students are less demanding.

8. Age of students

This is the most important driver in Romania with four out of five landlords mentioning it. Landlords in Romania believe that the tenants' age is connected with specific life challenges, such as obligations, duties, and complications generated from family members' priorities and being in contact with young people is refreshing for them. *"Working with young people, keeps us young, so the age is important"* stated one landlord from Romania. In contrast, in Ireland and in the United Kingdom, landlords prefer students in their final year of study or post – graduate students since they are considered more mature and less likely to party in the house.

9. Good references

When a direct recommendation is given to landlords from former student-tenants the recommended student will be preferred over one that has no recommendations. Furthermore, renting out the property to friends of the current tenant is a safe choice for landlords if they trust their current tenants. This can be the easiest way for landlords to find a trustworthy tenant. One participant from Lithuania and one from Romania mentioned that personally knowing the student is a plus in the decision-making process, but it is not a must.

- "Good references" from previous students-tenants is the **most common driver** for choosing a tenant in **Ireland**.
- This driver is regarded as an important factor for six of the participants.

Least important drivers

10. Creating a community of young people

Creating a community of young people is considered a very important driver for selecting students as tenants in Romania. The participants believe that building a community with students as tenants will help them in attracting future tenants. Additionally, renting to students than to non-students is more convenient because they tend to know each other and arrive and leave together at predictable periods throughout the year.

11. Long term renting

Some of the landlords in Bulgaria and Romania pointed out that they prefer students as tenants because of the long-term contracts that cover the whole period of their academic education therefore long-term income.

12. Humanitarian reasons

Humanitarian reasons are mainly attributed to the landlord's choice to renew the lease and not let a student go by the end of the lease term due to the annual rising prices in the rental market. This driver is also related to a general feeling that landlords were students once and they want to help them. This driver was a major driving force for two participants in Cyprus and Lithuania.

13. Noise levels

Two out of four landlords from Bulgaria mentioned that the quiet the students sustain while studying is a considerable factor in choosing students as tenants. Noise or anti-social behavior from tenants that could disturb neighbors is a deterrent factor.

14. The field of study of the tenant

The field of study of the tenant, although probed for in most countries during the interview/focus group, is not considered as a driver and thus was not voted by any of the participants.

- *How many of you use an all-inclusive rent for your property? What was the reason that led you to make such a deal with your tenant?*

The vast majority of the landlords, 25 out of 29, offer non-inclusive contracts to their tenants and thus students have to pay for utilities by themselves. Landlords felt that it is difficult to monitor the energy consumption of students, therefore having an all-inclusive fee could mean that they don't cover their costs, and may need to pay excessively high bills. Furthermore, if energy bills were included in the rent, there would be little incentive for students to be efficient with their energy usage. In Bulgaria and Greece, non-inclusive rents are very common and this is the way landlords always proceed. In Ireland, an energy bill in the student's name is required when opening a bank account and thus students specifically ask for the bill to be in their names.

Table 7 Types of offered contracts

Type of contract	BG (4)	CY (6)	EL(4)	IE (2)	LT (6)	RO (5)	UK (2)	Total (29)
All - Inclusive	-	-	-	-	-	2	-	**2**
Non - Inclusive	4	6	4	2	6	2	1	**25**
Semi- Inclusive	-	-	-	-	-	1	1	**2**

Only two out of 29 landlords offer an all-inclusive rent. Both are from Romania. Interestingly, students in Romania are considered as worthy tenants and landlords try to attract students by offering them an all-inclusive rent in order to create a community of students which in turn will lead them to dependable future tenants.

There are two cases in which landlords agreed on a semi –inclusive type of rent. The first case, recorded in Romania, is a limited all–inclusive rent in which the utilities are covered by the landlord up to a specific price level. If this consumption level is surpassed by the tenant, then the tenant themselves should pay the remainder. In Romania, students are considered as the tenants with the best consumption patterns since they do not have much money to spend and they keep the consumption in the limitation included in the rent they pay. The second case of a semi – inclusive rent is recorded in the United Kingdom in which the landlord included gas, water and internet bills in the rent but not the electricity bill.

4.1.2 Energy Efficiency in property rented to students

- *Do you think good energy efficiency of properties is important? Please elaborate on why you think it is/isn't important?*

All participants, agreed that good energy efficiency of properties is important. However, they had different interpretations of what this meant and some of them had limited knowledge. A number of the participants thought that energy efficiency is important only as a means of decreasing the running costs of the property whereas others added that energy efficiency is important as a means of protecting the environment. Finally, some of the participants agreed that energy efficiency is very important especially when it comes to insulation and heating during cold periods hinting at the thermal comfort an efficient house can attain during cold periods. Table 8 summarizes the findings on the importance of energy efficiency.

Table 8 The importance of good energy efficiency

Country	*Participants*	Level of Importance	Reasoning	Answers
Bulgaria	*4*	Highly Important	Environmental protection	4
Cyprus	*6*	Important	Source of savings-decreasing running costs	6
Greece	*4*	Important	Source of savings-decreasing running costs	4
Ireland	*2*	Very Important	Heating and Insulation	2
Lithuania	*6*	Very Important	Heating and Insulation	6
		Important	Source of savings-decreasing running costs	6
Romania	*5*	Very Important	Environmental protection	2
			Source of savings-decreasing running costs	2
			Both	1
United Kingdom	*2*	Very Important	Source of savings-decreasing running costs	2

As shown in Table 8, the majority of landlords, 21 out of 29, consider good energy efficiency as a means of decreasing the running costs of their properties. Eight landlords, based in Lithuania and Ireland, countries with harsh/wet winters, acknowledge the importance of energy efficiency during the cold periods. In Romania and Bulgaria, environmental protection is strongly related to energy efficiency and the latter is perceived as a means of alleviating climate change, global warming and protecting natural resources. Moreover, Table 8 shows how the level of importance of energy efficiency generally increased from countries with temperate climates to countries with colder climates.

- *In what ways could monitoring the consumption of your property through a smart meter help?*

Monitoring the energy consumption of a property through a smart meter is considered by 17 out of 29 landlords as an effective way to control energy consumption which in turn helps them to reduce it and as a result save money. Smart metering is regarded as a beneficial option linked to more energy efficient buildings with a reduced carbon footprint and a cost-effective use of energy. Furthermore, three landlords stated that smart meters would save them time from manually reading and sending data to their energy provider. On the other hand, in the United Kingdom, landlords have not installed smart meters in their properties due to a misconception they had that smart metering ties the tenant to one energy provider. In Greece and Cyprus, none of the landlords had heard about smart meters.

- *What have you done to increase the energy efficiency of your properties?*

Most of the participants took actions towards increasing the energy efficiency of their properties over the last few years. The most common measure pursued by landlords is the replacement of light bulbs with more efficient ones like LED ones. The second most common measure was the purchase of highly efficient appliances. Double glazed windows and building insulation was the third most common action taken by landlords. Other good practices on energy efficiency included i) upgrading the boiler ii) educating the tenants on the right and efficient use of appliances, iii) constant review of the appliances to ensure efficient operation, iv) installing solar

panels for hot water and v) rewiring the house. Nevertheless, it must be noted that some landlords, especially in Greece, have not taken any measures to improve their property's energy efficiency.

- *What are the key drivers of making energy efficiency improvements in your properties?*

According to most of the participants, the most significant driver for energy efficiency improvements is grants and financial incentives. However, in Lithuania and Cyprus, where this particular driver is significant, no landlord appeared to be willing to renovate their property if the payback period is very long.

Following, another key driver, is the decrease of the running costs of the property which is the main driver in Bulgaria and Greece and among the top drivers in Cyprus.

In the third place, educational campaigns on energy efficiency matters are considered as an essential driver to increase the awareness of energy efficiency. This driver is the most important in Romania with three out of five landlords choosing it.

Moreover, attaining an adequate thermal comfort inside the house and renovating a deteriorated dwelling are considered as sufficient reasons to proceed on energy efficiency improvements in Bulgaria and Greece respectively.

One landlord in Ireland referred to "Increase the EPC" as his number one reason to making improvements although this is not looked for by tenants. In Ireland an EPC is always sought out by people who are purchasing a property and a good EPC rating helps to make a property sale, however due to the current housing crisis in Ireland, people would still buy a house with a low EPC rating.

Finally, in Cyprus one landlord mentioned consciousness of energy efficiency and its benefits as a motivational driver for any relevant improvements. As shown in Table 9, the economic drivers prevail over others when it comes to energy efficient improvements.

Table 9 Drivers for energy efficiency improvements

Country	*Participants*	*Drivers for energy efficiency improvements*	*Answers*
Bulgaria	*4*	Source of savings-decreasing running costs	3
		Increase thermal comfort	2
Cyprus	*6*	Grants and financial incentives	6
		Source of savings-decreasing running costs	6
		Environmental consciousness	1
Greece	*4*	Source of savings-decreasing running costs	4
		Renovate deteriorated dwellings	2
Ireland	*2*	Grants and financial incentives	1
		Increase the EPC	1
Lithuania	*6*	Grants and financial incentives	6
Romania	*5*	Educational Campaigns	3
		Grants and financial incentives	1
		Source of savings-decreasing running costs	1
United Kingdom	*2*	Grants and financial incentives	1
		Source of savings-decreasing running costs	1

- *According to your knowledge are there any available incentives, grants, green loans etc. for energy efficiency improvement in residential buildings?*

None of the 18 landlords from Cyprus, Greece, Lithuania and UK were aware of any financial incentives or grants (Figure 13). On the other hand, 11 landlords from Bulgaria, Romania and Ireland answered positively.

- *What would be the reasons for not applying for any of these schemes for the energy efficiency improvement of the property you rent to students?*

This question refers only to the landlords that were aware of financial incentives, grants or any kind of green loans. In Bulgaria, landlords answered that their properties are in a good state and that they did not require the loans to improve their energy efficiency. Similarly, three landlords from Romania mentioned that they are not interested in loans since they have small properties to rent. The other two landlords stated that if grants would be available then they could be interested.

The most significant criticism on grants was received from the Irish landlords. They commented that their national grant system has proven to be hard to navigate and difficult to secure with excessive bureaucracy. Even finding information on the relevant website was challenging. Thus, these challenges in combination with the current housing crisis in Ireland, which boosts the demand for houses, lead the Irish landlords not to upgrade their properties.

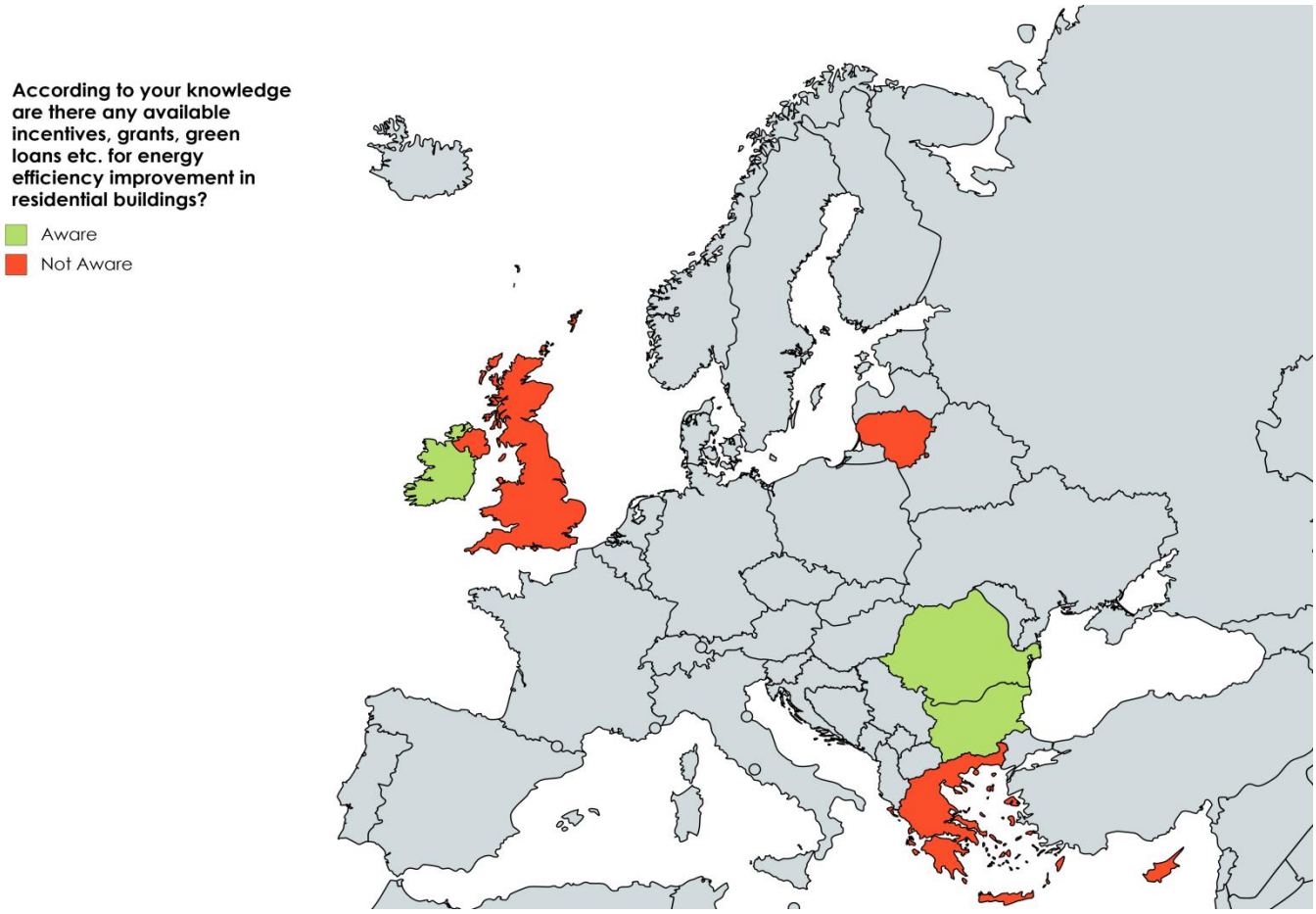


Figure 13 Knowledge on financial incentives for energy efficiency improvements. © mapchart.net

- *How many of you have issued an EPC for your property?*

All of the landlords from Greece, Romania and the United Kingdom have an Energy Performance Certificate (EPC) for their properties mainly due to legal obligations (Figure 14). In the case of Cyprus, although landlords are obligated by law to issue an EPC for their properties, none of them were aware of this fact and as a result none of them had one. In Ireland and Lithuania none of the participants had issued an EPC because none of the tenants had ever asked to see the property's EPC. The long and financially consuming procedure of getting an EPC in Bulgaria dissuades landlords to get one, therefore none of the participants had one.

Table 10 Status of whether landlords have issued EPCs

Country	Participants	Answers	Reasoning
Bulgaria	4	None	Long & financially consuming issuing procedure
Cyprus	6	None	None of them knew of their legal obligation to issue an EPC
Greece	4	All	Legal obligation
Ireland	2	None	None of the tenants had asked to see it EPC is necessary when selling the property
Lithuania	6	None	None of the tenants had asked to see it EPC is necessary when selling the property
Romania	5	All	Legal obligation and better marketing of their properties
United Kingdom	2	All	Legal obligation

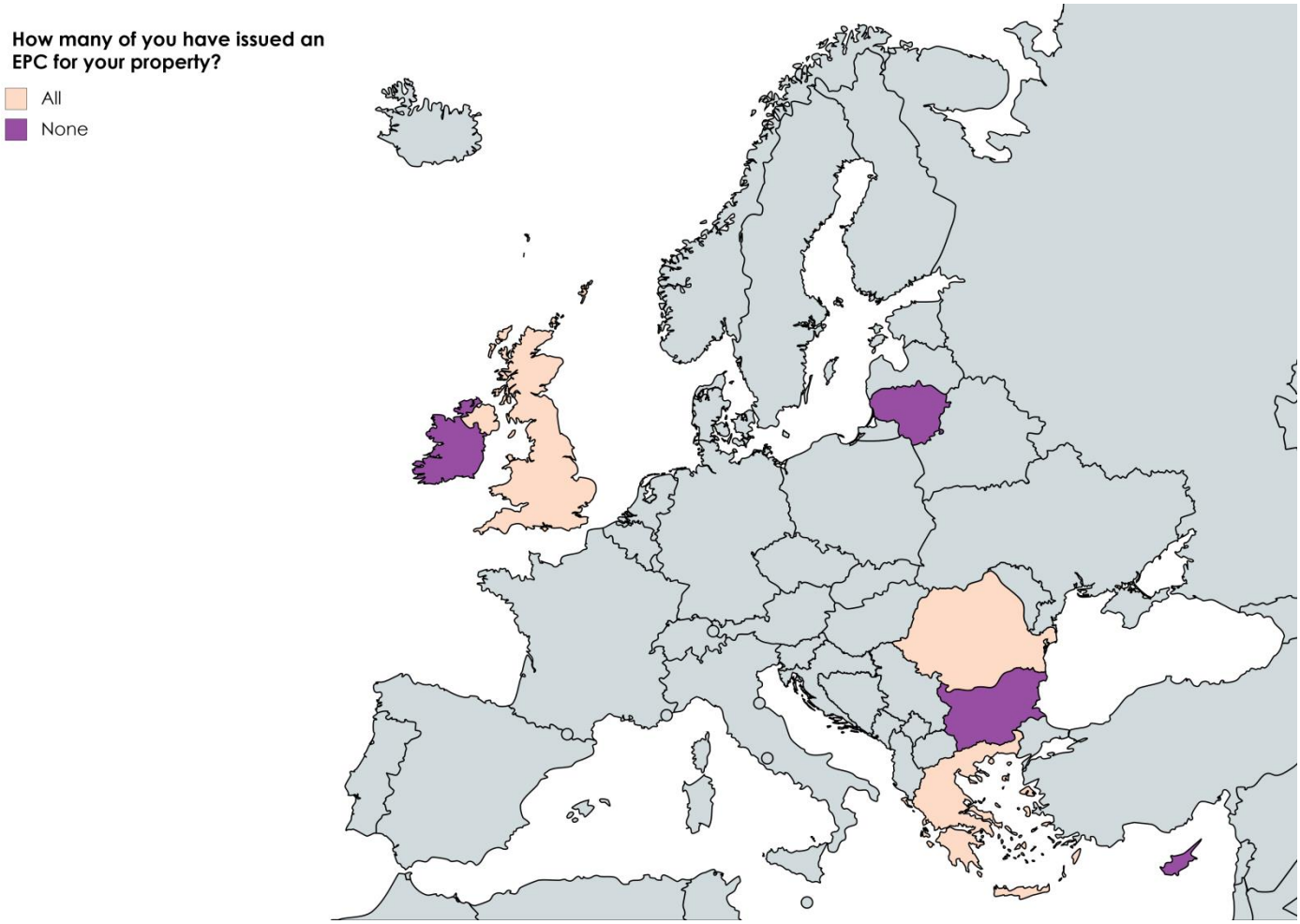


Figure 14 EPCs implemented per country. ©mapchart.net

- *According to your knowledge do students know about EPCs and have they requested an EPC from you?*

Among the 29 landlords, only one landlord from Cyprus mentioned that one student asked once about the EPC of the property but didn't insist after he was informed that it is not available. In the other countries, no student ever requested the EPC. However, in one case in the United Kingdom, in which the property is listed with a university scheme, the EPC is available online and every interested student can access it.

4.2 Findings from the landlord questionnaire survey

The total number of respondents considered for our analysis was 403. The country with the highest participation was Greece with 268 respondents, while the lowest one occurred in Cyprus with 8 respondents. The UK had 55 respondents followed by Bulgaria and Romania which engaged 33, and 17 landlords renting to students, respectively, while Ireland and Lithuania both engaged 11 landlords.

The actual number of responses to individual questions of the landlord questionnaire are tabulated in Annex I for each country.

4.2.1 Finding Tenants

4.2.1.1 Ways of finding tenants

As shown in Figure 15, landlords in the UK, Greece, Lithuania and Ireland tended to interview candidate tenants in person. In Cyprus 50% answered that they communicated with the candidates via phone/mail/etc. In Greece, Bulgaria, Lithuania, Romania and Cyprus some of the respondents (between 10% and 38% across these countries) knew their tenants beforehand. Some of the respondents assigned letting agencies with the selection or did not get to meet the prospective tenants. The biggest percentage of landlords not meeting their prospective tenants was found in Romania (29%) and the smallest in Cyprus (0%).

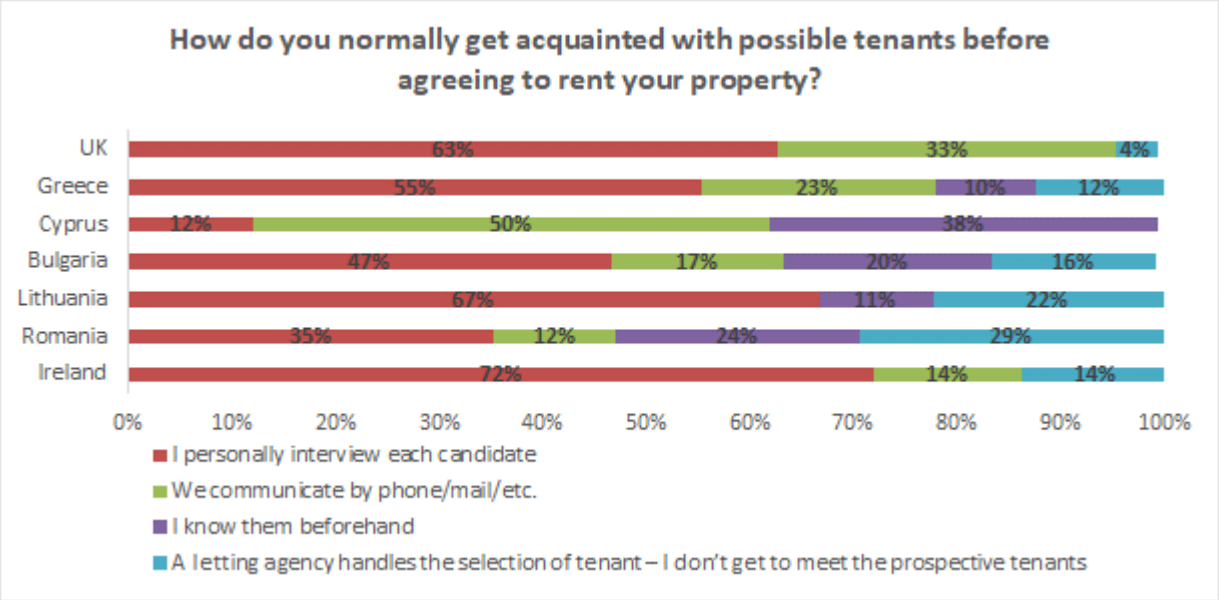


Figure 15 Acquaintance methods with possible tenants

4.2.1.2 Criteria for choosing tenants

Respondents were given a list of possible criteria and were asked to choose the three most important ones for deciding to whom they would rent their property.

In the UK, the vast majority of respondents (89%) placed "Communication with the tenant" in the top three positions of the ranking order. Over half of respondents (56%) reported "Financial status of the tenant" also in

the top three positions. "I prefer students from a certain university or subject of study" was placed by almost half of respondents (47%) in the top three positions, as well. On the other hand, only 3% of respondents placed "A letting agent handles the selection of tenant, I am not directly involved" in the top three positions of the ranking order.

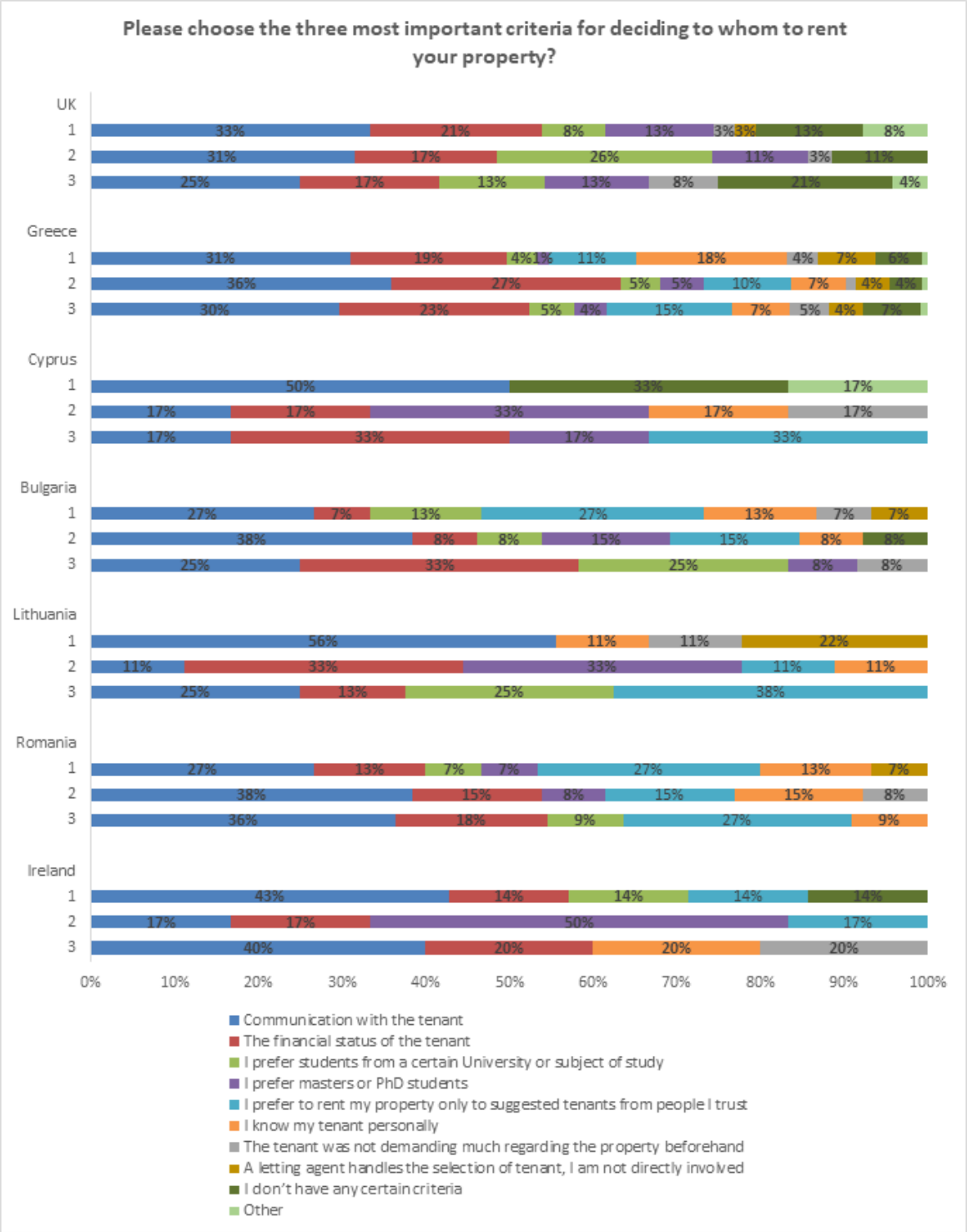


Figure 16 Criteria for choosing a tenant

In Greece, almost all of respondents (97%) placed "Communication with the tenant" in the top three positions of the ranking order. Over two thirds of respondents (69%) reported "Financial status of the tenant" also in the top three positions. Thirty-six percent of respondents reported "I prefer to rent my property only to suggested tenants from people I trust" among the top three criteria, while the same was done by 32% saying "I know my tenant personally". On the other hand, 15% of respondents placed "A letting agent handles the selection of tenant, I am not directly involved" in the top three positions of the ranking order.
In Cyprus, the vast majority of respondents (89%) placed "Communication with the tenant" in the top three positions of the ranking order. Whilst, the same was done by half of the respondents (50%) for "Financial status of the tenant" and "I prefer masters or PhD students". Thirty-three percent of them reported "I don't have any certain criteria".

In Bulgaria, the vast majority of respondents (90%) placed "Communication with the tenant" in the top three positions of the ranking order. Almost half of respondents reported "Financial status of the tenant" (48%) and "I prefer students from a certain University or subject of study" (46%) also in the top three positions. "I prefer to rent my property only to suggested tenants from people I trust" was placed by 42% of respondents in the top three positions, as well. On the other hand, 7% of respondents placed "A letting agent handles the selection of tenant, I am not directly involved" in the top three positions of the ranking order.

In Lithuania, the vast majority of respondents (92%) placed "Communication with the tenant" in the top three positions of the ranking order. The same was done by almost half of respondents concerning "I prefer to rent my property only to suggested tenants from people I trust" (49%) and "Financial status of the tenant" (46%). Twenty-two percent of respondents however, placed "A letting agent handles the selection of tenant, I am not directly involved" in the top three positions of the ranking order.

In Romania, all the respondents (100%) placed "Communication with the tenant" in the top three positions of the ranking order. Over two-thirds of respondents (69%) reported "I prefer to rent my property only to suggested tenants from people I trust" also in the top three positions, while almost half of respondents (46%) did the same concerning "Financial status of the tenant". Thirty-seven percent of respondents reported "I know my tenant personally" also in the top three positions of the ranking order. On the other hand, 7% of respondents placed "A letting agent handles the selection of tenant, I am not directly involved" in the top three positions of the ranking order.

In Ireland, all the respondents (100%) placed "Communication with the tenant" in the top three positions of the ranking order. The same was done by almost half of respondents concerning "Financial status of the tenant" (51%). Half of respondents (50%) placed "I prefer masters or PhD students" also in the top three positions. Approximately a third (31%) reported "I prefer to rent my property only to suggested tenants from people I trust" in the top three positions as well. On the other hand, 22% of respondents reported "I don't have any certain criteria" concerning to whom to rent their property.

Overall, responses showed that "Communication with tenants" is the top criterion for choosing tenants in all countries. "Financial status of the tenant" was placed second in order of importance in all countries except for Lithuania and Romania. In these two countries respondents find it important to rent their property only to tenants suggested from people they trust.

4.2.1.3 Information provided about the rented property

Respondents were asked if they had provided any of the following to their tenants before they moved in:

- Electrical Safety Certificate
- Proof of Gas Safety check
- Energy Performance Certificate (EPC)
- Inventory

In the UK the vast majority of respondents (over 90% for each document) provided all of these documents either without being asked or upon request (Figure 17).

In Greece an EPC was provided either without being asked or upon request by 91% of respondents. An inventory was provided either upon request or without being asked by 65% of the landlords, while nearly one third did not provide one at all. No responses were given about the Electrical Safety Certificate and the Proof of Gas Safety check.

In Cyprus, 67% of respondents did not provide their tenants with an EPC. Only 17% of respondents provided an EPC but only upon request. An inventory was provided either upon request or without being asked by 75% of the landlords. No responses were given about the Electrical Safety Certificate and the Proof of Gas Safety check.

Figure 17 Information provided about accommodation

In Bulgaria the majority of landlords (80%) provided an inventory and an EPC either without being asked or upon request. An Electrical Safety Certificate and a Proof of Gas Safety check was provided by approximately half of the respondents.

In Lithuania the percentages of respondents selecting "not applicable" and "not provided" for all four documents were significant. None of the four documents/checks were provided without asking. Only 11% of the respondents offered an Electrical Safety Certificate, a Proof of Gas Safety check or an EPC but only upon request, while 22% of the respondents offered an inventory upon request.

The majority of Romanian respondents either provided without or upon request an inventory, an EPC and a Proof of Gas Safety check. However, it is worth highlighting that the EPC was not provided by 31% of the landlords. In the case of the Electrical Safety Certificate respondents were split between the options of without/upon request and not provided/applicable.

In Ireland most of the landlords provided an inventory and an EPC either without or upon request (86% in total for both). On the other hand, an Electrical Safety Certificate and a proof of Gas Safety check were provided only in 50% and 43% of cases, respectively, and only upon request.

Overall, in the UK and Greece the majority of landlords reported that they provided an EPC either without being asked for it or upon request. This is not surprising as the regulations in Greece and the UK (as reported by country partners in Section 2.2 of this report) oblige landlords to issue an EPC of their accommodation if they wish to rent it. Likewise, in Bulgaria most of landlords reported that they provided an EPC either without or upon request. In Bulgaria however, no strict regulations have been applied concerning the issue of an EPC, since it is mandatory for newly built houses only. In Romania, where EPC certification is only recommended (it is not an obligation) by authorities, only half of respondents provided an EPC either without or upon request.

On the other hand, in Cyprus landlords of existing homes are legally obliged to issue an EPC and make it available to the tenant every time the contract is renewed. Nevertheless, most of them reported that they did not provide their tenants with an EPC, perhaps because they hadn't been asked for it by their tenants. In Lithuania, over half of respondents reported EPC as "not applicable", despite the fact that according to national law they must provide an EPC when they rent their property.

4.2.2 Renting to students

4.2.2.1 Preference towards students as tenants

In the UK, Greece, Cyprus, Bulgaria and Romania at least two thirds of the respondents preferred students as tenants. In Ireland landlords were split, while in Lithuania the majority (60%) of respondents did not prefer students as tenants.

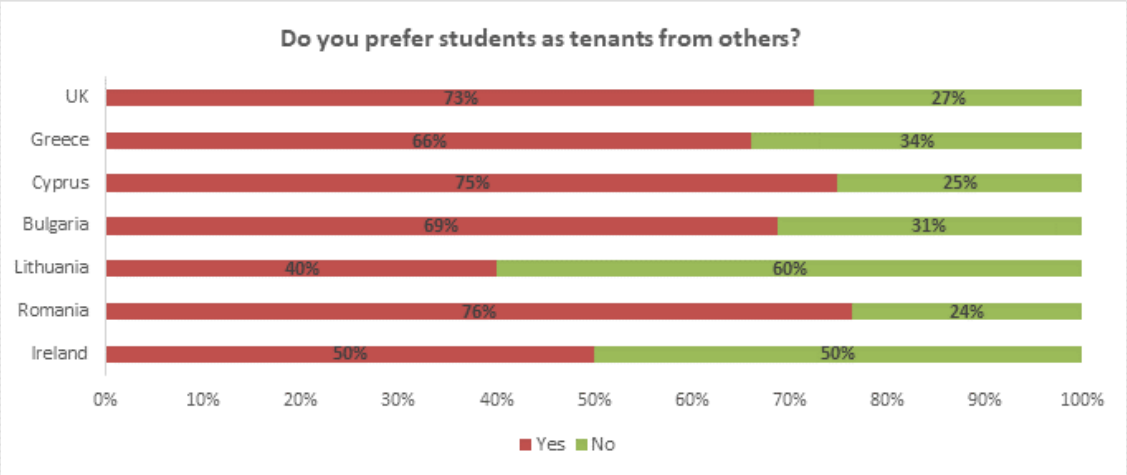


Figure 18 Preference towards students as tenants

4.2.2.2 Reasons for preferring students as tenants

Landlords who answered that they prefer students as tenants from others, were further asked about the reasons for this preference.

Reasons varied between countries. A strong perception that students are less demanding as tenants was found in Lithuania, Bulgaria and Cyprus (between 45% and 50% of respondents). In all countries except for Ireland and Bulgaria landlords consider their property to be best suited for students. Finally, the flexibility that students offer to the landlord by not staying in their property for more than 1-3 years was a prevalent reason for choosing students as tenants in all countries except for Lithuania and Greece.

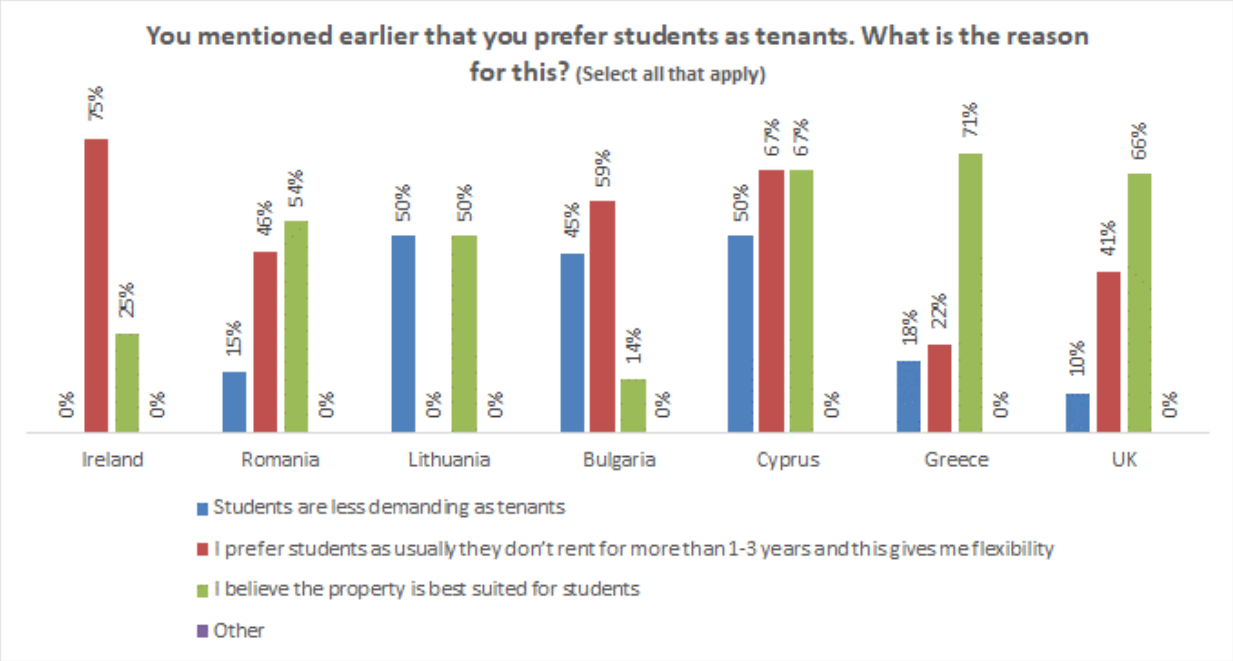


Figure 19 Reasons for preference towards students as students

4.2.2.3 Overall satisfaction with students as tenants

Respondents were asked about how satisfied they are with their current student tenants. Results are presented in Figure 20 on a 1 to 5 scale (1 = Very dissatisfied, 3 = Neither satisfied nor dissatisfied, 5, = Very satisfied). Mean values over 3.5 indicate satisfaction. In general, landlords are satisfied with their current tenants in all countries. The most satisfied landlords are the Romanian ones (satisfaction of 4.5± 0.5) while the Irish landlords were the least satisfied (3.6 ± 1.2).

Table 11 Overall satisfaction with students as tenants

Overall, how satisfied are you with your current student tenant(s)?	Ireland		Romania		Lithuania		Bulgaria		Cyprus		Greece		UK	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
	3,6	1,2	4,5	0,5	4,1	0,5	3,7	0,8	4,0	0,7	3,9	0,8	4,2	0,7

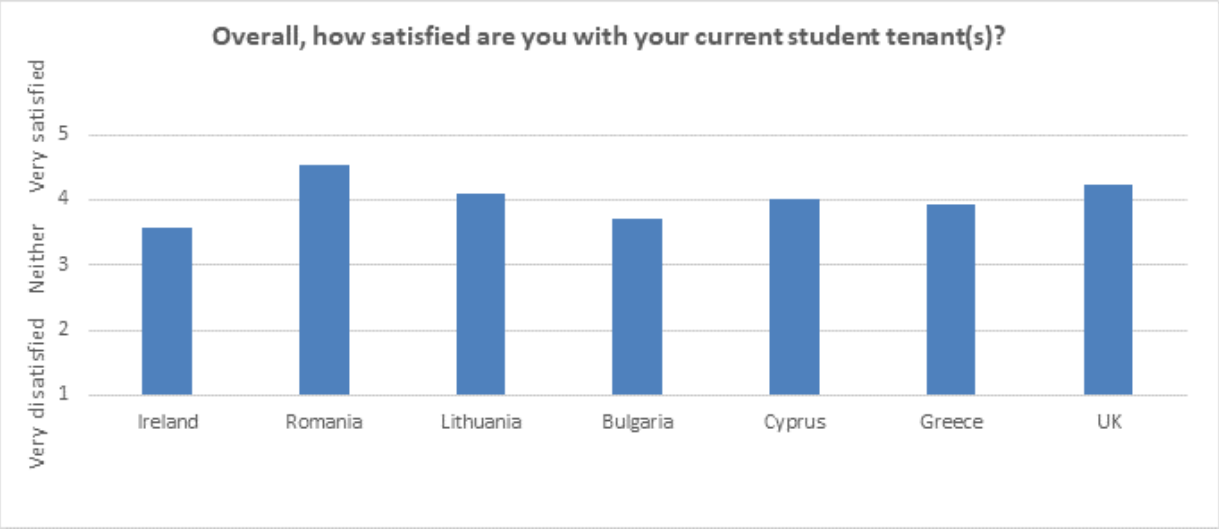


Figure 20 Overall satisfaction with students as tenants

4.2.3 Bills and payments

4.2.3.1 Responsibility for payments of utilities and services of a property rented to students

In Lithuania, utilities such as water, electricity, internet, TV license and council taxes were included in rent for a third of respondents (33%). The majority of respondents however said that water and electricity (56% for both) were paid for separately to them. The responses also showed that in most cases (44%) gas was either not applicable or respondents' property did not have it. The same applies for heating oil (56%), telephone (67%) and insurance (56%).

In Romania, utilities such as water, gas and electricity were included in rent for approximately a quarter of respondents (24%). However, more than half of the respondents said that utility payments were paid for by the tenant (e.g. 59% for water, gas and electricity). Almost half of respondents reported the same for heating oil and telephone (47% said that heating oil and telephone were paid for by the tenant). On the contrary, 29% of respondents said that heating oil and telephone were not applicable or they did not pay for them at all.

In Ireland, utilities such as water, electricity and heating oil were included in rent for a quarter of respondents (25%). However, 38% and 63% of respondents reported that water and electricity respectively were paid for by the tenant, while 38% of respondents said that heating oil was not applicable or their property did not have it. Half of respondents said that gas was paid for by the tenant. The same share (50%) of respondents reported that insurance was either included in rent or was paid separately to them.

In the UK, utilities such as gas and electricity were included in rent for 43% of respondents. The majority of respondents however said that gas and electricity (50% and 52% respectively) were paid for by the tenant. Whilst more than half of respondents (54%) said that water was included in rent, 37% of them said that it was paid for by the tenant. The vast majority of respondents (76%) reported heating oil as not applicable or nonexistent in their property.

In Greece, most of respondents said that utilities such as water (84%), electricity (89%), internet (73%) and telephone (77%) were paid for by the tenant. More than half of the respondents (54%) reported the same concerning heating oil. On the other hand, 50% of respondents reported gas as not applicable or nonexistent in their property.

In Cyprus, findings show that utilities are usually paid for by the tenant. More specifically, all respondents (100%) said that utilities such as water and electricity were paid for by the tenant. Furthermore, at least half of

respondents reported the same for gas (50%), heating oil (63%), internet (63%), telephone (88%) and TV license (50%).

In Bulgaria, the biggest share of respondents reported that utilities such as water (40%), gas (30%), electricity (47%), internet (60%) and telephone (50%) were paid for by the tenant. However, a third of respondents said that water and electricity were paid separately to them, while the same was reported by 27% of respondents concerning gas. Twenty-seven percent of respondents also said that heating oil was either paid for by the tenant or not applicable/nonexistent in their property.

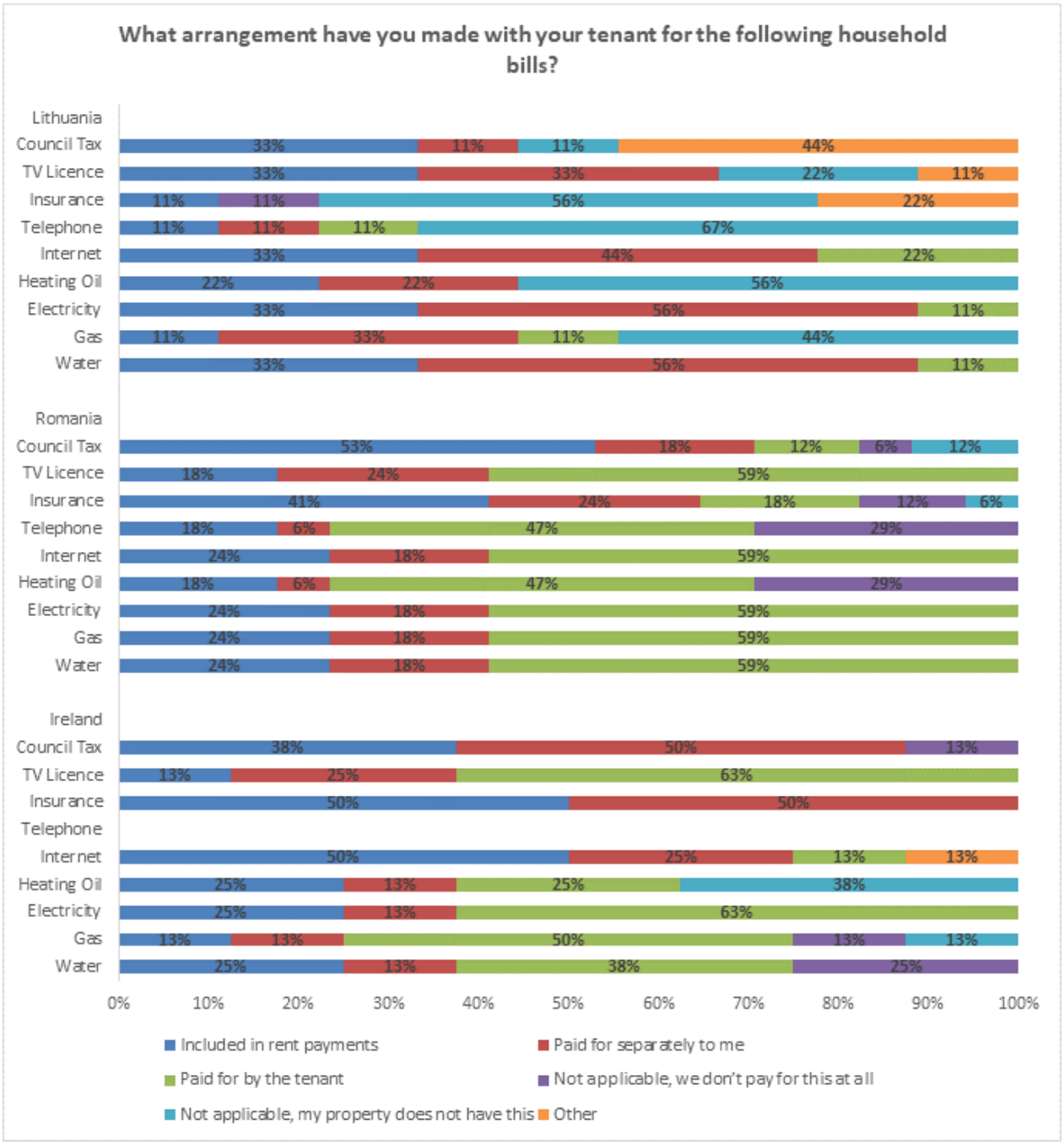


Figure 21 Responsibility for payments of utilities and services of a property rented to students (Lithuania, Romania, Ireland)

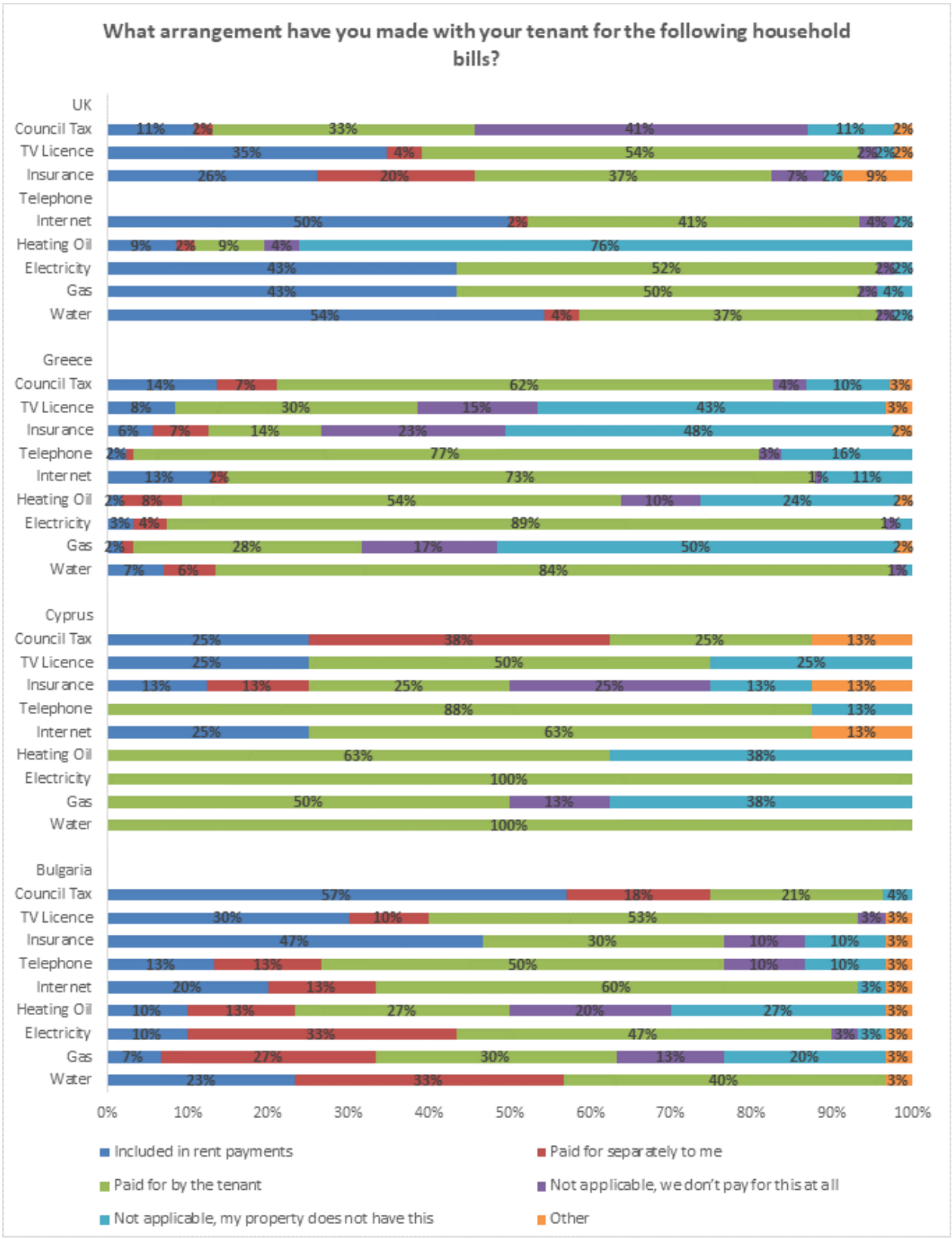


Figure 22 Responsibility for payments (UK, Greece, Cyprus, Bulgaria)

4.2.3.2 Payment methods for energy bills

Landlords who reported that the energy bills were either included in the rent payments or were paid separately to them by the tenant were then asked to choose one of four options which best describes the payment procedure.

As shown in Figure 23 each country followed a different pattern. In Ireland all landlords (100%) received a set amount each month to cover gas and electricity used, without charging extra if the tenant had exceeded it. On the other hand, the prevailing payment option, selected by nearly two thirds of landlords from Greece (69%) and Lithuania (63%), was to receive a specific amount each month depending on what gas/electricity the tenant had used. This was also common in Bulgaria and Romania but to a smaller extent (38% and 50% of respondents, respectively). In Bulgaria and the UK there was no single prevailing payment option; answers were divided mainly among receiving a monthly set amount either without extra charge in case of exceeding consumption (23% and 36%, respectively), or with an extra charge (38% and 29%, respectively), or with the provision of a refund if the tenant uses less (0% and 29%, respectively) and receiving a specific amount depending on usage (38% and 0%, respectively). In Cyprus none of the respondents answered this question so information about payment methods is not available.

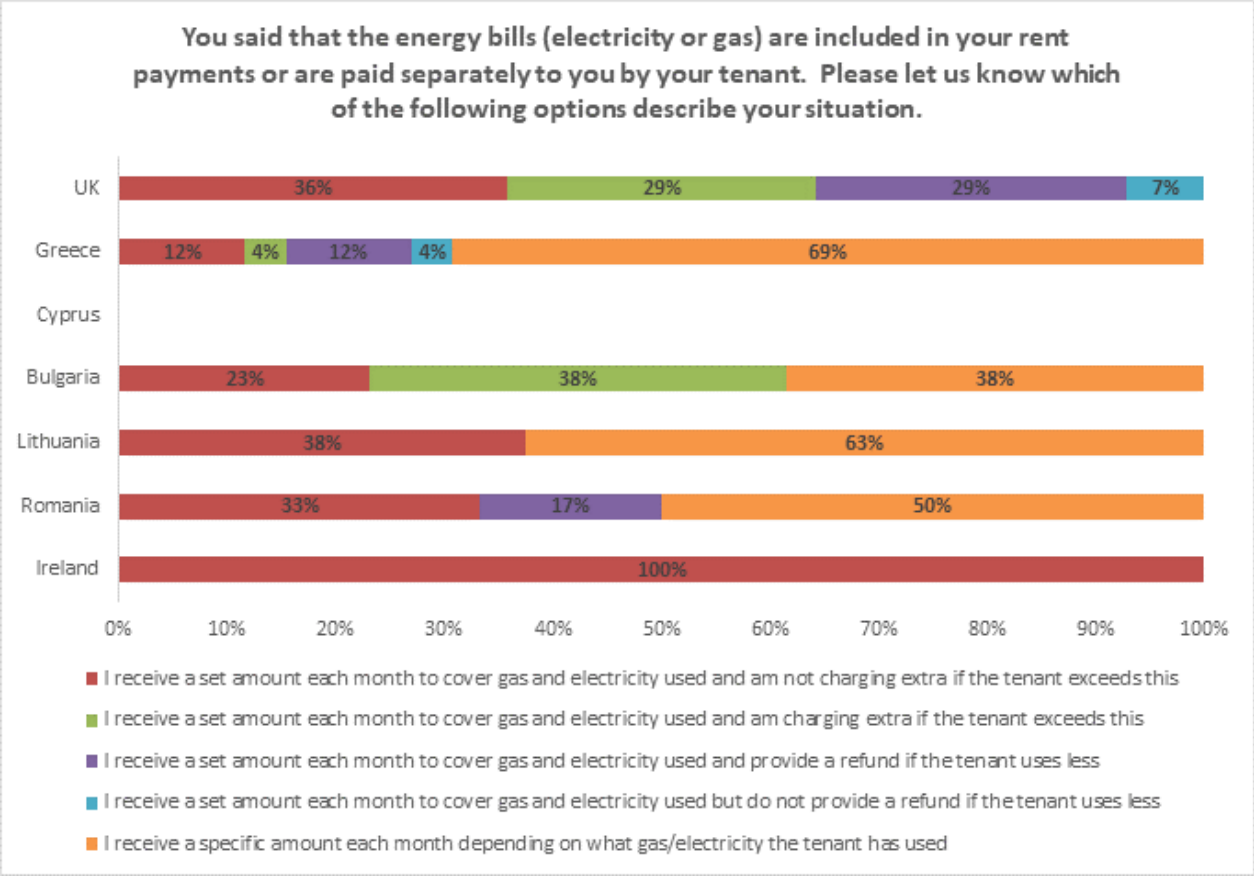


Figure 23 Payment methods for energy bills

4.2.4 Condition of property rented to students

4.2.4.1 Opinion about own property rented to students

Respondents were asked about the level of agreement, if at all, with given statements with respect to their property.

Results are presented in Figure 24 and in Figure 25 on a 1 to 5 scale (1 = Strongly disagree, 3 = Neither agree nor disagree, 5, = Strongly agree). Mean values over 3.5 indicate agreement with the statement.

In all countries, landlords tend to agree that their accommodation was good value for money, was in good condition and had adequate space. It is important to note however that the only mean value below 4 ("Agree") for these three statements was found for the case of adequate space in Ireland (3.9 ± 0.9) and Cyprus (3.6 ± 0.9).

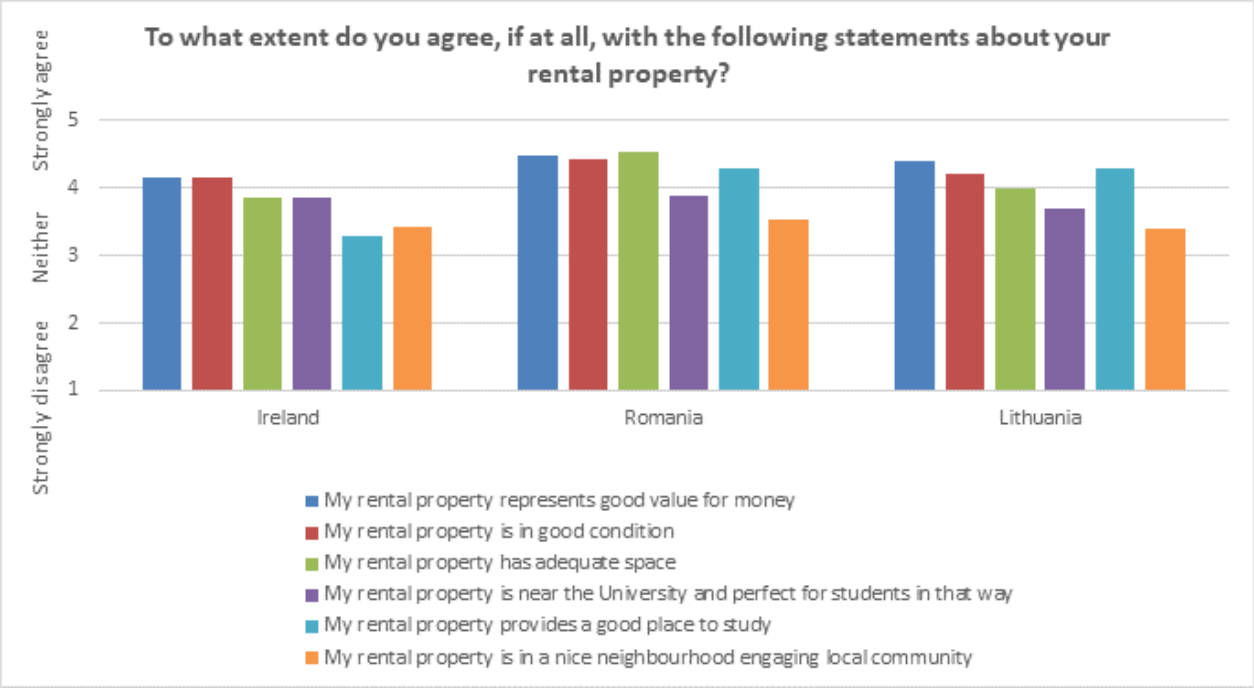


Figure 24 Opinion about own property rented to students (Ireland, Romania, Lithuania)

As shown in Table 12 most of landlords' rented properties are close to university campus(es) in all countries. Moreover, landlords found their property to be a good place to study in all countries except for Ireland where landlords are more neutral on the subject (3.3 ± 1.0). Finally, landlords in Bulgaria, Cyprus, Greece and the UK thought their rental property to be in a nice neighborhood engaging local community. In Ireland (3.4 ± 1.1), Romania (3.5 ± 0.9), and Lithuania (3.4 ± 0.7) properties may be in both nice and less nice neighborhoods.

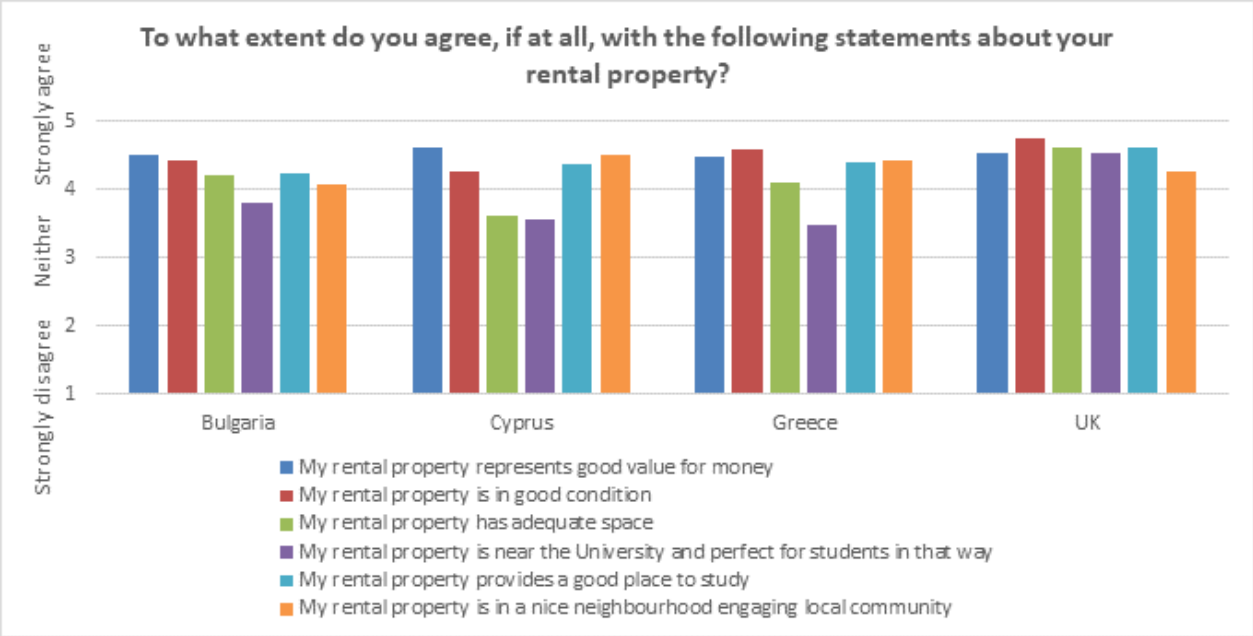


Figure 25 Opinion about own property rented to students (Bulgaria, Cyprus, Greece, UK)

Table 12 Opinion about own property rented to students

To what extent do you agree, if at all, with the following statements about your rental property?	Ireland		Romania		Lithuania		Bulgaria		Cyprus		Greece		UK	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
My rental property represents good value for money	4,1	0,7	4,5	0,5	4,4	0,5	4,5	0,5	4,6	0,5	4,5	0,7	4,5	0,6
My rental property is in good condition	4,1	0,7	4,4	0,6	4,2	0,6	4,4	0,6	4,3	0,4	4,6	0,6	4,7	0,6
My rental property has adequate space	3,9	0,7	4,5	0,5	4,0	0,4	4,2	0,7	3,6	0,9	4,1	0,9	4,6	0,6
My rental property is near the University and perfect for students in that way	3,9	0,9	3,9	0,8	3,7	0,9	3,8	0,9	3,6	1,0	3,5	1,1	4,5	0,7
My rental property provides a good place to study	3,3	1,0	4,3	0,6	4,3	0,6	4,2	0,7	4,4	0,7	4,4	0,7	4,6	0,5
My rental property is in a nice neighbourhood engaging local community	3,4	1,1	3,5	0,9	3,4	0,7	4,1	0,6	4,5	0,5	4,4	0,7	4,3	0,9

4.2.5 Building disorder, problems and hazards in property rented to students

4.2.5.1 Self-reported building disorder, problems and hazards

In all seven countries a significant number of respondents reported that no issue was present in their accommodation: highest were the shares in Ireland (88%) and Greece (87%), while the lowest were noted in Lithuania (56%). Significantly lower but rather notable were the proportions of dwellings with damp or mould on walls or ceilings in Lithuania (33%), Romania (18%) and Cyprus (13%). The percentage of landlords that reported condensation in their accommodation was 22% in Lithuania, 21% in Bulgaria and 20% in UK.

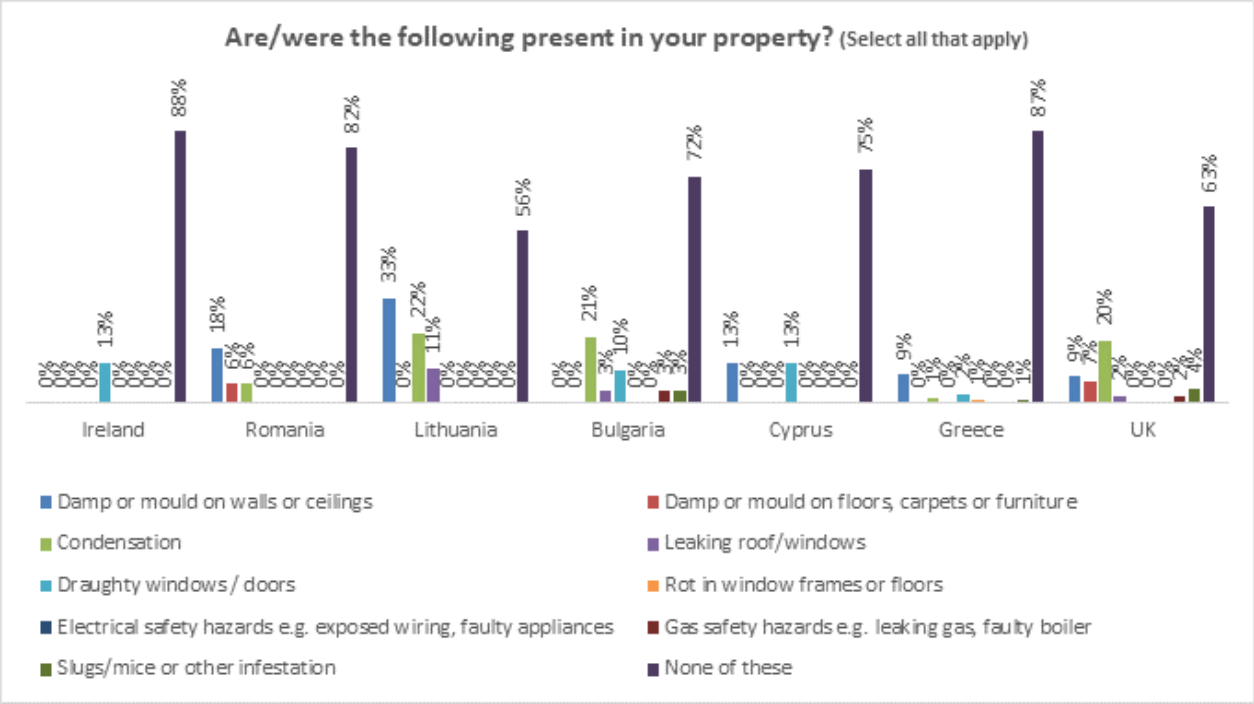


Figure 26 Self-reported building disorder, problems and hazards in student accommodation

4.2.5.2 Dealing with poor housing quality

Respondents who answered that at least one of the previous conditions were apparent in their property, were subsequently asked about their actions towards it/them.

In the UK, 44% of respondents said that they were available to address the issue whenever the tenant brought it to their attention. A third of them also said that they had either previously addressed the issue but it kept reappearing or made arrangements to solve it in the future. Almost a quarter (22%) of respondents however, reported that tenants' ill use of the property led to these issues so they did not plan on doing anything about it in the future.

In Greece, over half (58%) of respondents said that they were available to address the issue whenever the tenant brought it to their attention. Nineteen percent of respondents also said that they had either previously addressed the issue but it kept reappearing or have made arrangements to solve it in the future. Fifteen percent of respondents however, reported that they did not think it as much of an issue at the moment so they did not plan to do anything about it in the future.

In Cyprus, all the respondents reported that they had previously addressed the issue but it kept reappearing.

In Bulgaria, half of respondents said that they had previously addressed the issue it kept reappearing, while a quarter of them (25%) said that they had made arrangements to address it in the future. Thirteen percent of respondents also reported that there were no funds available for a permanent solution so they did not plan on doing anything in the future. The same share of respondents (13%) also said that they did not think it as much of an issue at the moment so they did not plan to do anything about it in the future.

In Lithuania, half of respondents (50%) said either that they had previously addressed the issue but it kept reappearing, or that they were available to address the issue whenever the tenant brought it to their attention.

In Romania, all the respondents said that they were available to address the issue whenever the tenant brought it to their attention, while a third of them (33%) also said that they had previously addressed the issue but it kept reappearing.

In Ireland, all the respondents said that that there were no funds available for a permanent solution so they did not plan on doing anything in the future.

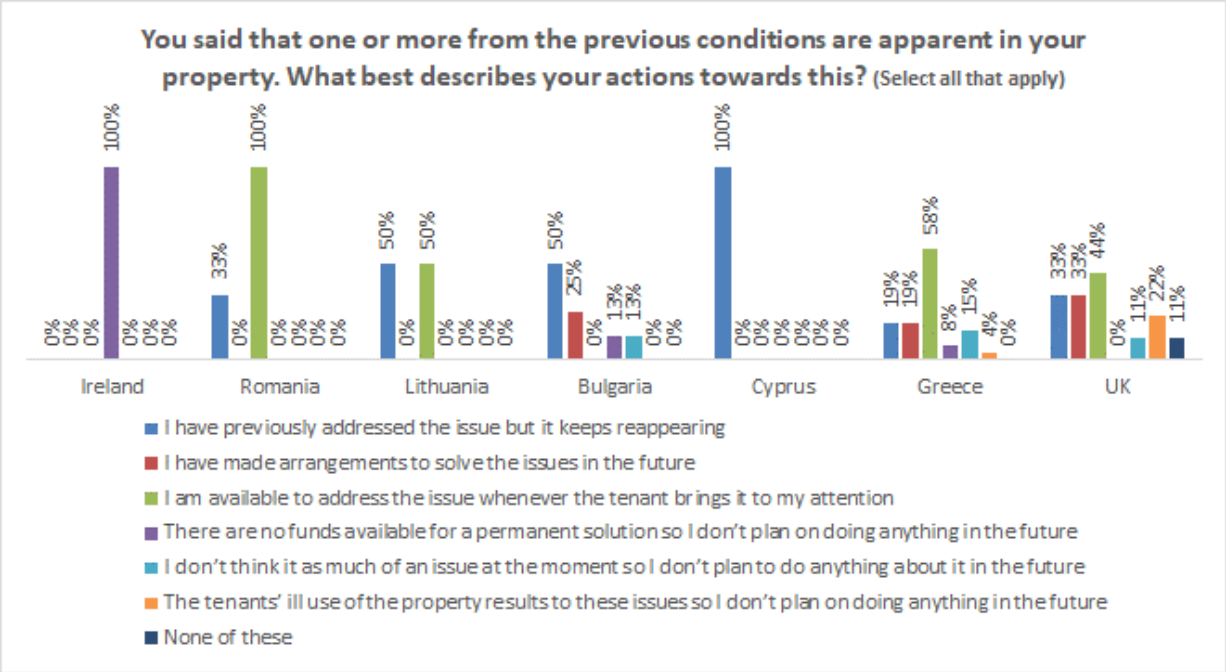


Figure 27 Dealing with poor housing conditions

4.2.6 Heating systems and other facilities in a property rented to students

4.2.6.1 Heating systems

As shown in Figure 28 and Figure 29 gas-fired central heating is the prevalent heating system in the UK (98%), Romania (82%) and Lithuania (75%). Similarly, half of the respondents reported gas-fired central heating in Ireland (50%) and Bulgaria (48%).

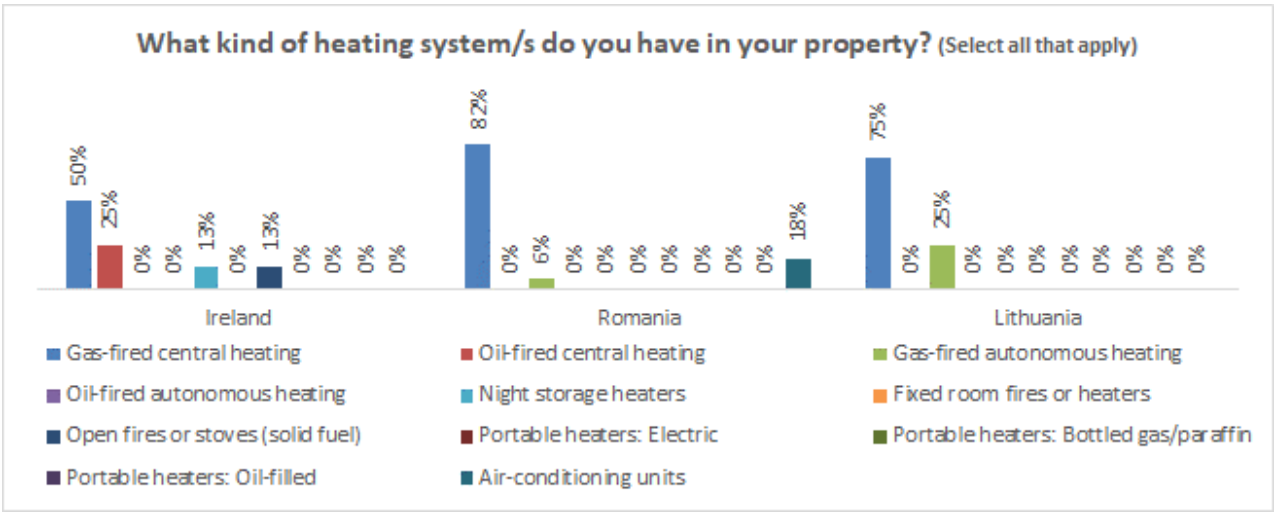


Figure 28 Heating systems in property rented to students (Ireland, Romania, Lithuania)

Air conditioning units was reported in 100% of the landlords' rented properties in Cyprus and in 53% of properties in Greece. This is not surprising as Greece, but mainly Cyprus, have increased needs for cooling, and air conditioning units are common practice in these countries as they can accommodate both cooling and heating.

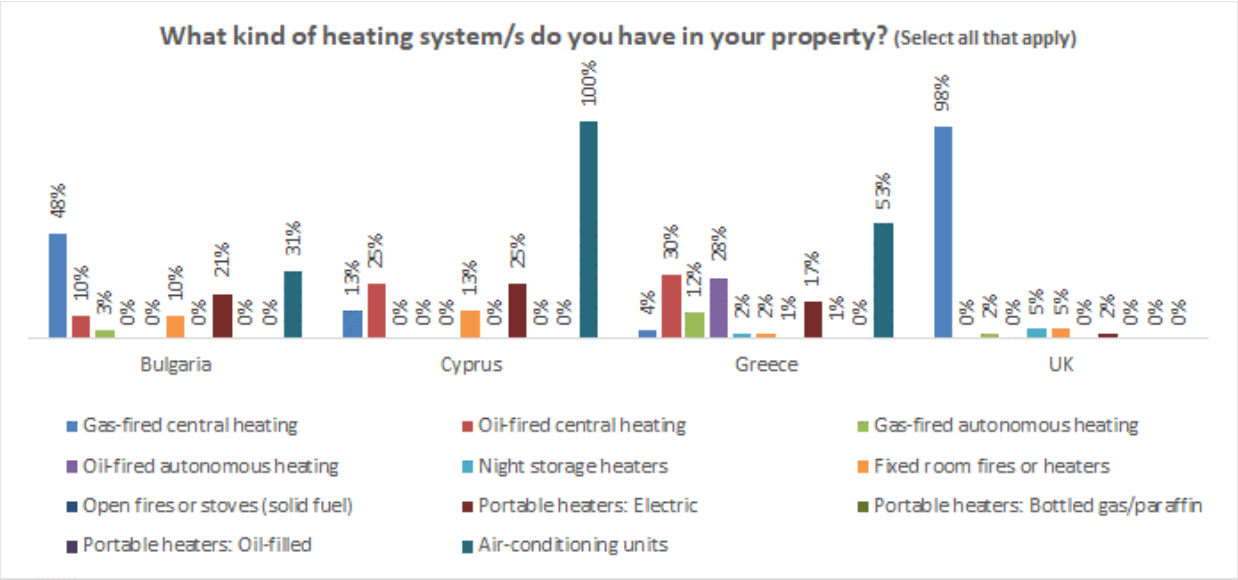


Figure 29 Heating systems in property rented to students (Bulgaria, Cyprus, Greece, UK)

4.2.6.2 Available facilities in property rented to students

Smoke or fire alarms are prevalent in UK (89%), Ireland (75%) and in Lithuania (67%). Secure windows and doors are present in all countries with the highest proportion in Ireland (88%) and the lowest in Bulgaria (21%). Mortis locks are popular in all countries except for Bulgaria (14%) and Romania (24%).

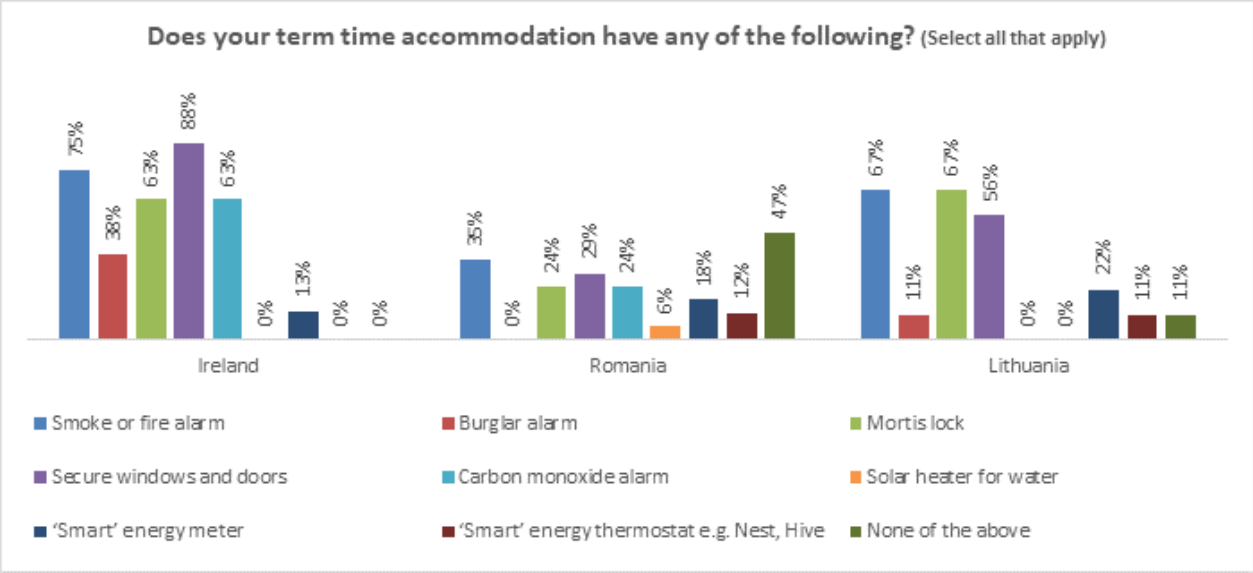


Figure 30 Available facilities in property rented to students (Ireland, Romania, Lithuania)

Solar water heating is more popular in the Mediterranean countries (Greece, Cyprus) and especially in Cyprus with 75% of landlords' rented properties having such a system installed. Carbon monoxide alarms appear almost only in UK (85%) and Ireland (63%). Significantly lower however, are the proportions of those who have equipped their properties either with smart energy meters or with smart energy thermostats (less than 22% of respondents for both energy meters and thermostats in all countries).

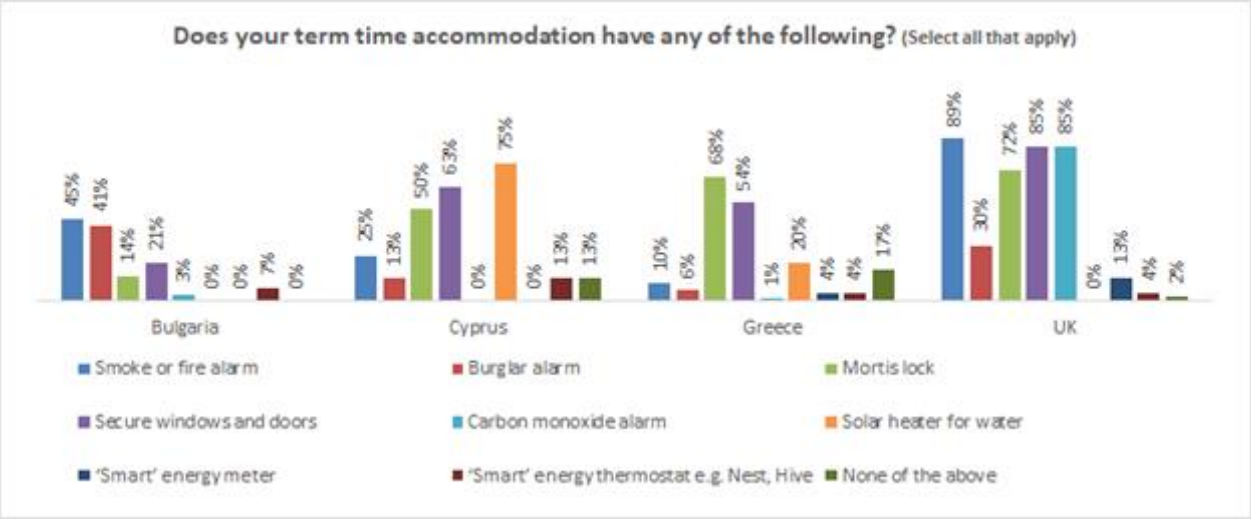


Figure 31 Available facilities in property rented to students (Bulgaria, Cyprus, Greece, UK)

4.2.6.3 Control of thermostat

Respondents who stated that their property includes a smart energy thermostat were later asked about who can use it to control the heating of their property.

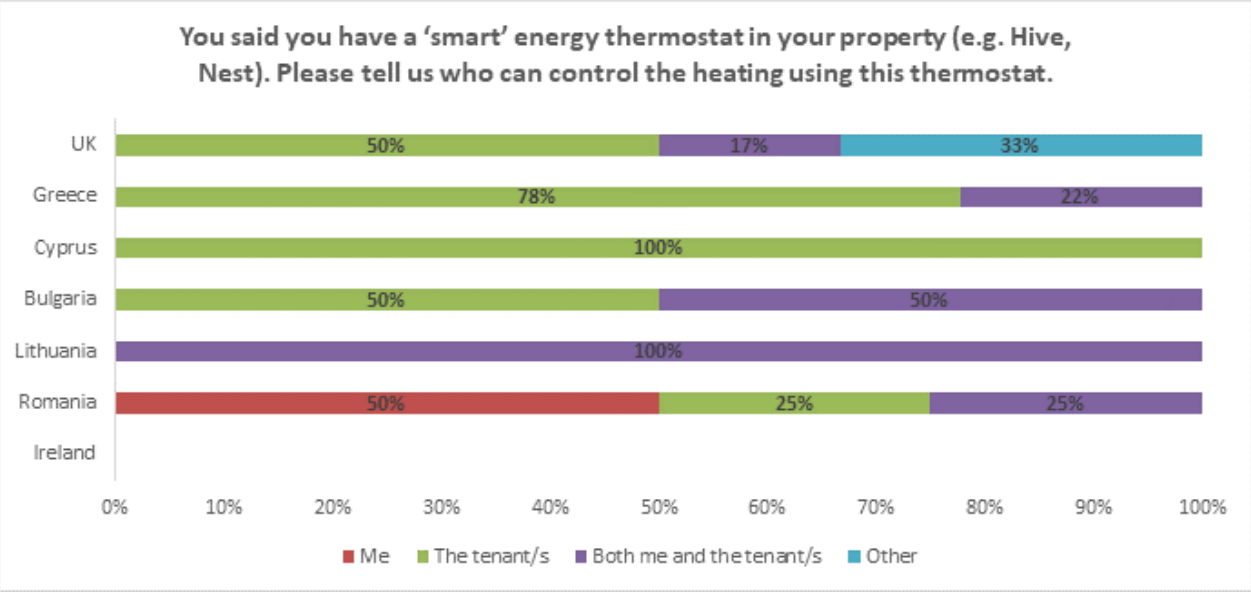


Figure 32 Control of the thermostat

Findings showed that in the UK, Greece and Bulgaria the thermostat can be controlled either by both the landlord and the tenants or only by the tenants. In the case of Cyprus, the thermostat can be controlled only by students, while in Lithuania it can be controlled by both the landlord and the student in all properties. The only exception is Romania where half of the respondents reported that the thermostat can be controlled only by the landlords themselves. In Ireland no landlord has a smart energy thermostat installed in their property and therefore this question was not relevant to them.

4.2.7 Electrical Appliances provided in property rented to students

4.2.7.1 Level (partial/ full) of equipment of properties

Only in the case of Greece and Bulgaria some landlords did not offer fully or partially equipped properties (22% and 15%, respectively). The biggest proportions of dwellings fully equipped with electrical appliances were found in Cyprus and Ireland (86% in both cases). Only in the UK (55%) and in Bulgaria (54%) the proportion of partially equipped propertied was higher than the proportion of fully equipped properties. In all other countries the proportion of fully equipped propertied was greater than that of partially equipped properties.

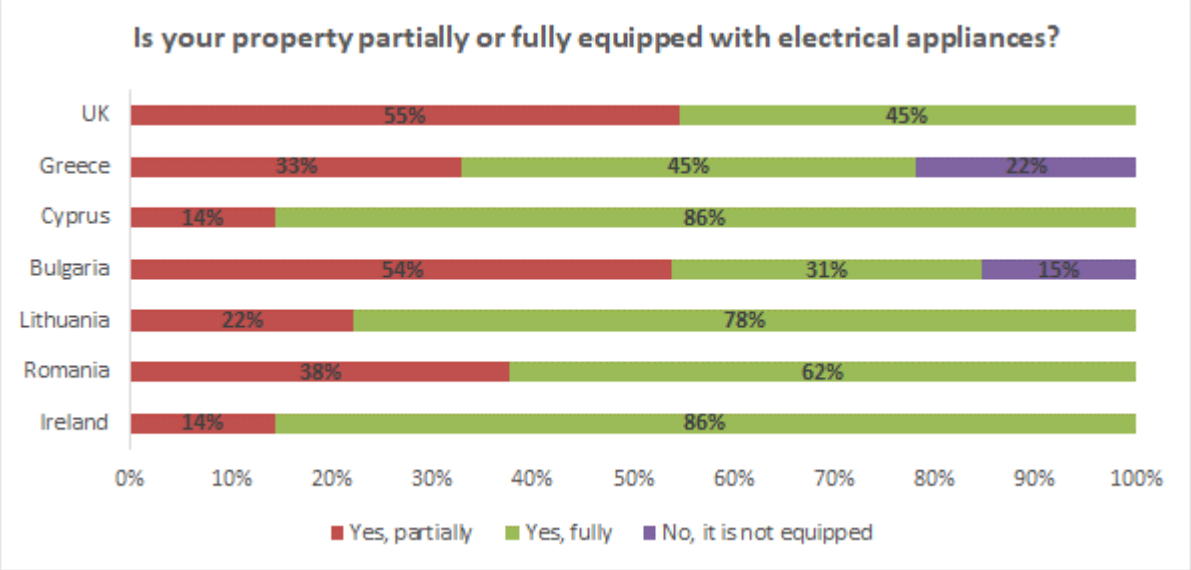


Figure 33 Electrical appliances provided in property rented to students

4.2.7.2 Ways in which properties are equipped

Respondents who answered that their property is either partially or fully equipped with electrical appliances were afterwards asked about how they equipped it. In Greece, Bulgaria, Romania, Ireland and the UK the majority of respondents stated that they bought new electrical appliances. Lower, but not insignificant, are the relevant shares in Cyprus (43%) and Lithuania (44%). A large number of respondents in almost all countries noted nonetheless, that their property is partially/fully equipped with appliances that they previously used themselves: 20% in Greece, 29% in Cyprus, 30% in Bulgaria, 33% in Lithuania, 25% in Romania and just 2% in the UK. It is also worth noting that in Ireland 29% of landlords have bought appliances from a previous tenant that didn't need them anymore. The same happened to a smaller extent in the UK (5%), Greece (11%) and Cyprus (14%).

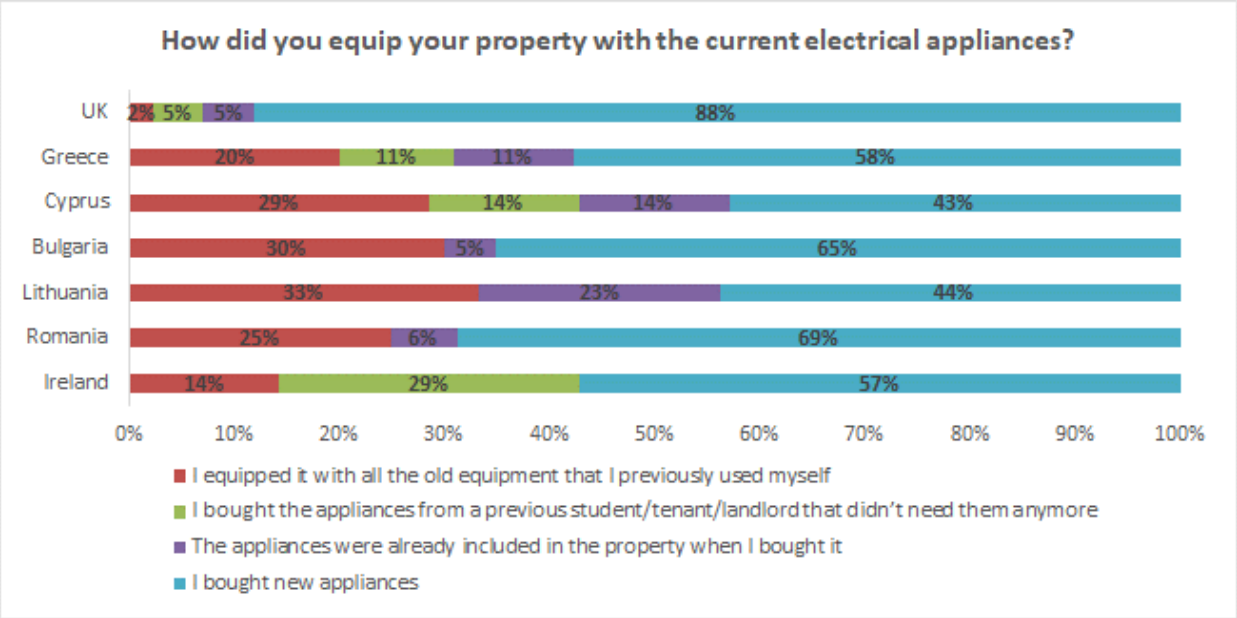


Figure 34 Equipping of property rented to students

4.2.7.3 Criteria for choosing electrical appliances for property rented to students

Respondents were given a list of possible criteria for choosing electrical appliances for their rented properties and were asked to rank them in order of preference.

In the UK, the vast majority of respondents (84%) placed "Cost of the appliance" in the top three positions of the ranking order. Seventy-seven percent of respondents did the same concerning "Functionality of the appliance". Almost two thirds (64%) placed "Ease of use of the appliance" among the top three criteria while choosing criteria. Over half of them (54%) also reported "Energy efficiency and/or energy certification score of the appliance" as an important criterion.

In Greece, most respondents (85%) placed "Cost of the appliance" in the top three positions of the ranking order. "Energy efficiency and/or energy certification score of the appliance" was placed by 77% of respondents in the top three positions as well, while almost two thirds (63%) did the same concerning "Functionality of the appliance". Over a third of respondents (38%) considered "Brand of the appliance" as one of the top three criteria when they were choosing the electrical appliances.

In Cyprus, all respondents placed "Cost of the appliance" and "Functionality of the appliance" as the most important criteria for choosing electrical appliances for their rented property. Two thirds (66%) of respondents placed "Ease of use of the appliance" in the top three positions, while the same was done by a third (33%) of them concerning "Energy efficiency and/or energy certification score of the appliance".

In Bulgaria, 91% of respondents placed "Energy efficiency and/or energy certification score of the appliance" in the top three positions of the ranking order. Of equal importance was the "Ease of use of the appliance" (90% of respondents placed it in the top three criteria list). "Cost of the appliance" and "Functionality of the appliance" were also placed in the top three positions by 76% and 43% of respondents respectively.

In Lithuania, most of the respondents (92%) reported "Cost of the appliance" in the top three positions of the ranking order. Both "Energy efficiency and/or energy certification score of the appliance" and "Cost of the appliance" were also placed in the top three positions by 75% of respondents. Furthermore, a share of 33% of them considered "Brand of the appliance" as one of the top three criteria when they were choosing the electrical appliances.

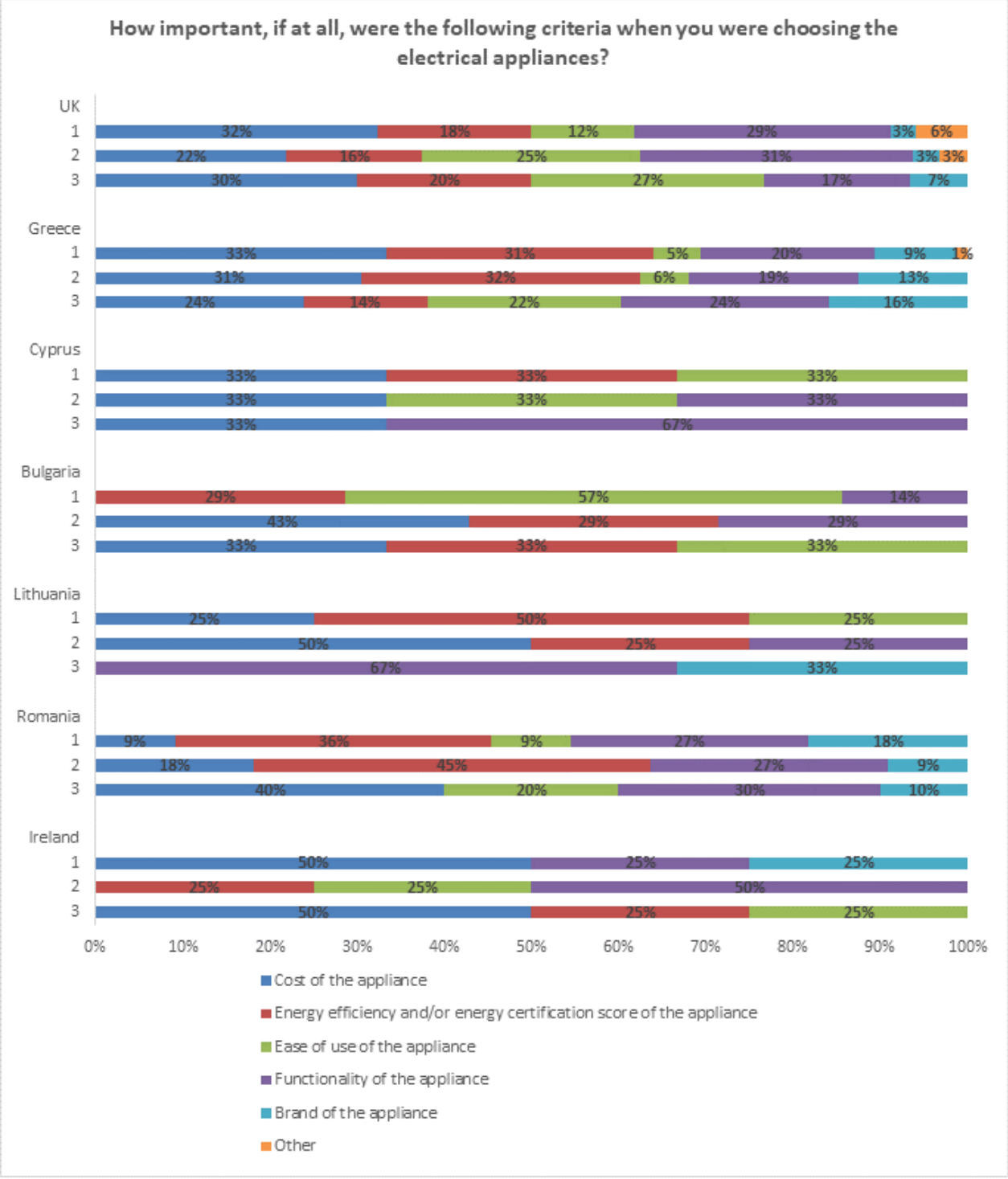


Figure 35 Criteria for choosing electrical appliances for property rented to students

In Romania, most of respondents placed "Functionality of the appliance" (84%) and "Energy efficiency and/or energy certification score of the appliance" (81%) among the top three criteria while choosing the electrical

appliance. Sixty-seven percent of them also reported "Cost of the appliance" in the top three positions, while over a third (37%) placed "Brand of the appliance" in their top three criteria as well.

In Ireland, all the respondents looked at the "Cost of the appliance" when choosing electrical appliances. Seventy-five percent of them also placed "Functionality of the appliance" in the top three positions of the ranking order, while half of respondents (50%) placed "Ease of use of the appliance" or "Energy efficiency and/or energy certification score of the appliance" in their top three criteria.

Overall, "Cost of appliance" was the top criterion for choosing electrical appliances in the UK, Greece, Cyprus, Lithuania and Lithuania. In Cyprus "Functionality of the appliance" was as important as the "Cost of appliance" while in Romania "Functionality of the appliance" is the aspect that landlords look at first. In Bulgaria, respondents reported "Energy efficiency and/or energy certification score of the appliance" as the most important criterion for choosing it.

4.2.8 Landlords' Energy Awareness

4.2.8.1 Familiarisation with topics related to energy

Respondents were asked if the they had ever encountered, in their education or work, any of the following:

- Energy efficiency
- Energy refurbishment
- EPC certification
- Climate change
- Fuel poverty

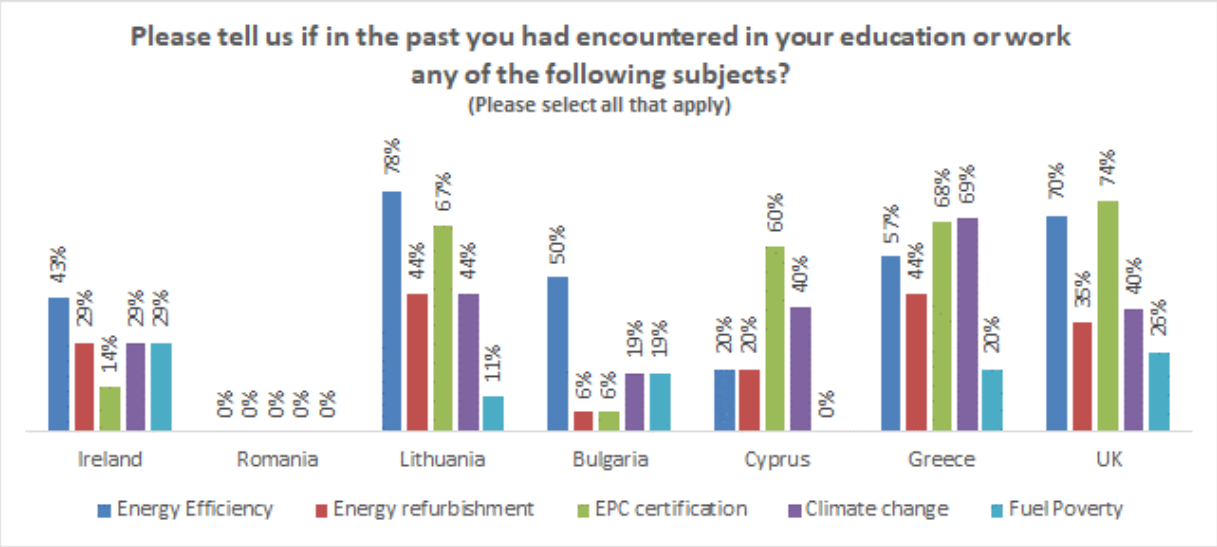


Figure 36 Familiarisation of respondents with topics related to energy

As shown in Figure 36 energy efficiency is the topic that most of the respondents in Lithuania, Greece and the UK have encountered in the past. The highest corresponding proportions were observed in Lithuania and the UK (78% and 70% of respondents respectively) and the lowest in Bulgaria and Cyprus (50% and 20%).

Energy refurbishment was a popular topic in Greece and Lithuania with almost half of the respondents (44%) in both countries saying that they had encountered it. In contrast only 6% of respondents in Bulgaria had come across the topic.

The UK is the country with the highest EPC awareness (74%) followed by Greece and Lithuania (68% and 67% respectively). Bulgarian respondents had the lowest EPC awareness at a proportion of 6%.

The highest percentage of respondents familiar with climate change was found in Greece (69%). Lithuania was second with a proportion of 44% of respondents having come across it in their education or in work, while in Cyprus and the UK the proportion was 40% in both.

Fuel poverty is a topic that most respondents were not familiar with. The highest corresponding awareness was reported in Ireland (29%) and the lowest in Bulgaria (19%) and Lithuania (11%), while in Greece and the UK 20% and 26% of the respondents respectively said that they had encountered it in the past. Interestingly in Cyprus none of the respondents had encountered the topic of fuel poverty in their education or work.

4.2.8.2 Overall thoughts about energy efficiency of properties rented to students

Respondents were asked to consider and indicate the extent to which they agree or disagree with given statements regarding:

- Energy Performance Certificate (EPC)
- Energy efficiency of their property
- Energy efficiency regulations

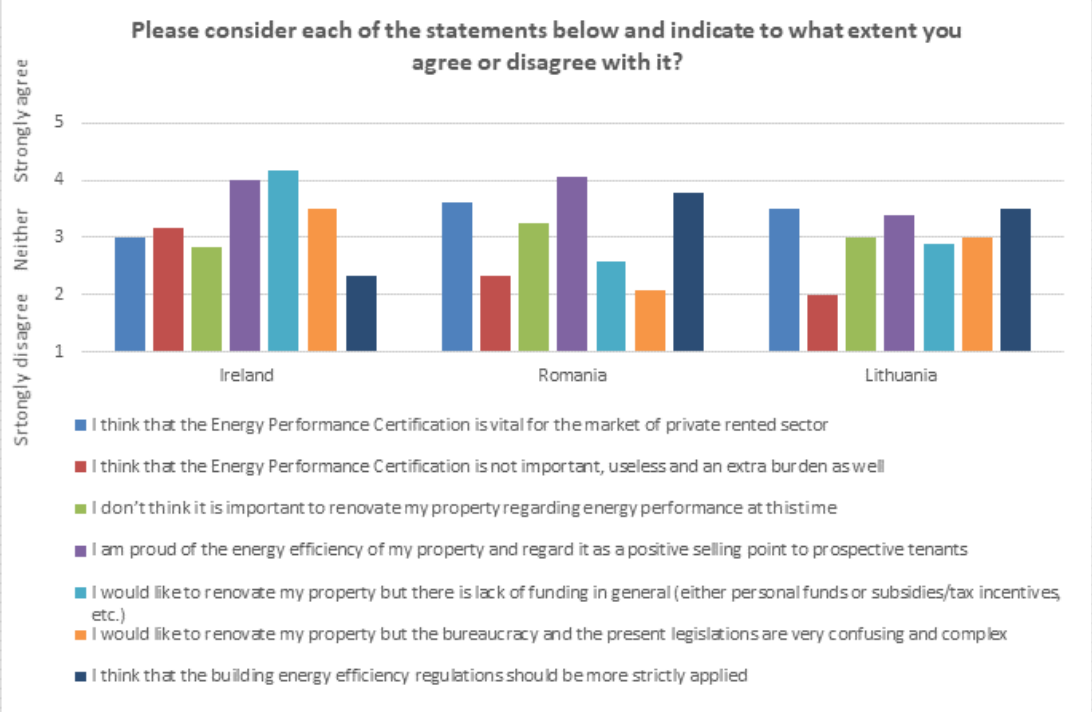


Figure 37 Overall thoughts about energy efficiency of property rented to students (Ireland, Romania, Lithuania)

Results are presented in Figure 37 and Figure 38 on a 1 to 5 scale (1 = Strongly disagree, 3= Neither agree nor disagree, 5 = Strongly agree). Mean values over 3.5 indicate agreement with the statement.

Concerning the EPC, respondents from Bulgaria (3.8 ± 0.9) and Romania (3.6 ± 0.9) tend to agree that it is vital for the private rented sector market. A more neutral opinion was reported in Lithuania (3.5 ± 0.9) and Greece (3.4 ± 1.0). In Cyprus (3.1 ± 0.6), in the UK (3 ± 1.0) and in Ireland (3 ± 0.9) mean values suggest that landlords neither agree nor disagree with the corresponding statement.

A neutral to positive point of view was reflected in the respondents' responses when it came to whether they feel proud of the energy efficiency of their property and at the same time regard it as a positive selling point to

prospective tenants. In Romania (4.1 ± 0.6) and Ireland (4 ± 1.0) respondents consider energy efficiency as a significant advantage of their property. Conversely, in Cyprus (3 ± 0.5) respondents are unsure.

Respondents were also asked whether they think that energy efficiency regulations should be more strictly applied. In Lithuania (3.5 ± 0.7), Romania (3.8 ± 0.7), and Bulgaria (3.8 ± 0.9) a neutral to positive opinion was reported, while in Cyprus (3.4 ± 0.7), Greece (3.2 ± 0.9) and the UK (2.9 ± 0.9) a more neutral opinion was reported. Conversely in Ireland, respondents don't think that energy efficiency regulations should be more strictly applied (2.3 ± 0.6).

As shown in Table 13, only in Ireland (2.8 ± 0.8) and the UK (2.7 ± 0.8) respondents see the renovation of their property regarding energy performance in a positive way.

Furthermore, lack of relevant funding (4.2 ± 1.1), and in some cases bureaucracy reasons (3.5 ± 1.2), seem to prevent Irish respondents from renovating their rented property. In Cyprus, Greece and Bulgaria respondents were more neutral to positive, while in Romania, Lithuania and UK they were more neutral to negative.

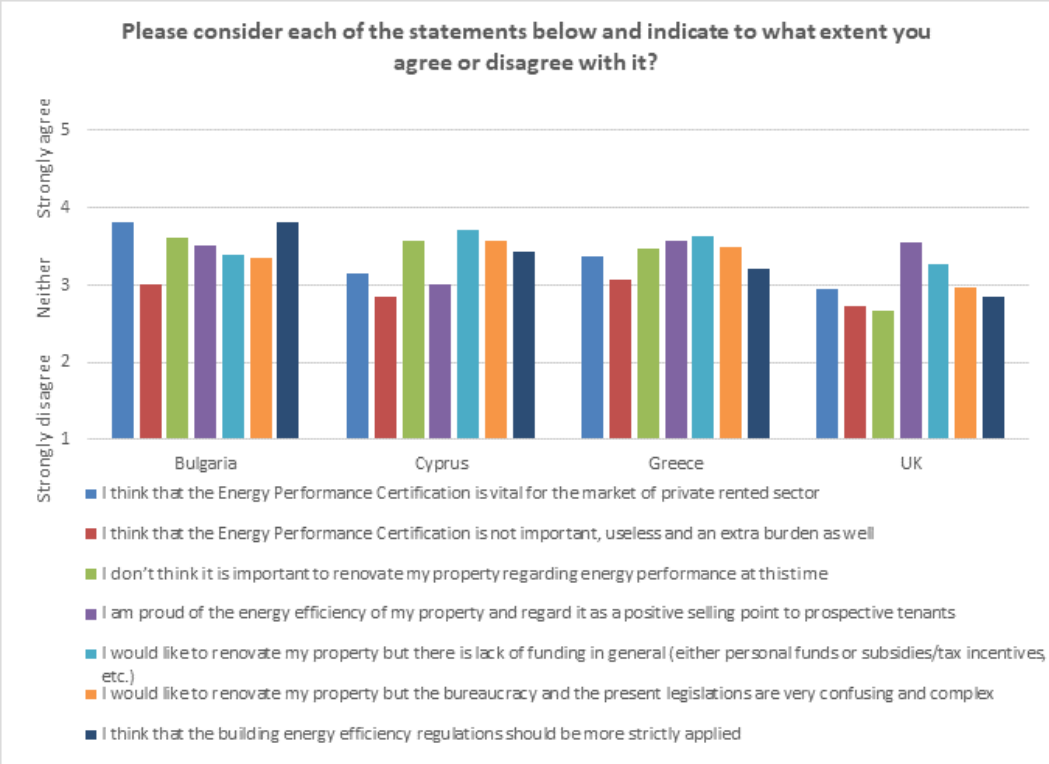


Figure 38 Overall thoughts about energy efficiency of properties rented to students (Bulgaria, Cyprus, Greece, UK)

Table 13 Overall thoughts about energy efficiency of properties rented to students

Please consider each of the statements below and indicate to what extent you agree or disagree with it?	Ireland		Romania		Lithuania		Bulgaria		Cyprus		Greece		UK	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
I think that the Energy Performance Certification is vital for the market of private rented sector	3,0	0,9	3,6	0,9	3,5	0,9	3,8	0,9	3,1	0,6	3,4	1,0	3,0	1,0
I think that the Energy Performance Certification is not important, useless and an extra burden as well	3,2	1,1	2,3	0,7	2,0	0,6	3,0	1,1	2,9	1,0	3,1	1,1	2,7	0,9
I don't think it is important to renovate my property regarding energy performance at this time	2,8	0,8	3,3	1,1	3,0	1,0	3,6	0,9	3,6	0,5	3,5	1,0	2,7	0,8
I am proud of the energy efficiency of my property and regard it as a positive selling point to prospective tenants	4,0	1,0	4,1	0,6	3,4	0,7	3,5	1,0	3,0	0,5	3,6	0,9	3,6	0,8
I would like to renovate my property but there is lack of funding in general (either personal funds or subsidies/tax incentives, etc.)	4,2	1,1	2,6	0,9	2,9	0,6	3,4	1,0	3,7	1,0	3,6	1,1	3,3	1,0
I would like to renovate my property but the bureaucracy and the present legislations are very confusing and complex	3,5	1,2	2,1	0,6	3,0	0,8	3,4	1,0	3,6	0,7	3,5	0,9	3,0	1,0
I think that the building energy efficiency regulations should be more strictly applied	2,3	0,6	3,8	0,7	3,5	0,7	3,8	0,9	3,4	0,7	3,2	0,9	2,9	0,9

4.2.8.3 Overall thoughts about saving energy

Respondents were given seven options to describe how they feel about saving energy:

1. Frustrated
2. Anxious
3. Guilty
4. Optimistic
5. Proud
6. Content
7. Relaxed

In all countries by far the greatest share of the respondents have mostly positive feelings about energy saving (Optimistic, Proud, Content and Relaxed). "Contentment" option was the most prevailing feeling among respondents except in Bulgaria where the biggest proportion of landlords reported feeling "Optimistic".

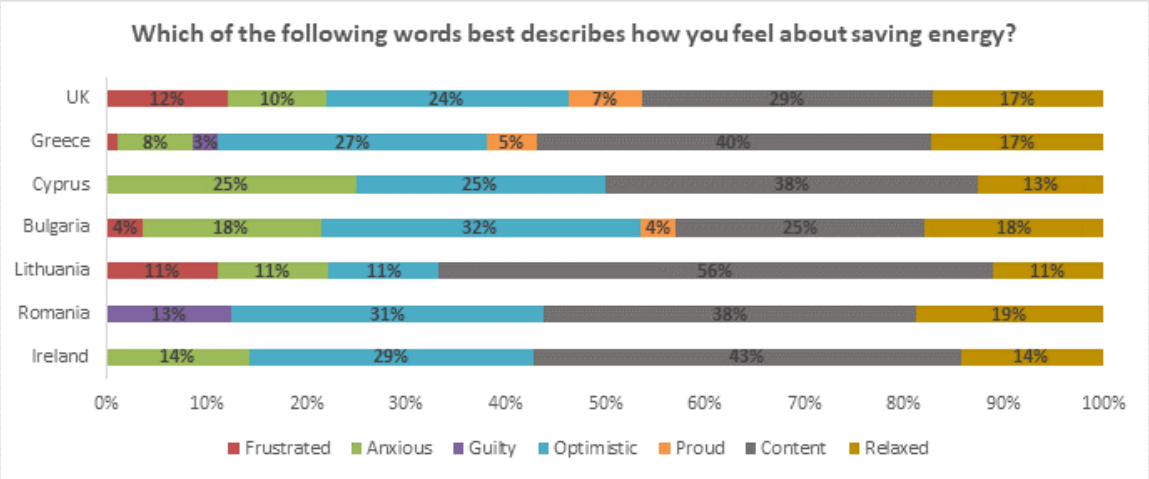


Figure 39 Overall thoughts of landlords respondents about saving energy

The proportion of respondents feeling anxious about energy saving in Cyprus and in Ireland are 25% and 14%, respectively. A similar proportion of respondents is having overall negative feelings about energy saving ("Frustrated" and "Anxious") in the UK (20%), Bulgaria (22%) and Lithuania (22%).

4.2.8.4 Behavioural antecedents about energy related topics

Respondents were asked to consider and indicate the extent to which they agree or disagree with given statements regarding the following topics:

- Energy use
- Saving energy
- Climate Change

Results are presented in Figure 40 and
Figure 41 on a 1 to 5 scale (1 = Strongly disagree, 3=Neither agree nor disagree, 5 = Strongly agree). Mean values over 3.5 indicate agreement with the statement.

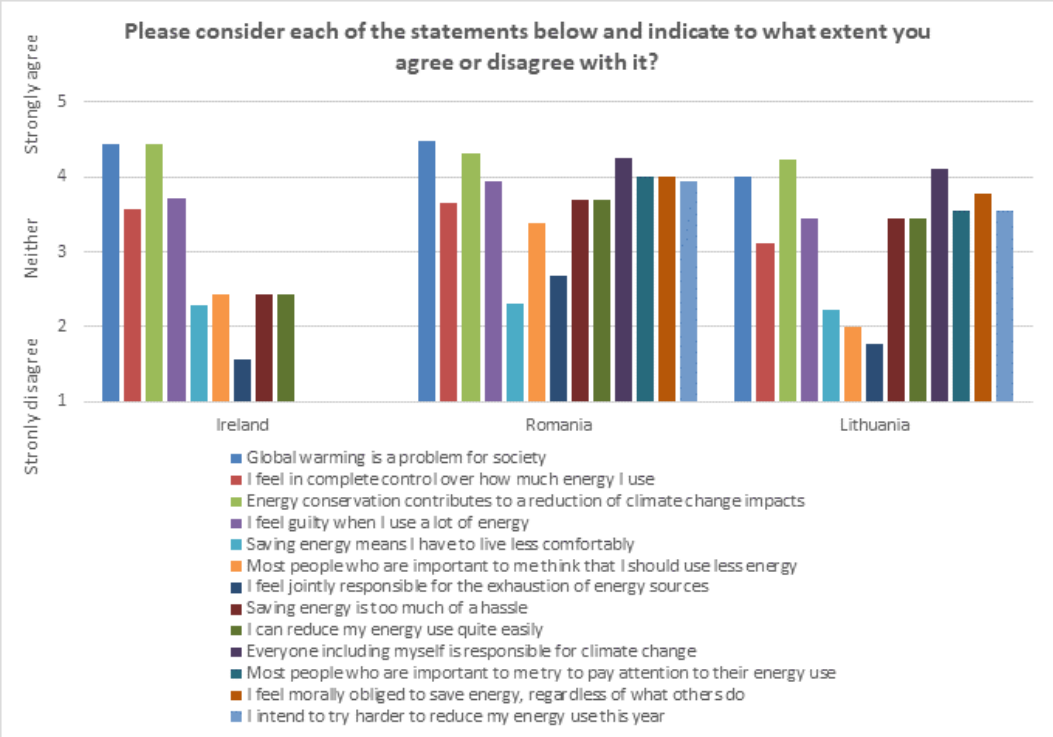


Figure 40 Behavioural antecedents of landlord respondents about energy related topics (Ireland, Romania, Lithuania)

Global warming is considered a problem for society by respondents in all participant countries with the lowest level of agreement in Lithuania (4 ± 0.5) and the highest in Cyprus (4.9 ± 0.3) (Table 14). Lower are the values concerning the level of controlling the energy they use, where the lowest is once more noted inn Lithuania (3.1 ± 0.9) and the highest in Romania (3.6 ± 0.9). When it comes to the impacts of saving energy in daily routine, respondents from Bulgaria (3.4 ± 1.1) tend to consider that saving energy goes with a less comfortable life, while respondents from Ireland (2.3 ± 0.9), Romania (2.3 ± 1.1), Lithuania (2.2 ± 0.7), Greece (2.4 ± 1.0) and Cyprus (2.5 ± 1.1) tend to disagree. UK (2.8 ± 0.9) respondents are more neutral on the subject. In almost all countries respondents don't tend to feel responsible for the exhaustion of energy sources. Respondents from Bulgaria though feel quite responsible for it (3.4 ± 1.0).

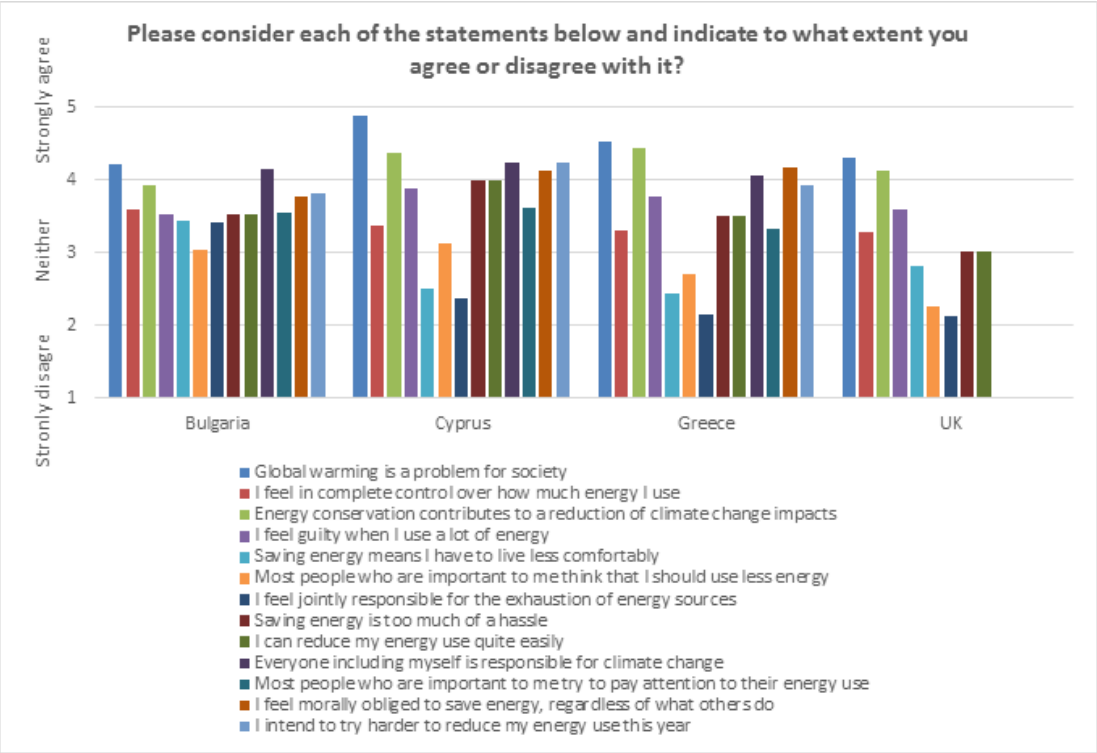


Figure 41 Behavioural antecedents of landlord respondents about energy related topics (Bulgaria, Cyprus, Greece, UK)

Table 14 Behavioural antecedents of landlord respondents about energy related topics

Please consider each of the statements below and indicate to what extent you agree or disagree with it?	Ireland		Romania		Lithuania		Bulgaria		Cyprus		Greece		UK	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Global warming is a problem for society	4,4	0,7	4,5	0,5	4,0	0,5	4,2	0,9	4,9	0,3	4,5	0,7	4,3	0,7
I feel in complete control over how much energy I use	3,6	0,5	3,6	0,9	3,1	0,9	3,6	0,8	3,4	1,0	3,3	0,9	3,3	0,9
Energy conservation contributes to a reduction of climate change impacts	4,4	0,7	4,3	0,7	4,2	0,4	3,9	0,9	4,4	0,7	4,4	0,7	4,1	0,7
I feel guilty when I use a lot of energy	3,7	0,7	3,9	0,8	3,4	0,7	3,5	1,0	3,9	0,9	3,8	0,9	3,6	1,0
Saving energy means I have to live less comfortably	2,3	0,9	2,3	1,1	2,2	0,7	3,4	1,1	2,5	1,1	2,4	1,0	2,8	0,9
Most people who are important to me think that I should use less energy	2,4	0,5	3,4	0,8	2,0	0,9	3,0	1,0	3,1	1,1	2,7	1,0	2,3	0,7
I feel jointly responsible for the exhaustion of energy sources	3,3	0,9	3,5	0,9	4,1	0,3	3,4	1,0	3,0	1,0	3,5	1,0	3,0	0,9
Saving energy is too much of a hassle	1,6	0,9	2,7	1,0	1,8	0,5	3,6	1,0	2,4	0,7	2,2	0,9	2,1	0,7
I can reduce my energy use quite easily	2,4	0,9	3,7	0,8	3,4	0,5	3,5	1,0	4,0	0,7	3,5	0,9	3,0	0,9
Everyone including myself is responsible for climate change	-	-	4,3	0,7	4,1	0,6	4,1	0,9	4,3	0,4	4,1	0,8	-	-
Most people who are important to me try to pay attention to their energy use	-	-	4,0	0,8	3,6	0,7	3,6	1,0	3,6	0,9	3,3	0,8	-	-
I feel morally obliged to save energy, regardless of what others do	-	-	4,0	0,7	3,8	0,4	3,8	1,0	4,1	0,6	4,2	0,8	-	-
I intend to try harder to reduce my energy use this year	-	-	3,9	0,7	3,6	0,5	3,8	0,9	4,3	0,7	3,9	0,8	-	-

5 Results – The students' perspective

5.1 Findings from the focus groups with students

More than 20 questions covering four different subjects were answered by more than 50 students living in the private rented sector in seven EU countries through focus group discussions. The overall results for each subject are presented in this Chapter in dedicated sections following the structure of the focus group discussion guide.

In the first section the drivers and their criteria when seeking accommodation are analyzed, while in the second section the housing conditions concerning students' thermal comfort are depicted. In sections 3 and 4 the discussion is focused on fuel poverty, the level that students understand it, and the implications this situation has on their health.

It is noted that for Cyprus, Greece, Lithuania and the UK the first section (current accommodation, drivers and criterial when looking for a home) was part of a focus group that was carried out at a different time than the focus group discussed here. In effect, the number of students –and the students themselves- for these four countries are different in section 1 than those participating in the focus groups for sections 2-4. For Bulgaria, Ireland and Romania all four sections were discussed in a single focus group and with the same students.

5.1.1 Current accommodation, drivers and criteria when looking for home

- *What factors drove the choice of your accommodation for the academic year 2017-2018?*

Forty-nine students answered this question. More than half of them were living in rental accommodation for more than one year and they had a comprehensive experience choosing their accommodation. Table 15 summarizes the twelve factors that drove the choice of their accommodation. A discussion on the most important drivers, drivers of medium importance and least important drivers follows.

Table 15 Factors that drove the choice of student accommodation

		BG (7)	CY (7)	EL(5)	IE (7)	LT (6)	RO (13)	UK (4)	Total (49)
Cost of Rent		6	7	5	7	6	11	4	**46**
House Condition	Year of construction	-	-	1	-	-	7	-	**34**
	Renovated house	-	-	-	-	-	8	2	
	Age of house equipment	-	-	-	-	-	5	-	
	Good condition	-	5	-	-	3	-	-	
	Cleanliness	-	-	-	-	-	3	-	
Proximity to Services		3	5	2	6	5	8	3	**32**
Running Costs		5	7	5	7	6	-	1	**31**
Furnished		5	7	2	6	5	3		**28**
Quietness & Privacy		-	4	-	5	-	10	3	**22**
Safe Neighborhood		4	5	3	1	4	2	2	**21**
Good Energy Performance		1	7	-	-	6	-	1	**15**
Size of flat		-	7	2	-	-	6	-	**15**
Sharing Possibility		-	-	-	1	5	8	-	**14**
Extra Services		-	4	-	-	-	7	-	**11**
Landlord		-	-	-	-	3	-	-	**3**

Most important drivers

1. Cost of Rent

Respondents referred to the "cost of rent" as the main driving force when selecting accommodation. As most of them have limited financial ability they seek a house that is cheap and therefore within their budget; thus, it is almost unanimously selected as their main driver. It appears that respondents sacrifice some quality features of their prospective accommodation such as the size of their flat, its overall energy performance or even the safety and quietness of their neighborhood for an affordable price of rent.

- For **46 out of 49** respondents, cost of rent is by far the most important driver when looking for home.
- This is the most significant criterion in **Cyprus, Greece, Ireland, Lithuania** and the **United Kingdom.**
- In **Ireland**, renting prices have increased due to a **housing crisis** and respondents are struggling to find affordable accommodation.
- In **Greece**, due to the **financial crisis**, respondents consider "cost of rent" as the most important factor when seeking accommodation.

2. House Condition

The year of construction, a recent renovation, the age of housing equipment and the overall good condition of the house, are critical factors for respondents when selecting their accommodation. A renovated house is an attractive option particularly for Romanian respondents however a property kept in good condition, without damp walls or deteriorated facades is a good option for respondents in Cyprus and Lithuania.

- A property's good condition is regarded as a **significant** criterion when selecting accommodation for **69%** of the respondents.
- In **Romania**, a house in good condition is considered as a crucial factor when selecting a home

3. Proximity to services

It is not surprising that respondents prefer accommodation which is closer to university facilities; this aspect was among their leading drivers when searching for accommodation. Furthermore, the decision to choose between apartments of comparable price is often based on the availability of public transport nearby and supermarkets or leisure facilities. "Proximity to services" and "cost of rent" are the two most selected drivers from the respondents across the seven countries.

- **32 out of 49** respondents consider their proximity to university and other services as a **time and money saving factor** by limiting their transportation back and forth.
- "Proximity to services" along with "Cost of rent" are the two drivers with the **highest spatial distribution**, as responednts across the seven participating countries regard it as one of their main drivers when selecting accommodation.

4. Running costs

The "Running costs" driver was amongst the most popular drivers. Respondents pay attention to their expenses due to lack of funds. In particular, respondents in Ireland try to counterbalance the high prices of rent by saving on bills. In Lithuania, the total price of the accommodation, which is the running costs and the cost of rent, is considered as the most important driver. In Bulgaria and Greece, respondents try not to surpass their budget limit by saving on their running costs. In general, respondents prefer properties in good condition since they do not need repairs and additionally this is perceived as a sign of lower energy consumption and thus of lower running costs.

- In **Cyprus, Greece, Ireland and Lithuania**, the overall costs, that consist of the running costs and the cost of rent, are the most important drivers for respondents when selecting their homes.
- **63%** of the participants consider "running costs" as a significant factor of their overall costs.

Drivers of medium importance

5. Furnished flat

A furnished flat can help students save money as they do not need to buy home furniture. Thus, a house with basic furniture equipment is a plus for the participating students and 28 respondents consider it among their major criteria when seeking accommodation. However, some of the respondents stated that they can find cheap furniture from the second-hand markets and for this reason a furnished flat is not a priority for them. In Cyprus, due to respondents' limited financial budget, a flat that comes with furniture is very important and it is among their top drivers together with the total costs of their accommodation. On the other hand, in Ireland, this driver is among the least important ones. The majority of accommodation in Ireland comes fully furnished and therefore most respondents do not need to consider furnishing a flat when seeking accommodation. As one respondents stated, parents can buy some extra pieces of furniture if needed.

6. Quietness and privacy

For respondents in their final year of studies or graduate respondents, low noise levels are important as they want to concentrate on their studies. According to one participant from Ireland it was important that their house wasn't a "session house", meaning they didn't want to live in a party house, describing a common student problem. This was reaffirmed by other participants as an important factor when choosing who to live with, largely from Ireland, the United Kingdom and Romania, where flat–sharing is common amongst students.

7. Safe neighborhood

Safety and security is an important concern of 20 respondents. Neighborhood safety is often a main concern of female participants who do not want to be exposed to unnecessary dangers and risks. In general, the cities where the participating students live are considered as safe cities and this is the reason behind the low ranking of this driver. For example, Bucharest in Romania and Cork in Ireland are viewed as being generally safe and due to this, local participants have other priorities when searching for accommodation.

8. Good energy performance

Although the main drivers for respondents when choosing a home are purely financial, they don't pursue energy efficient apartments as rigorously as they could due to their limited knowledge on the potential impact that energy efficiency has on their finances and their well-being. As a result, 70% of the respondents do not regard a good energy performance rating as an important driver; many participants have not seen an EPC before. Consequently, this driver is not even mentioned in Romania and Greece whereas in Ireland due to the current housing crisis, finding suitable and affordable accommodation is the main concern. On the other hand, this driver is between the three most significant factors when seeking accommodation in Lithuania as respondents consider it a possible way to save money. In the case of Cyprus, quite interestingly, although this factor was not amongst the top drivers for the four out of seven respondents taking part in the focus group, who had already chosen accommodation for the upcoming academic period, after discussing the various drivers that would or have influenced their housing choice, all respondents stated that a *"good energy performance rating would definitely influence their decision"* when selecting a home in the future.

Least important drivers

9. Spacious flat

In Cyprus, Greece and Romania respondents pay attention to how spacious their flats are. While in Romania spacious accommodation is related with room sharing, in Greece and Cyprus it is related to comfort. Overall,

respondents, accept to live in smaller houses because they need space mainly for studying and sleeping. Moreover, a bigger house is more expensive.

10. Sharing possibility

Eight respondents from Romania, five from Lithuania and one from Ireland (14 out of 49 students) mentioned that a "sharing possibility" drove their choice for their current accommodation. Interestingly, this driver is the second most important driver in Romania. As it is stated from a few Romanian respondents, they like to share their apartments because they are never alone this way while others prefer to stay with friends and they factor this when looking for accommodation.

11. Extra services

A parking lot or elevators are considered as extra services that would be convenient for some respondents in Romania and Cyprus. An available parking space drove nine respondents' choice, whereas the existence of an elevator motivated two others.

12. Landlord

Only three respondents from Lithuania regard their landlord's personality as a driver that led them to choose their accommodation. Getting along with an easy-going landlord is important; however there is a general fear among participants, mainly in Ireland due to the current housing crisis, of the power the landlords have over them in terms of rent.

- *How many of you have seen an Energy Performance Certificate before?*

In Greece and Romania, none of the respondents had ever seen an Energy Performance Certificate (EPC) before. However, in Romania, five out of 13 respondents knew of its existence. On the other hand, in Lithuania all of the respondents had seen an EPC before. Mainly this is related to the governmental communication regarding the renovation of old buildings in Lithuania. In Ireland and the UK, two and one respondents respectively had seen an EPC before. Overall, 11 out of 49 respondents had seen an EPC before whereas the rest had not.

- *Would, or has, a good Energy Performance rating influence(d) your decision when selecting your home for this year?*

The respondents who had not chosen their accommodation yet, replied positively. From those who had already chosen their accommodation, respondents from Lithuania answered in a positive way whereas respondents from Romania answered negatively. Furthermore, only one respondent from Bulgaria and one from the United Kingdom stated that a good energy performance rating influenced their decisions. On the other hand, respondents from Greece and Cyprus stated that although they had not considered the EPC of the home they selected for this academic year, in the future they will take EPCs into serious account when choosing accommodation.

- *If you had unlimited budget what would change, if anything, in the ranking of drivers for your housing choice?*

In Cyprus and Lithuania 11 out of 13 respondents would move to a safer neighborhood whereas in Ireland and Bulgaria, 10 out of 14 respondents would choose accommodation closer to the university. As it is depicted, for different reasons, more than 20 respondents would change their current location. In addition, in Greece and Bulgaria nine out of 12 respondents would select a bigger house. Two respondents from Ireland and two from Romania would move to a more comfortable house while the vast majority of respondents from Greece would move to a more energy efficient house. Three respondents from Lithuania and one from Romania would choose a house that is kept in a better overall condition. One respondent from Bulgaria stated that he would have chosen a property with a better heating system. Eight respondents from Romania and one from Bulgaria wouldn't change anything at all.

5.1.2 Housing Conditions

- *Can you briefly describe what's good about your current accommodation?*

Table 16 summarizes the answers given by participants. Eighteen out of 51 students stated that the advantageous thing about their current accommodation is the affordable rent. In Bulgaria, all students pointed that the best thing regarding their houses is the low price of rent and nothing else. On the contrary, students from Cyprus regarded the location of their accommodation and not the cost of rent as beneficial, since seven of them stay near to the campus and eight live close-by other leisure facilities, supermarkets or have easy access to public transportation.

Overall, 16 students highlighted the convenient location of their property as a satisfying point of their current accommodation. Furthermore, 13 students emphasized that the proximity to university is the best thing about their accommodation. For eight students, having their own private space is favorable as this makes them feel independent, they have a quiet space to study, and decorate it as they wish. Five students from Ireland mentioned how comfortable they feel in their current accommodation. Solar thermal collectors for hot water preparation and a higher thermal comfort than that attained in their previous accommodation, were two factors for students from Greece and Romania respectively, which indicated an energy efficient house. Finally, two students from Ireland and the United Kingdom mentioned the easy-going personalities and helpfulness of their landlords.

Table 16 Advantageous aspects of student accommodation

Answers	BG (7)	CY (9)	EL(5)	IE (7)	LT (6)	RO (13)	UK (4)	Total (51)
Affordable rent	7	-	-	2	3	6	-	18
Convenient location	-	8	3	3	-	1	1	16
Proximity to university	-	7	-	3	1	-	2	13
Privacy	-	-	-	-	2	3	2	8
Comfortable	-	-	-	5	-	-	-	5
Energy efficient	-	-	2	-	-	3	-	5
Good landlord	-	-	-	1	-	-	1	2

- *Can you also describe what's bad about your current accommodation?*

Students' responses can be categorized into four main topics (Table 17) which are: poor insulation, poor house maintenance, inconvenient location of their home, and poor provision of services. By far, the biggest issue was students feeling cold inside their homes as 20 out of 51 participants emphasized this. In particular, feeling cold in the winter and hot during the summer inside the house is widespread in Cyprus and Greece. Moreover, in Greece, all of the participants said that they face problems with increased levels of humidity inside their homes and damp walls. Because of a poorly insulated house, that is equipped with old inefficient heating systems and appliances, the energy bills are increased and three students were disappointed by the high bills that they had to pay. In general, almost 55% of the interviewed students are displeased with their property's thermal insulation.

Table 17 Disadvantages of student accommodation

Category	Answers	BG (7)	CY (9)	EL (5)	IE (7)	LT (6)	RO (13)	UK (4)	Total (51)
Poor insulation	**Cold home**	1	9	5	2	1	2	-	20
	Damp walls	-	-	5	-	-	-	-	5
	High energy bills	1	-	-	-	2	-	-	3
Poor maintenance	**Heating system malfunctions**	-	-	-	-	-	2	-	2
	Façade deterioration	-	-	-	-	-	3	-	3
	Poor water quality & supply	-	-	-	-	-	2	1	3
Inconvenient location	**Away from university**	4	-	-	1	2	-	-	7
	Noisy neighborhood	-	5	-	-	-	-	2	7
	Unsafe area	-	-	-	-	1	-	1	2
	Isolated place	1	1	-	-	-	-	-	2
Poor services	**Hot water limitation**	-	-	-	-	-	4	-	4
	Expensive rent	-	-	-	3	-	-	-	3
	Landlord's power over tenants	-	-	-	6	-	-	-	6

In addition, eight students, mostly Romania, were unhappy with the poor maintenance of their property by the landlord. Heating system malfunctions, poor quality of water or low supply of water, and deteriorated facades are all signs of poor maintenance and landlords are not willing to invest money in their properties to fix these problems.

The second disadvantage concerning students' current accommodation is the inconvenient location, for students in all countries, apart from Greece and Romania. Living far away from their university is time and money consuming whereas living in a noisy neighborhood doesn't help students to concentrate when studying at home. Additionally, unsafe areas deterred students and isolated places didn't allow them to socialize frequently. As a result, 18 students described their accommodation's inconvenient location as a disadvantage.

Thirteen students complained about the poor provision of services they receive. Four students from Romania do not have hot water after midnight whereas three participants from Ireland pay a high rent for their homes.

Nevertheless, the most important aspect for students in Ireland is the lack of security and the hold/power landlords have over tenants. Due to the current housing crisis, there was an underlining fear of getting "kicked out" of the accommodation which also led to students to not report certain faults with their housing. The participants also stated that this was a general fear most students have, and all their friends who live in private rented accommodation, of either getting evicted or a rent increase.

- *Thinking back to before you started university, how does your current accommodation compare to how you thought about how most students lived while they study?*

Students from Bulgaria and Ireland all had a good idea what it was like to live in student accommodation before they started, and their current experience matched the expectation. Students from Bulgaria all agreed that they had expected the conditions of homes they currently lived in, because they had been informed by older students before finding accommodation. Overall, 21 students from Bulgaria, Ireland and Romania expected the same conditions as they currently lived. On the other hand, all students from the United Kingdom, three out of six students from Lithuania, eight students out of nine from Cyprus and most of the students from Greece, expected a slightly different situation. Most of the students from Cyprus, Greece and Lithuania agreed that they expected a bigger apartment than their current whereas students from the United Kingdom were prepared to deal with a lot messier apartments and uncooperative housemates. Three students from Romania also found better conditions in their current accommodation than what they had expected.

- *Thinking back, after some time has passed living in your current accommodation, are there any compromises that you did that you shouldn't have done in the first place when renting?*

In order to pay lower rent students made some compromises that they felt they shouldn't have done when choosing their apartments. Students in Bulgaria and Cyprus compromised with the small size of their current accommodation in order to pay smaller bills and lower rent. Four students from Lithuania compromised with worse housing conditions for a lower rent. Students in Cyprus compromised with less facilities and smaller houses in order to be closer to the university. Two students from Romania sacrificed a parking spot, for the apartment's location. It should be noted that no student stated that they had compromised thermal comfort by renting a badly insulated apartment either to decrease their rent or to rent at a more attractive and inconvenient location.

5.1.3 Energy and temperature – Fuel poverty

- *How do you pay for your energy bills?*

Table 18 Types of accommodation contracts that student respondents have

Type of contract	BG (7)	CY (9)	EL (5)	IE (7)	LT (6)	RO (13)	UK (4)	Total (51)
All-Inclusive	1	-	-	4	-	6	-	**11**
Non-Inclusive	6	9	5	3	6	7	4	**40**

Respondents in Cyprus, Greece, Lithuania and the United Kingdom have non–inclusive contracts only and therefore pay their energy bills separately from their rent. In the case of flat-sharing, costs are divided equally between flat mates. All–inclusive contracts, with bills included in rent, are mainly found in Ireland and Romania. Twenty-nine respondents pay the energy bills themselves whereas 22 of those questioned have their bills paid by their parents/guardians.

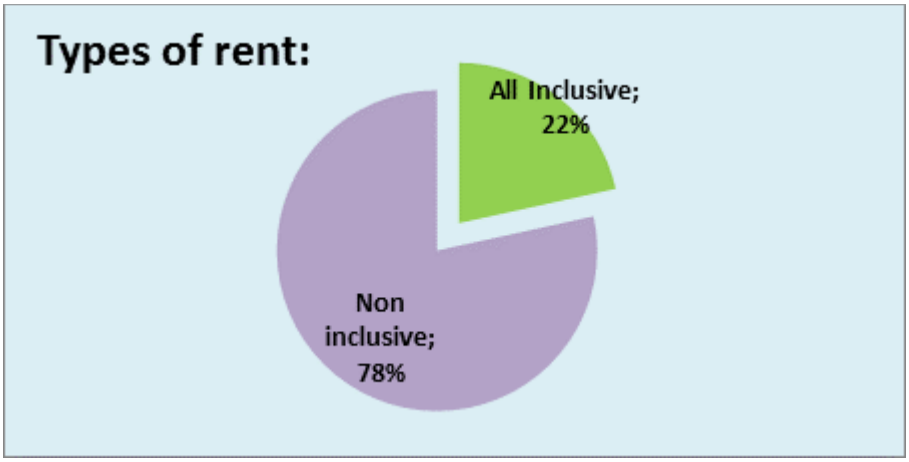


Figure 42 Percentage of types of contracts with regards to utility bills

In Greece the respondent energy bills are paid by their parents for at least most of their studies. In contrast, respondents in Cyprus and Lithuania pay their energy bills by themselves through own income (Table 19). Twenty-nine out of 51 respondents pay their energy bills with their own money while for 43% of the participants, even in some cases of all-inclusive tenancy agreements, energy bills are paid by their parents (Figure 43).

Table 19 Payer of the energy bill

Answers	BG (7)	CY (9)	EL (5)	IE (7)	LT (6)	RO (13)	UK (4)	Total (51)
Students	4	9	-	3	6	4	3	**29**
Parents	3	-	5	4	-	9	1	**22**

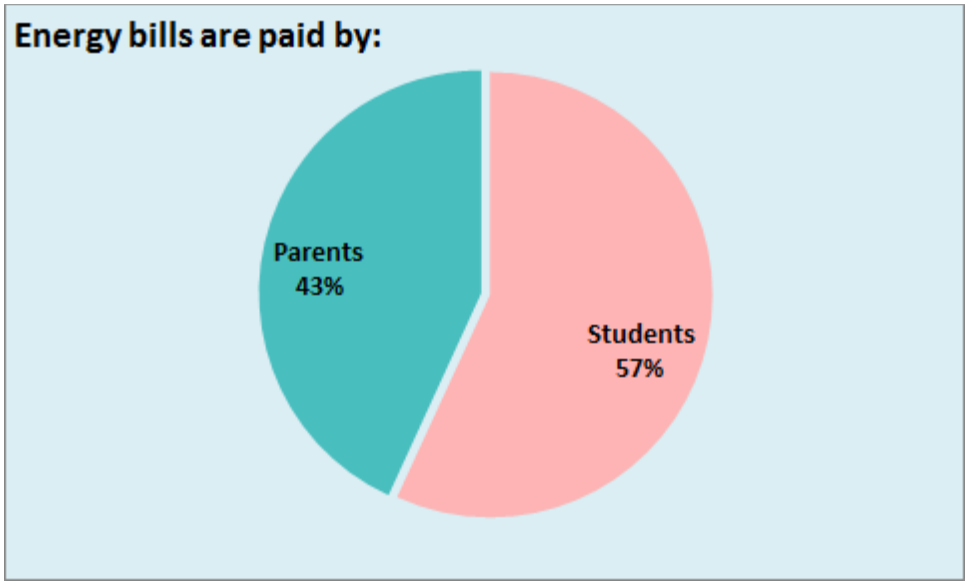


Figure 43 Percentage of student respondents paying their bills from own income vs parents' income

- *How are you coping with paying energy bills?*

The vast majority of student respondents coped with paying their energy bills with no significant difficulty. Only two out of the 29 respondents who pay their energy bills by themselves are stressed by energy payments and pay attention to their energy consumption. One respondent is from Ireland and the other one is from Romania.

Table 20 Ease of payments

Answers	BG (4)	CY (9)	IE (3)	LT (6)	RO (4)	UK (3)	Total (29)
"With no significant difficulty"	4	9	2	6	3	3	**27**
"Stressfully"	-	-	1	-	1	-	**2**

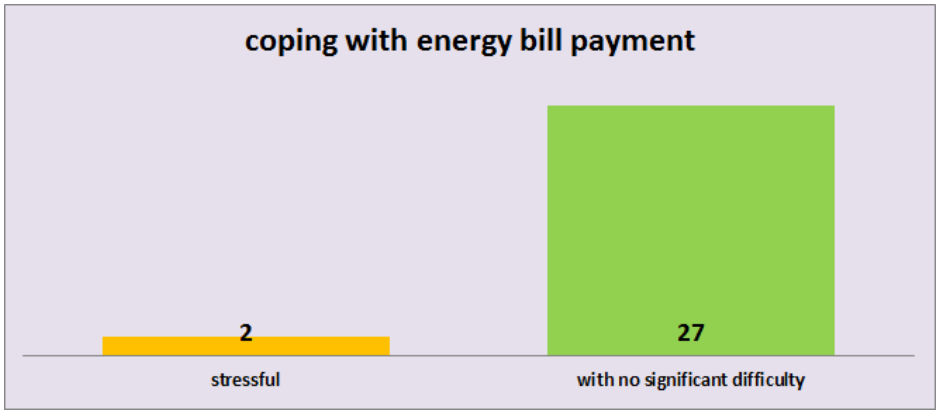


Figure 44 Ease of payments by student respondents who pay energy bills themselves

- *What effect have your experiences linked to paying you energy bills had on you?*

Once students become tenants, the majority of them start to pay for their utilities. This is a turning point in their behavior as energy consumers. They put their best efforts to save energy by adopting new habits. In some cases, they cannot afford to attain a sufficient level of thermal comfort and they have to compromise in order to control their expenditure on energy like in Cyprus and Ireland. Within this framework, most of the respondents in Romania, Bulgaria and the United Kingdom stated that they became more responsible consumers using their energy wisely as well as they learned to keep accurate and up to date records of payments.

- *In general, how would you describe the temperature of your home this winter?*

Most of the participants stated that they feel cold inside their homes. Thirty-three out of 51 respondents mentioned insufficient thermal comfort and that their homes are not adequately warm. In addition, 26 out of these 33 respondents, referred to inefficient buildings or heating systems. On the other hand, 18 respondents coming from Bulgaria, Lithuania and Romania were satisfied with the attained thermal comfort inside their accommodation and consider their homes warm. It is interesting to note that most of the participants who originated from post socialist countries, known for their huge inefficient building stock in the past, described the temperature of their home as sufficient. Conversely, none of the respondents from Cyprus, Greece, Ireland and the United Kingdom were satisfied with the level of temperature in their homes.

Respondents in all countries except for Bulgaria, almost unanimously consider poor insulation as the most important problem their accommodation has that directly affects room temperature. In Bulgaria, the lack of funds for sufficient heating is considered as the main factor affecting room temperature. Subsequently, draughty openings (doors and windows) are regarded as the second most important factor that affects temperature inside the house. As it is shown, nearly all of the inefficiencies in terms of poor energy performance are inherent to buildings' construction and are out of the control of the participating students-tenants.

Table 21 Level of thermal comfort in student accommodation

Answers	BG (7)	CY (9)	EL (5)	IE (7)	LT (6)	RO (13)	UK (4)	Total (51)
Not adequately warm	2	9	5	7	1	5	4	**33**
Warm	5	-	-	-	5	8	-	**18**

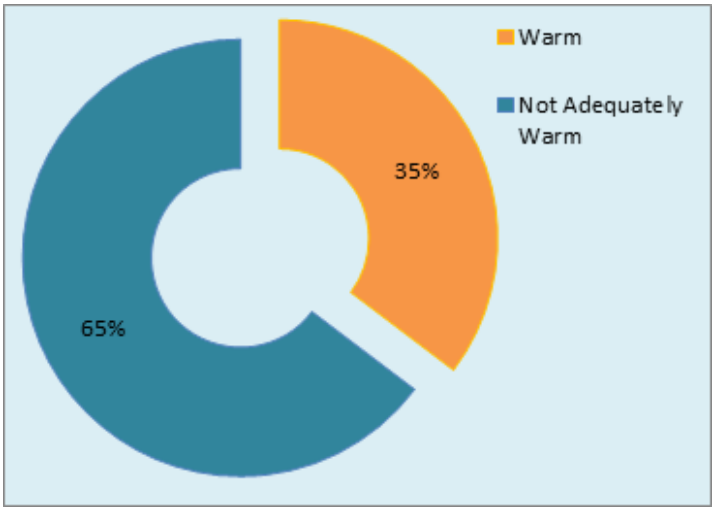


Figure 45 Percentage of student respondents living in warm homes vs not adequately warm

- *How do you use the heating system in your current accommodation?*

The vast majority of the heating systems that are installed in respondents' houses across the seven participating countries are self–controlled by tenants with the exception of Lithuania (Table 22). Five participants from Lithuania, three from Romania, and three from Ireland, stated that they have no control over their heating systems, and there's a central heating system in place in their accommodation where the heating is timed to come on at key parts of the day, ensuring that the house is never too cold. On the contrary, 36 respondents mentioned that they control their heating systems and 24 of them highlighted that they make limited use of the heating system in order to keep costs down. Especially in Cyprus and Greece, most of the participants switch the heating on in the evening hours, for a couple of hours when it is absolutely necessary.

Table 22 Types of heating systems in student accommodation

Heating Systems	BG (7)	CY (9)	EL (5)	IE (7)	LT (6)	RO (13)	UK (4)	Total (51)
Self -controlled	7	9	5	4	1	6	4	**36**
Central	-	-	-	3	5	3	-	**11**

- *What else, if anything, do you do to keep warm at home?*

The number one action, done by almost every respondent to keep warm at home, is to wear extra layers of clothes especially when they go to bed. Respondent wear extra jumpers, cardigans, sweaters, dressing gowns or even outdoor woolen hats to keep warm when inside their homes. Additionally, it is not unusual for them to go out to socialize instead of staying inside a cold home. Table 23 summarizes the most common practices that are followed by respondents in each country.

Table 23 Alternatives to keeping warm inside cold homes

	Bulgaria	***Cyprus***	***Greece***	***Ireland***	***Lithuania***	***Romania***	***United Kingdom***
1st	Outdoor wear in home	More clothes to bed	More clothes to bed	Outdoor wear in home	More clothes to bed	More clothes to bed	More clothes to bed
2nd	More clothes to bed	Drink hot beverages	Outdoor wear in home	More clothes to bed	Drink hot beverages	Plug extra heating	Use blankets
3rd	Stay elsewhere	Go out to socialize	Go out to socialize	Stay longer in university	Go out to socialize	Contact landlord	Outdoor wear in home

- *Do other people you live with do the same to stay warm?*

All participants who lived in shared accommodation replied that their flat mates take the same actions to stay warm. It appears that there is a consensus, or a sort of an unwritten rule between flat mates, to behave in a similar manner in terms of energy usage.

- *Do you do anything different if people come over to your house/ flat?*

In Ireland and Bulgaria respondents make their homes warmer when they expect guests. In Cyprus, Greece, and the UK the vast majority of those questioned, 16 out of 18, do not do anything different if people come over to their house and only two of them turn on (Cyprus) or increase the heating (UK) for about twenty minutes prior to their visitor's arrival, whereas in Lithuania, the participants offer a hot drink to their guests. On the other hand, in Romania, when conditions are poor to host, and depending on the visitors, most respondents have meetings outside of their homes.

- *What action, if any, have you taken regarding your heating to reduce your energy bills?*

In addition to extra clothing, some of the participants have taken extra actions to keep costs down. In Ireland, all respondents made the conscious decision to install timers in their accommodation to ensure that their house is warm and bills are lower. In Romania, four respondents remind their landlords that the heaters must be annually maintained while one respondent keeps the window curtains closed and another uses an electric blanket. In Cyprus, three participants keep their windows entirely shut and one respondent draft-proofed the door by re-caulking the doorjamb. In Bulgaria, two respondents stated that they turn the heating off when they leave the house whereas in Greece, most of those questioned try to reduce the hours that the heating is on.

5.1.4 Impacts of cold homes – Health and wellbeing

- *Do you think that where you live has had an impact on your health?*

The majority of the students, mainly from Ireland, Lithuania, Romania and the UK (26 out of 51), couldn't identify any health impact attributed to cold homes. From the rest of the students, 10, with most of them living in Bulgaria (five), specifically stated that they did not attribute any health issues to their accommodation whereas 15, largely from Greece (three) and Cyprus (six), as well as four students from Romania and two from Bulgaria, explicitly stated that they have been affected by living in a cold home (Figure 47). Headaches, common cold, mental health impacts, as well as respiratory problems were reported, sometimes in combination to each other, and the results are presented in Figure 46.

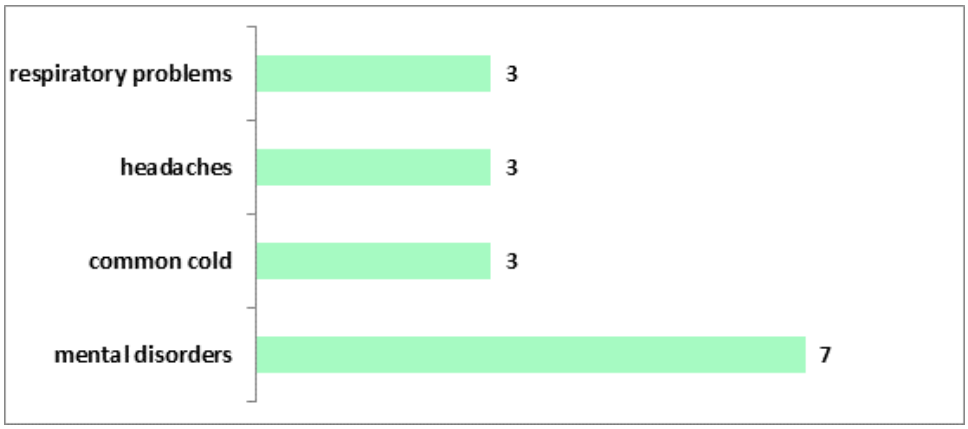


Figure 46 Reported health impacts associated with cold homes

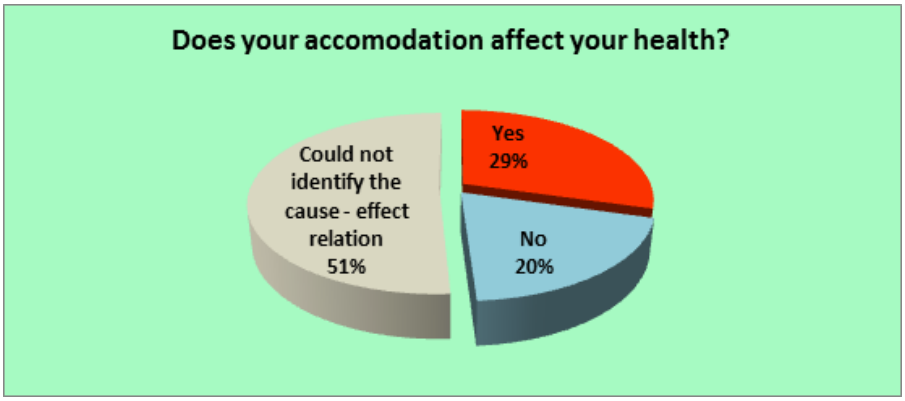


Figure 47 Percentage of students affected by living in cold homes

➢ *Have you approached your landlord to improve anything to help you stay warm in your house / flat?*

Figure 48 summarizes the answers given by students. In Bulgaria and Romania all 20 students approached their landlords (landlords that they described as easily approachable and cooperative earlier on in the focus group). In the United Kingdom two students reported a positive response from their landlord. However, this was not the case in Cyprus and Lithuania, where none of the 15 students asked their landlords for improvements. The reason behind this is that students in Lithuania are afraid that their landlords will increase their rent, whereas in Cyprus students think that their landlords don't care about their well-being. In both countries, students also noted that the fact that they stay in their home for short term prevents them from asking for improvements too. Similarly, in Greece, all students, except for one, mentioned that their landlords were not interested/supportive of their problems. In Ireland, six out of seven students hadn't approached their landlords and they prefer to call a friend or a parent. This is all part of the culture of fear around being evicted from the house (Figure 49).

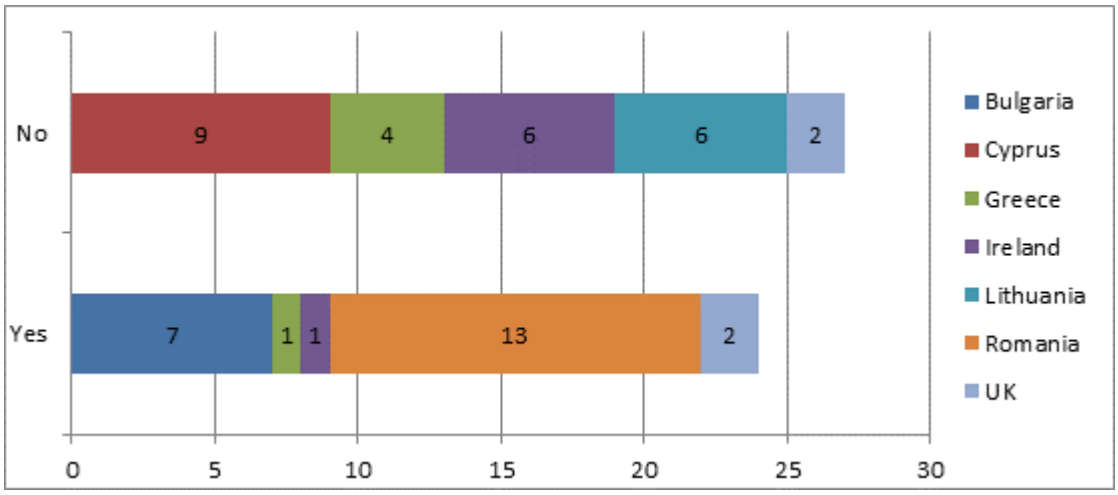


Figure 48 Number of students approaching their landlords about cold home improvements per country

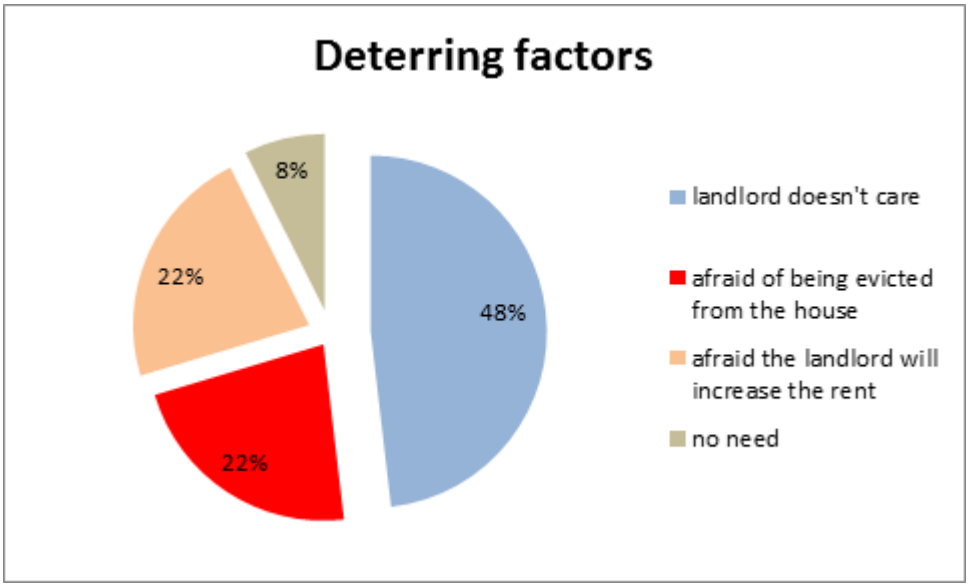


Figure 49 Deterring factors to approach landlords

➢ *What do you think would be the reason behind your landlord taking (or not) action to address the issues mentioned above?*

According to students from Cyprus and Greece their landlords think that it is not worth taking action. Similarly, for other students, mainly from Lithuania, landlords would take action to address any issue of their property only if the associated investment cost yields a high return. Students in Romania and Bulgaria stated that their landlords act in a professional way and in order not to lose rents and be competitive they take immediate actions. Obviously, market competition is another significant point students highlighted. In Ireland, due to the current housing crisis, there's a high demand for accommodation and the competition among landlords is low. This in turns is reflected by their actions associated with the investments in their properties or with their behavior towards their tenants. Finally, lack of funds is another significant reason for a landlord not taking any action as one student from Bulgaria reported.

Table 24 Reasons that motivate (or not) landlords to address their property's problems according to students

Take Action	Not Take Action
1st High Return Investment	1st Not Worth It
2nd Lose Rent	2nd High Housing Demand
3rd Competition	3rd Lack of Funds

5.2 Findings from the student questionnaire survey

The total number of student respondents considered for our analysis was 3,512. The country with the highest participation rate was the UK with 2,509 respondents, while the country with the lowest number of responses was Bulgaria with 12 respondents. Ireland had 446 respondents followed by Lithuania, Greece, Cyprus and Romania which engaged 345, 73, 64 and 63 respondents with valid submissions, respectively.

The actual number of responses to individual questions of the student questionnaire are tabulated in Annex II for each country.

5.2.1 Finding and selecting accommodation

5.2.1.1 Finding accommodation

Methods of finding accommodation differed between countries. In Lithuania (69%), Romania (61%) and the UK (38%) most student respondents found accommodation through an online property search. A smaller proportion of respondents in those countries also found accommodation through word of mouth (15%, 18% and 15%, respectively) and through a letting agent (9%, 12% and 24%, respectively).

In Bulgaria, students found accommodation mainly through an online property search (36%) and through a letting agent (36%). In Ireland the most popular means were an online property search (34%), word of mouth (34%) and institution/students' union's housing lists (16%).

The most preferred way of finding accommodation in Greece (29%) was advertisements in newspapers, shops etc., while a smaller but significant percentage answered that they found their current dwelling by "word of mouth" (23%). Cypriot respondents found their accommodation mainly via word of mouth (28%) and through a letting agent (26%). It is also worth noting that in Greece and Cyprus a large number of respondents found their current accommodation by seeing advertisements for it as they walked passed (17-18%), a method not popular in the rest of the countries.

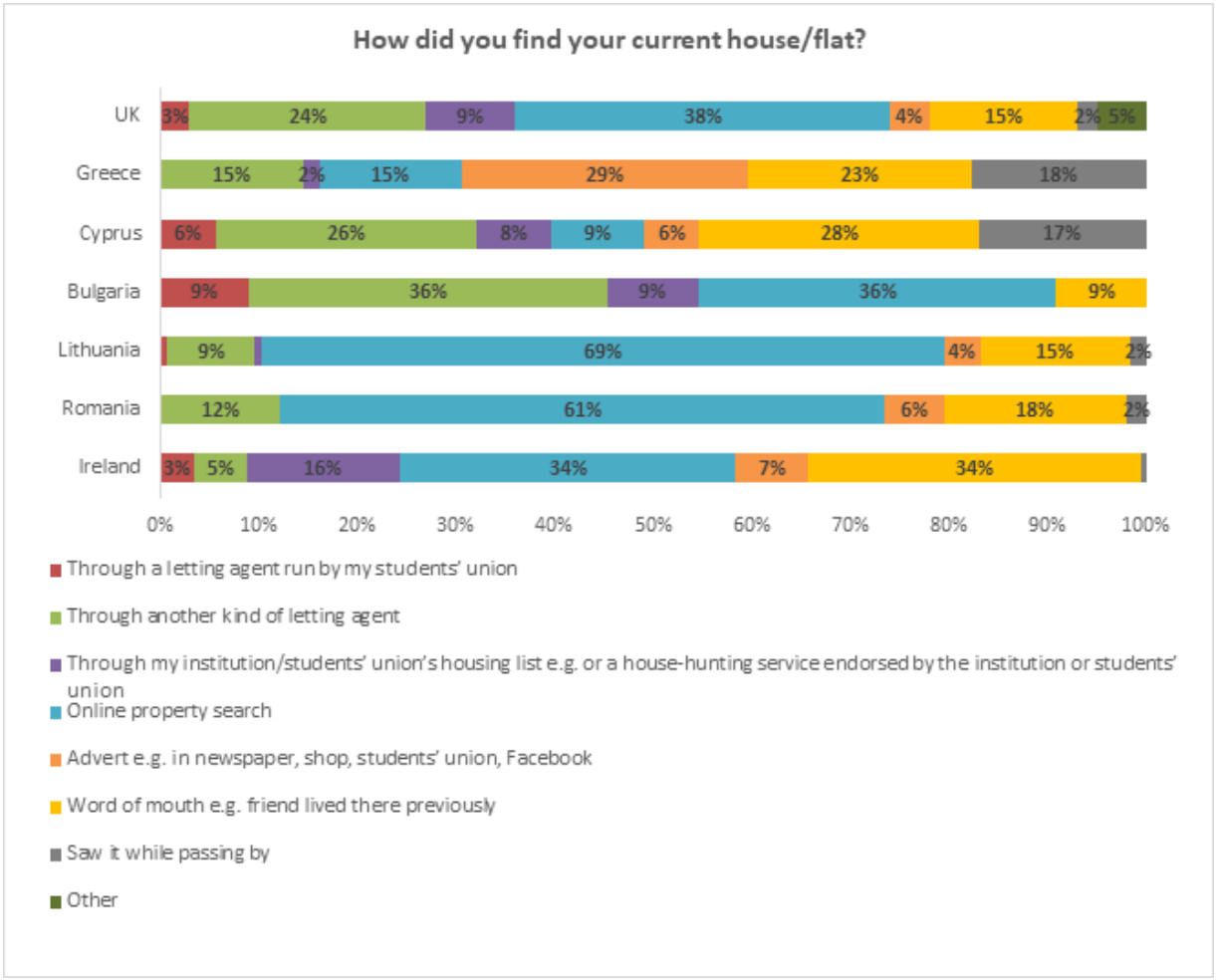


Figure 50 Methods used to find accommodation

5.2.1.2 Viewing accommodation

In all countries, the vast majority of respondents (>63% in all countries) reported that they had viewed their current accommodation in person before renting it. A smaller proportion of students, mainly in Bulgaria (27%) and Ireland (19%) had only seen pictures of the property. There were cases, mainly from Cyprus (23%) and Ireland (14%), where only the respondent's family/ housemates had viewed the dwelling before renting it.

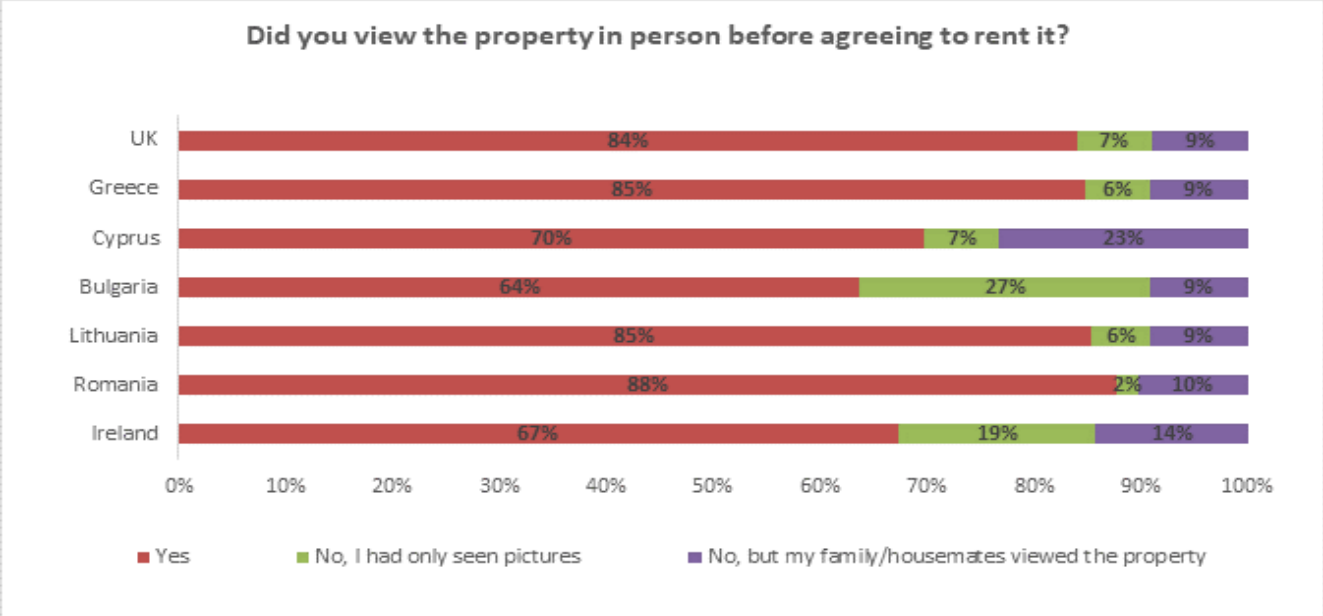


Figure 51 Viewing accommodation prior to renting it

5.2.1.3 Criteria when house-hunting

In Greece, over three quarters (78%) of respondents placed "cost of rent" among the top three criteria while they were looking for accommodation (Figure 52). "Location and convenience" and "condition of accommodation" were also important criteria, placed in the first three ranking positions by 64% and 60% of the respondents.

In Cyprus, 80% of respondents reported "cost of rent" in the top three positions of the ranking order, while the same was done by 73% and 53% of the respondents for "location and convenience" and "condition of accommodation" respectively.

In Bulgaria, the majority of students (82%) chose "cost of rent" as one of their top three options. "Size of accommodation" and "condition of accommodation" were also reported in the top three positions by 54% of respondents. Furthermore, a notable share of students (18%) said that "appearance of accommodation" was their number one criterion while they were house-hunting.

In Lithuania, 81% of respondents placed "cost of rent", in their top-three criteria while house-hunting. Three quarters of respondents stated (76%) "condition of accommodation" and over half of them (56%) for "location and convenience" as their main reasons.

In Romania, however, "location and convenience" was the most commonly reported criterion (83%). It is followed by "condition of accommodation" (55%) and "cost of rent" (54%).

In Ireland, "cost of rent" was the most important criterion (83%), location and convenience" (77%) and "condition of accommodation" (55%) were the top second and third respectively.

Overall, "Cost of rent" was the top criterion when house hunting in all countries except for Romania in which "location and convenience" was reported as the most important criterion. "Location and convenience" however, was also important for respondents living in Greece, Cyprus and Ireland, while "condition of accommodation" was really important for those living in Bulgaria, Lithuania and Romania. It is worth noting that good energy efficiency of accommodation was a low priority for respondents in all countries.

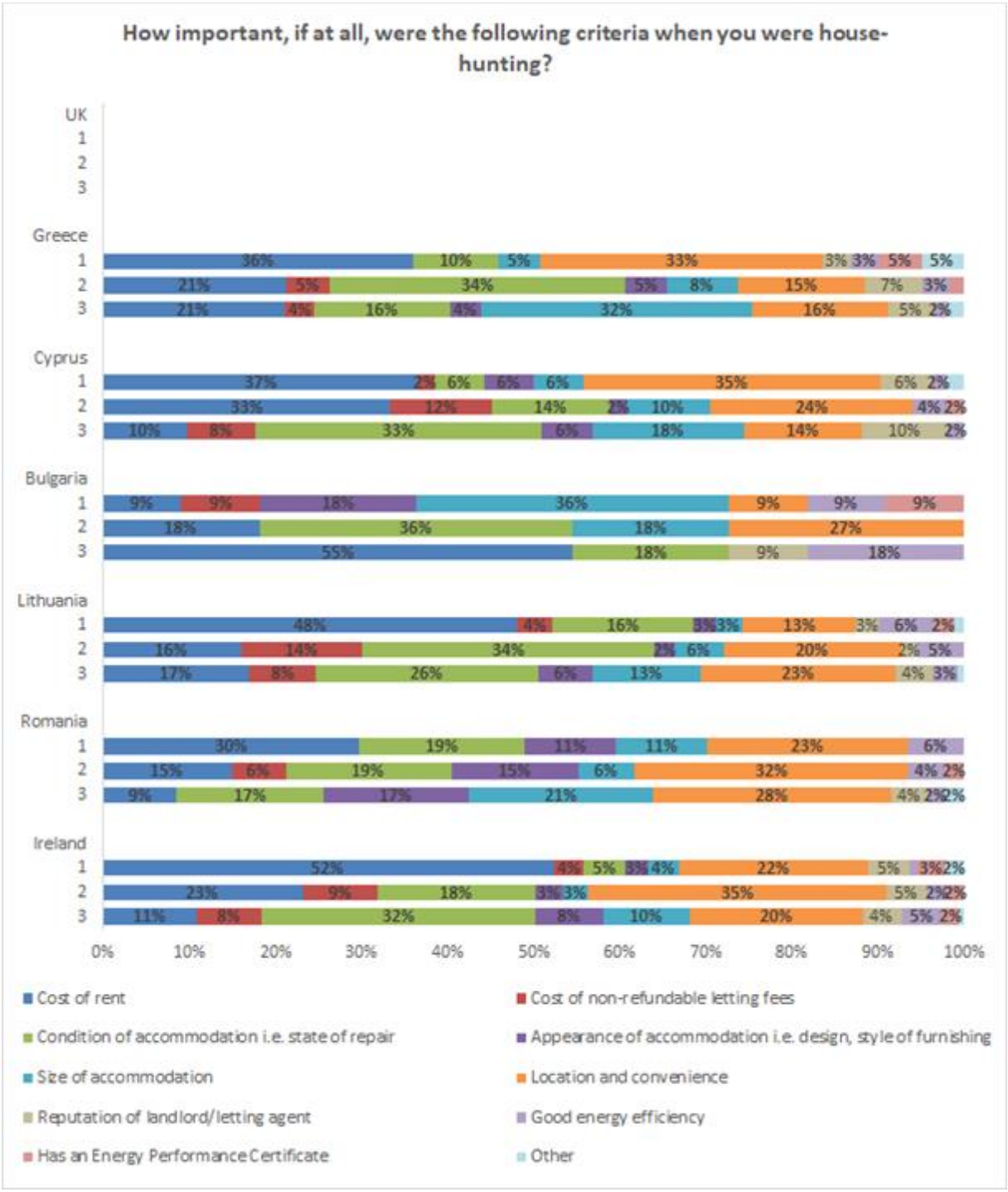


Figure 52 Criteria while house-hunting

5.2.1.4 Reasons for choosing the current accommodation

Respondents were asked why they chose their current accommodation. Affordability and ideal location were the most commonly reported reasons among participants in the survey.

Top reasons for Ireland, Greece and the UK were accommodation's location with respect to their place of study with 59%, 67% and 58% respectively, followed by the affordability with 47%, 41% and 42% of students selecting it respectively as well.

Location with respect to their place of study was the most popular reason for Bulgarian (67%) and Cypriot (64%) students. However, in Bulgaria location with respect to the place of work (33%) was second in preference, while in Cyprus the dwelling being fully furnished and equipped (44%) was reported second instead.

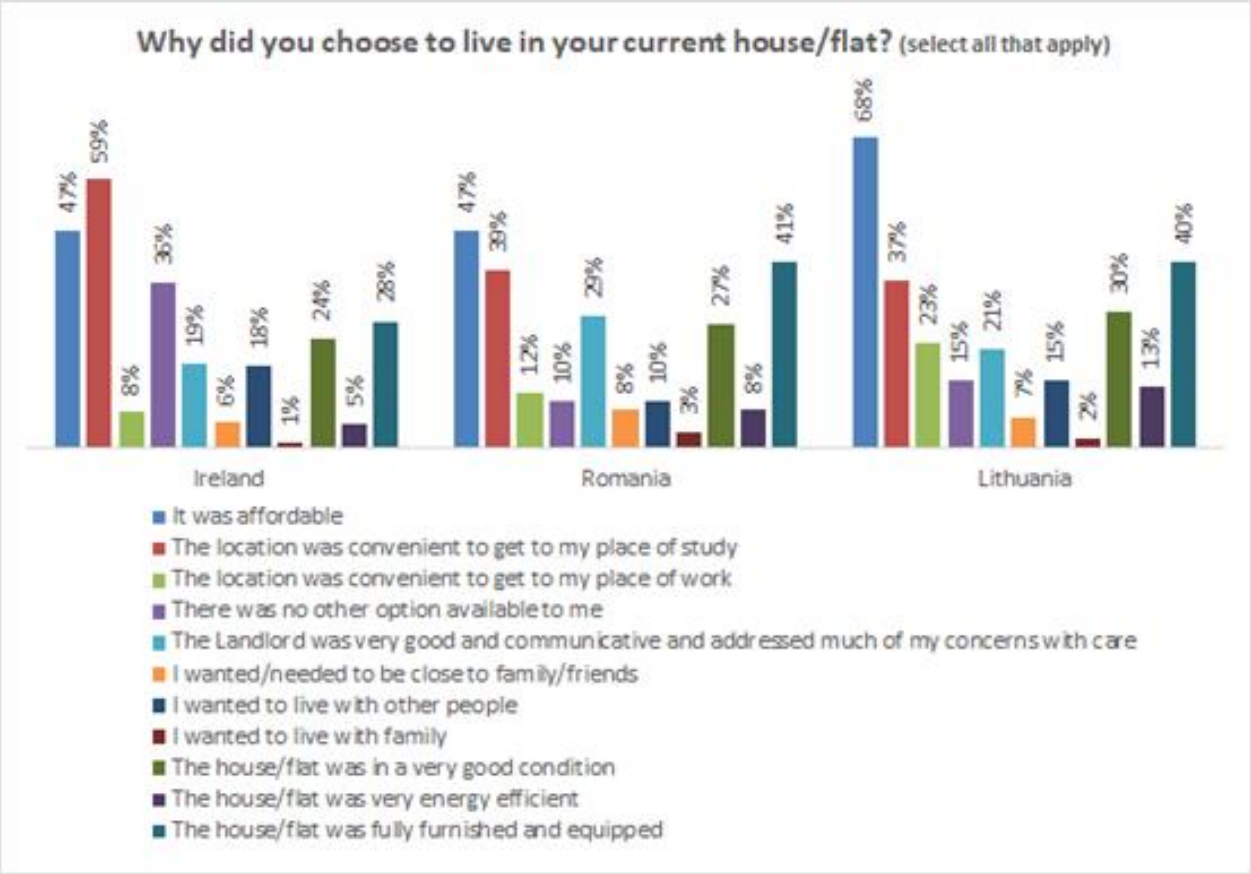


Figure 53 Reasons for choosing current accommodation (Ireland, Romania, Lithuania)

In Lithuania (68%) and Romania (47%), respondents stated affordability as the main reason for choosing the current house or flat followed by the fact that it was fully furnished and equipped (a share of 40% in Lithuania and 41% in Romania).

In addition, in all countries, except for Bulgaria (8%), an important factor for students was the good condition of the dwelling where between 24% (Ireland) and 36% (Cyprus) of respondents selected this factor.

In general, social reasons involving family, friends or other people were not of foremost importance.

It is worth highlighting that the energy efficiency of the dwelling did not play a significant role in respondents' decision-making. The biggest corresponding share of respondents selecting their accommodation based on its energy efficiency was found in Lithuania (13%).

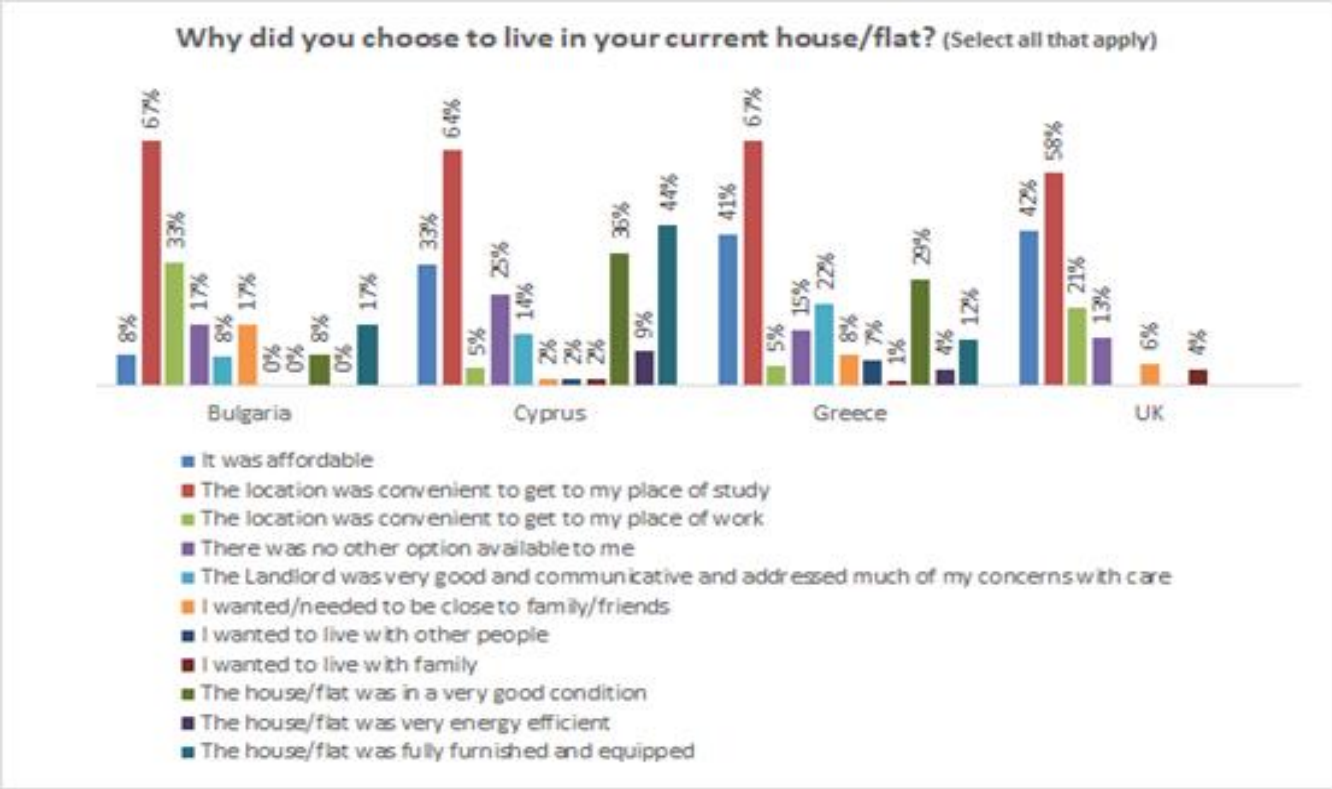


Figure 54 Reasons for choosing current accommodation (Bulgaria, Cyprus, Greece, UK)

5.2.1.5 Received information about accommodation

Respondents were asked if they received or requested any of the following documentation for their current accommodation:

- Electrical Safety Certificate
- Proof of Gas Safety check
- Energy Performance Certificate (EPC)
- Inventory

Results varied between countries. It is noted though that the percentage of respondents that did not know whether they had received these documents is significant in all countries except for Bulgaria where no respondent selected the "do not know" option for any of the listed documentation.

In the UK, a large proportion of respondents had received all of the documentation. The inventory was received by a significant proportion of respondents (59%) either upon or without request. The EPC and electrical safety certificate were the least reported received documents with overall share 42% and 41% respectively.

In Greece, the vast majority of respondents had not received an electrical safety certificate or a proof of gas safety check. The latter was also reported by 30% of the respondents as "Not applicable". Approximately a third (32%) of respondents had received an EPC: 16% of them upon request and 16% without. Likewise, an inventory had been received by 33% of the respondents.

Similarly, in Cyprus, the largest share of respondents had not received an electrical safety certificate or a proof of gas safety check. However, 43% and 38% respectively, answered that they "do not know" if they had received those two documents. Correspondingly, 43% of respondents "did not know" whether they had

received an EPC, while only 19% reported that they have received it. On the other hand, almost one out of two respondents had received an inventory.

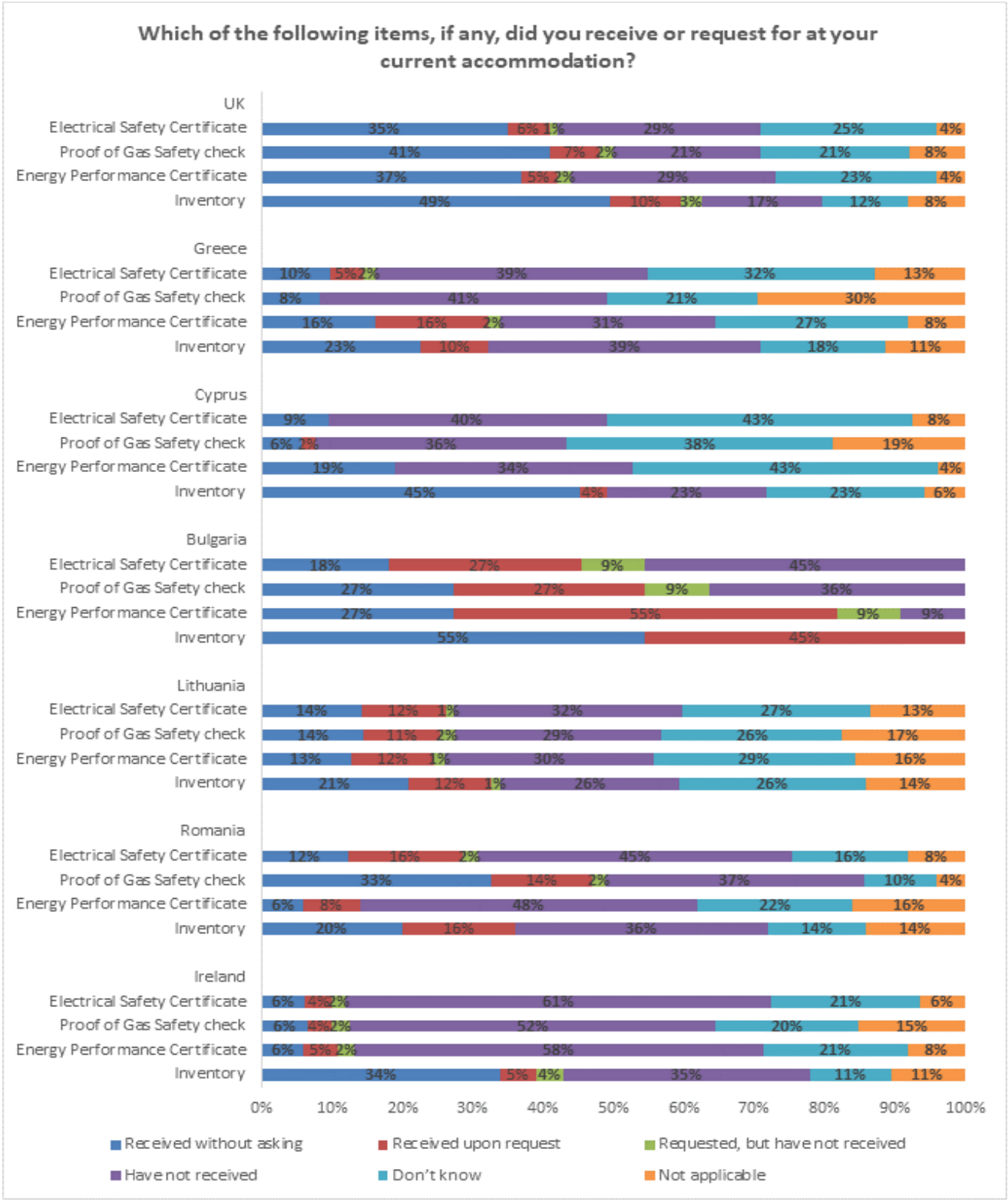


Figure 55 Documents received about accommodation

In Bulgaria, respondents reported the highest responses of receiving all four documents either upon or without request (45% for electrical safety certificate, 54% for proof of gas safety check, 82% for EPC and 100% for inventory). On the other hand, significant shares of respondents said that they had not received an electrical safety certificate or a proof of gas safety check either upon or without request (54% and 45% respectively).

In Lithuania, more than half of the respondents had not received any of the four documents. A significant percentage of respondents, had not received an EPC either upon or without request (30%) or because it is not applicable (16%). Twenty-nine percent of respondents reported that they did not know if they had received an EPC.

Similar to Lithuania, in Romania, most respondents did not receive any of the listed documents. Only a few received an EPC either without (6%) or upon request (8%).

In Ireland, respondents reported the highest responses of "Have not received" for the electrical safety certificate (61%), the proof of gas safety check (52%) and the EPC (58%). A third (34%) of respondents said that they received an inventory without asking.

5.2.2 Living in and managing accommodation

5.2.2.1 Satisfaction with current accommodation

Overall, in all countries respondents' satisfaction with their current term-time accommodation was neutral to positive. More specifically, the most satisfied respondents are found in Bulgaria (4.1 ± 0.8), while the Cypriot respondents were the least satisfied (3.5 ± 0.8). Results are presented in Figure 56 on a 1 to 5 scale (1 = Very dissatisfied, 3 = Neither agree nor disagree, 5 = Very satisfied). The higher the mean value the greater the satisfaction with current term-time accommodation. Mean values over 3.5 indicated satisfaction.

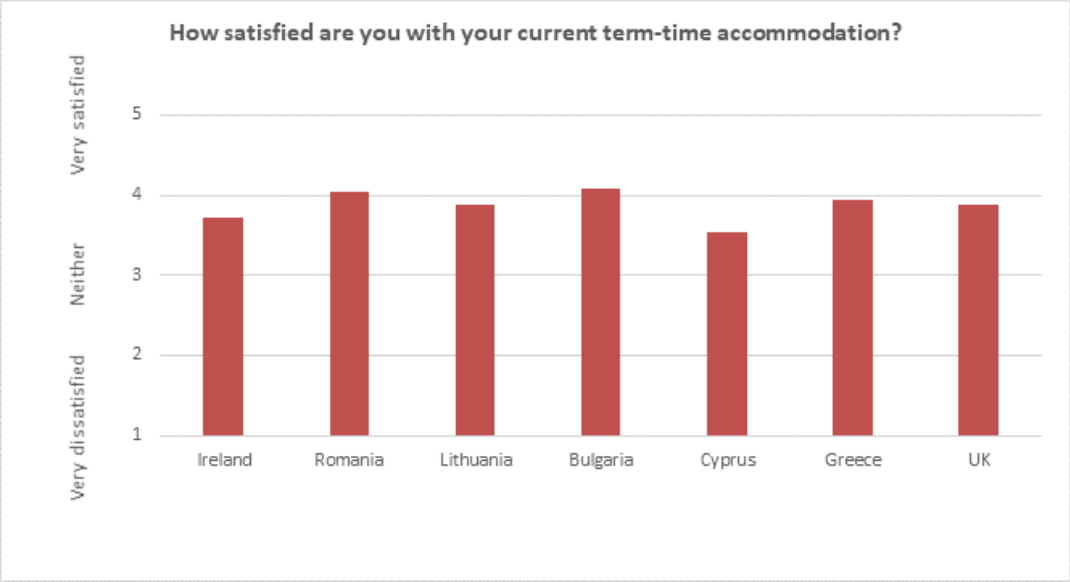


Figure 56 Level of satisfaction with current term-time accommodation

Table 25 Level of satisfaction with current term-time accommodation

	Ireland		Romania		Lithuania		Bulgaria		Cyprus		Greece		UK	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Overall, how satisfied are you with your current term-time accommodation?	3,7	1,1	4,1	0,7	3,9	0,9	4,1	0,8	3,5	0,8	3,9	0,6	3,9	-

5.2.2.2 Thoughts about current accommodation

Respondents were asked about the level of agreement, if at all, with given statements with respect to several subjects:

- Cost of rent
- Condition and size of accommodation
- Location and convenience
- Accommodation impacts on their studies
- Accommodation impacts on their social/personal life

Results are presented in Figure 57 and Figure 58 on a 1 to 5 scale (1 = Strongly disagree, 3 = Neither agree nor disagree, 5 = Strongly agree). The higher the mean value the greater the agreement with the statement. Mean values over 3.5 indicate agreement with the statement.

In all countries, respondents tend to agree that their accommodation is good value for money. The highest level of satisfaction was found in Romania (4.2 ± 0.8) and the UK (4.1). The lowest level of satisfaction was found in Ireland where respondents are more neutral on the subject (3.4 ± 1.2).

Similar results were noted on the condition and the size of accommodation. The highest level of satisfaction was found in Romania (4.3 ± 0.8 for condition and 4.3 ± 0.9 for size of the accommodation). The lowest level of satisfaction with condition of accommodation was found in Ireland (3.7 ± 1.1) and Greece (3.7 ± 0.8), while the lowest level of satisfaction with size of accommodation was found in Lithuania (3.6 ± 1.0).

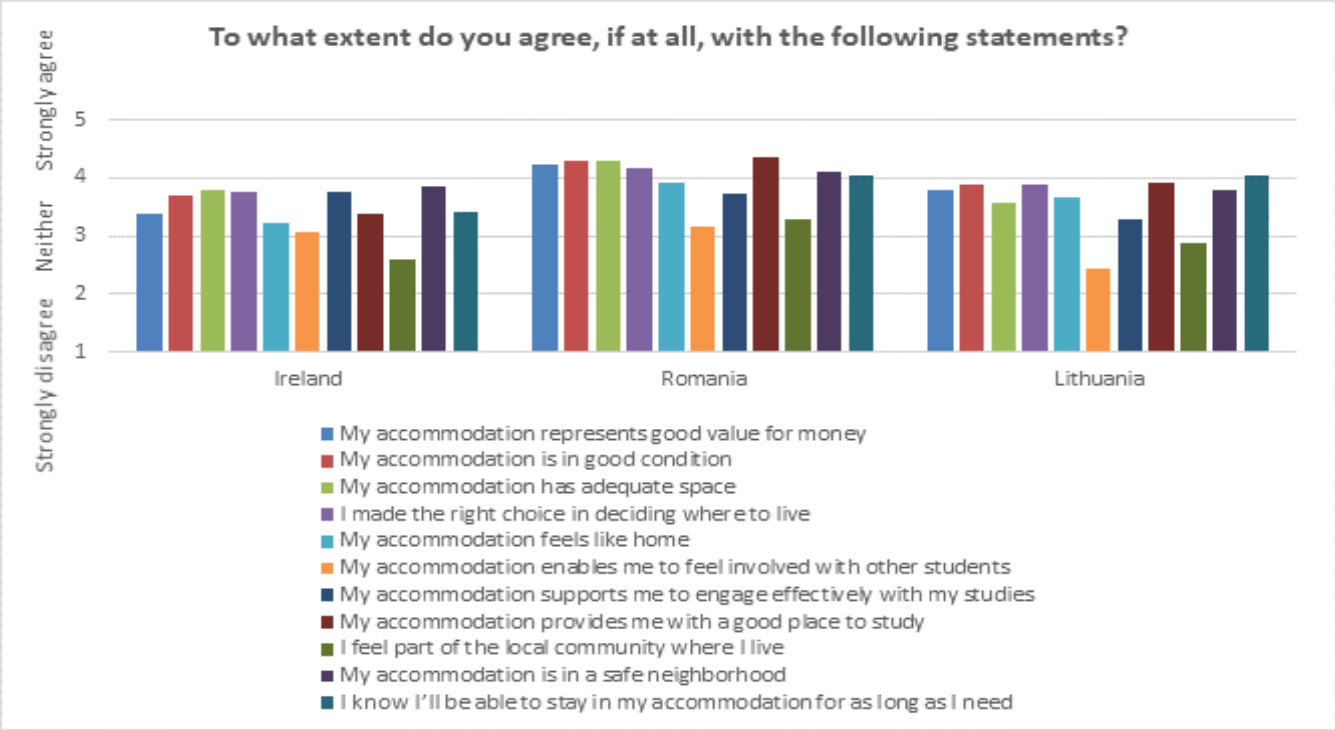


Figure 57 Thoughts about current accommodation (Ireland, Romania, Lithuania)

In all countries, respondents tend to agree that their accommodation provides them with a good place to study. The most positive were the respondents from Romania (4.4 ± 0.6) and Lithuania (4.1 ± 0.9), while the least positive were the respondents from Ireland (3.4 ± 1.2) and Cyprus (3.4 ± 1.0).

Overall, respondents tend to agree that their accommodation supports them to engage effectively with their studies, except in Lithuania and in the UK. The most positive respondents were the students from Bulgaria (3.9 ± 0.8). The respondents from Lithuania (3.3 ± 1.1) and the UK (3.1) had a more neutral opinion.

The responses also showed that only respondents from Bulgaria (3.6 ± 0.9) believe that their accommodation enables them to feel involved with other students. In the rest of the countries, except Lithuania, the corresponding opinion is close to neutral (ranging between 3.4 ± 1.1 in Greece and 2.9 ± 1.2 in Cyprus). Students from Lithuania did not believe that their accommodation enabled them to become involved with other students (2.5 ± 1.0).

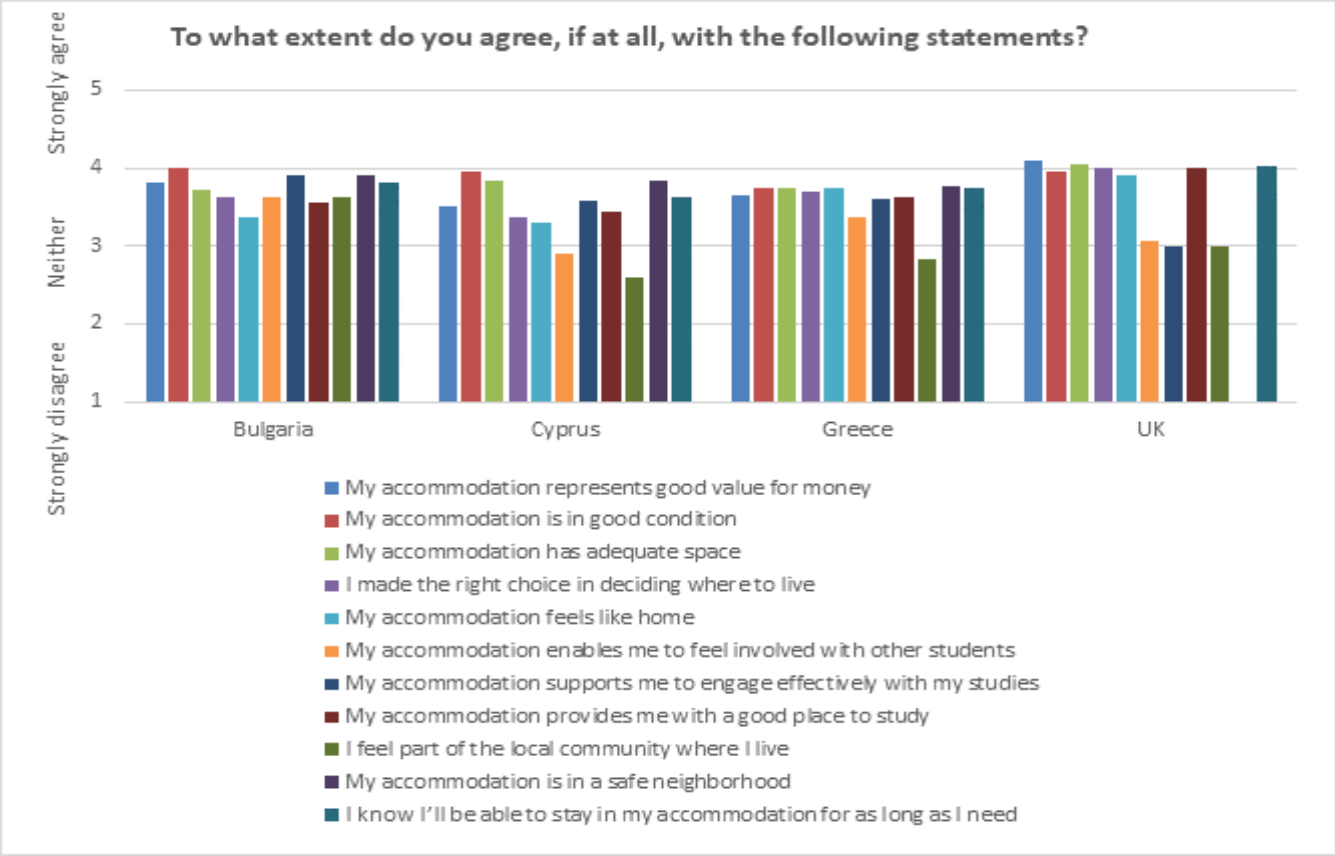


Figure 58 Thoughts about current accommodation (Bulgaria, Cyprus, Greece, UK)

A lack of integration with their local community was reported in Ireland, Romania, Cyprus and Greece. On the other hand, respondents overall consider their neighborhood as a safe place (lowest mean value 3.0 in the UK and highest 4.1 ± 0.6 in Romania) and at the end of the day they feel that they made the right choice in deciding where to live (lowest value 3.4 ± 1.0 in Cyprus and highest 4.0 in the UK).

In Bulgaria, respondents tend to feel part of the local community where they live (3.6 ± 0.8). In Romania (3.3 ± 0.9), Lithuania (2.9 ± 1.0) and Greece (2.8 ± 1.0) respondents are more neutral on the subject, while respondents from Ireland (2.6 ± 1.1) and Cyprus (2.6 ± 1.0) don't feel part of the local community where they live.

In all countries, except for the UK, respondents feel that they live in a safe neighborhood (i.e. 4.1 ± 0.6 in Romania and 3.8 ± 0.9 in Ireland, Lithuania, Cyprus and Greece). In the UK respondents' average opinion was neutral (3.0).

Respondentsfrom all countries, except for Cyprus, believe that they made the right choice in deciding where to live. The highest mean value was reported in Romania (4.2 ± 0.6) and the lowest in Bulgaria (3.6 ± 1.1). In Cyprus, respondents' opinion was closer to neutral (3.4 ± 1.0).

Table 26 Thoughts about current accommodation

To what extent do you agree, if at all, with the following statements?	Ireland		Romania		Lithuania		Bulgaria		Cyprus		Greece		UK	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
My accommodation is in a safe neighborhood	3,8	0,9	4,1	0,6	3,8	0,9	3,9	0,7	3,8	0,9	3,8	0,9	3,0	-
I feel part of the local community where I live	2,6	1,1	3,3	0,9	2,9	1,0	3,6	0,8	2,6	1,0	2,8	1,0	-	-
My accommodation feels like home	3,2	1,2	3,9	1,0	3,7	1,1	3,4	0,9	3,3	1,2	3,8	1,0	3,9	-
I made the right choice in deciding where to live	3,8	1,0	4,2	0,6	3,9	0,8	3,6	1,1	3,4	1,0	3,7	0,8	4,0	-
My accommodation enables me to feel involved with other students	3,1	1,2	3,2	1,0	2,5	1,0	3,6	0,9	2,9	1,2	3,4	1,1	3,1	-
My accommodation supports me to engage effectively with my studies (e.g. it is close to my University, etc.)	3,8	1,1	3,7	0,9	3,3	1,1	3,9	0,8	3,6	1,2	3,6	1,0	3,1	-
My accommodation provides me with a good place to study (e.g. it is quiet, etc)	3,4	1,2	4,4	0,6	3,9	0,9	3,5	1,0	3,4	1,0	3,6	1,0	4,0	-
My accommodation represents good value for money	3,4	1,2	4,2	0,8	3,8	0,9	3,8	0,6	3,5	1,0	3,7	1,0	4,1	-
My accommodation is in good condition	3,7	1,1	4,3	0,8	3,9	0,9	4,0	0,8	4,0	0,9	3,7	0,8	4,0	-
My accommodation has adequate space	3,8	1,0	4,3	0,9	3,6	1,0	3,7	0,7	3,8	1,0	3,7	1,0	4,1	-
I know I'll be able to stay in my accommodation for as long as I need	3,4	1,2	4,1	0,7	4,0	0,9	3,8	0,6	3,6	1,1	3,8	1,0	4,0	-

5.2.2.3 Students beliefs about landlords' perspective towards energy efficiency

In all countries, except for Cyprus and Ireland, the biggest proportion of student respondents believed that their landlord considers energy efficiency of their house as an important topic, but not a priority.

In Ireland almost one third of students (34%) reported that the owner of their current accommodation is completely indifferent towards energy efficiency. A large proportion of students in all countries, except for Bulgaria (0%) reported that they did not know about their landlord's point of view. The biggest proportion of "Don't know" answers is found in Cyprus (48%) and the lowest in Bulgaria (0%).

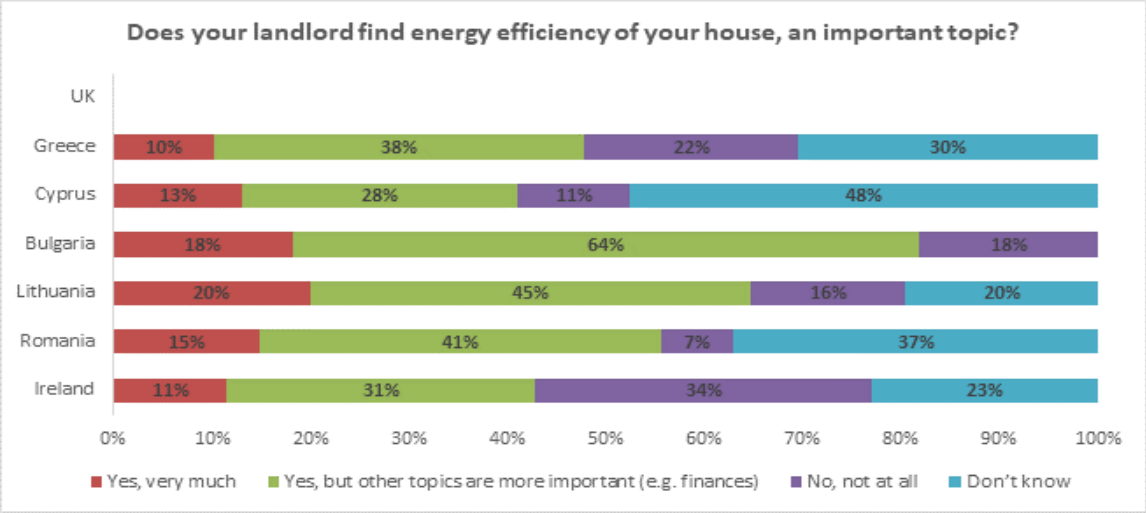


Figure 59 Students beliefs about landlords' perspective towards energy efficiency

5.2.2.4 Students' knowledge of whether the landlord is part of an accreditation scheme

In all countries, at least two thirds of the respondents do not know if the landlord or letting agent of their current accommodation is a part of an accreditation scheme. Some accreditation is reported in all countries although at very low numbers. The highest number of accredited landlords/letting agents, to the knowledge of students, is reported in the UK (18%) and the lowest in Greece (3%).

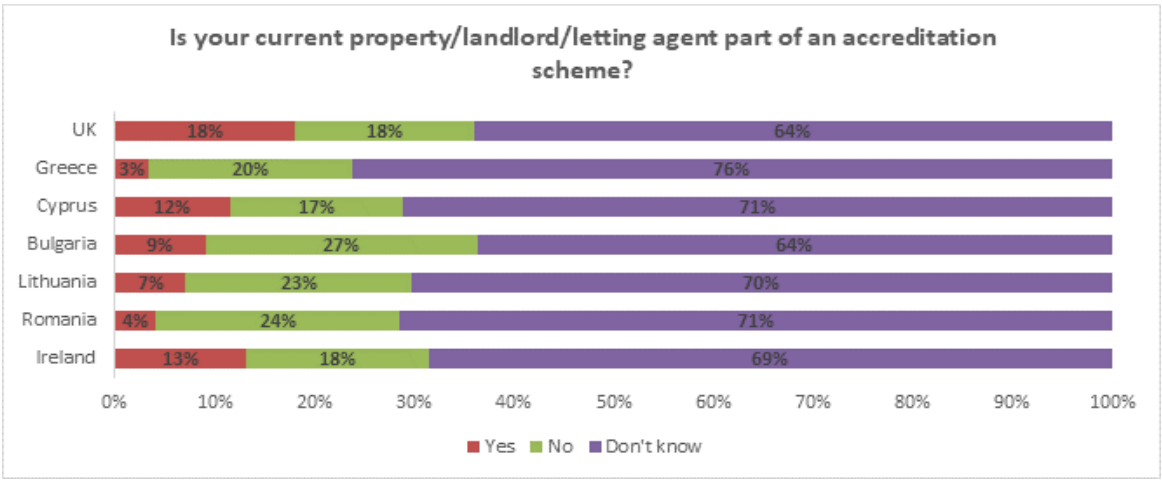


Figure 60 Students' knowledge of whether their landlord is part of an accreditation scheme

5.2.3 Bills and payments

5.2.3.1 Paying rent

In all countries, except for the UK and Lithuania, the rent was paid mainly by family, friends or partner of the respondent. The biggest percentage was found in Greece (77%) and Cyprus (77%) and the smallest in Ireland (42%) and Bulgaria (42%). In the UK nearly two thirds (62%) of students paid their rent with the help of a student loan. Salary (52%) and family/friends/partner (49%) were almost equally popular as means of payment in Lithuania.

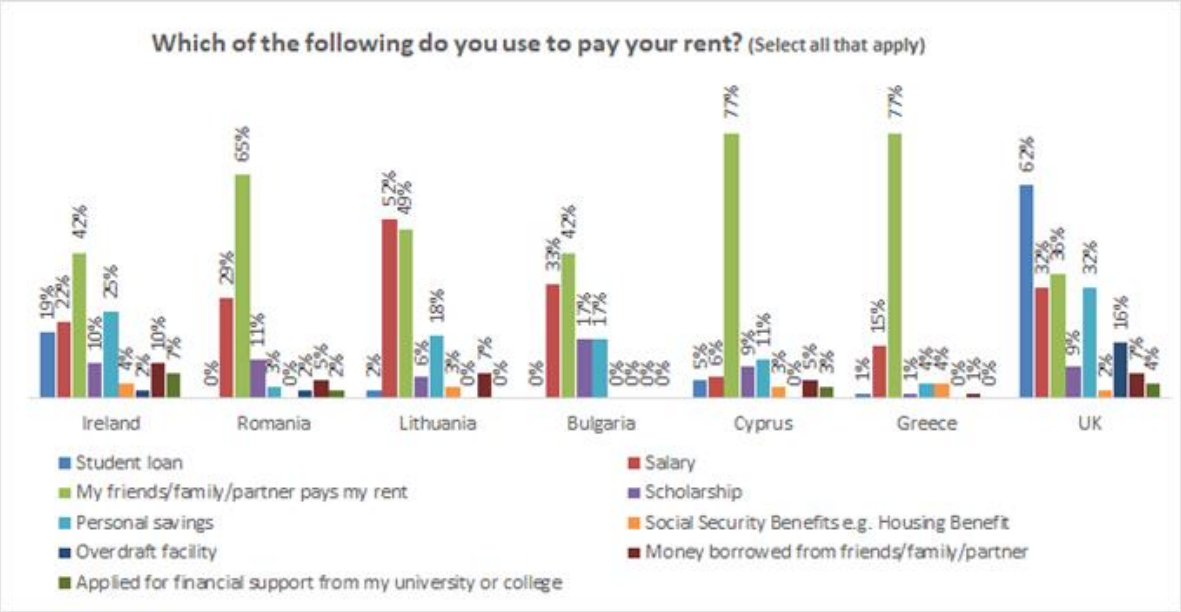


Figure 61 Sources of money to pay the rent

5.2.3.2 Responsibility for payments

In the UK, utilities such as water, electricity and gas were included in rent payments for between a quarter and a third of respondents (33% said water was included, 28% said electricity and gas were included). The majority of respondents however, said that utility bills were paid directly to the supplier either by respondents themselves or by their housemates (68% said electricity bills were split). The responses also showed that some utilities, such as phone lines, were being opted out of by most respondents (58% said they didn't pay for a phone line).

In Greece, the majority of respondents said that utilities such as water, electricity, internet were paid directly to the supplier either by students themselves or by their housemates (78% for electricity, 60% for water). Utilities such as gas and heating oil were not used by a number of respondents (78% for gas, 39% for heating oil). The high number of respondents not using gas can probably be explained by the fact that up until some years ago, gas was not a popular fuel for heating. Significantly fewer was the percentage of students who reported that utility bills were included in rent (i.e. 12% for water, 12% for internet, 7% for phone, 5% for electricity, 5% for heating oil, 3% for gas).

In Cyprus, water and electricity bills were paid directly to the supplier by most of the respondents (60% and 67% respectively). On the other hand, utilities such as gas, heating oil, insurance were being opted out of by the biggest share of students (i.e. 77% for heating oil). Air conditioning is the most popular means for heating (Figure 71) thus explaining the high proportion of students saying that they don't pay for gas or heating oil. Somewhat significant were the proportions of students that reported having their utilities "included in the rent"; internet (40%), council tax (35%), water (23%), insurance (19%), electricity (17%), gas (13%) and phone (13%).

In Bulgaria, payment methods for utilities such as water, gas and heating oil varied among respondents (e.g. 27% of respondents said that oil bills were either included in rent, or were paid separately to the landlord, or were not applicable in their accommodation). When it came to electricity bills almost half of respondents (45%) said that they paid them separately to their landlord. Conversely, utilities such as internet, phone and TV license were mainly paid directly to the supplier by students themselves.

In Lithuania, utility bills are not commonly included in the rent. Most respondents paid bills for water, gas and electricity, separately to their landlord (56% for water, 44% for gas and 55% for electricity), while utilities such as heating oil and phone were not applicable for the biggest share of students (57% and 47% respectively).

Heating oil is not applicable to a large share of students probably due to the fact that it is a less popular fuel than gas (Figure 70).

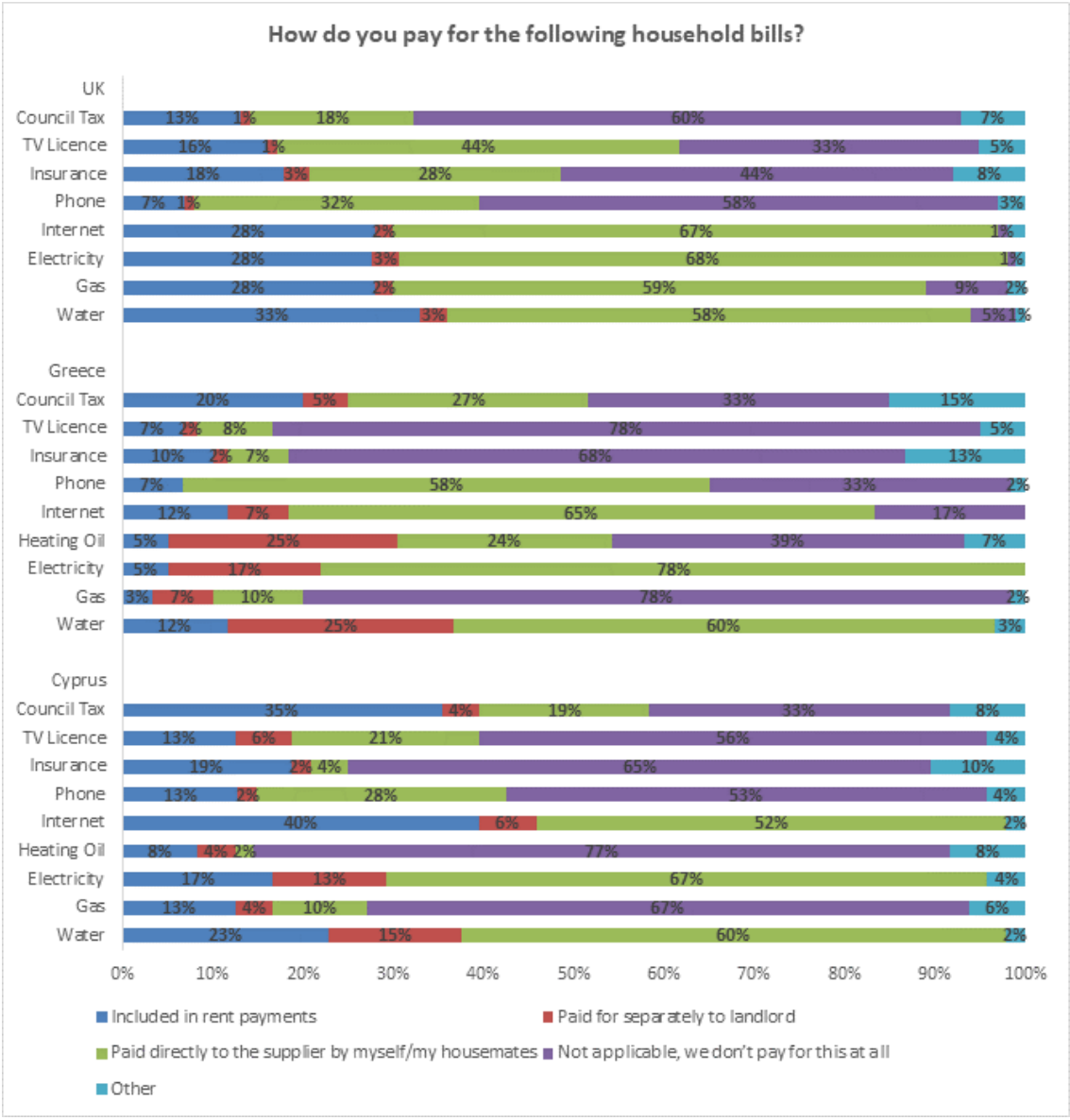


Figure 62 Responsibility for utility payments (UK, Greece, Cyprus)

In Romania, utilities such as gas, electricity and heating oil were included in rent payments for a quarter of respondents (27% said gas was included, 26% and 25% said electricity and heating oil respectively, were included). The majority of respondents however said that utility bills were paid directly to the supplier either by students themselves or by their housemates (65% and 56% said electricity and water bills respectively were split). The responses also showed that some utilities, such as phone lines, insurance and council taxes were not applicable or being opted out by most respondents (58% said they didn't pay for a phone line).

In Ireland, most respondents (48%) reported that water was included in rent payments, while utilities such as gas, electricity and internet were included in rent payments for a third of respondents (34% said gas was included, 31% and 30% said electricity and internet respectively were included). In most cases however, the majority of respondents said that utility bills were paid either directly to the supplier by students themselves or

by their housemates (48% for electricity, 43% for the internet) or that it is not applicable (43% for gas, 69% for phone, 56% for insurance).

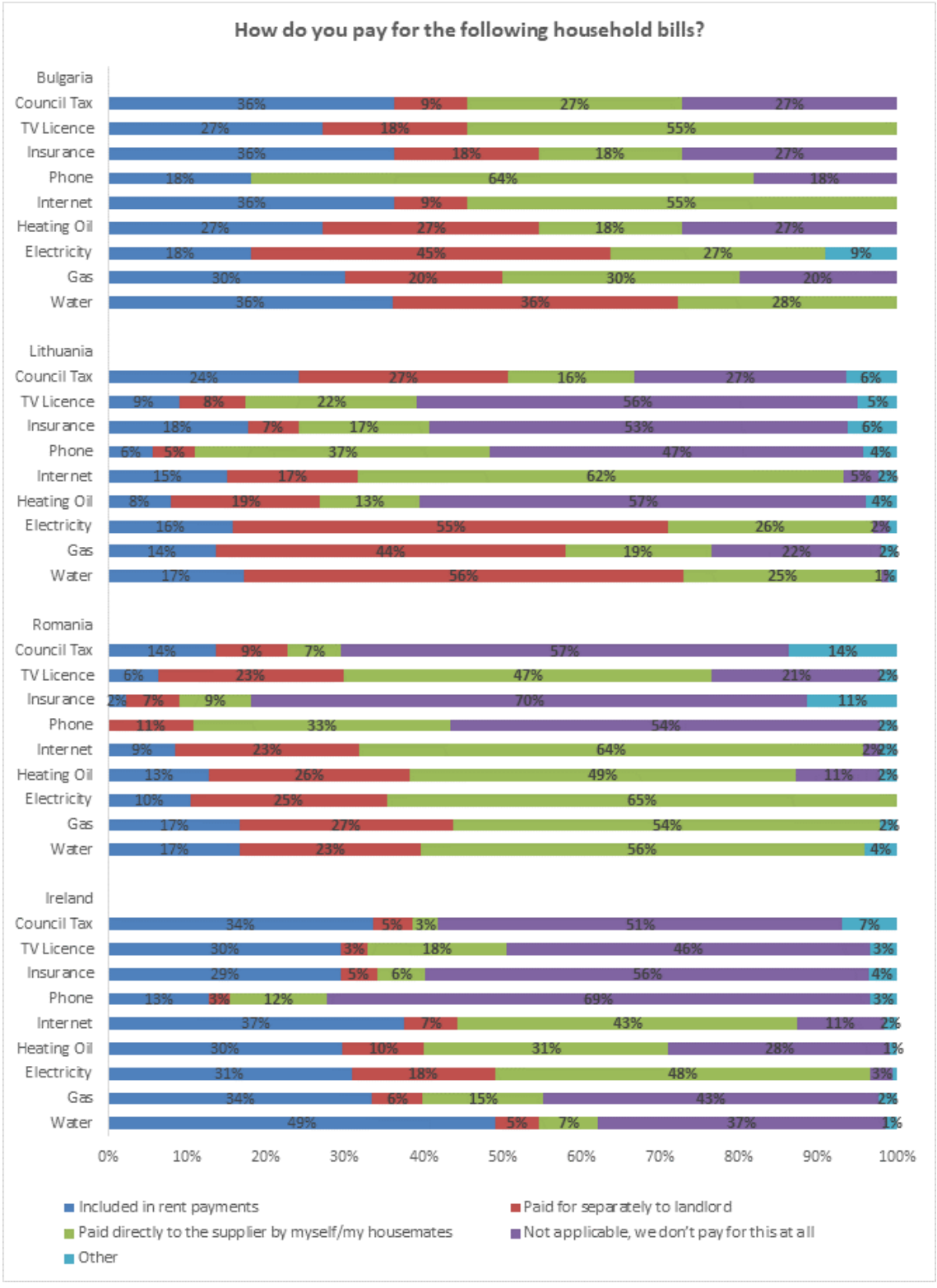


Figure 63 Responsibility for utility payments (Bulgaria, Lithuania, Romania, Ireland)

5.2.3.3 Payment procedures for energy bills

Respondents who reported that their energy bills were either included in the rent payments or were paid separately to the landlord (section 5.2.3.2) were subsequently asked to choose one of given options which best described the payment procedure. As shown in Figure 64 many different payment options were followed in each country.

Forty-two percent of students in the UK paid a set amount each month with no extra charge if they exceeded it, while the same was reported by half of the respondents in Bulgaria (50%) and by a quarter (25%) in Cyprus.

In Greece, the most commonly reported method was the payment of a specific amount each month depending on consumption (33%).

On the other hand, in Lithuania, nearly two thirds of respondents (61%) paid a specific amount each month depending on usage. The same was reported by half (50%) of the respondents in Romania and by almost a quarter (24%) in Ireland.

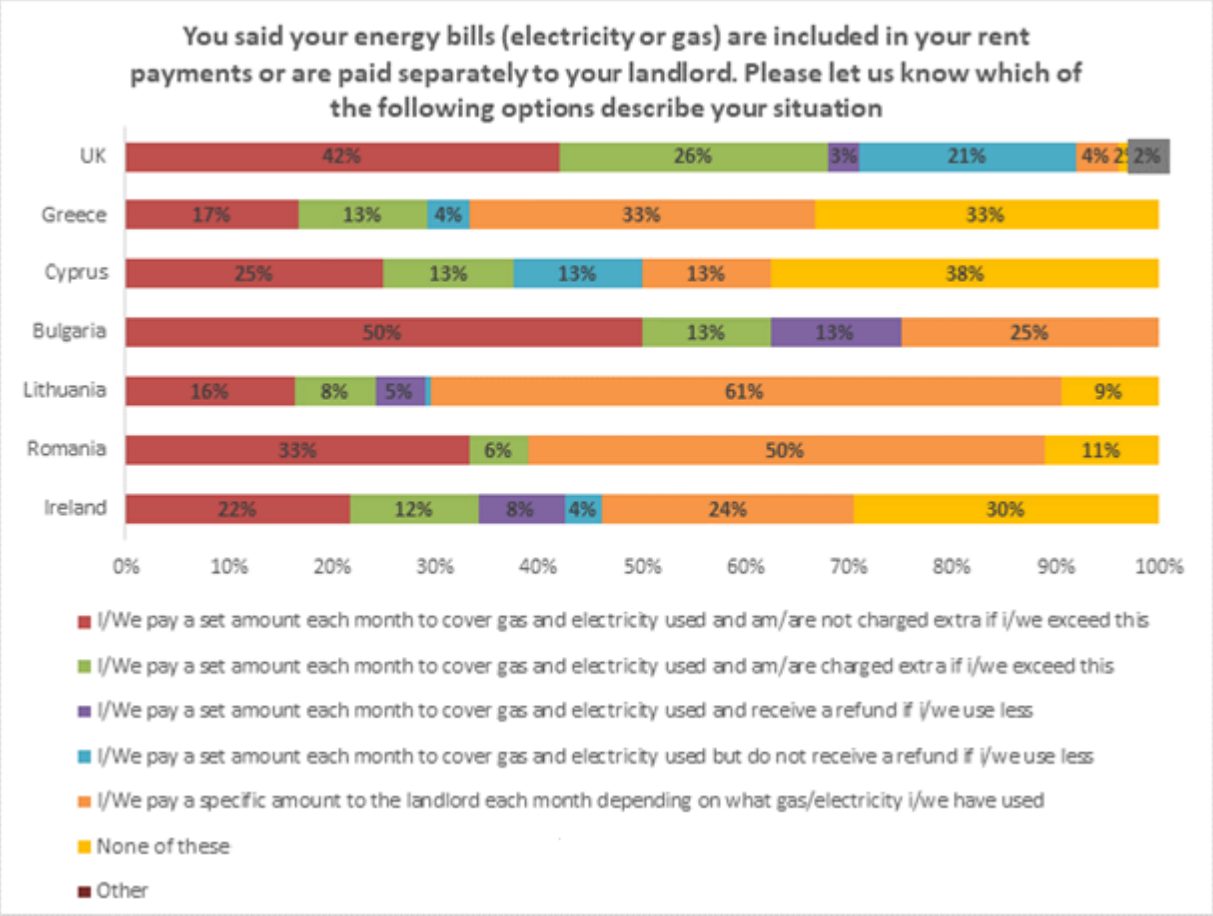


Figure 64 Methods of paying the landlord for energy bills

5.2.3.4 Efforts to save energy and reduce energy costs

Respondents who said that they paid energy bills themselves, were subsequently asked to choose a statement from the list below that best describes their current situation:

- My energy bills are high, although I make significant effort to use less energy
- My energy bills are high, but I don't take any action to reduce it anyway
- My energy bills are neither high neither low, because I make significant effort to use less energy
- My energy bills are neither high neither low, without me doing much to use less energy

- My energy bills are low, because I make significant effort to use less energy
- My energy bills are low, without me doing much to use less energy

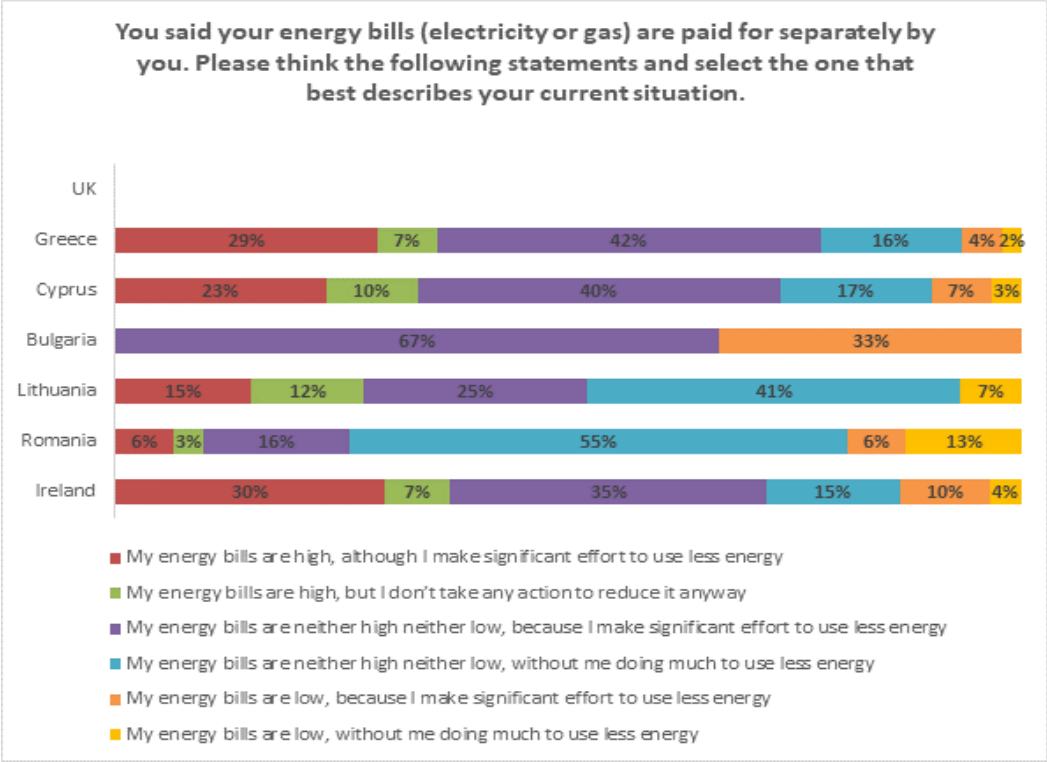


Figure 65 Efforts to save energy and reduce energy costs

In Greece, 42% of respondents said that their energy bills were neither high nor low due to the fact that they were making a significant effort to reduce the usage. Sixteen percent of respondents however said that their energy bills were neither high or low as well, without making any notable effort to limit usage. Twenty-nine percent of respondents however reported that their energy bills were high, even though they were making significant effort to use less energy.

Like in Greece, in Cyprus 40% of respondents said that their energy bills were neither high nor low since they were making a significant effort to reduce usage. Seventeen percent of respondents however said that their energy bills were neither high or low as well, without making any notable effort to limit usage. Twenty-three percent reported that their energy bills were high, even though they were making significant effort to use less energy.

In Bulgaria, whilst over two thirds of respondents (67%) said that their energy bills were neither high nor low because they were making a significant effort to reduce the usage, a third of them reported that their energy bills were low, because they were making significant effort to use less energy.

In Lithuania, 41% of respondents said that their energy bills were neither high nor low without them doing much to use less energy. A quarter of respondents said that their energy bills were also neither high nor low because they were making significant effort to use less energy. On the other hand, 15% of respondents reported that their energy bills were high even though they were making significant effort to use less energy.

Over half of respondents living in Romania (55%), said that their energy bills were neither high nor low without them doing much to use less energy. Sixteen percent however reported that their bills were neither high nor low because they were making significant effort to use less energy. Thirteen percent of respondents said that their energy bills were low, without making a significant effort to use less energy.

In Ireland, whilst approximately a third of respondents (35%) said that their energy bills were neither high nor low because they were making a significant effort to reduce the usage, 15% reported that their energy bills are low, because they were making significant effort to use less energy. On the other hand, 30% of respondents said that their energy bills were high, even though they were making significant effort to use less energy.

Overall, in all countries most respondents think that their energy bills are neither high nor low. In Greece, Cyprus, Bulgaria and Ireland the biggest percentages of respondents stated that their bills were neither high neither low bills after significant effort to reduce their energy usage, while in Lithuania and Romania respondents reported that they achieve this without doing much to use less energy.

5.2.3.5 Inability to pay bills

Overall, the majority of respondents (>57%) in all countries, except for Bulgaria, do not face difficulties in paying their bills, probably due to the fact that significant shares of them make effort to save energy (i.e. because of environmental concerns or concerns about the costs) (Figure 66). In Bulgaria only 27% of respondents don't face any payment difficulties. For those that are facing difficulties in paying their bills, rent/mortgage and energy bills were the most difficult to keep up with. Figure 66).

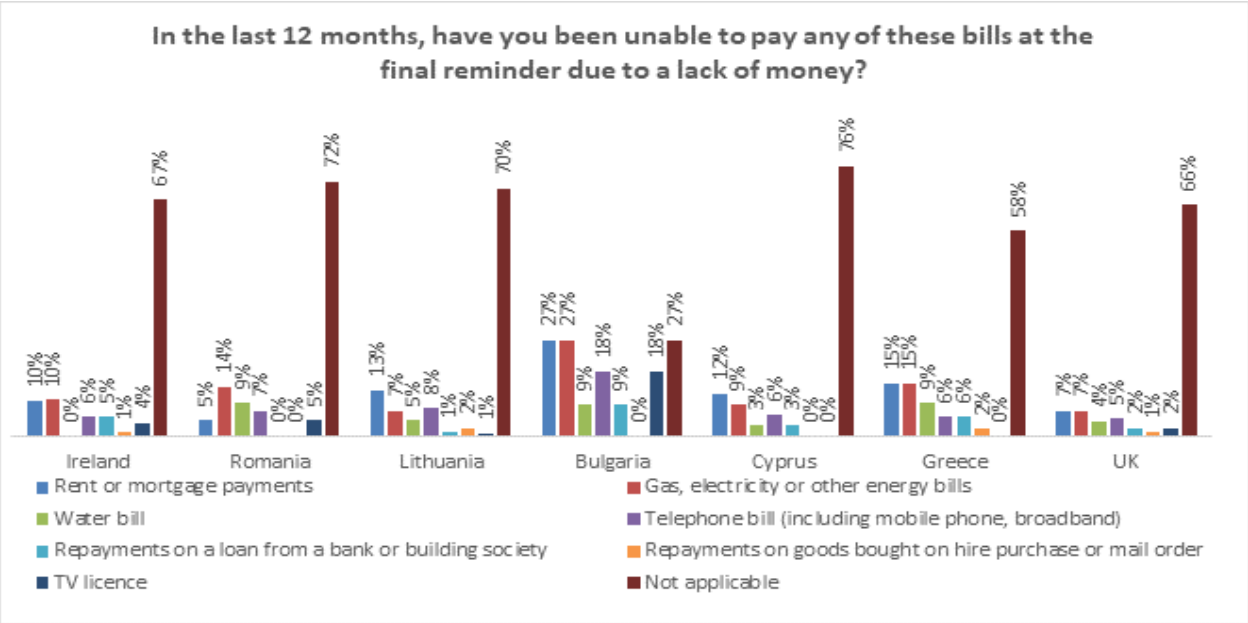


Figure 66 Inability to pay bills

5.2.4 Accommodation conditions, heating systems and other facilities

5.2.4.1 Building disorder, problems and hazards in accommodation

In the UK, the most common problems faced by respondents in their current accommodation, were damp or mould on walls or ceilings (38%), condensation (33%) and draughty windows and doors (30%). When asked elsewhere within the survey, and reflecting on their accommodation in general, almost half (49%) said their accommodation was poorly insulated and/or draughty. These issues were also present in previous accommodation that respondents have lived in.

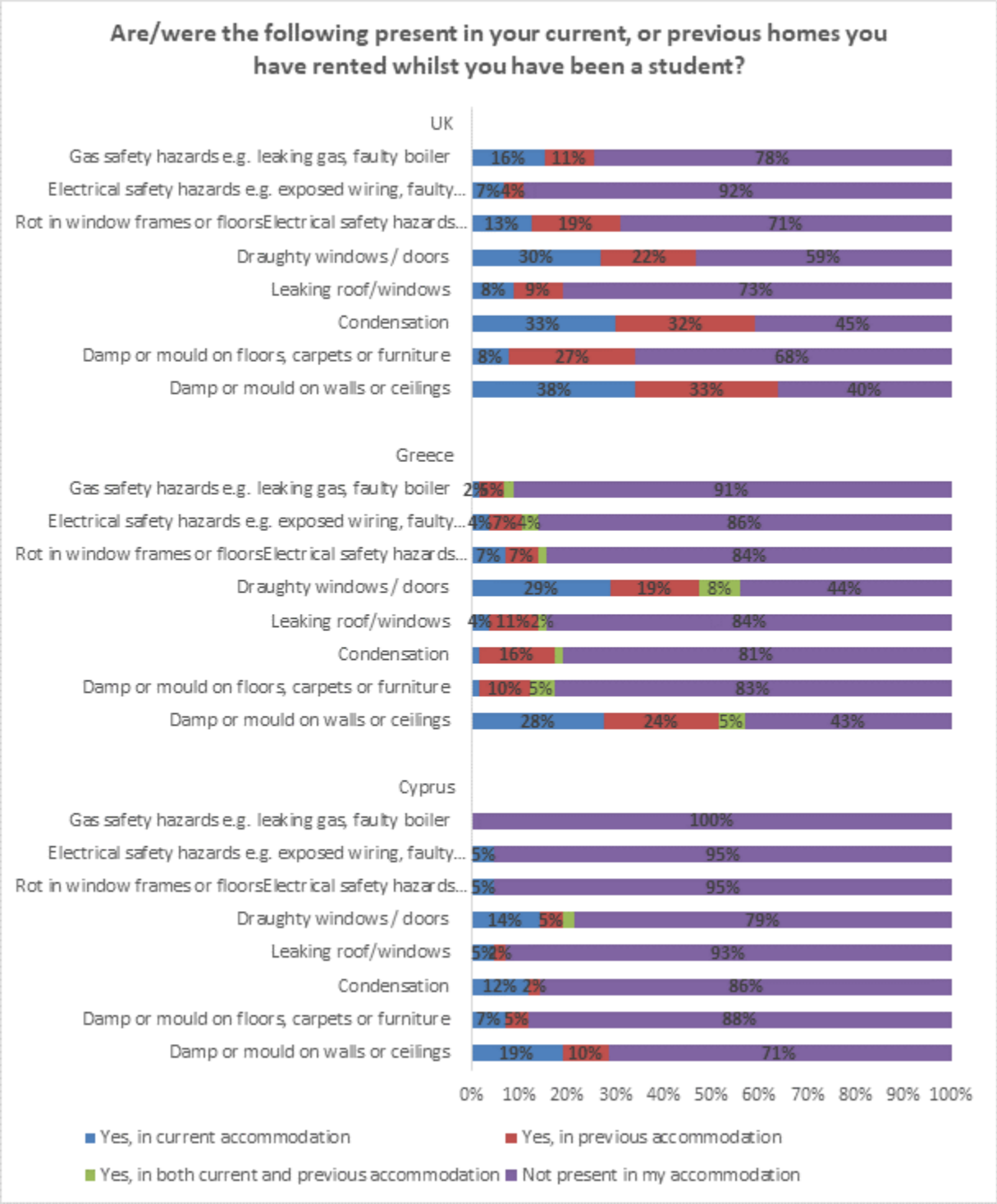


Figure 67 Building disorder, problems and hazards in accommodation (UK, Greece, Cyprus)

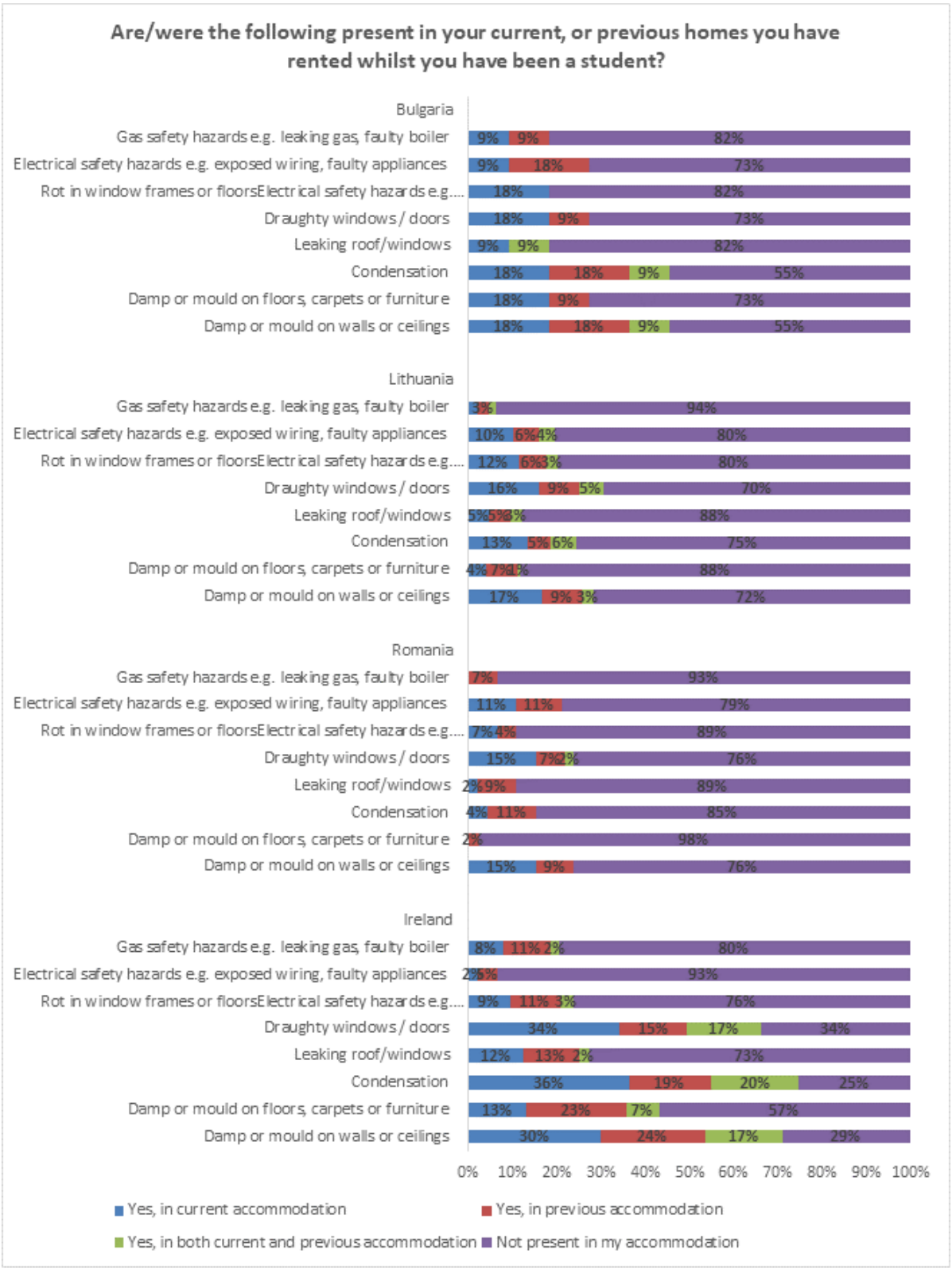


Figure 68 Building disorder, problems and hazards in accommodation (Bulgaria, Lithuania, Romania, Ireland)

In Greece, the most common problems faced were draughty windows or doors (29%), and damp or mould on walls or ceilings (28%). Thesse issues were also present (19% and 24% respectively) in the respondents' previous accommodation.

In Cyprus, damp or mould on walls or ceilings (19%), draughty windows and doors (14%) and condensation (12%) were the most commonly reported problems in students' current accommodation.

In Bulgaria, 18% of students reported damp or mould on walls or ceilings, condensation and droughty windows or doors. Likewise, a similar percentage reported issues with electrical safety hazards in their previous accommodation.

In Lithuania, most students had faced issues such as damp or mould on walls or ceilings (17%), draughty windows or doors (16%) and condensation (13%) in their current accommodation. The first two issues were experienced by 9% of the respondents in previous accommodation as well.

Similarly, in Romania, students reported damp or mould on walls or ceilings (15%), draughty windows or doors (15%), while 11% of them said that either issues of electrical safety hazards or condensation were present in their previous accommodation.

In Ireland, condensation (36%), draughty windows or doors (34%) and damp or mould on walls or ceilings (30%) were most commonly reported by the respondents. Moreover, a significant share reported these issues in both current and previous accommodation: 20% for condensation, 17% either for draughty windows or doors, or damp or mould on walls or ceilings.

5.2.4.2 Approaching landlords about problems encountered in accommodation

Respondents who reported that indicators of poor housing conditions are/were present in their accommodation, were subsequently asked whether they, or the people they live with, had approached their landlord regarding these issues.

In all countries, the vast majority of respondents had approached their landlord about the issues they had with their accommodation. Nevertheless, 29% of students in Lithuania and 24% in Ireland stated that they did not approach their landlords.

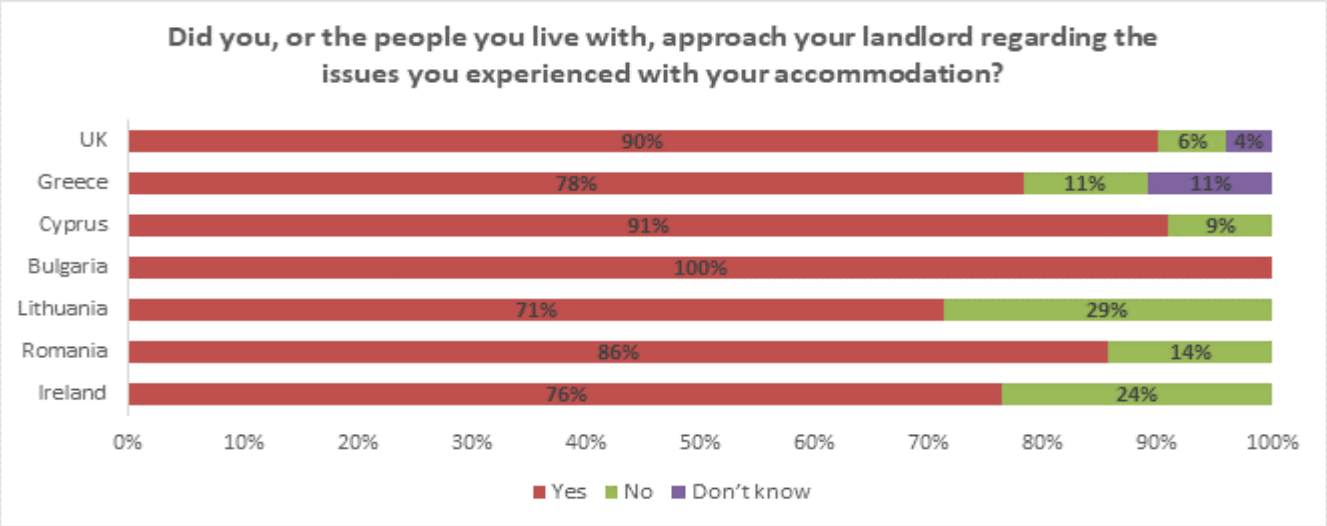


Figure 69 Approaching landlord about issues within accommodation

5.2.4.3 Heating system in accommodation

Respondents were asked about what kind of heating system(s) they have in their term time accommodation. Whilst in the UK (80%), Lithuania (62%), Romania (58%), and Bulgaria (42%) most of respondents said they have gas-fired central heating, in Greece (48%) and Cyprus (69%) air-conditioning units were the most popular heating systems (Figure 70 and Figure 71). In Ireland oil-fired central heating was the most commonly reported heating system.

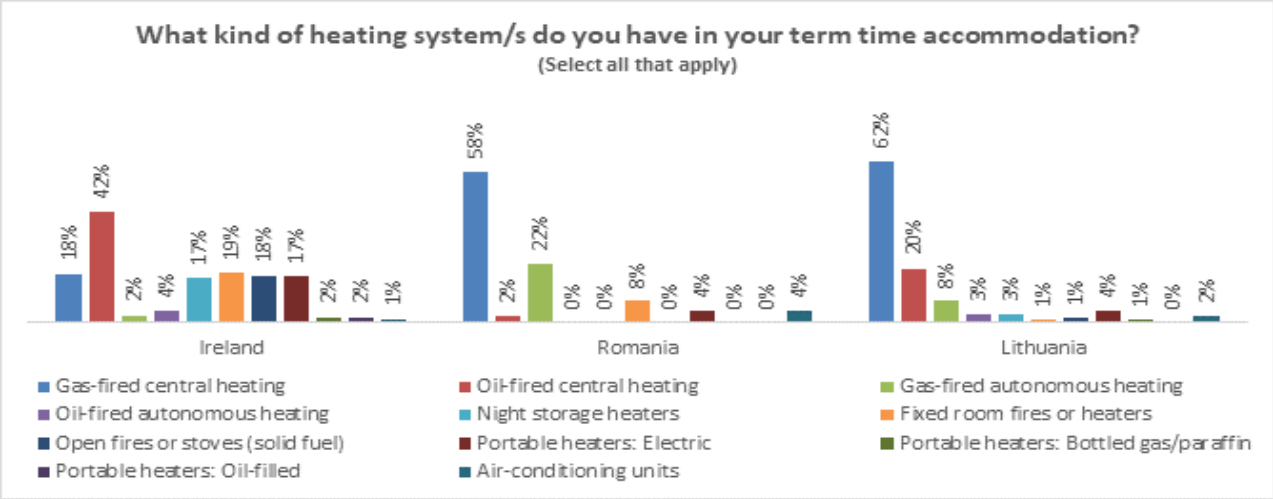


Figure 70 Heating systems in accommodation (Ireland, Romania, Lithuania)

In the UK, Greece and Cyprus, other available heating systems were portable electric heaters (14%, 27% and 20% respectively).

In Bulgaria and Romania, a significant share also reported oil-fired central heating (17% and 20% respectively), while in Ireland, almost a fifth reported gas-fired central heating (18%), night storage heaters (17%) and fixed room fires (19%).

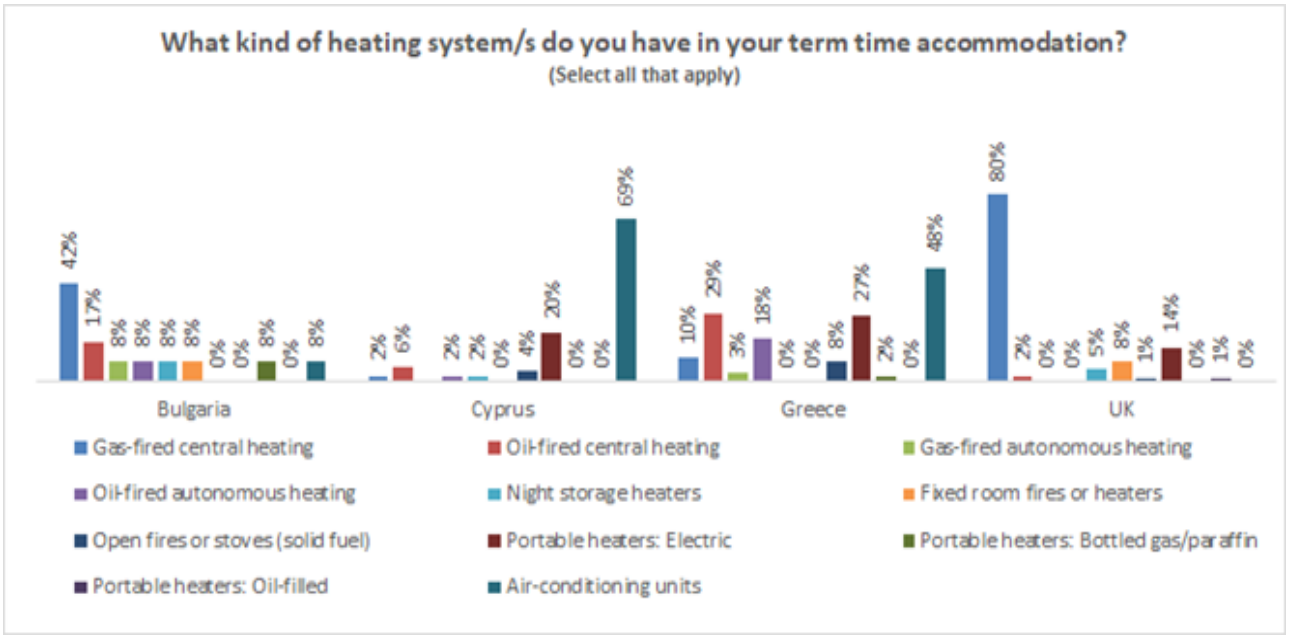


Figure 71 Heating systems in accommodation (Bulgaria, Cyprus, Greece, UK)

5.2.4.4 Facilities available in accommodation

Smoke or fire alarms are present in almost all homes in the UK (96%) and Ireland (87%), probably due to strict fire regulations, while in Greece they are almost nonexistent (3%) (Figure 72).

Similarly, carbon monoxide alarms were reported mostly in the UK (46%) and Ireland (32%).

Secure windows and doors are present in all countries with the highest proportion in Ireland (63%) and the lowest in Romania (28%).

Likewise, mortis locks are found in significant proportions in all countries (highest in Romania at 78%), except in Ireland (12%) and Bulgaria (0%).

As expected, solar water heating is popular in the Mediterranean countries. In Cyprus 69% of respondents have solar thermal heating while in Greece this proportion is 28%. A significant share was also reported in Bulgaria (25%).

Significantly low however, are the proportions of those who live in an accommodation equipped either with smart energy meters or with smart energy thermostats (less than 10% in all countries).

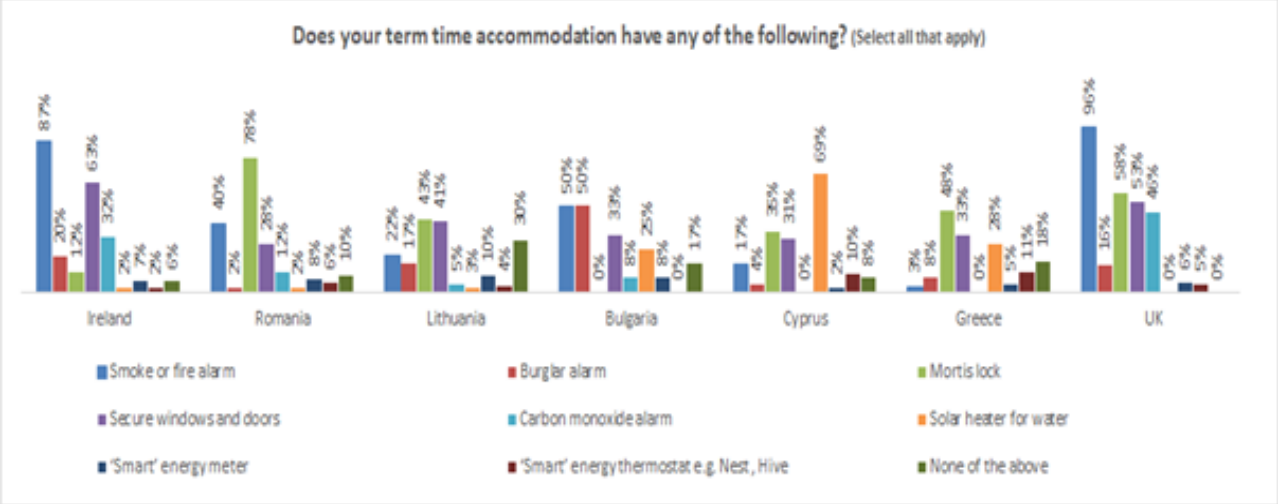


Figure 72 Facilities available in accommodation

5.2.4.5 Control of smart energy thermostat

Respondents who stated that their property includes a smart energy thermostat were later asked about who can use it to control the heating of their property. Findings show that in all countries except for Ireland, significant shares of students control the smart energy thermostat themselves: 100% in Lithuania, 86% in Greece, 69% in UK, 67% in Romania and 60% in Cyprus (Figure 73).

In Romania, Lithuania and Bulgaria the landlord does not have any control over the heating system. This is quite interesting as in the focus group landlords from Lithuania say that they do.

In Romania (67%), Lithuania (40%), the UK (61%) and Ireland (50%), a notable share of respondents reported that other people living with them in their accommodation can control the thermostat.

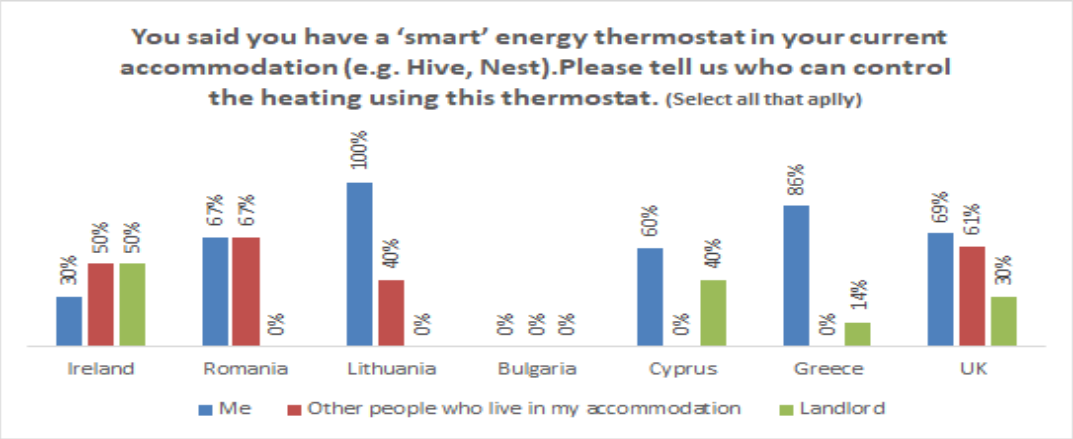


Figure 73 People who control the smart energy thermostat

5.2.5 Electrical appliances

5.2.5.1 Buying electrical equipment for accommodation

In all countries, except for Greece the majority (>53%) of student houses was fully equipped with electrical appliances. In Greece, approximately half of students (51%) bought electrical appliances themselves from an appliance store, while 43% said that family or friends bought the electrical appliances for them.

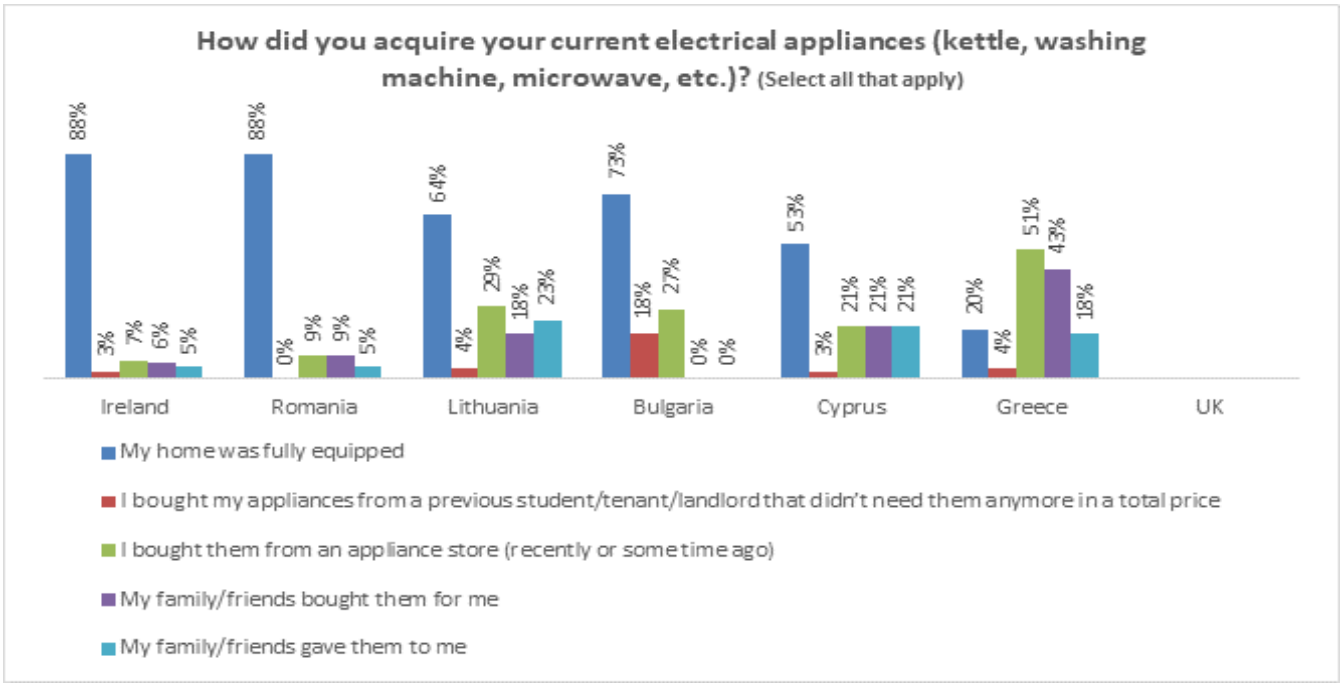


Figure 74 Acquiring electrical equipment for accommodation

5.2.5.2 Criteria for choosing electrical appliances

In Greece, the vast majority of respondents (91%) placed "Cost of the appliance" in the top three positions of the ranking order. "Functionality of the appliance" was selected by 76% of respondents as one of the top three criteria, while almost two thirds (65%) said the same concerning "Energy efficiency and/or energy certification score of the appliance".

In Cyprus, almost all respondents (94%) reported "Cost of the appliance" in the top three positions of the ranking order. "Functionality of the appliance" was placed by 58% of respondents in the top three positions as well, while almost half of respondents (46%) said the same concerning "Ease of use of the appliance". Over a third of respondents (36%) considered "Energy efficiency and/or energy certification score of the appliance" in the top three criteria when they were choosing the electrical appliances.

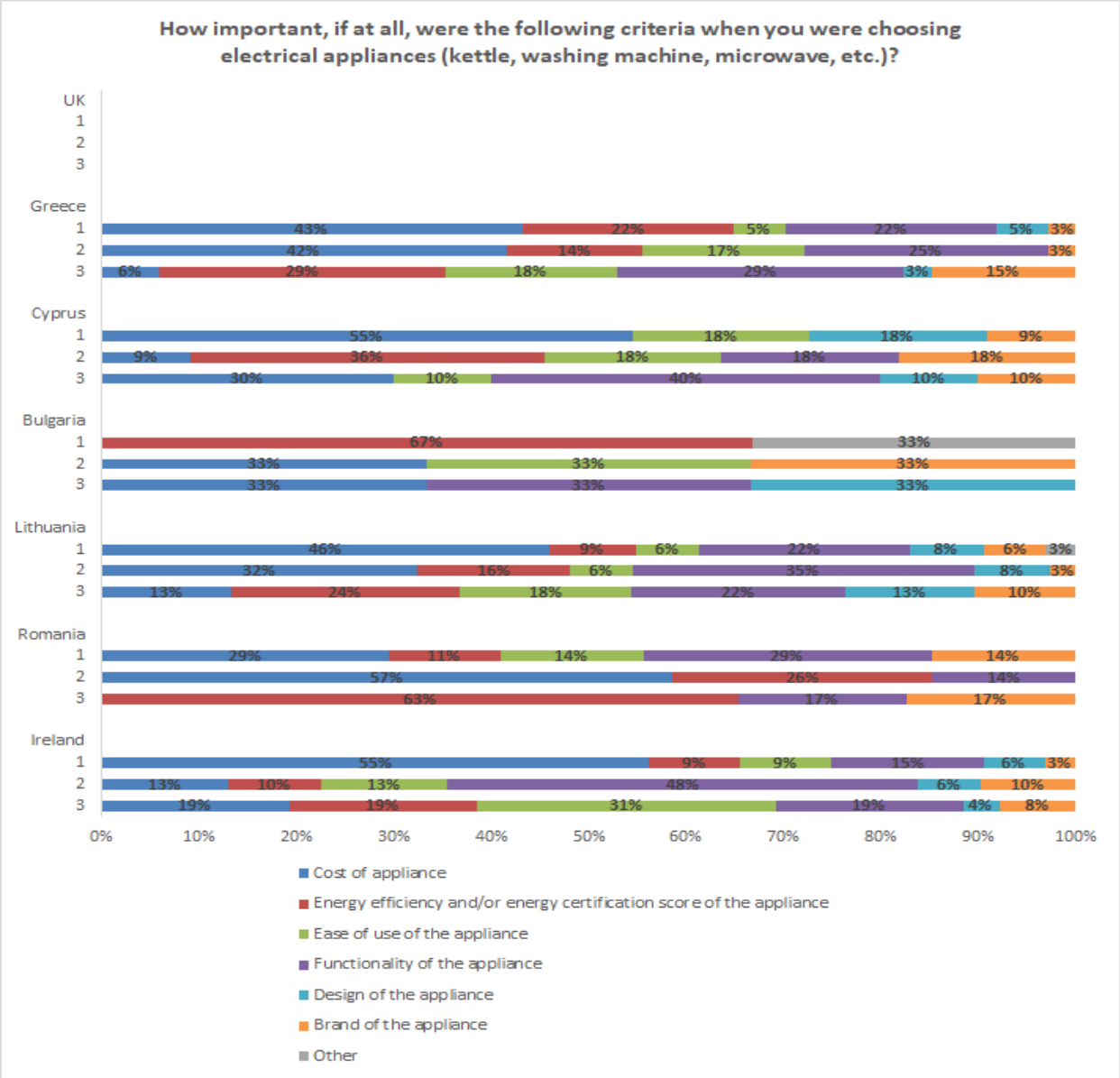


Figure 75 Criteria for choosing electrical appliances

In Bulgaria, 67% of respondents reported "Energy efficiency and/or energy certification score of the appliance" as the most important criterion. The "Cost of the appliance" (66%) was reported as the second most important factor, followed by "Brand or Design of the appliance" and "Functionality of the appliance", chosen by a third of respondents (33%). It is also worth noting that a third of respondents (33%) placed "Other" in the top three positions, nevertheless without specifying what that is.

In Lithuania, most of respondents (91%) reported "Cost of the appliance" as the most important factor. "Functionality of the appliance" and "Energy efficiency and/or energy certification score of the appliance" were also placed in the top three positions by 79% and 49% of respondents, respectively.

In Romania, all the respondents reported "Energy efficiency and/or energy certification score of the appliance" as the key factor in their appliance choice. "Cost of the appliance" was reported as the second most important factor (86%), while 60% said the same concerning "Functionality of the appliance".

In Ireland, most of the respondents (87%) reported "Cost of the appliance" as the most important factor. "Functionality of the appliance" (83%) was reported as the second most important factor, followed by "Ease of use of the appliance" (53%). Furthermore, 38% considered "Energy efficiency and/or energy certification score of the appliance" as an important factor when choosing the electrical appliances.

Overall, "Cost of the appliance" was the top criterion for choosing electrical appliances in Greece, Cyprus, Lithuania and Ireland. In Bulgaria and Romania "Energy efficiency and/or energy certification score of the appliance" was more important than cost. "Functionality of the appliance" was an important factor for a significant share of respondents in all countries.

5.2.6 Energy use, heating and staying warm

5.2.6.1 Perceived overall comfort during winter

In Ireland, the UK and Greece 66%, 56% and 48% of respondents, respectively, said that they, so far, this winter, had felt either a bit or much colder than they would have liked. In Lithuania (26%), Bulgaria (18%) and Romania (13%), the relevant shares were lower (Figure 77).

Around two thirds of students in Bulgaria (64%) and Lithuania (63%) and over half of students in Romania (55%) said that their accommodation's temperature was "about right". This could be due to the fact that they have more central heating systems (Figure 77).

In Romania (28%) and Bulgaria (18%) the number of students feeling warmer than they would have liked is equal or greater than the number of students that reported that are feeling colder than they would have liked so far this winter (13% and 18%, respectively).

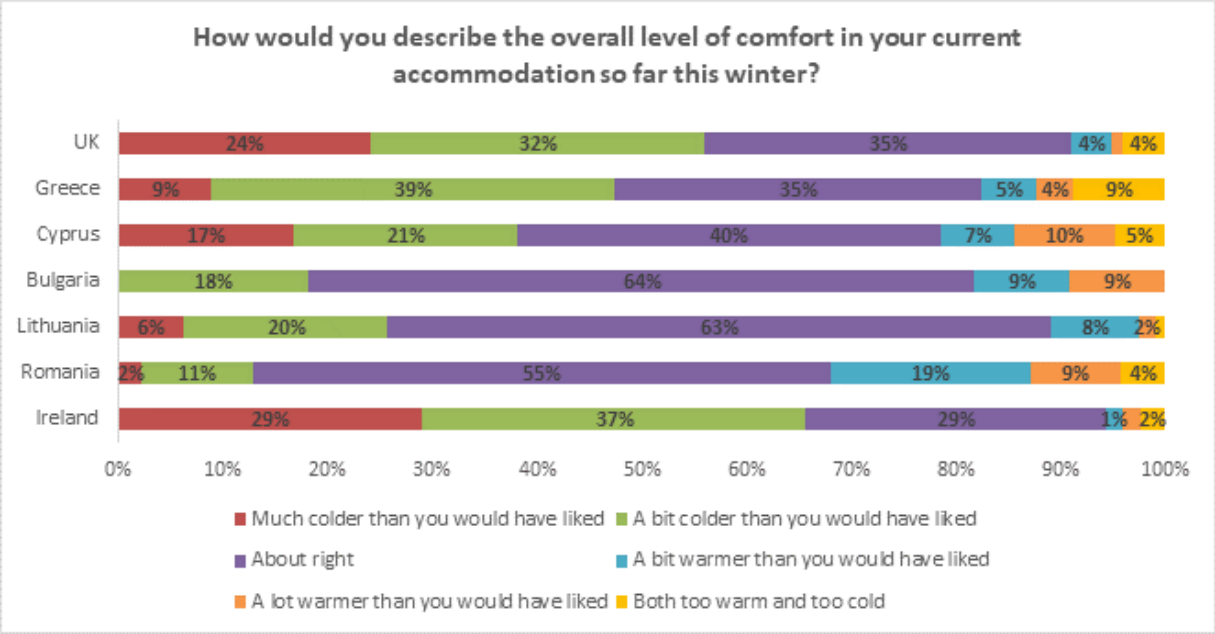


Figure 76 Perceived overall comfort during winter

5.2.6.2 Everyday use of the heating system

Respondents were asked about the extent to which they agree, if at all, with given statements concerning the heating system in their accommodation. Results are presented in Figure 77 on a 1 to 5 scale (1 = Strongly disagree, 3 = Neither agree nor disagree, 5 = Strongly disagree). The higher the mean value the greater the agreement with the statement. Mean values over 3.5 indicate agreement with the statement.

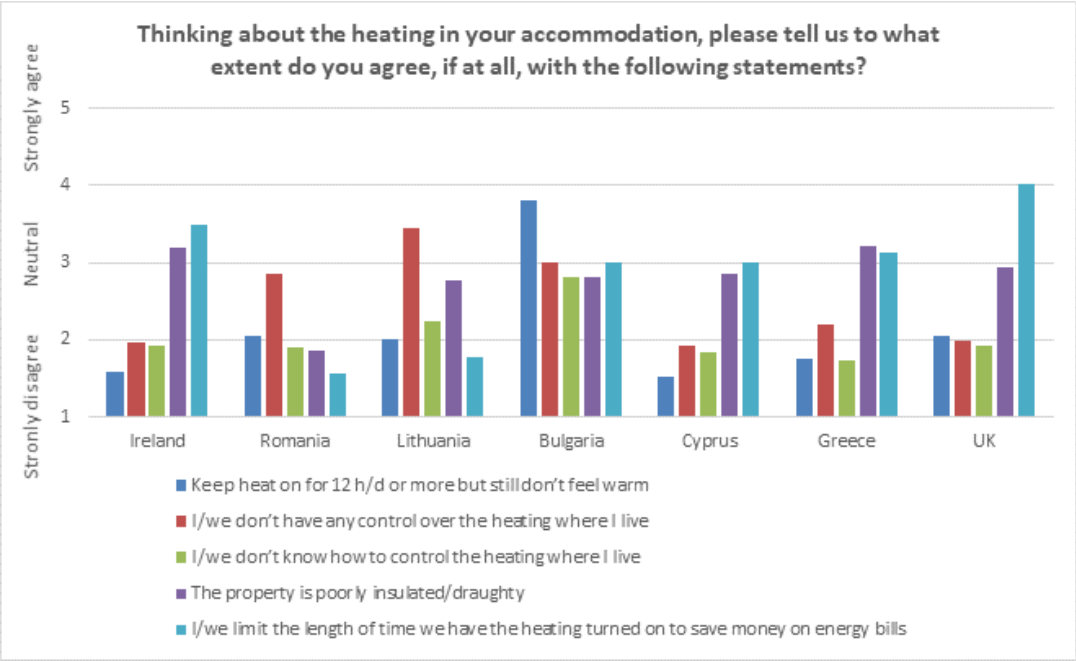


Figure 77 Everyday use of the heating system

In Bulgaria, although students had kept the heating on for at least 12 hours per day, they still did not feel warm (3.8 ± 0.9). Students from the other countries however, tended to disagree with this statement with mean values ranging between 2.1 (UK) and 1.5 ± 1.4 (Cyprus). This either indicates satisfaction with the warmth of their home after operating the heating system for 12 hours a day or that students don't leave the heating system on for 12 hours per day.

Students in Ireland (2.0 ± 1.3), Cyprus (1.9 ± 1.2), Greece (2.2 ± 1.3) and UK (2.0) feel that they have some control over the heating of their accommodation. In Lithuania students have less control over the heating of their accommodation (3.4 ± 1.4). In Romania (2.9 ± 1.6) and Bulgaria (3.0 ± 1.0) a clear trend is not found.

Overall, students from all countries feel that they know how to control the heating in their accommodation. For Bulgaria a clear conclusion cannot be drawn as the mean value is close to neutral (2.8 ± 0.8).

In all countries, except for Romania (1.9 ± 1.0), students' opinion about their accommodation's insulation/draughtiness was closer to neutral.

Students from the UK (4.0) and Ireland (3.5 ± 1.2) had reduced their energy usage in order to save money. In Bulgaria (3.0 ± 0.9), Cyprus (3.0 ± 1.2) and Greece (3.1 ± 1.2), students neither agreed nor disagreed with this statement. Finally, in Romania (1.6 ± 1.1) and Lithuania (1.8 ± 1.4) students either have not reduced the heating system operation hours at all or have reduced it but not to save money on energy bills.

Table 27 Everyday use of the heating system

Thinking about the heating in your accommodation, please tell us to what extent do you agree, if at all, with the following statements?	Ireland		Romania		Lithuania		Bulgaria		Cyprus		Greece		UK	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Keep heat on for 12 h/d or more but still don't feel warm	1,6	1,2	2,0	1,2	2,0	1,5	3,8	0,9	1,5	1,4	1,8	1,4	2,1	-
I/we don't have any control over the heating where I live	2,0	1,3	2,9	1,6	3,4	1,4	3,0	1,0	1,9	1,2	2,2	1,3	2,0	-
I/we don't know how to control the heating where I live	1,9	1,2	1,9	1,5	2,2	1,5	2,8	0,8	1,8	1,5	1,7	1,3	1,9	-
The property is poorly insulated/draughty	3,2	1,4	1,9	1,0	2,8	1,3	2,8	1,1	2,9	1,0	3,2	1,4	2,9	-
I/we limit the length of time we have the heating turned on to save money on energy bills	3,5	1,2	1,6	1,1	1,8	1,4	3,0	0,9	3,0	1,2	3,1	1,2	4,0	-

5.2.6.3 Actions taken because of concerns about energy costs

In Ireland, nearly half of the respondents (45%) had turned the heating off even though they did not want to because they were concerned about energy costs (Figure 78). A quarter of respondents also reported that they had either turned the heating down even though they would have preferred to be warmer (25%) or that they had heated only one room of their accommodation (28%).

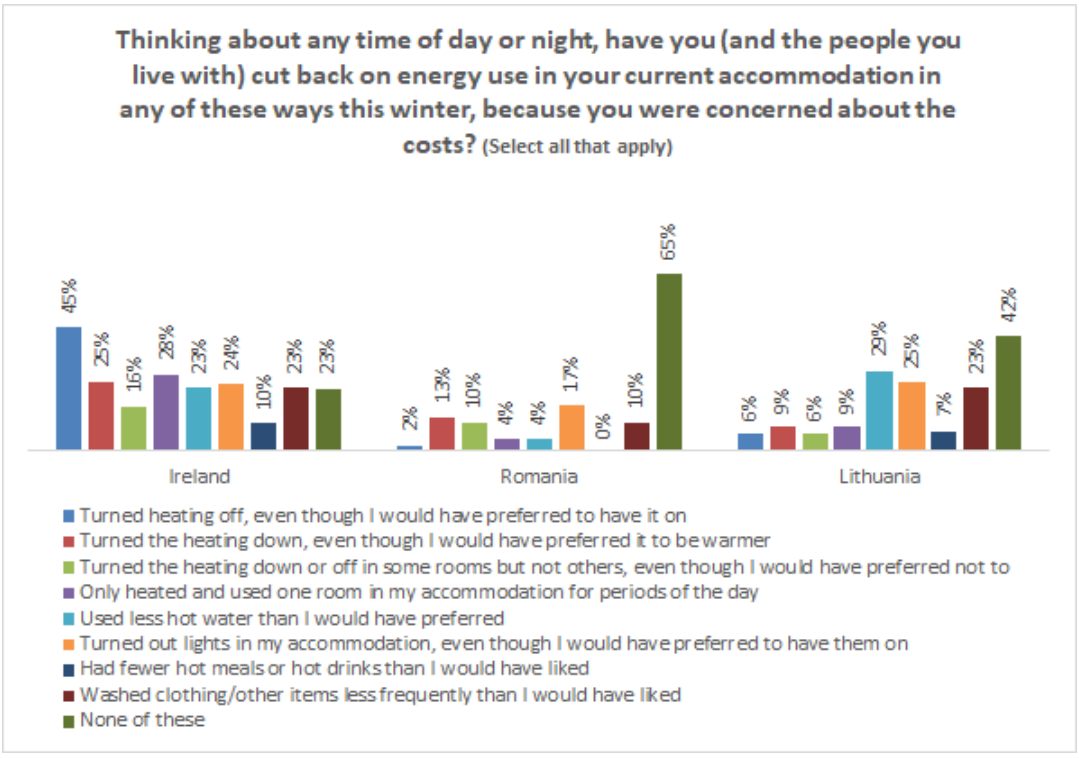


Figure 78 Actions as a result of concerns about energy costs (Ireland, Romania, Lithuania)

In Romania the proportions that cut back on their energy use to cut down on costs are rather small (Figure 78). Thirteen percent of students turned the heating down even though they would have preferred to be warmer. A similar proportion (10%) said that they had turned the heating down or off in some rooms notwithstanding they would have preferred not to.

Similarly, the proportions of Lithuanian students that reported turning their heating down are low. Nine percent of them said they had either turned the heating down although they did not want to or heated and used only one room of their house (Figure 78).

In Bulgaria, turning the heating down in some rooms even though they did not want to, was the most commonly reported action by students (33%) (Figure 79). Seventeen percent said that they had either turned the heating off, even though they would have preferred to have it on, or that they only heated and used one room.

In Cyprus and Greece over a third of respondents (33% and 37%, respectively) reported they had heated only one room because of concern about the costs (Figure 79). A slightly smaller proportion in both countries (29% in Cyprus and 37% in Greece) reported that they had turned the heating off although they would have preferred to have it on.

In the UK, 43% of respondents said they had turned off their heating, even though they would have preferred to have it on (Figure 79). A similar proportion (39%) said they had turned their heating down even though they would have preferred it to be warmer, for the same reason.
In addition to cutting down costs by turning down heating, students took other energy saving actions to help reduce their costs.

In Ireland, Lithuania, Cyprus and UK at least a fifth of respondents reported that they had turned off lights and washed clothes less frequently. Significant proportions of respondents also stated that they had used less hot water than they wanted (23% in Ireland, 29% in Lithuania, 25% in Bulgaria, 20% in Greece and 17% in Cyprus and the UK).

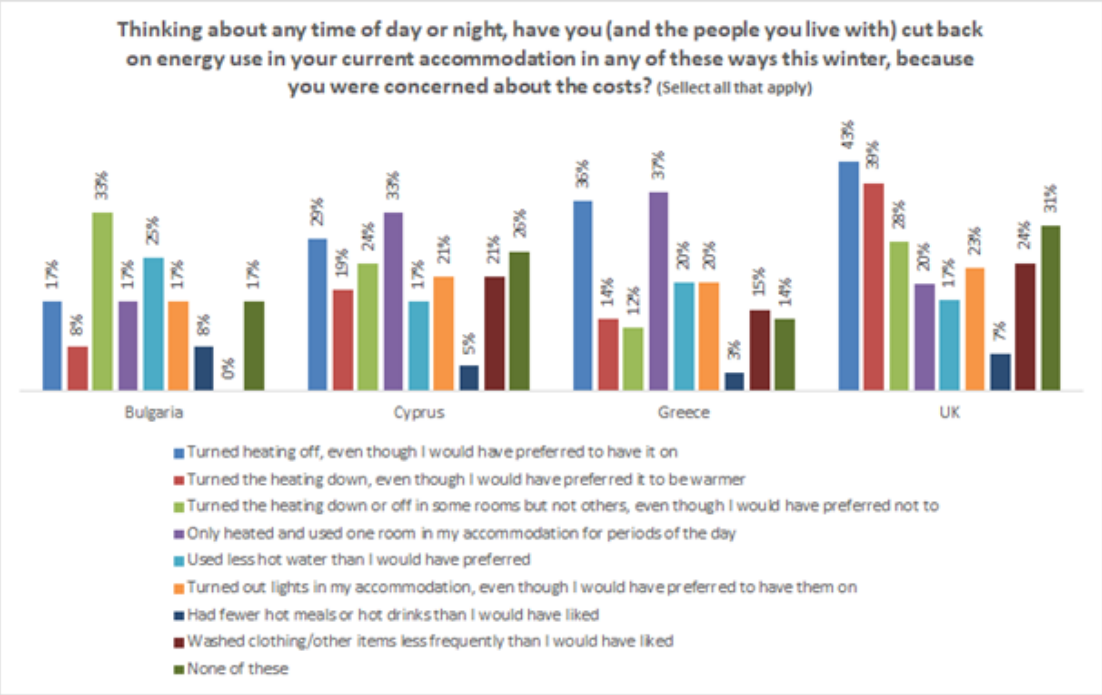


Figure 79 Actions taken as a result of concerns about energy costs (Bulgaria, Cyprus, Greece, UK)

5.2.6.4 Adapting to cold accommodation in winter months

Respondents were asked about the actions they had taken, if any, because it was colder than they would have liked, in their current accommodation. Actions fell into three principal areas:

- Practical actions taken by students

- Adaptation of social life
- Involvement of landlord

In Ireland two thirds of students (66%) stated that they have worn extra layers of clothing in bed (66%) and almost half of them (43%) reported wearing outdoor clothing inside to stay warm. Two thirds of respondents (66%) also reported using draught excluders, while over two thirds (71%) used blankets or hot water bottles to stay warm.

Wearing more than one layer of clothing to bed and using draught excluders were the most commonly reported actions in Romania (13% for both actions). The same actions were the most preferred amongst Lithuanian students, both reported by almost a third (32%).

Students in Bulgaria wore outdoor clothing inside their accommodation in order to feel adequately warm (42%). Lesser numbers wore more clothes in bed (17%) or used draught excluders (17%).

In Cyprus and Greece, students took similar actions. Two thirds reported that they had worn extra layers of clothing in bed (66% in Cyprus and 65% in Greece). Similarly, over half of both Cypriot and Greek students had used blankets or hot water bottles during the winter period.

In the UK the use of blankets and hot water bottles were the most popular actions (68%), followed by putting on extra layer(s) of clothes in bed (50%). Thirty-seven percent of students stated that they keep the curtains closed all day in order to keep their place adequately warm.

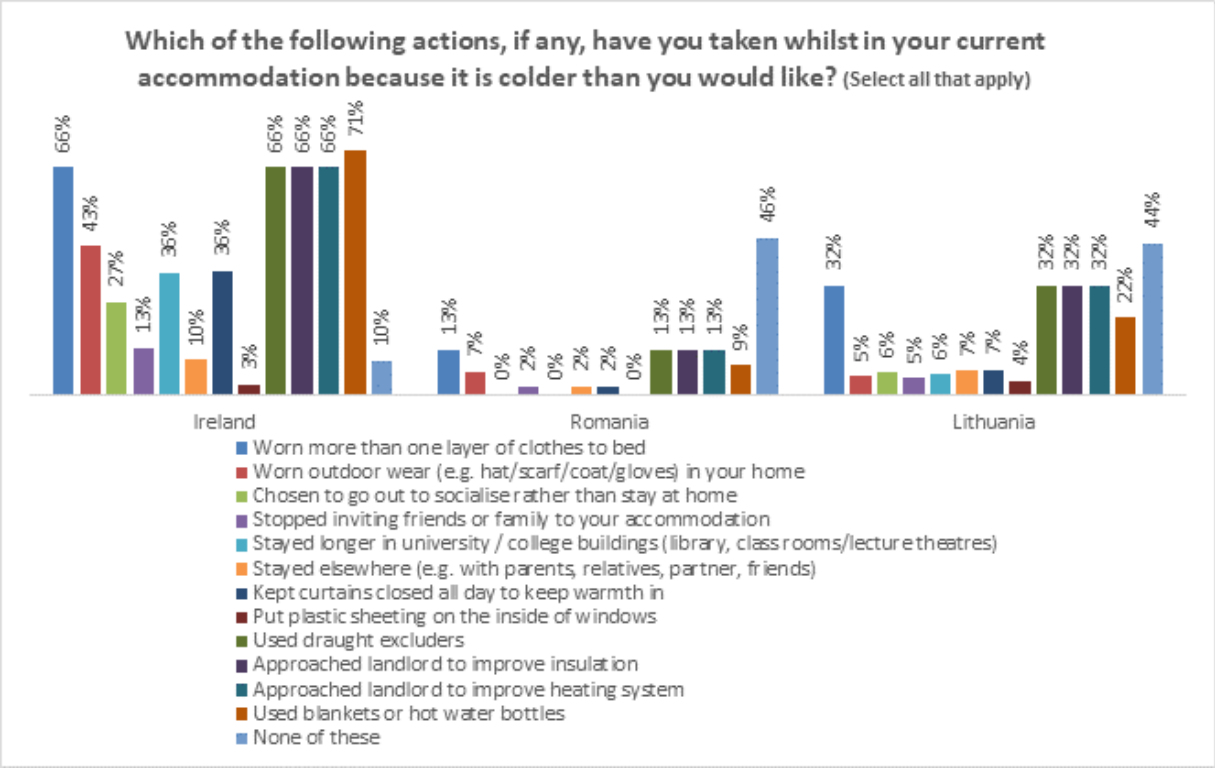


Figure 80 Adapting to cold accommodation during the winter (Ireland, Romania, Lithuania)

In Ireland, Cyprus and Greece approximately two thirds of respondents approached their landlords to improve either the insulation or the heating system of their property. The corresponding shares in Lithuania (32%), Bulgaria (17%) and Romania (13%) were notably smaller.

In Ireland approximately, a quarter of respondents (27%) had chosen to socialize outside of their accommodation rather than staying inside. The same was reported by 17% of UK students and 11% of Greek

ones. In Bulgaria and Cyprus, 17% and 16% respectively said that they stayed longer in university or in college buildings which were adequately warm.

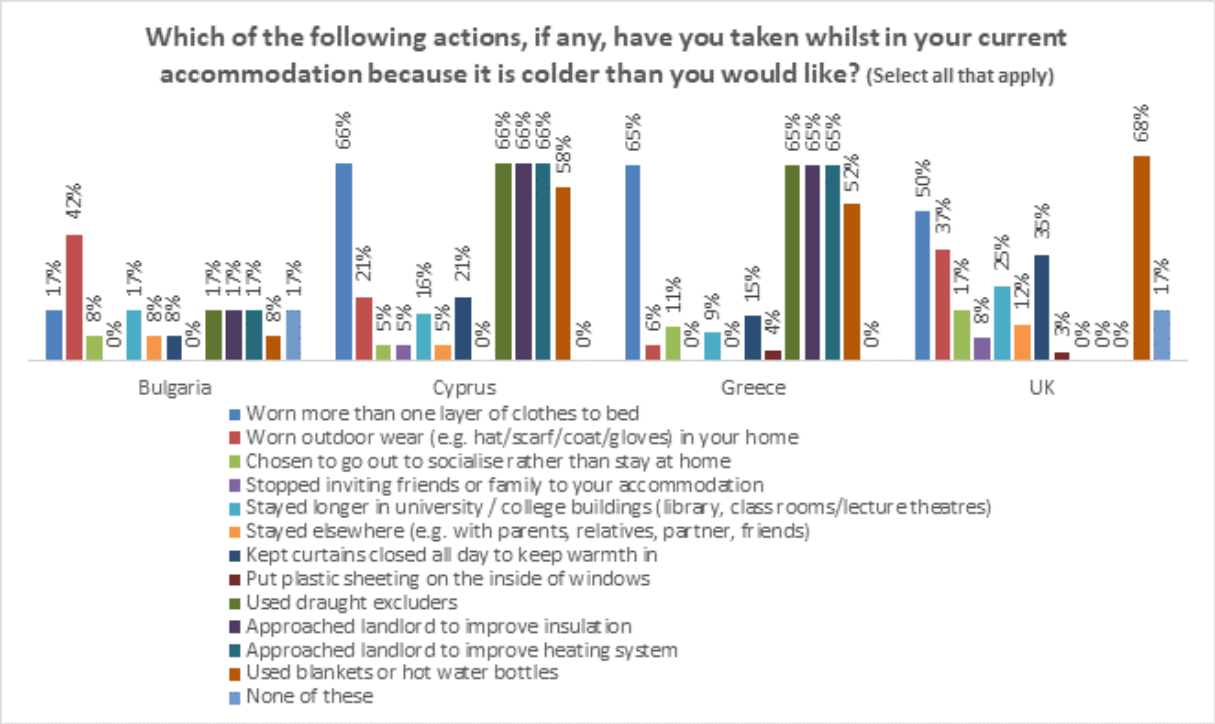


Figure 81 Adapting to cold accommodation during the winter (Bulgaria Cyprus, Greece, UK)

5.2.6.5 Adapting to overheating in summer months

Respondents were asked about actions they had taken, if any, because it was warmer than they would have liked, in their current accommodation. Actions fell into three principal areas:

- Practical actions taken by students
- Adaptation of social life
- Involvement of landlords

Overall, wearing less clothes in bed and keeping curtains closed all day, to keep sunlight out, were the most commonly reported actions taken by students. In Ireland, Romania, Lithuania, Bulgaria, 39%, 51%, 49% and 55% respectively wore less clothes in bed. As expected due to the hot Mediterranean climate, the biggest shares were reported in Cyprus (74%) and Greece (68%). On the other hand, nearly half of respondents (51%) in Romania, a quarter in Lithuania (24%) and Cyprus (23%), and over a third in Greece (38%) and Bulgaria (36%), keep the curtains closed all day to limit solar gains.

A large number of students in Bulgaria, Romania and Greece took actions with respect to their social life as well. In Bulgaria 18% of respondents stopped inviting friends or family to their accommodation. In Greece and Romania 17% and 16% of students chose to socialize outside of their home.

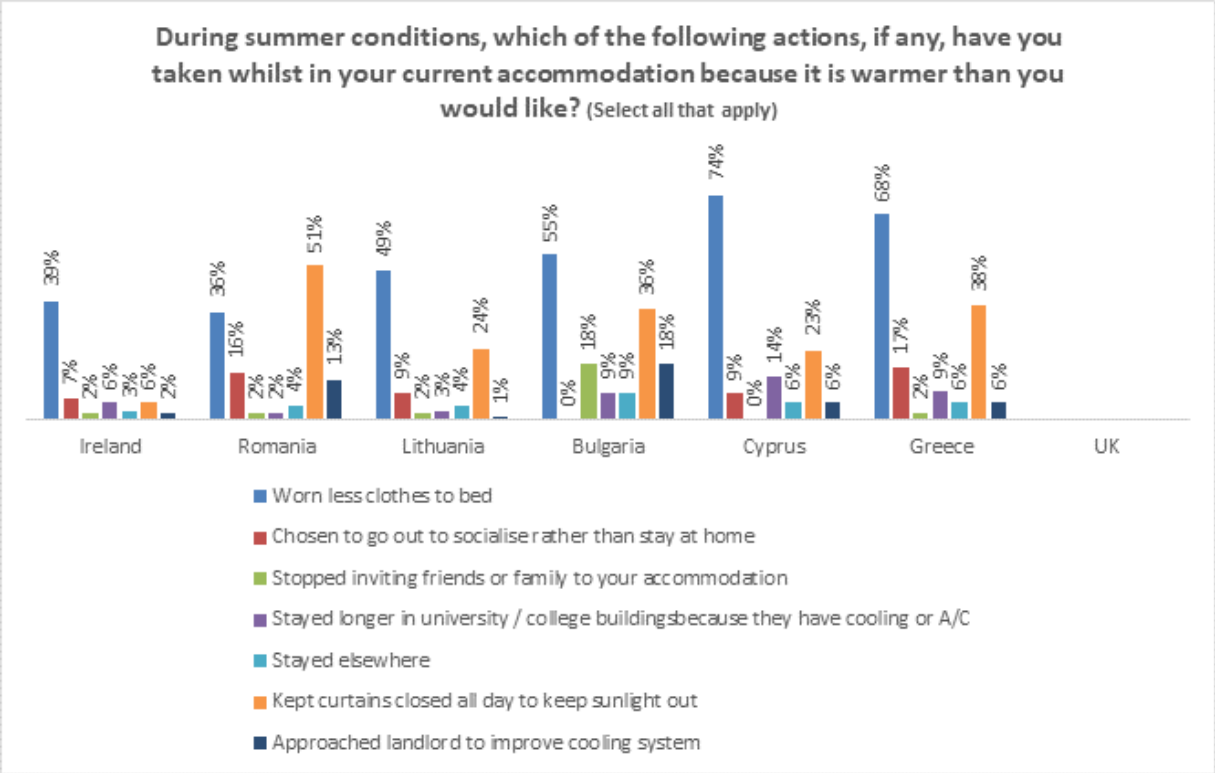


Figure 82 Adapting to warm accommodation in the summer

5.2.7 Saving energy in everyday life

5.2.7.1 Feelings about saving energy

Respondents were given seven options to describe how they feel about saving energy:

1. Frustrated
2. Anxious
3. Guilty
4. Optimistic
5. Proud
6. Content
7. Relaxed

In all countries the greatest percentage of the respondents chose the four positive feelings (optimistic, proud, content, relaxed). Optimism was the most prevailing feeling among respondents in Greece (25%), Bulgaria (55%), Lithuania (35%), Romania (34%), Ireland (23%).

On the other hand, in Cyprus almost a quarter of respondents (24%) reported feeling "Anxious". Likewise, 22% of students in Greece felt anxious about energy saving. A similar proportion of students in Ireland (22%) and Lithuania (23%) had negative feelings about savings energy ("Frustrated" and "Anxious"). In addition, a notable proportion of students in Bulgaria (18%) and Ireland (15%) reported feeling guilty about saving energy.

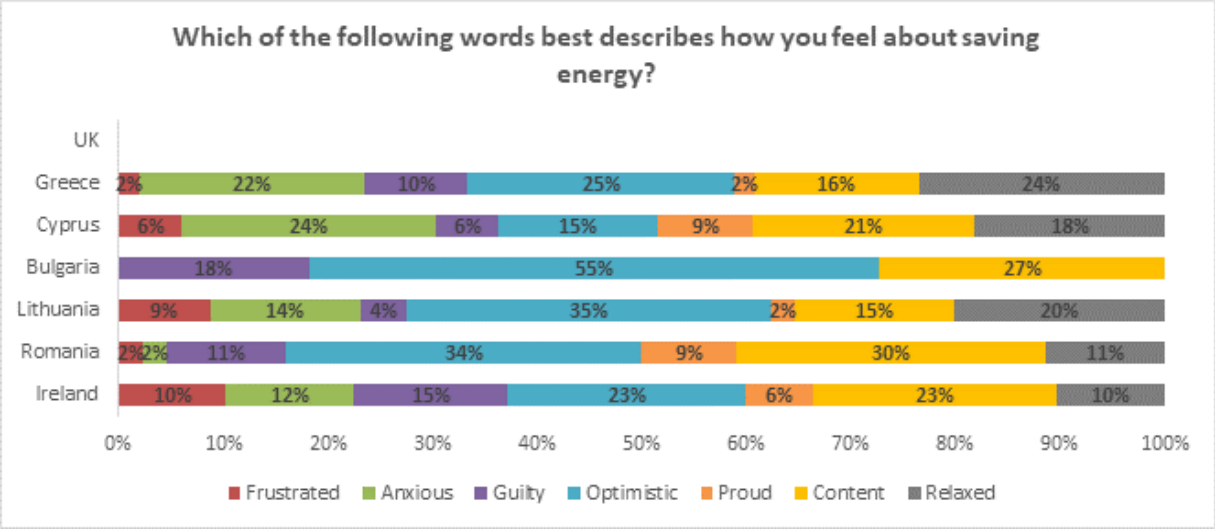


Figure 83 Feelings about saving energy

5.2.7.2 Energy saving in everyday life

Respondents were asked to rate the frequency in which they perform a number of energy saving actions on a 1 to 4 scale (1= Never, 2 = Rarely, 3 = Sometimes, 4 = Always). The higher the mean value, the higher the frequency with which the behaviour is performed. Findings are summarized in Figure 84, Figure 85 and in Table 28.

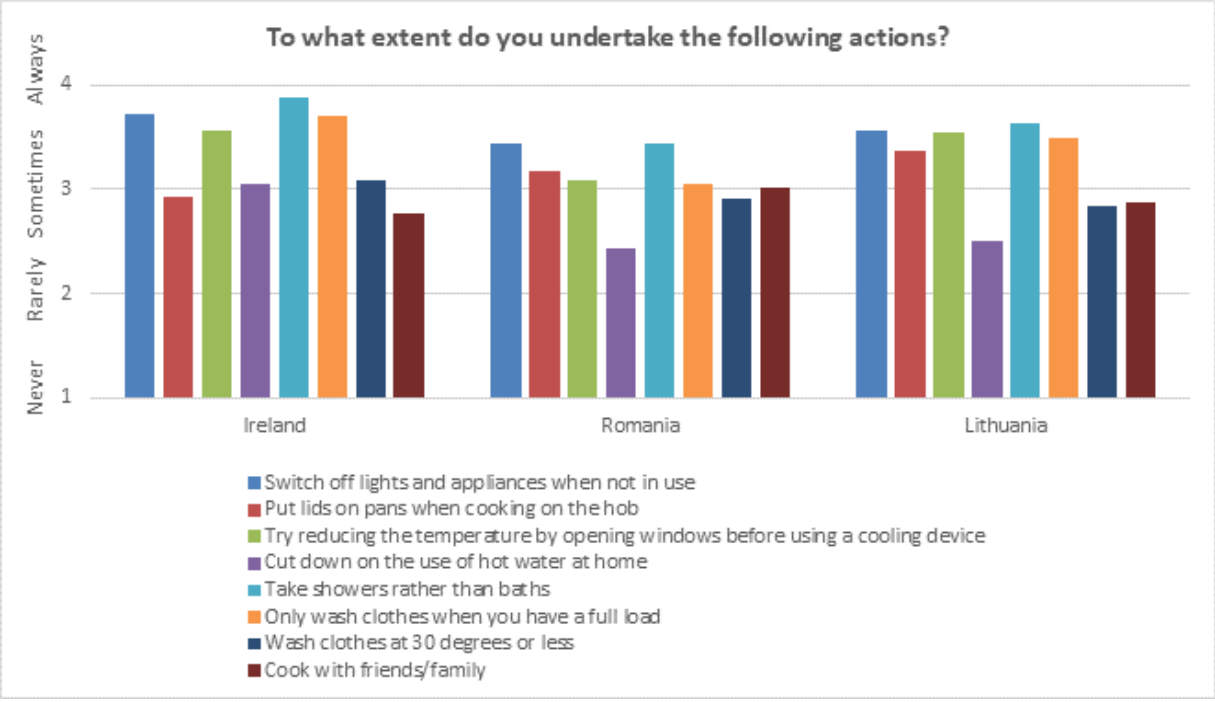


Figure 84 Energy saving in everyday life (Ireland, Romania, Lithuania)

In Ireland, actions such us switching lights off and appliances when not in use (3.7 ± 0.6), reducing the temperature by opening windows before using a cooling device (3,6 ± 0.9) and taking showers rather than baths (3.9 ± 0.5) were taken frequently by students. The same applied for washing clothes only when they

have a full load (3.7 ± 0.6). On the other hand, students reported that they only sometimes took actions such as putting lids on pans when cooking on the hob (2.9 ± 0.9), cutting down on the use of hot water at home (3.1 ± 0.9), washing clothes at 30 degrees centigrade or less (3.1 ± 0.9), and cooking with friends or family (2.8 ± 0.9).

In Romania, most of the energy saving actions, were only sometimes taken by students (e.g. 3.2 ± 0.7 for putting lids on pans when cooking on the hob and 2.9 ± 0.8 for washing clothes at 30 degrees centigrade or less). Among them, switching lights off and appliances when not in use (3.4 ± 0.8) and taking showers rather than baths (3.4 ± 0.7) were taken more frequently. Cutting down on the use of hot water at home (2.4 ± 0.9) was the energy saving action taken the least frequently.

In Lithuania, switching lights off and appliances when not in use (3.6 ± 0.8) and taking showers rather than baths (3.6 ± 0.8) were taken frequently by the students. Actions such as putting lids on pans when cooking on the hob (3.4 ± 0.8), reducing the temperature by opening windows before using a cooling device (3.5 ± 0.9), washing clothes at 30 degrees centigrade or less (2.8 ± 1.0) and washing clothes only when they have a full load (3.5 ± 0.7) were taken less frequently. Cutting down on the use of hot water at home (2.5 ± 1.0) was the action taken least often by students living in Lithuania.

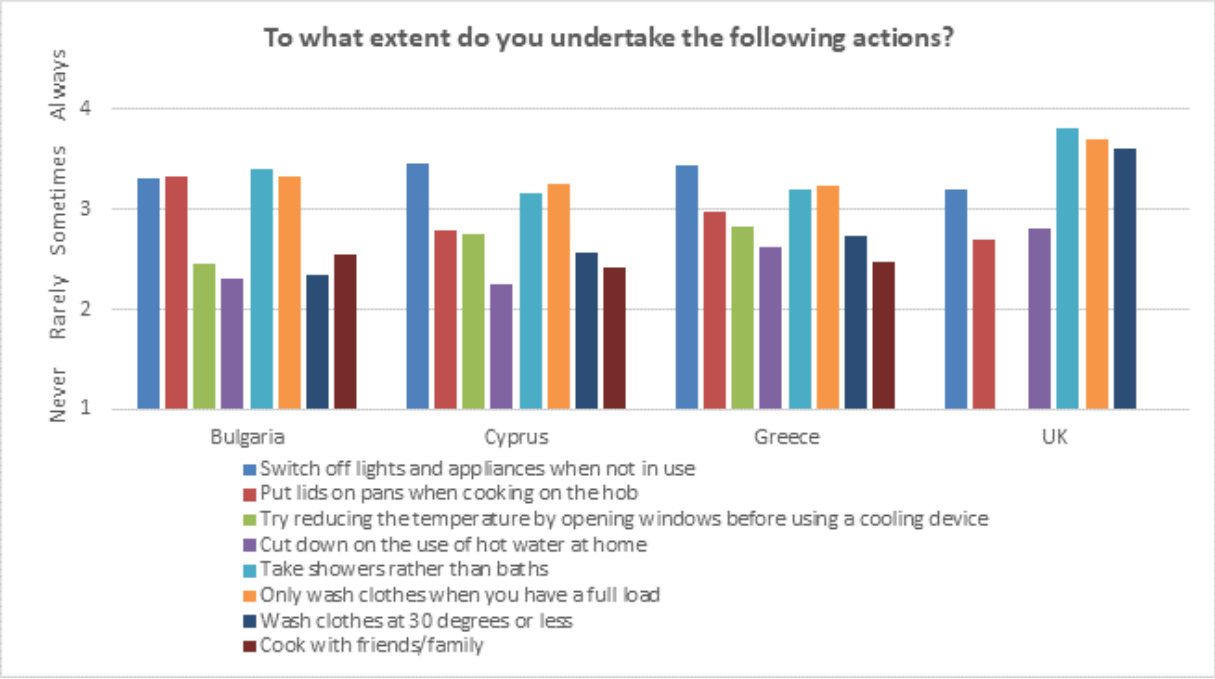


Figure 85 Energy saving in everyday life (Bulgaria, Cyprus, Greece, UK)

In Bulgaria, actions such as switching lights off and appliances when not in use (3.3 ± 0.8), putting lids on pans when cooking on the hob (3.3 ± 0.8), and taking showers rather than baths (3.4 ± 0.9) were sometimes taken by students. The same applied to washing clothes only when they have a full load (3.3 ± 0.7) and cooking with friends or family (2.6 ± 0.8). Moreover, students living in Bulgaria said that they rarely took actions such us reducing the temperature by opening windows before using a cooling device (2.4 ± 1.2), cutting down on the use of hot water at home (2.3 ± 0.6) and washing clothes at 30 degrees centigrade or less (2.3 ± 0.7).

In Cyprus, actions such as switching lights off and appliances when not in use (3.5 ± 0.8), putting lids on pans when cooking on the hob (2.8 ± 0.9), reducing the temperature by opening windows before using a cooling device (2.7 ± 1.1), and taking showers rather than baths (3.2 ± 1.0) were sometimes only done by students. The same applied for washing clothes only when they have a full load (3.3 ± 0.9) and at 30 degrees centigrade or less (2.6 ± 1.0). However, actions such as cutting down on the use of hot water at home (2.3 ± 1.0) and cooking with friends or family (2.4 ± 0.8) were rarely taken by students.

In Greece, most of the given energy saving actions, were only sometimes taken by students (i.e. 3.2 ± 0.8 for taking showers rather than baths and 2.6 ± 0.9 cutting down on the use of hot water at home). Among them, switching lights off and appliances when not in use (3.4 ± 0.5) was the action taken more frequently. On the other hand, cooking with friends or family (2.5 ± 0.7) was the action that most students took the least frequently.

In the UK, actions such us taking showers rather than baths (3.8), washing clothes only when they have a full load (3.7) and at 30 degrees centigrade or less (3.6), were taken almost always by students. On the other hand, students living in the UK said that they would only sometimes take actions such us switching lights off and appliances when not in use (3.2), putting lids on pans when cooking on the hob (2.7) and cutting down on the use of hot water at home (2.8).

Table 28 Energy saving in everyday life

To what extent do you undertake the following actions?	Ireland		Romania		Lithuania		Bulgaria		Cyprus		Greece		UK	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Switch off lights and appliances when not in use	3,7	0,6	3,4	0,8	3,6	0,8	3,3	0,8	3,5	0,8	3,4	0,5	3.2	-
Put lids on pans when cooking on the hob	2,9	0,9	3,2	0,7	3,4	0,8	3,3	0,8	2,8	0,9	3,0	0,9	2.7	-
Try reducing the temperature by opening windows before using a cooling device	3,6	0,9	3,1	0,9	3,5	0,9	2,4	1,2	2,7	1,1	2,8	1,1	-	-
Cut down on the use of hot water at home	3,1	0,9	2,4	0,9	2,5	1,0	2,3	0,6	2,3	1,0	2,6	0,9	2.8	-
Take showers rather than baths	3,9	0,5	3,4	0,7	3,6	0,8	3,4	0,9	3,2	1,0	3,2	0,8	3.8	-
Only wash clothes when you have a full load	3,7	0,6	3,0	0,9	3,5	0,7	3,3	0,7	3,3	0,9	3,2	0,6	3.7	-
Wash clothes at 30 degrees or less	3,1	0,9	2,9	0,8	2,8	1,0	2,3	0,7	2,6	1,0	2,7	1,0	3.6	-
Cook with friends/family	2,8	0,9	3,0	0,6	2,9	1,0	2,6	0,8	2,4	0,8	2,5	0,7	-	-

5.2.7.3 Energy wastage in everyday life

Respondents were asked to give the frequency in which they perform a number of energy wasting actions on a 1 to 4 scale (1= Never, 2 = Rarely, 3 = Sometimes, 4 = Always). The higher the mean value, the higher the frequency with which the behaviour is performed.

Leaving the heating on when they are going out for a few hours, is something that students rarely did in any country (mean values ≤ 2.0). Students from all countries also rarely left their PC or television on standby for extended periods of time. The highest frequency was reported in Lithuania (2.4 ± 1.0) and Cyprus (2.4 ± 1.1) indicating a "rarely" to "sometimes" tendency.

On the other hand, leaving a mobile phone charger switched on at the socket despite not being used was done "rarely" to "sometimes". The highest frequency was observed in Romania (3.0 ± 0.9) and the lowest in Lithuania (2.4 ± 1.1) and Bulgaria (2.4 ± 0.9).

In all countries overfilling the kettle with water is an action that follows the same pattern as with the mobile phone charger, except for Romania (1.4 ± 0.8) and Bulgaria (1.4 ± 0.7) where students almost never do it.

Finally, students in Bulgaria "sometimes" use the tumbling dryer to dry clothes rather than leaving them to dry naturally (3.4 ± 0.7). In Ireland (2.4 ± 0.9) and the UK (2.2) students follow this practice rather rarely, while in Lithuania (1.6 ± 1.0) and Romania (1.4 ± 0.8), almost never. The lowest frequencies were reported in Cyprus (1.4 ± 1.0) and Greece (1.1 ± 1.0) which is probably due to favorable external weather conditions.

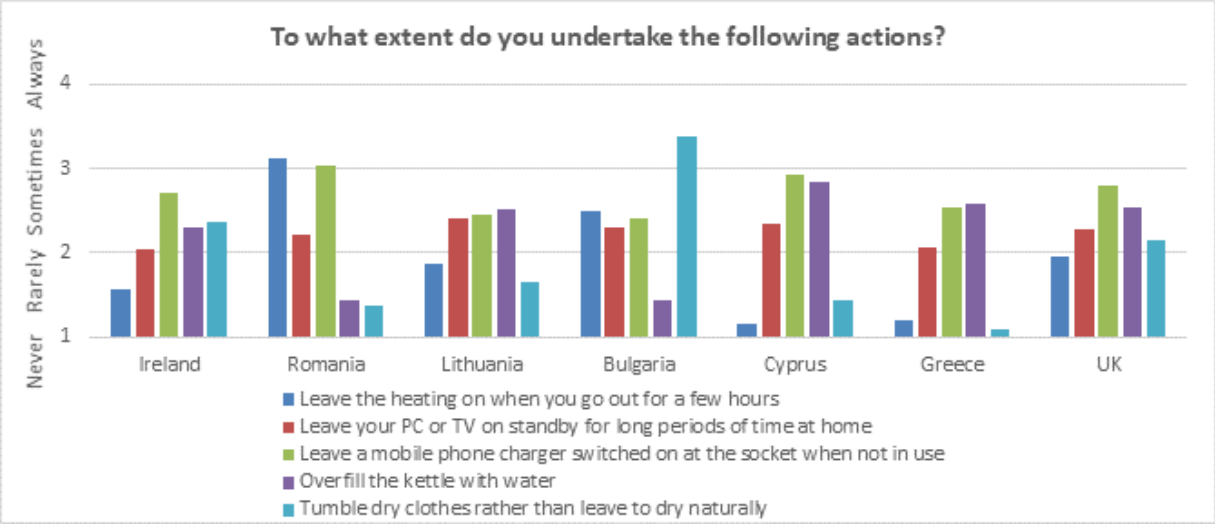


Figure 86 Energy wastage in everyday life

Table 29 Energy wastage in everyday life

To what extent do you undertake the following actions?	Ireland		Romania		Lithuania		Bulgaria		Cyprus		Greece		UK	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Leave the heating on when you go out for a few hours	1,6	0,8	3,1	1,1	1,9	1,2	2,5	0,9	1,2	0,5	1,2	0,6	2,0	-
Leave your PC or TV on standby for long periods of time at home	2,0	1,0	2,2	1,0	2,4	1,0	2,3	0,9	2,4	1,1	2,1	0,9	2.3	-
Leave a mobile phone charger switched on at the socket when not in use	2,7	1,1	3,0	0,9	2,4	1,1	2,4	0,9	2,9	1,1	2,5	1,2	2.8	-
Overfill the kettle with water	2,3	0,9	1,4	0,8	2,5	0,9	1,4	0,7	2,8	1,1	2,6	1,1	2.5	-
Tumble dry clothes rather than leave to dry naturally	2,4	0,9	1,4	0,8	1,6	1,0	3,4	0,7	1,4	1,0	1,1	1,0	2.2	-

5.2.8 Behavioural antecedents of students about energy related topics

Respondents were asked to consider and indicate the extent to which they agree or disagree with given statements regarding the following topics:

- Energy use
- Saving energy
- Climate Change

Results are presented in Figure 87 and Figure 88 on a 1 to 5 scale (1 = Strongly disagree, 3=Neither agree nor disagree, 5 = Strongly agree). The higher the mean value the greater the agreement with the statement. Mean values over 3.5 indicate agreement with the statement.

In all countries, students feel rather neutral about how much energy they use with the highest value found in Romania (3.5 ± 0.9) and the lowest in Greece (3.1 ± 0.9).

At the same time, students in all countries believe that energy conservation contributes to a reduction of climate change impacts with the highest value found in Ireland (4.3 ± 0.8) and Greece (4.3 ± 0.7) and the lowest one found in Bulgaria (3.7 ± 0.7).

In Ireland (3.6 ± 1.0), Romania (3.8 ± 0.7) and Lithuania (4.2 ± 0.7), students tend to feel jointly responsible for the exhaustion of energy sources. In Bulgaria (3.5 ± 0.7), Greece (3.4 ± 0.8), and Cyprus (2.9 ± 0.9) however, students had a more neutral opinion.

When it comes to the impacts of saving energy in their daily routine, respondents in Greece don't agree that saving energy goes with a less comfortable life (2.4 ± 1.0), while in the other countries, students tend to have a rather neutral opinion with mean values between 2.8 ± 1.0 (Cyprus) and 3.1 ± 0.9 (Lithuania). At the same time saving energy was not regarded by the respondents as a hassle, with mean values between 2.3 ± 0.7 (Bulgaria) and 2.8 ± 0.8 (Lithuania).

Findings also show that in all countries, except for Bulgaria (3.3 ± 1.1) and Cyprus (3.3 ± 0.9), students think that they can reduce their energy use rather easily with the highest mean value found in Ireland (3.7 ± 0.9).

In all countries, except for Bulgaria (3.4 ± 0.9), students agreed that everyone including themselves is responsible for climate change with the highest value found in Ireland (4.3 ± 0.8) and the lowest in Cyprus (3.9 ± 0.8).

On the contrary, in all countries, students are more neutral about the statement "most people who are important to me do not try to pay enough attention to their energy use" with the highest value found in Bulgaria (3.4 ± 0.6), Cyprus (3.4 ± 0.8) and Greece (3.4 ± 0.8) and the lowest one in Lithuania (2.9 ± 1.0).

Furthermore, in all countries, students felt morally obliged to save energy, regardless of what others do. Students in Greece had the most positive reaction to the statement with a mean value 4.0 ± 0.8, while in Romania (3.5 ± 0.7) and Lithuania (3.5 ± 0.9) students' reactions were the most neutral.

Finally, in all countries, students said that they intend to try harder to save energy this academic year, with the highest mean value found in Bulgaria (4.0 ± 0.6) and the lowest in Lithuania (3.4 ± 0.9).

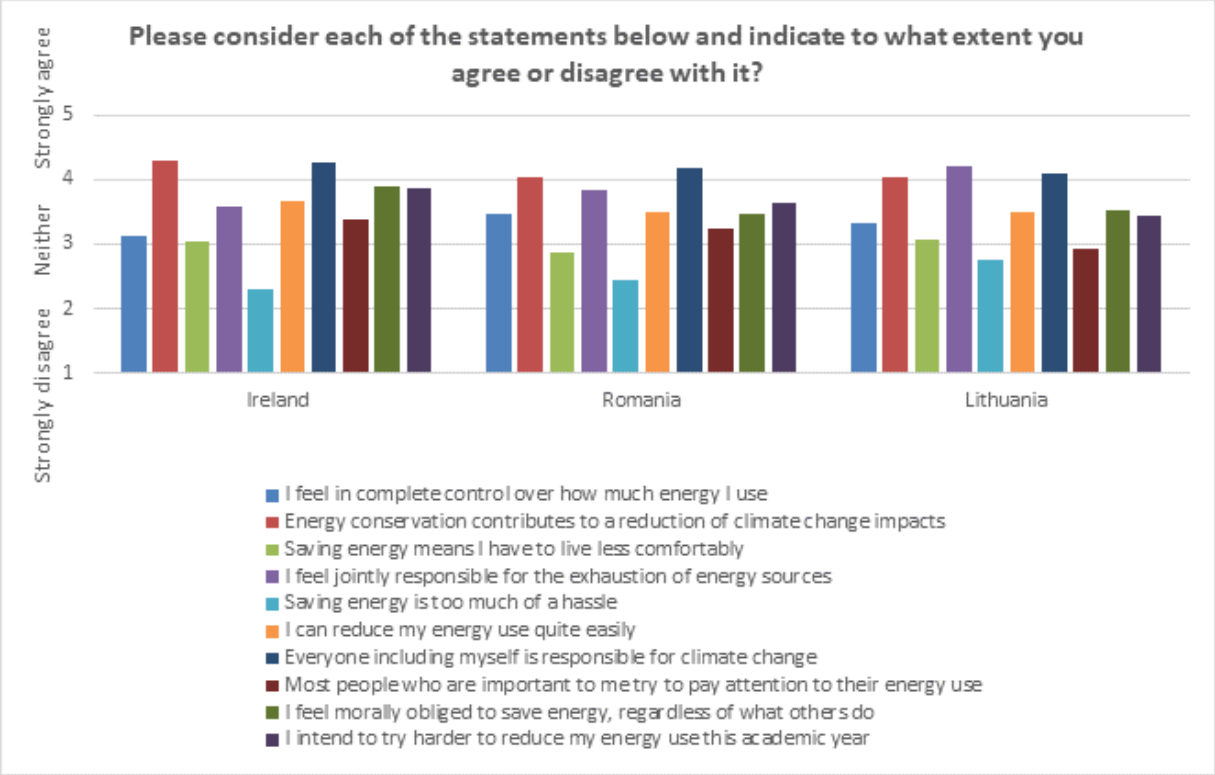


Figure 87 Behavioural antecedents of students about energy related topics (Ireland, Romania, Lithuania)

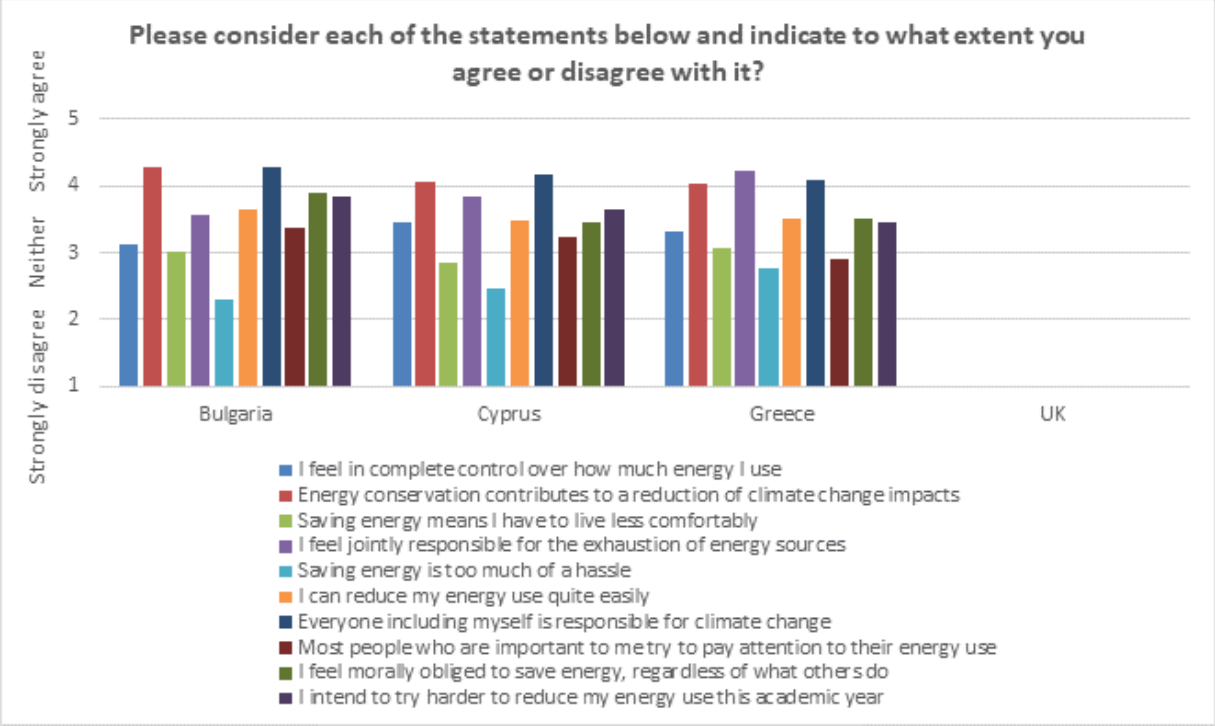


Figure 88 Behavioural antecedents of students about energy related topics (Bulgaria, Cyprus, Greece, UK)

Table 30 Behavioural antecedents of students about energy related topics

Please consider each of the statements below and indicate to what extent you agree or disagree with it?	Ireland		Romania		Lithuania		Bulgaria		Cyprus		Greece		UK	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
I feel in complete control over how much energy I use	3,1	1,0	3,5	0,9	3,3	1,0	3,5	0,8	3,2	1,0	3,1	0,9	-	-
Energy conservation contributes to a reduction of climate change impacts	4,3	0,8	4,0	0,7	4,0	0,8	3,7	0,7	4,1	0,8	4,3	0,7	-	-
Saving energy means I have to live less comfortably	3,0	1,0	2,9	0,9	3,1	0,9	3,2	0,6	2,8	1,0	2,4	1,0	-	-
I feel jointly responsible for the exhaustion of energy sources	3,6	1,0	3,8	0,7	4,2	0,7	3,5	0,7	2,9	0,9	3,4	0,8	-	-
Saving energy is too much of a hassle	2,3	0,9	2,5	0,7	2,8	0,8	2,3	0,7	2,7	0,9	2,4	0,8	-	-
I can reduce my energy use quite easily	3,7	0,9	3,5	0,7	3,5	0,9	3,3	1,1	3,3	0,9	3,5	0,8	-	-
Everyone including myself is responsible for climate change	4,3	0,8	4,2	0,7	4,1	0,8	3,4	0,9	3,9	0,8	4,1	0,8	-	-
Most people who are important to me try to pay attention to their energy use	3,4	1,0	3,2	0,7	2,9	1,0	3,4	0,6	3,4	0,8	3,4	0,8	-	-
I feel morally obliged to save energy, regardless of what others do	3,9	0,9	3,5	0,7	3,5	0,9	3,8	0,7	3,7	0,9	4,0	0,8	-	-
I intend to try harder to reduce my energy use this academic year	3,9	0,8	3,6	0,8	3,4	0,9	4,0	0,6	3,5	0,8	3,7	0,9	-	-

5.2.9 Impacts of poor housing on students' wellbeing

Respondents who said that their accommodation had poor conditions (section 5.2.4.1) and/or that they felt colder or warmer inside it (section 5.2.6.1), were subsequently asked how the following was affected:

- Physical health
- Mental health
- Social life

In all countries, except for the UK and Bulgaria, the biggest share of students reported that poor housing conditions had no impact on them on any of these three areas. The highest percentages are observed in Lithuania, Romania and Greece (62%, 57% and 57% respectively). However, a significant percentage of students reported impacts either on their health or on their social life in all countries.

A large proportion of students reported feeling miserable due to the poor housing conditions; 44% in Bulgaria, 40% in the UK, 32% in Ireland. At the same time, in the UK, Ireland and Cyprus 30%, 27% and 21% of respondents respectively, stated feeling anxious or depressed. Lower, but not insignificant, are the proportions of students that reported that they developed new health problem(s) or existing health problem(s) had gotten worse; 17% and 19% respectively in Ireland, 12% and 7% in Lithuania, 5% and 14% in Greece, 15% and 11% in UK.

In Bulgaria, alarmingly high (33%) is the percentage of students that reported reoccurrence of existing health problem(s). Results have also shown that strains have been placed on social life of students due to poor housing conditions; 21% in Cyprus, 17% in Ireland, 14% in Greece are not feeling able to invite friends or family to their accommodation. Moreover, the proportions of students that stated a preference in spending as much time as possible away from their accommodation are notable ranging from 6% in Lithuania, to the 20% in Ireland.

An overview of health and social life issues is reported below for each country.

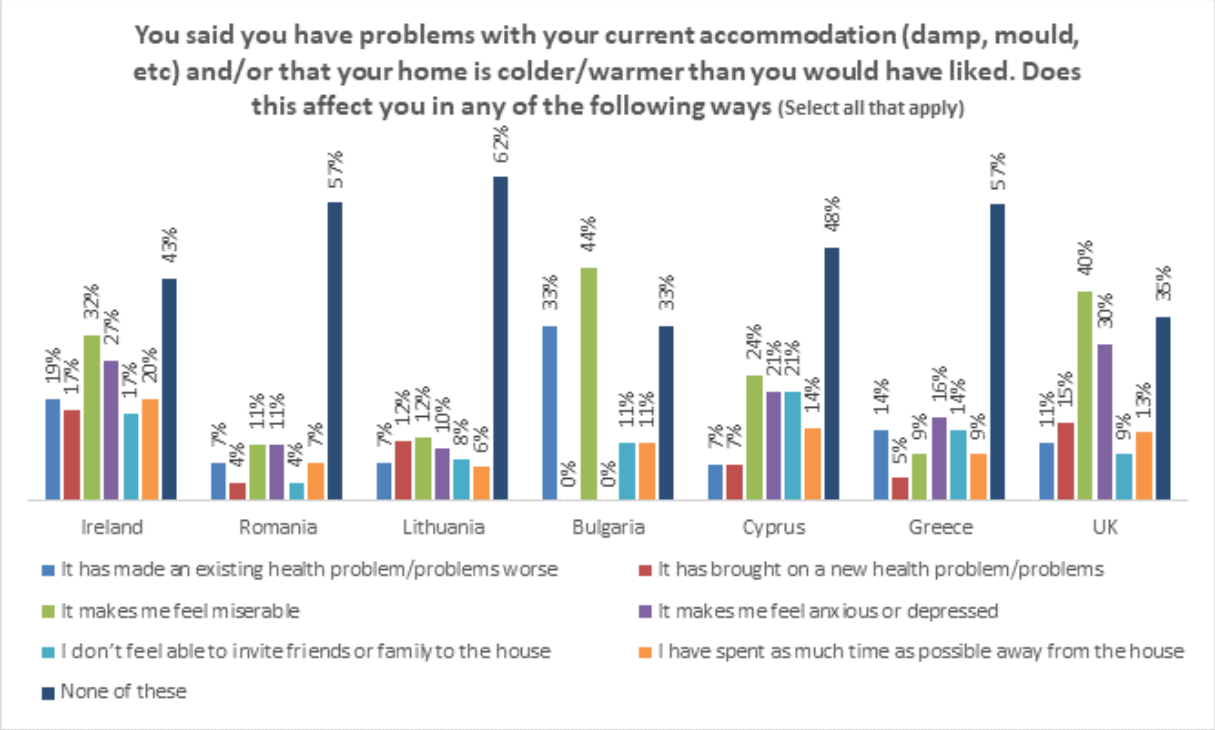


Figure 89 Impacts of poor housing on students' physical/mental health and social life

In Ireland, approximately a third (32%) of students said that they were feeling miserable, while 27% of them said that they were feeling anxious or depressed. At the same time, 19% of students said that poor housing conditions had made an existing health problem(s) worse, and 17% of them reported new health problem(s). Concerning their social life, 17% of students reported that they do not feel able to invite friends or family to their house, while 20% reported that they spend as much time as possible away from their home.

In Romania, 11% of students reported impacts of poor housing conditions on their mental health, either by feeling miserable or anxious and depressed. On the other hand, impacts of poor housing conditions on their physical health were reported by smaller proportions of students. Seven percent of students said that an existing health problem(s) worsened, while four percent said that they had developed a new health problem(s). As far as their social life is concerned, four percent of students reported that they feel unable to invite friends or family to their house, and seven percent claimed that they had been avoiding spending too much time inside their house.

In Lithuania, 12% of students said that they were feeling miserable, while 10% of them said that they felt anxious or depressed. Seven percent of students said that poor housing conditions had made an existing health problem(s) worse and 12% of them reported that they had developed a new health problem. Concerning their social life, eight percent of students reported that they do not feel able to invite friends or family to their house, while six percent reported that they had spent as much time as possible away from the house.
In Bulgaria, 44% of students said that poor housing conditions made them feel miserable. At the same time a third of them (33%) reported that an existing health problem(s) had gotten worse. Poor housing conditions had also affected their social life to some extent as 11% of students reported that they preferred not to invite friends or family to their house, and 11% reported that they had spent as much time as possible away from their house.

In Cyprus, approximately a quarter of students reported impacts of poor housing conditions on their mental health, either by feeling miserable (24%) or anxious and depressed (21%). Seven percent of students said that poor housing conditions had both made an existing health problem(s) worse or they developed a new health problem(s). The effects of poor housing conditions on their social life were also significant: 21% of students reported that they do not feel able to invite friends or family to their house, and 14% reported that they had spent as much time as possible away from their house.

In Greece, nine percent of students said that they were feeling miserable, while 16% of them said that they were feeling anxious or depressed. At the same time, whilst 14% of students said that poor housing conditions had worsened an existing health problem(s) they had, five percent reported that they started suffering from a new health problem(s). As far their social life is concerned, 14% of students reported that they were not feeling comfortable having friends or family over, while nine percent reported that they preferred to spend more time away than inside their house.

In the UK, significant shares of students felt that poor housing conditions had affected their mental health: 40% of students said that they were feeling miserable, while 30% of them said that they were feeling anxious or depressed. On the other hand, the impacts on their physical health were more moderate: 11% of students said that poor housing conditions had made an existing health problem(s) worse, and 15% of them reported that the poor housing conditions had brought up a new health problem(s). Concerning their social life, nine percent of students reported that they feel unable to invite friends or family to their house, while 13% reported that they had spent as much time as possible away from their house.

6 Synopsis of major findings

Based on the questionnaire survey results, the "cost of rent", the "location and convenience" and the "condition of accommodation" are the three most important criteria for students when searching for accommodation in Cyprus, Greece, Ireland, Lithuania and Romania, whereas in Bulgaria, the only difference is that the "size of accommodation" is preferred instead of "location and convenience". In Lithuania and Romania, the highest share of students selected their current accommodation based on how affordable the rent was while in the rest of the countries, a convenient location to the university was the key selection factor for most students. Rent and affordability ranked second in Greece, Ireland and the United Kingdom while in Cyprus, Romania and Lithuania a fully furnished and equipped house was the second most motivating factor for students to choose their current accommodation.

Clearly, convenience and financial factors are at the expense of energy efficiency, and as a result students look for affordable houses, or houses close to their places of study, instead of energy efficient houses. In addition to this, another indicator of low energy awareness amongst students is the high share of students who have not requested to see an EPC, and therefore have not received one, or other relevant certificates such as the Electrical Safety Certificate (ESC). Fifty-eight percent of students in Ireland, and 48% in Romania, have not requested, and consequently have not received, an EPC whereas in Greece, Lithuania and the UK this share is approximately a third of students (Table 31). In Cyprus, 34% of students have not received an EPC, and additionally 43% of them didn't know whether they had received an EPC. Finally, in Bulgaria the share of those that did not receive an EPC (either upon or without request) is lower, at 18%.

Table 31 Main conclusions on energy awareness of the participants and fuel poverty indicators (findings from the questionnaire survey)

STUDENTS	**IE**	**RO**	**LT**	**BG**	**CY**	**EL**	**UK**
Energy efficiency awareness							
Importance of **energy efficiency** of the **dwelling** when house hunting	3%	0%	2%	9%	0%	5%	-
Have **not requested** (and have not received) an **EPC** at current accommodation	58%	48%	30%	9%	34%	31%	29%
Importance of **energy efficiency** and/or energy certification score of the **appliance** when choosing one	9%	11%	9%	67%	0%	22%	-
Indicators of fuel poverty							
Arrears in **energy bills** due to lack of money	10%	14%	7%	27%	9%	15%	7%
Feeling colder than would like in current accommodation during winter	66%	13%	26%	18%	38%	48%	56%
Have **turned heating off** being concerned about the costs	45%	2%	6%	17%	29%	36%	43%
Damp or mould present in current and/or previous homes	57%	13%	20%	37%	20%	37%	49%
LANDLORDS	**IE**	**RO**	**LT**	**BG**	**CY**	**EL**	**UK**
Energy efficiency awareness							
Provision of **EPCs** to tenants without asking/upon request	86%	56%	11%	80%	17%	91%	93%
Importance of **energy efficiency** and/or energy certification score of the **appliance** when choosing one	0%	36%	50%	29%	33%	31%	18%

From the landlord's questionnaire, we found out that an EPC was not provided by 67% and 31% of respondents in Cyprus and Romania, respectively. In Lithuania, the vast majority of respondents said either that they did not provide the EPC (33%) or that it was not applicable in their country (56%). Twenty percent of landlords in Bulgaria had not provided the EPC, while in Ireland this share was 14%. On the other hand, in Greece and the UK, the share of landlords who had not provided their property's EPC was distinctively lower, 8% and 5% correspondingly. Furthermore, most of the landlords participating in the focus groups/interviews said that none of the students renting their property ever asked for the EPC.

It is interesting to note that in Ireland, as found out from the questionnaire, 30% of students said that their energy bills were high, even though they were making significant effort to use less energy. In Greece this share is 29%, in Cyprus 23% and in Lithuania 15%. Bulgaria has the highest percentage of students who are in arrears on their bills and rent (27%). Greece follows with 15% of students not able to cover their energy bills or their rent due to lack of money in the last 12 months. Arrears in rent is also reported in Lithuania (13%), Cyprus (12%) and Ireland (10%). In Romania 14% of students reported arrears on their energy bills while in the UK 7% reported being in arrears. Overall, the majority of respondents (more than 57%) in each country, except for Bulgaria (28%), do not face difficulties in paying their bills. At the same time however, significant shares of respondents reported feeling colder than would have liked and having to turn heating off or down. The driving force behind this inconsistent behavior could be their efforts to keep costs down in order not to face difficulties in paying their bills.

Analytically, in Ireland, the UK, and Greece 66%, 56% and 48% of students respectively said that they, so far this winter, had felt either a bit or much colder than they would have liked. Twenty-six percent of students in Lithuania, 18% in Bulgaria and 13% in Romania reported that they felt either a bit colder or much colder than they would have liked. These results are not surprising; 45% of the respondents in Ireland, 43% in the UK, 37% in Greece, 29% in Cyprus and 17% in Bulgaria had turned the heating off even though they did not want to in order to keep costs down. In Lithuania this share is 6%, however, most of the students do not have control over their heating systems.

The questionnaire survey also showed that damp or mould on walls or ceilings, as well as draughty windows or doors, are the most common problems faced by students. In Ireland 34% of students live in a house with draughty doors or windows and 30% live in a house with damp or mould on walls. In the UK 38% of students reported damp or mould on walls or ceilings and 30% have draughty openings. In Greece this share is 28% and 29% respectively. In the rest of the countries, at least 15% of students reported the same problems.

In all countries, the majority of respondents had approached their landlord about the cold-housing problems they faced with their accommodation. However, in Lithuania (29%) and Ireland (24%) the percentage of students who did not approach their landlords for relevant issues is important. According to the results of the focus groups, students from Lithuania fear that their landlord will increase the rent if they approach them asking for any improvements, while in Ireland students are afraid of being evicted since there is a large demand for housing and therefore landlords can easily find new, less demanding tenants. The main reason why students in Greece and Cyprus do not approach their landlords asking for home improvements is because they feel that their landlords do not want to make any investments to improve their property, and are indifferent to their needs.

Interestingly, apart from problems with cold housing, the students' survey results reveal a lack of safety facilities in students' homes that is probably related to the fact that regulations (e.g. fire regulations) are more strict in some countries (e.g in the UK) than others. Only a 3% minority from Greece has a smoke or fire alarm installed in their current accommodation whereas none (0%) of the respondents from Bulgaria reported the existence of a mortis lock in their accommodation. In addition, less than 10% in each country live in an accommodation equipped either with smart energy meters or with smart energy thermostats.
In general, despite the aforementioned home deficiencies, students in all countries reported adequate levels of overall satisfaction with their current accommodation with the participating students from Bulgaria being the most satisfied. This antithesis is attributed to the fact that although issues are being faced, namely with energy efficiency and comfort, the students' primary criteria for the selection of their home –i.e. "cost of rent" and "convenient location"- are nonetheless met.

From the landlords' perspective, when it comes to actions taken towards improving poor housing conditions, the results are not encouraging either, especially for Ireland. Based on the questionnaire, none of the respondents from Ireland took any action to improve their rented property due to lack of funding. The same was stated by 13% of respondents in Bulgaria and 8% in Greece. In accordance to that, landlords from Cyprus, Greece, Lithuania and the UK who participated in the focus groups reported that they were not aware of any financial incentives or grants. Moreover, most of the focus group participants consider energy efficiency important only as a means of decreasing the running costs of the property and, in addition, the majority of them consider existing or prospective grants and financial incentives as the most significant driver for energy efficiency improvements. Finally, the share of respondents who stated that either a smart energy meter or a smart energy thermostat was present in their property, does not exceed 22% in any country.

Obviously, the undesirable living conditions and the low energy awareness described above have a severe impact on tenants' wellbeing. Significant shares of students reported feeling miserable due to the poor housing conditions (44% in Bulgaria, 40% in the UK, 32% in Ireland). At the same time, respondents from the UK, Ireland and Cyprus, 30%, 27% and 21% respectively, reported feelings of anxiety or depression. Lower but not insignificant, are the proportions of students who reported that they developed new health problem(s) or existing health problem(s) became worse; 17% and 19% respectively in Ireland, 12% and 7% in Lithuania, 5% and 14% in Greece, 15% and 11% in UK. In Bulgaria the percentage of students that reported reoccurrence of existing health problem(s) is the highest (33%) amongst the SAVES 2 countries.

Results also show that strains have been placed on social lives of students as a result of poor housing conditions: 21% in Cyprus, 17% in Ireland, 14% in Greece are not at ease at inviting friends or family to their accommodation. Moreover, notable proportions of students stated a preference in spending as much time as possible away from their homes; ranging from 6% in Lithuania to 20% in Ireland.

Considering the results, without doubt it can be said that a significant share of students experience fuel poverty and measures and social innovation should be adopted to support them. Broadly speaking, and in agreement with previous research [43] the findings of this research indicate that it almost seems that living in a poor quality property is treated as a 'rite of passage' for students. Bouzarovski et al. (2012)[43] suggest that young adults are often an under-reported and under-supported group of the population that suffer from fuel poverty and in addition to the poor knowledge of thermal comfort and energy efficiency standards, the situation of young adults is "*in part attributable to the widespread cultural expectation that is acceptable for individuals in this demographic group to live in poorly heated and low quality housing*". To this direction, understanding the contextual situation of private-rented accommodation in seven EU countries can enable the identification of specific recommendations to help reduce the exposure of students to fuel poverty and put us on the right track to alleviate this. The impacts of cold housing should not be underestimated and all the associated parties (governments, universities, landlords or letting agencies, energy suppliers and other stakeholders) should work together to increase confidence among students in the benefits of energy efficiency.

7 Recommendations to help reduce students' exposure to fuel poverty

- **Deployment of sophisticated policy packages by governments**

Governments should deploy sophisticated policy packages to aid property owners and tenants to improve the living conditions of the latter:

- Regularly review policy packages and measures to ensure that energy prices reflect the real costs of energy supply and delivery, require energy suppliers to provide bill discounts for low income students and encourage them to benefit from the energy market competition. Market competition allows students to choose their provider with respect to energy prices, environmental concerns or even secure supply of electricity, whereas a well-functioning energy market also provides consumers, and thus students as well, with adequate measures, innovative products and diverse new services to promote the more efficient use of energy.
- Put into effect an action plan that provides a range of financial and other incentives to promote renovations and energy retrofits to existing buildings in order to increase their energy efficiency.
- Shape strategies to support the continuous incorporation of new high efficient products and emerging technologies such as smart metering in buildings and to increase their market penetration.
- Encourage landlords to participate in accreditation schemes such as the National Code or the National Landlords Association (NLA) in the United Kingdom in order to foster the development of a high quality rental market.

High-energy costs and poor energy efficiency of dwellings are two main factors associated with fuel poverty. Both are present in this analysis, with significant shares of students living in deteriorated dwellings and putting great efforts to keep their energy costs down by turning the heating off or down in order not to face difficulties with their bills. Moreover, there is a low uptake of new technologies that could allow them to better manage their energy usage such as smart meters or smart energy thermostats. To alleviate this situation, regulations in energy markets and incentives to propel investments in renovations of existing building stock are important. Modern technologies, with high performance standards that also allow continuous data collection on energy consumption, like smart meters, would aid governments to refine their action plans and better designate more effective strategies to tackle fuel poverty.

- **Energy Efficiency Awareness Campaigns and training**

As it is depicted from the results, the surveyed students have rather low levels of energy awareness and the socio-economic long-term impact of energy efficiency is not evident neither to them nor to landlords. For this reason, student unions' could organize targeted campaigns for students, such as the Student Switch Off+ (SSO+) campaign that enhance their energy awareness and informs them about the adverse impacts of poor housing. Additionally, universities could offer training courses for students to promote energy management and energy efficiency, and empower them to make informed decisions about future houses they rent. On the other hand, governments as well as the relevant stakeholders could inform landlords about the benefits of renovations and financing options. Every involved party in the rental market should link the gap between human health and energy efficiency in buildings, understand the impacts that daily energy habits have on micro and macro economy and get familiar with terms like climate change, global warming and energy conservation.

- **Housing lists provided by universities**

The findings have revealed that most of the students in all countries except Greece and Cyprus found their accommodation through an online property search. At the same time, significant shares of students stated that they have not received their accommodation's EPC or other certificates, while a lack of safety facilities such as smoke/fire alarms or mortis locks is also reported. To this direction, universities/students' unions should compile and provide an online platform that contains a list of available houses that meet certain standards in which letting agents and landlords could register their properties assisting their students in housing hunting. For every accommodation, appropriate certificates such an EPC, an ESC, a Proof of Gas Safety check and an inventory should be uploaded. Properties that are part of accreditation schemes should gain a higher visibility in these lists.

- **Zones of energy efficient student housing close to universities**

Governments should assure lower energy prices and tax benefits for landlords whose property has a mid to high rating on its EPC (e.g C rating), is located close to the university, and they rent it exclusively to students.

This study has also depicted that the vast majority of students chose their current house according to the property's distance from their place of study although their most important criterion when looking for home is the cost of rent. However, plenty of these houses are not energy efficient, the relevant energy bills are high and the rent is not cheap. On the other hand, an energy efficient house saves money from energy bills and in addition with the lower energy prices the total cost of living is reduced significantly and the wellbeing of the tenant is improved. Consequently, the number of students with arrears on their rent or on their energy bills as well as the number of students who live in a cold home will decrease. Moreover, attracting more students close to the university will help them feel part of the local community and more involved with other students, at the same tackling the reported lack of integration with their local community. At the same time, by giving incentives to landlords to rent their properties to students, students can become a more attractive tenant target group for landlords.

- **Social Rental Organizations (SROs)**

Following the example of social rental agencies which were first introduced in the Flanders, Belgium, governments should legislate and establish non-profit social rental organizations (SROs), managed by national social services or non-governmental organizations. Such organizations ought to target tenants with low incomes and high accommodation demand such as students and should be devoted on setting up networks with welfare agencies, policy makers and market stakeholders. They could act as a mediator between property owners and renters making an agreement with private proprietors and offering to sublet their property. The advantages SROs could have for landlords are:

- Guaranteed payment of rent for several years even in periods of vacancy.
- Constant maintenance of the property ensuring the finest quality of the building.
- SROs take charge of property's management and inter alia bare the expense of issuing all the relevant protocols and certificates such as the EPC, the Electric Safety Certificate and the Proof of Gas Safety check.
- SROs could have access to attractive subsidies for energy efficiency retrofits and renovations on buildings or obtain low prices for the outsourcing of house appliances.

Based on the mentioned advantages provided to landlords, SROs will be able to negotiate lower rents than in the free market; thus the benefits for students are:

- Lower rental prices than in the free market of rental accommodation
- Living in a properly maintained and energy efficient house equipped with electrical appliances of low energy consumption
- Guaranteed rental contract for the whole period of studies
- Easy approach to the house administrator to report any defect or malfunction on the building envelope or systems of the building and direct support.
- Mediation and guidance in the case of arrears on bills or rent arrears

With SROs in charge, landlords are not involved in tenant selection and as a result, students are not excluded from renting a property. On the other hand, students should show diligence and ensure prompt payments, preserve the property in a good condition and participate in rental counseling and educational programs. At last, governments should assure that rent allowances are still available for low income students enlisted in SROs.

- **Social Housing in public Nearly Zero Energy Buildings (NZEBs)**

Governments should promote the restoration and energy retrofitting of existing underutilized publicly owned buildings according to NZEB guidelines and provide them to students as affordable housing which concurrently stands as a training hub for energy efficiency where students could get acquainted with new practices concerning their daily energy use.

The Energy Performance of Buildings Directive requires all new public buildings to be nearly zero-energy by 2018. However, the existing underutilized public buildings offer a great opportunity to be renovated and used as a means of social housing for vulnerable students. The rent could be lower than in the free market, students would be involved with other students and at the same time, they would be in direct touch with exemplary buildings of high-energy performance, internalize this way the good practices of energy efficiency and increase their energy awareness. After they move to their own house, they could put in action what they learnt during their stay in such buildings and act as role models disseminating their experiences to their neighbors.

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Annex I – Number of responses to individual questions per country –landlords' questionnaire

Question	Ireland	Romania	Lithuania	Bulgaria	Cyprus	Greece	UK
Do you rent your property to student/s this academic year?	**22**	**19**	**13**	**40**	**12**	**559**	**61**
Which of these best describes your current status?	**11**	**17**	**12**	**36**	**8**	**270**	**59**
Is this your first time renting your property to students?	9	17	10	32	8	255	45
Do you prefer them as tenants from others?	10	17	10	32	8	257	51
You mentioned earlier that you prefer students as tenants. What is the reason for this?	4	13	4	22	6	170	29
Overall, how satisfied are you with your current student tenant(s)?	7	17	10	30	8	245	43
To what extent do you agree, if at all, with the following statements about your rental property?	7	17	10	30	8	242	43
How do you normally get acquainted with possible tenants before agreeing to rent your property?	7	17	9	30	8	226	43
Please choose the three most important criteria for deciding to whom to rent your property? Please consider particularly the cases where the tenant is a student. Please rank in order of importance, where 1 is most important	7	16	9	29	8	161	42
Which of the following items, if any, do you provide to your tenants before they move in?	7	17	9	30	8	223	43
As a landlord are you a part of an accreditation scheme?	7	17	9	30	7	206	42
What arrangement have you made with your tenant for the following household bills?	8	17	9	30	8	216	46
You said that the energy bills (electricity or gas) are included in your rent payments or are paid separately to you by your tenant. Please let us know which of the following options describe your situation.	2	6	8	13	0	26	14
What kind of heating system/s do you have in your property?	8	17	4	29	8	210	41
Does your term time accommodation have any of the following?	8	17	9	29	8	210	46
You said you have a 'smart' energy thermostat in your property (e.g. Hive, Nest). Please tell us who can control the heating using this thermostat.	0	4	1	2	1	9	6
Are/were the following present in your property?	8	17	9	29	8	206	46
You said that one or more from the previous conditions are apparent in your property. What best describes your actions towards this? Please consider the bigger picture regarding your actions t	1	3	4	8	2	26	9
Which of the following words best describes how you feel about saving energy?	7	16	9	28	8	197	41
Please consider each of the statements below and indicate to what extent you agree or disagree with it?	7	17	9	28	8	196	42

Question	Ireland	Romania	Lithuania	Bulgaria	Cyprus	Greece	UK
Is your property partially or fully equipped with electrical appliances?	7	16	9	26	7	192	44
How did you equip your property with the current electrical appliances?	7	16	9	20	7	149	42
How important, if at all, were the following criteria when you were choosing the electrical appliances? Please rank in order of importance, where 1 is most important.	4	11	4	7	3	75	34
Please consider each of the statements below and indicate to what extent you agree or disagree with it?	6	16	8	28	7	188	41
Please tell us what the type of your current occupation is.	6	16	9	25	7	163	32
Please tell us if in the past you had encountered any of the following subjects?	7	0	9	28	5	138	43
Which of the following best describes how you think of yourself?	6	16	9	16	7	191	41
How old are you?	6	15	9	28	7	190	41

Annex II –Number of responses to individual questions per country – students' questionnaire

Question	Ireland	Romania	Lithuania	Bulgaria	Cyprus	Greece	UK
Which of these best describes your current term-time accommodation?	**704**	**77**	**706**	**17**	**77**	**93**	**2509**
How old are you?	446	63	345	12	64	73	2502
Which of the following best describes how you think of yourself?	442	63	342	11	64	71	2509
Please tell us the field which you are currently studying. To complete the survey we need to know which type of subject you are studying.	439	61	341	10	60	70	not asked
Which of the following do you use to pay your rent?	446	63	345	12	64	73	2504
Is this your first year of living in a privately rented flat/house as a student?	424	58	331	11	64	71	not asked
Overall, how satisfied are you with your current term-time accommodation?	434	59	335	11	64	71	2507
Why did you choose to live in your current house/flat?	437	59	336	12	64	73	2506
To what extent do you agree, if at all, with the following statements?	417	54	308	11	62	69	2507
According to your opinion does your landlord find energy efficiency of your house, and in general, an important topic?	418	54	306	11	61	69	not asked
How did you find your current house/flat?	377	49	250	11	53	62	2505
Did you view the property in person before agreeing to rent it?	394	49	286	11	56	66	2500
How important, if at all, were the following criteria when you were house-hunting?	369	47	264	11	52	61	n/a
Which of the following items, if any, did you receive or request for at your current accommodation?	370	50	269	11	53	62	2499
Is your current property/landlord/letting agent part of an accreditation scheme? Accreditation schemes are local or national initiatives where participating landlords or letting agents agree to meet certain standards set out under the scheme. These scheme	375	49	269	11	52	59	2500
How do you pay for the following household bills?	364	48	267	11	48	61	2506
You said your energy bills (electricity or gas) are included in your rent payments or are paid separately to your landlord. Please let us know which of the following options describe your situation.	193	18	190	8	16	24	778
You said your energy bills (electricity or gas) are paid for separately by you? Please think the following statements and select the one that best describes your current situation.	192	31	73	3	30	45	not asked
What kind of heating system/s do you have in your term time accommodation?	367	50	267	12	49	62	2503
Does your term time accommodation have any of the following?	362	50	260	12	48	61	2495
You said you have a 'smart' energy thermostat in your current accommodation (e.g. Hive, Nest).Please tell us who can control the heating using this thermostat.	10	3	10	0	5	7	116
Are/were the following present in your	350	47	257	11	42	59	116

Question	Ireland	Romania	Lithuania	Bulgaria	Cyprus	Greece	UK
current, or previous homes you have rented whilst you have been a student?							
Did you, or the people you live with, approach your landlord regarding the issues you experienced with your accommodation?	314	21	146	8	22	46	89
To what extent do you undertake the following actions?	340	47	243	11	42	58	2505
How would you describe the overall level of comfort in your current accommodation so far this winter? Is it…	341	47	241	11	42	57	2505
Thinking about any time of day or night, have you (and the people you live with) cut back on energy use in your current accommodation in any of these ways this winter, because you were	344	48	247	12	42	59	2484
Thinking about the heating in your accommodation, please tell us to what extent do you agree, if at all, with the following statements?	326	45	233	11	37	53	2500
Which of the following actions, if any, have you taken whilst in your current accommodation because it is colder than you would like?	329	46	237	12	38	54	2494
During summer conditions, which of the following actions, if any, have you taken whilst in your current accommodation because it is warmer than you would like?	320	45	233	11	35	53	not asked
Which of the following words best describes how you feel about saving energy?	312	44	229	11	33	51	not asked
Please consider each of the statements below and indicate to what extent you agree or disagree with it?	317	44	231	11	33	51	not asked
You said that you have problems with your current accommodation and that your home is much/bit colder/warmer or both than you would have liked. Does this affect you in any of the following ways?	296	28	139	9	29	44	42
In the last 12 months, have you been unable to pay any of these bills at the final reminder due to a lack of money?	314	43	229	11	34	53	2324
How did you acquire your current electrical appliances (kettle, washing machine, microwave, etc.)?	314	43	228	11	34	51	not asked
How important, if at all, were the following criteria when you were choosing electrical appliances (kettle, washing machine, microwave, etc.)?	33	7	78	3	11	37	not asked