

References

Leather, P., Littlewood, A., Munro, M. (1998) *Make do and Mend?: Explaining Homeowner's Approaches to Repair and Maintenance*, Bristol: The Policy Press.

Venning, P. (2003) Stats and Ladders, *SPAB News* Vol 24 No 1, p 4-6.

Wedgewood Markham Associates Ltd. (1994) *Historic Houses: A Growth Sector*, London: WM Associates Ltd.

Appendix 1. Questionnaire to listed building owners

Defining maintenance for the purposes of this questionnaire

Maintenance is defined as day-to-day activities such as cleaning, painting, minor replacement and repair of the essential weatherproofing elements (roof coverings, chimneys and flashings, roof structure, gutters downpipes and drains, external walls and external windows and doors) of your building. **Maintenance seeks to extend the life of such elements rather than entirely replacing them.**

SECTION 1: ABOUT YOUR LISTED BUILDING

If you own more than one listed building, please base your answers on your principal building.

1 Where is your building located?

Town

First group of characters in your postcode (e.g. BS16)

2 What is the listing grade of your building?

Grade I	Grade II*	Grade II	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 What age is your building?

Pre 1700	1701-1840	1841 - 1914	1915 - 1945	1946 onwards	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 Is your building currently included on an 'at risk' register?

Yes

No

Don't know

5 If you answered 'no' to question 4, has your building been on an 'at risk' register within the last 10 years?

Yes

No

Don't know

6 Is your building a dwelling? (does not necessarily need to be your dwelling)

Yes

No Please state what kind of building it is

If you answered 'no' to question 6, please proceed to question 13

7 What type of dwelling is it?

Terraced

Semi-detached

Detached

Maisonette

Flat/apartment

8 How many bedrooms does it have?

1

2

3

4

5

5+

9 What is the approximate current value of the dwelling?

Less than £50,000

£50,000 - £150,000

£151,000 – £250,000

£251,000 - £350,000

£351,000 - £500,000

£501,000+

Don't know

10 Do you currently live in the building?

Yes

No

If you answered 'no' to question 10, please proceed to question 13

11 How long have you lived there?

0 – 5 years

6 – 10 years

11 – 20 years

21 – 30 years

31+ years

12 How long do you expect to continue living there?

0 – 5 years

6 – 10 years

11 – 20 years

21 – 30 years

31+ years

Don't know

SECTION 2: ATTITUDES AND PRACTICE IN REGARDS TO MAINTENANCE

13 How important are the following factors in deciding the standards of maintenance that you currently adopt? (**1 = very important, 2 = quite important, 3 = not important**)

Because the building is listed

Because the building is historic

Because the building is my home

14A How aware are you of your legal responsibilities as a listed building owner?

Very aware

Quite aware

Unaware

14B Please describe briefly what you think are your legal responsibilities **with regard to maintaining** your building?

15 Which of the following maintenance activities are carried out on your building? (please tick all that apply and indicate whether you AND/OR someone else carries them out)

	Carried out by me/my partner	Carried out by someone else	Frequency
External painting and decorating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Gutter clearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Minor repairs to windows and doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Minor roof covering repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Minor roof structure repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
	<input type="text"/>		<input type="text"/>

16 Which, if any, of the following constraints prevent you from undertaking maintenance work yourself? (please tick all that apply)

- Lack of time
- Lack of knowledge
- Lack of skills
- Requirement for specialist equipment
- Requirement for specialist materials
- Problems with access
- Cost
- Other (please specify)

17A Do you try to anticipate the maintenance work that may need to be carried out in the future?

- Yes
- No

If you answered 'no' to question 17A, please proceed to question 19A

17B How long into the future do you try to anticipate the maintenance needs of your building? (please tick all that apply and indicate the type of maintenance needs that you anticipate within each timespan).

- The next 6 months
- The next year
- The next 2 years
- The next 5 years
- The next 10+ years

17C Do you make financial provision for this anticipated work?

Yes

No

18 Which of the following reasons best describes why you try to anticipate the maintenance needs of your building? **(please tick one option only)**

For purely financial reasons (1)

Mainly to avoid inconvenience and discomfort of damage from disrepair (2)

Just in the interests of preventing unnecessary loss or damage to the historic fabric (3)

A combination of the above reasons (please indicate which)

	1, 2 and 3	1 and 2	1 and 3	2 and 3
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19A How often is an inspection carried out on all or most of the main external elements of your building in order to ascertain its condition?

Never

Every year

Every 2-5 years

Other (please specify)

If you answered 'never' to question 19A, please proceed to question 20

19B Who carries out such inspections **(please tick all that apply)**

You personally/friend or family member

A builder (employed by you)

A surveyor (employed by you)

An architect (employed by you)

Other (please specify)

19C If you answered 'you personally/friend or family member' to 19B, are you/they either a builder, surveyor or architect?

Yes

No

20 Please evaluate the following list of reasons for maintaining your building. **Please use the following codes.**

1 = very important 2 = moderately important 3 = unimportant

- The building is old
- The building is listed
- Fear of incurring large repair bills in the future
- To avoid the inconvenience and discomfort of damage from disrepair
- The building is an investment
- Peer pressure from other building owners in the vicinity whose properties appear to be well maintained
- A moral obligation to preserve the building for future generations
- A sense of personal satisfaction
- Experience that it is the most cost-effective approach
- It is a condition of the building's insurance
- In order to uphold guarantees from previous building work that has been carried out
- Recommendation from a third party (friend, surveyor, builder, architect etc.)
- Other important reasons (please specify)

SECTION 3: GUIDANCE, ADVICE AND MAINTENANCE SERVICES

21 Which, if any, of the following sources of guidance do you consult with regard to the maintenance of your building? **(please tick all that apply)**

- National or local conservation bodies (please specify)
- Magazines (e.g. Period Homes)
- Listed building owners' clubs
- The local authority
- Other (please specify)

22A How likely would you be to consult the following types of people for advice about the **maintenance** of your listed building. **(Please tick all that apply)**

	Very likely	Quite likely	Very unlikely
Architect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Builder surveyor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Builder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conservation officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family member/friend/neighbour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you said that you would be either ‘very likely’ or ‘quite likely’ to consult an architect, building surveyor or builder, please proceed to question 23

22B Which of the following best describes your reasons for **not** using either architects, building surveyors or builders as sources of advice about the **maintenance** of your building? **(please tick all that apply)**

	Architects	Building Surveyors	Builders
They have a financial interest in finding or exaggerating problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They don’t seem to understand the nature of my building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is difficult to find an appropriately qualified/experienced source	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They may identify necessary work that will require me to obtain statutory approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are only useful on major projects, not for giving general advice about maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I want someone to do the maintenance work, not just advise me what needs to be done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 Which of the following best describes the criteria that you use when selecting builders to **undertake** maintenance work on your building? **(please tick all that apply)**

Recommendation from someone I know and trust	<input type="checkbox"/>
Recommendation from a conservation officer	<input type="checkbox"/>
Recommendation from a conservation society	<input type="checkbox"/>
I have used the company before	<input type="checkbox"/>
I have seen their work elsewhere	<input type="checkbox"/>

Question 23 continued

Specialist historic building knowledge/skills mentioned in the builders's advertisement

Builder with the most competitive quote

Other (please specify)

24A When using builders in the past, have you specifically tried to find one that specialised in historic buildings?

No

Yes

24B If you answered 'no' to question 24A, please explain briefly why you have not attempted to find builders who specialise in historic buildings.

24C If you answered 'yes' to question 24A, how easy was it to find a builder that specialised in historic buildings

very easy

quite easy

difficult

impossible

24D If you found it either difficult or impossible to find a specialist builder, please say briefly what the nature of the difficulty was.

SECTION 4: ENCOURAGING A PREVENTION RATHER THAN CURE APPROACH

- 25A** In the Netherlands an independent maintenance inspection service for listed buildings has existed for 30 years. The service:
- is independent of the statutory conservation authorities;
 - is independent of an architect/buildings surveyor or any building contractor;
 - provides a report on the maintenance condition of the building. This is based on an inspection of the listed building every 12-18 months which identifies the maintenance priorities for the following 12-18 months. The report is intended to enable the owner to subsequently commission appropriate works;
 - includes on the spot 'first aid' repair for any small but critical disrepair encountered during the course of the inspection. These are time-limited to those that can be completed within 90 minutes.
 - is by subscription.

How would you rate your potential interest in such a service?
 (please select one option only)

High	Medium	Low	Not sure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 25B** How much would you be willing to pay per year for such a service?

Not prepared to pay

Prepared to pay (please specify amount) £

- 25C** Would you be more or less likely to use an inspection service similar to the one described above if it was:

	More likely	Less likely	Don't know
Linked to reduced premiums on your building's insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Linked to tax incentives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Linked to a grant scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Linked to a service that carried out all the work identified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 5: ABOUT YOU

In order to assist us in interpreting the information gathered through these questionnaires it would help us to know more about the people who have responded to them. We would, therefore, like to ask you the following questions. **Please, return the completed questionnaire to us, even if you do not wish to answer some or all of these questions.** The information that you give will not be linked to you personally and will be treated in the strictest confidence.

- 26** To which age group do you belong?

16-24 25-34 35-49 50-64 65+

- 27** What is your occupation? (please answer even if you are currently unemployed, retired, a student etc. by describing your normal occupation, if appropriate and your current employment status)

- 28** What is the annual income level of your household?

Less than £10,000	<input type="checkbox"/>	£10,000 – 19,999	<input type="checkbox"/>	£20,000 – 29,999	<input type="checkbox"/>	£30,000 – 39,999	<input type="checkbox"/>
£40,000 – 49,999	<input type="checkbox"/>	£50,000 – 59,999	<input type="checkbox"/>	£60,000 – 69,999	<input type="checkbox"/>	More than £70,000	<input type="checkbox"/>

29 What is the **highest** level of educational qualification that you have attained?

Primary Secondary Further education University undergraduate

Post-graduate Other (Please specify)

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.

In the next stage of this research programme we will be trying to deepen our understanding of individual owners' attitudes towards the maintenance of their listed buildings. This will comprise a 20-30 minute telephone interview. If you would be prepared to be interviewed for this subsequent stage, please write your name, address and telephone contact details in the space provided. **All interviewees will receive a Marks & Spencer's gift voucher or a book token to the value of £20.**

Name

Address

Telephone

Convenient contact time (i.e. day of the week and time)

Appendix 2. Questionnaire results

Profile of listed buildings

The listing grades of buildings owned by respondents to the questionnaire is shown in Figure A. The national proportion currently equates to the following:

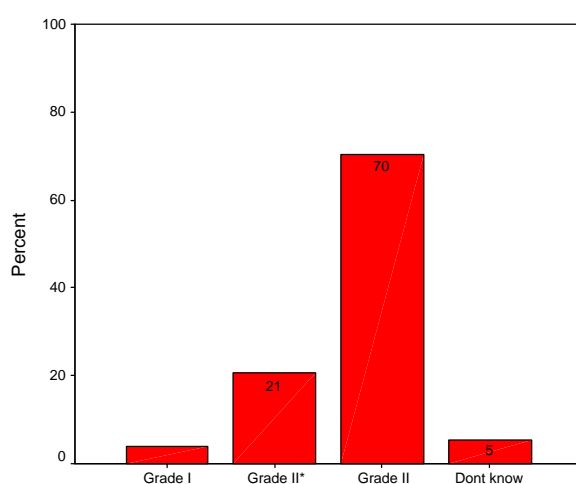
Grade I (or equivalent) Three per cent;

Grade II* (or equivalent) 11 per cent;

Grade II (or equivalent) 86 per cent.

There is a, therefore, a greater representation of Grade II* (or equivalent) buildings and a lower representation of Grade II (or equivalent) buildings in this research sample than is found in the national population. Significantly 5 per cent of respondents did not know the listing grade of their building.

Figure A: Listing grade



Nearly 50 per cent of the buildings were built between 1701 – 1840, and almost 40 per cent were pre-1700. Full results of building age are shown in Figure B. Whilst 5 per cent of respondents did not know the listing grade, only 1% did not know its age.

Ninety four per cent of owners said that their listed building was used as a dwelling. The majority (57 per cent) of these were detached, whilst 22 per cent were terraced and 17 per cent were semi-detached (see Figure C). Nearly one third of the dwellings had four bedrooms whilst 14 per cent had five bedrooms and 27 per cent had more than five bedrooms. Owners' estimates of property value are shown in Figure D.

Figure B: Building age

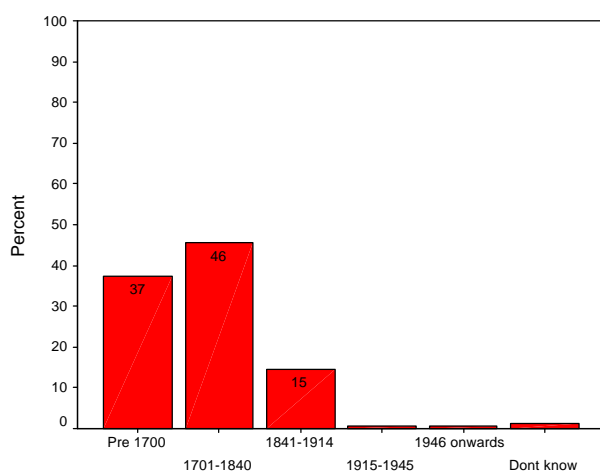


Figure C: Dwelling type

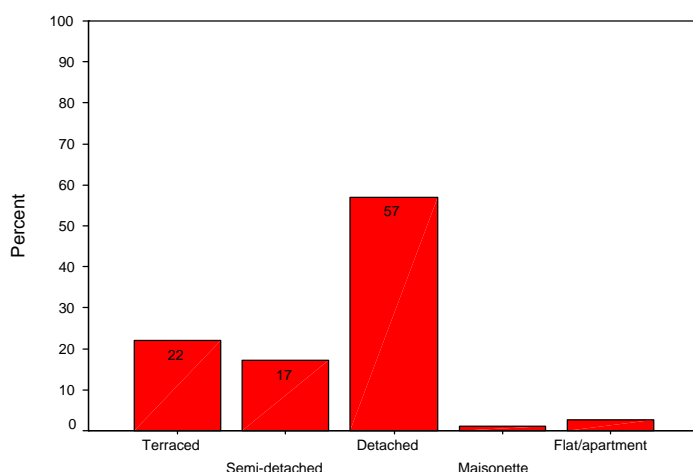
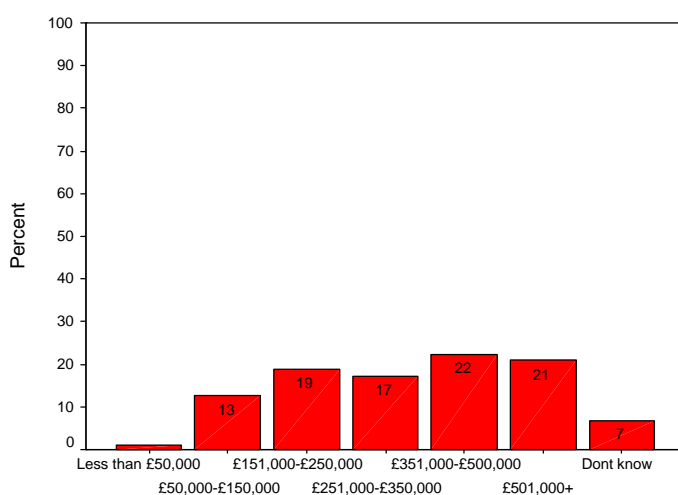


Figure D: Dwelling value



Only 1 per cent of owners said that their building was currently on an at risk register, and 5 per cent reported that their building had been on an at risk register within the last 10 years. Actual figures may be higher than this as 20 per cent of owners did not know if their building was or had been on an at risk register.

Nearly 50 per cent of owners had lived in the building for five years or less (Figure E). The amount of time that owners expected to stay living in their building varied greatly, however (Figure F)

Figure E: Length of time in property

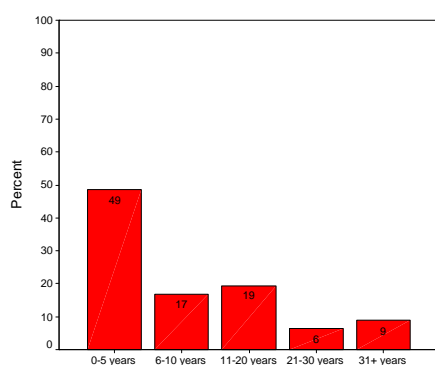
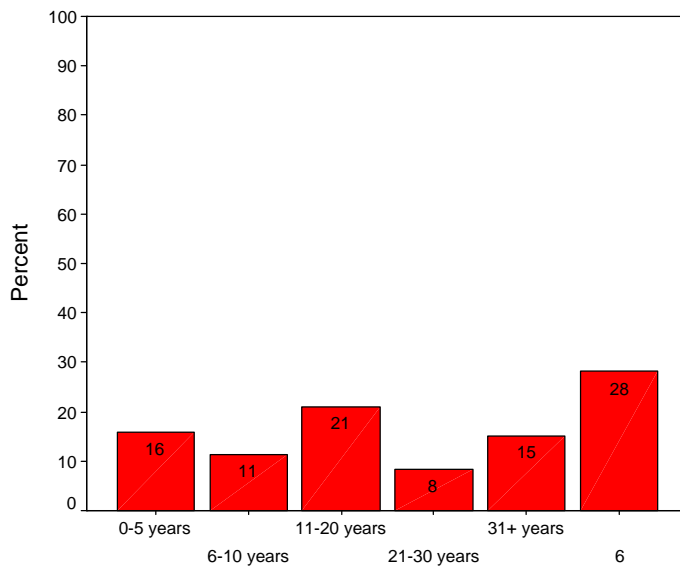


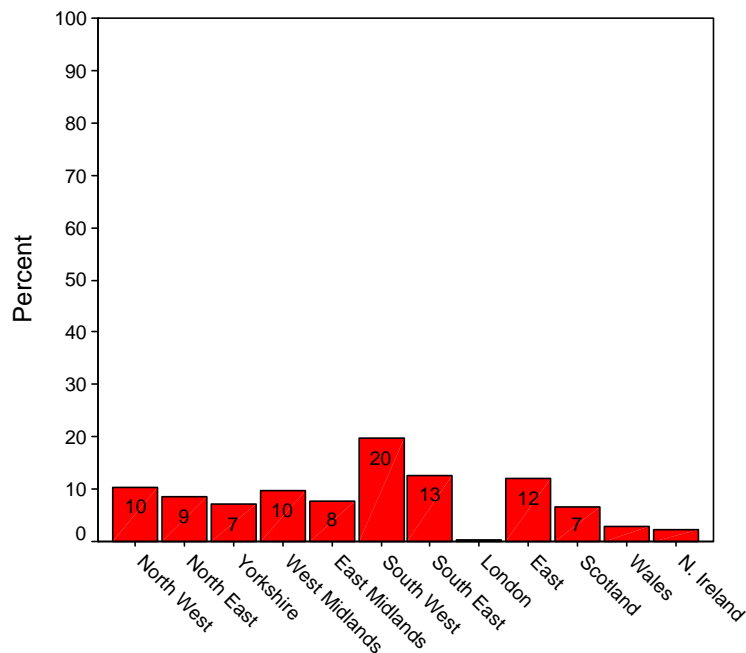
Figure F: Length of time that owners expected to stay living in their property



Profile of respondents and their geographical distribution

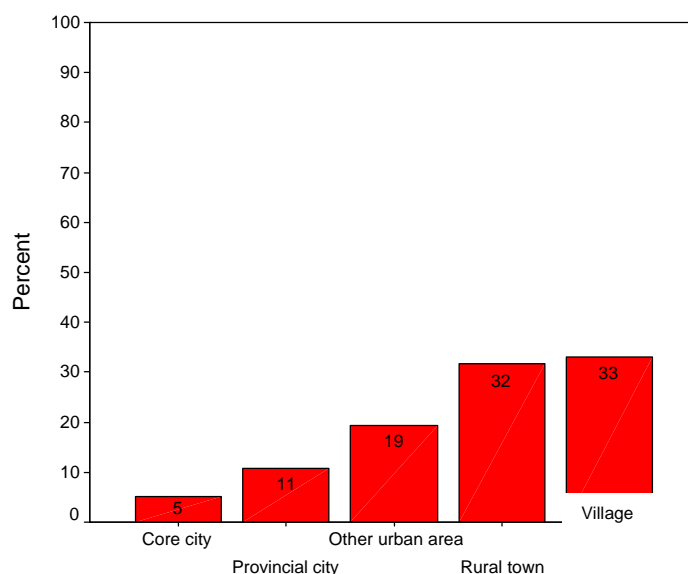
Responses were received from respondents in all nine of the English Government office regions and from Scotland, Wales and Northern Ireland (Figure G).

Figure G: Geographical distribution



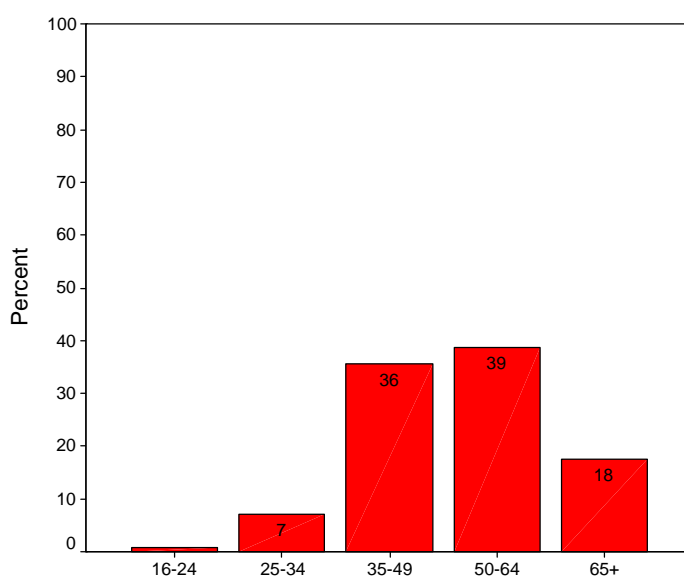
Respondents were almost equally split between urban areas, rural towns and villages¹ (Figure H).

Figure H: Settlement type



The majority of respondents were between the ages of 35 and 64 (Figure I)

Figure I: Respondents' age



The overall profile of those who responded to the questionnaire is far higher than the national average in terms of highest educational qualification, occupation classification and household income. The majority was in paid employment and was currently in, or had been in a professional occupation² (Figure J and Figure K).

¹ The derivation and definition of these settlement types is explained in Appendix 3.

² An explanation of the Standard Occupational Classifications is given in Appendix 3.

Figure J: Occupational status

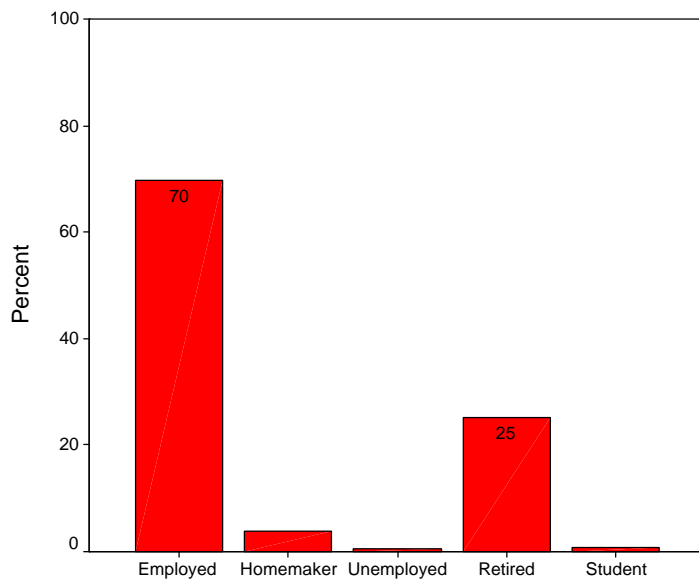
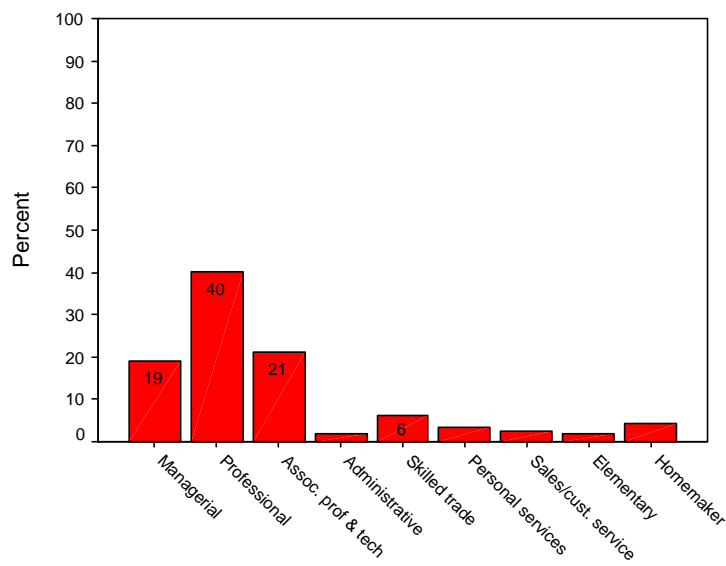


Figure K: Respondents' occupational class



More than 50 per cent of respondents had been educated to university level or above (Figure L). Whilst the household income of almost one third of the respondents was £70,000 or above (Figure M).

Figure L: Highest educational qualification

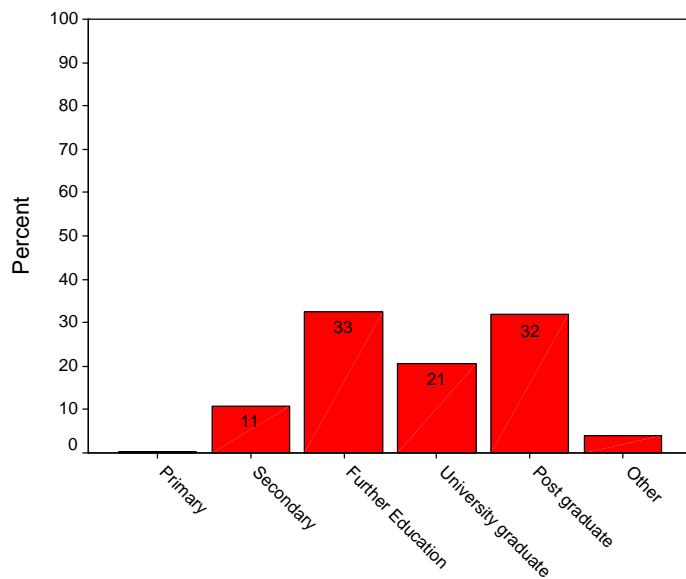
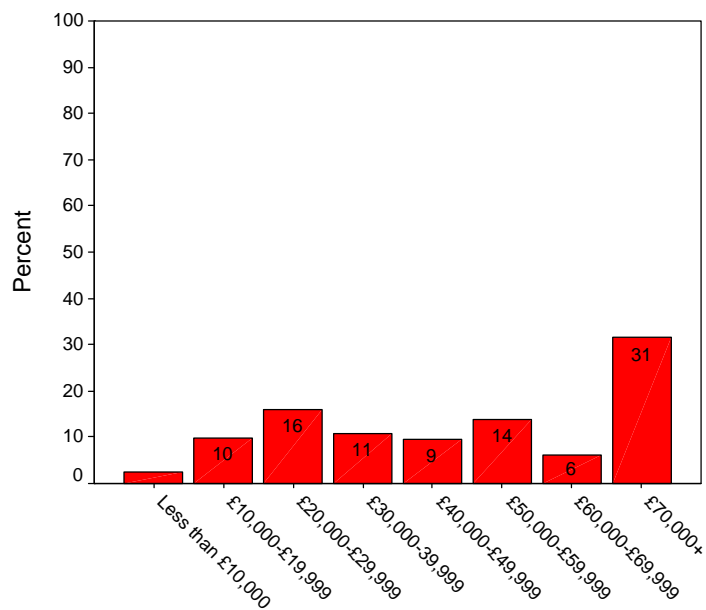


Figure M: Household income



Attitude and practice in regard to maintenance

Factors determining the standard of maintenance adopted

Eighty two per cent of respondents said that the fact that the building was their home was a very important factor in the standards of maintenance that they decided to adopt. Forty five per cent said that the building's historic nature was an important factor in this respect, whilst only 35 per cent said that the building's listed status was a very important factor.

Fourteen per cent of respondents said that the listed status of the building was not important in determining the standards of maintenance adopted.

Awareness of legal responsibilities

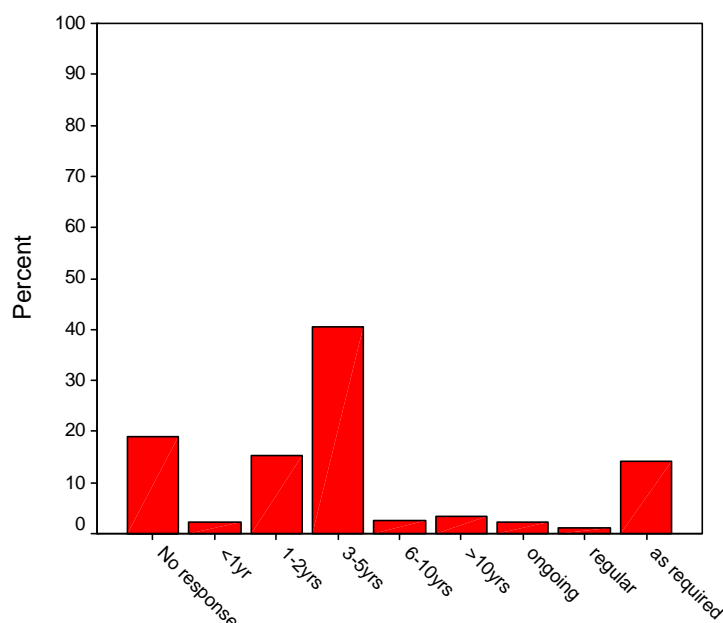
Thirty seven per cent of owners indicated that they were very aware of their legal responsibilities as a listed building owner, whilst 54 per cent indicated that they were quite aware.

As shown in the previous section, the overall profile of respondents to the questionnaire in terms of their level of educational attainment and occupation is not typical of the UK as a whole. It is possible, therefore, that the level of awareness is higher among the sample than one might expect of the UK overall. It will also be of interest to cross-tabulate these results against the respondents' descriptions of what they believed their legal responsibilities were in regard to maintaining the building to see the extent to which claims of levels of awareness were matched by reality.

Maintenance activities

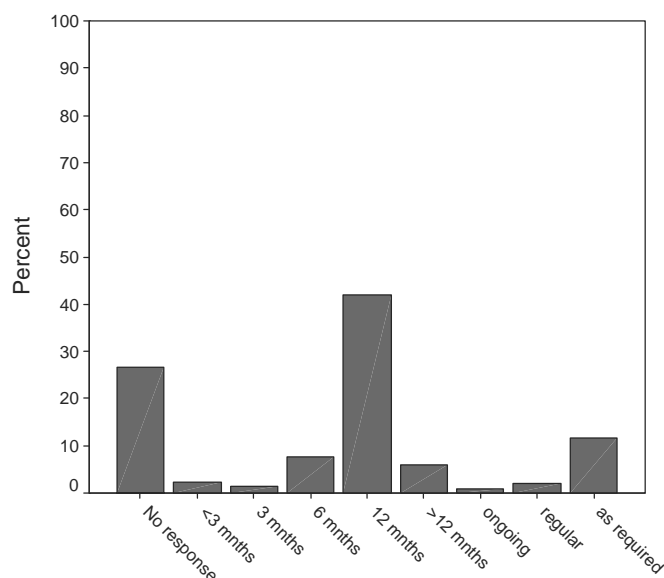
Ninety two per cent of all respondents had carried out maintenance activities related to external painting, minor repairs to external joinery and minor roof covering repairs. Eighty seven per cent had undertaken gutter clearances and seventy nine per cent minor roof structure repairs. More than half of the respondents painted and decorated the exterior at least every five years (Figure N).

Figure N: Frequency of external painting and decoration



Forty two per cent of respondents cleared gutters on an annual whilst 8 per cent carried out this maintenance task every 6 months (Figure O). Nearly one third of respondents did not clear gutters at all.

Figure O: Frequency of gutter clearances



Just over one half of the respondents made minor repairs to windows and doors, roof coverings and to the roof structure on an ‘as required’ basis

Thirty per cent of respondents carried out external painting and decorating themselves. Sixty per cent outsource this type of work, whilst in 11 per cent of cases this work was shared between the owner and ‘someone else’. Similarly, minor repairs to external joinery are carried out more often by someone else (51 per cent) than by the owners themselves (41 per cent) whilst in 8 per cent of cases the work was shared.

Not surprisingly minor repairs to both roof coverings and structure were principally carried out by ‘someone else’ (80 per cent of cases), whilst 5 per cent of owners carried out this type of work themselves. Five per cent shared this work with ‘someone else’.

In a surprisingly high, (55) of cases, gutter clearance was carried out by the owners themselves.

Constraints on maintenance

Lack of skills was mentioned by 60 per cent of the respondents as the most significant constraint on their carrying out maintenance by themselves.

Lack of time and the requirement for specialist equipment reported by 48 per cent of respondents, ranked as the second most significant factor. Lack of knowledge, reported by 44 per cent of respondents was nearly as significant a constraint.

Thirty six per cent of respondents indicated that requirements for specialist materials was a constraint on maintenance, whilst problems with access was reported by 27 per cent of owners.

Cost was less significant as a constraint for respondents, (18 per cent).

Anticipation of maintenance need

Although 91 per cent of respondents said that they tried to anticipate the maintenance need of their building, this is clearly an issue that will need further clarification in the qualitative research phase. In particular, the owners understanding of ‘anticipating maintenance needs’ will need to be determined. In many cases this may simply refer to their awareness of short term ‘jobs’ which need to be done.

Sixty seven per cent said that they make financial provision for their anticipated maintenance work. Again the exact nature of such financial provision is an issue that will be pursued in the next phase of research.

Reason for anticipating maintenance need

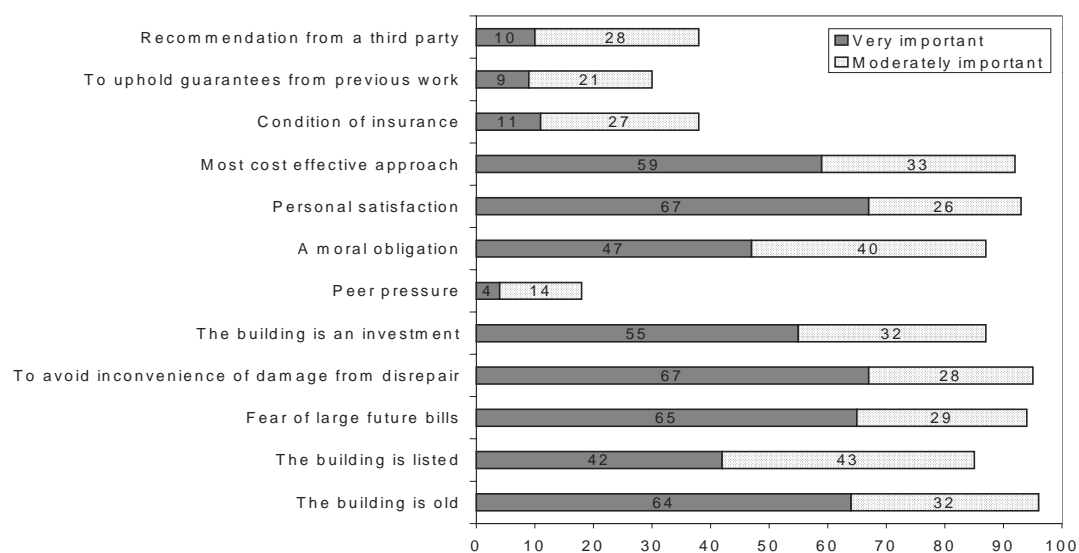
Respondents were asked to indicate whether ‘purely financial reasons’, ‘mainly to avoid inconvenience and discomfort of damage from disrepair’, ‘just in the interests of preventing unnecessary loss or damage to the historic fabric’ or some combination of the above reasons best described their reasons for anticipating the maintenance needs of their building.

Where respondents identified a single reason for anticipating maintenance needs, 16 per cent said that it was to avoid inconvenience and discomfort. Five per cent said they anticipated maintenance needs in the interests of preventing unnecessary loss or damage to the historic fabric of their building. Purely financial reasons were the motivation for anticipating maintenance needs in only three per cent of cases.

Forty four per cent of respondents indicated that a variety of combinations of the above reasons motivated them to anticipate the maintenance needs of their building.

The results of a separate question asking respondents to evaluate a list of factors motivating maintenance are shown in Figure P.

Figure P: Reasons why individual listed building owners maintain their building



Inspections

Forty six per cent of respondents said that an inspection of the main external elements was carried out on their building every year. Where respondents identified another time period, 21 per cent said that the frequency of inspection was 2-5 years.

Eight per cent said that they never carried out an inspection of the main external elements of their listed building.

Of the owners who said that inspections were undertaken, 63 per cent of these said that they were undertaken by the owner themselves, a friend or a family member. In 23 per cent of these cases the individual concerned was a builder, a surveyor or an architect.

Thirty per cent of owners employed a builder to undertake such inspections, 11 per cent a surveyor and nine per cent an architect.

Guidance, advice and maintenance services

Sources of guidance for maintenance

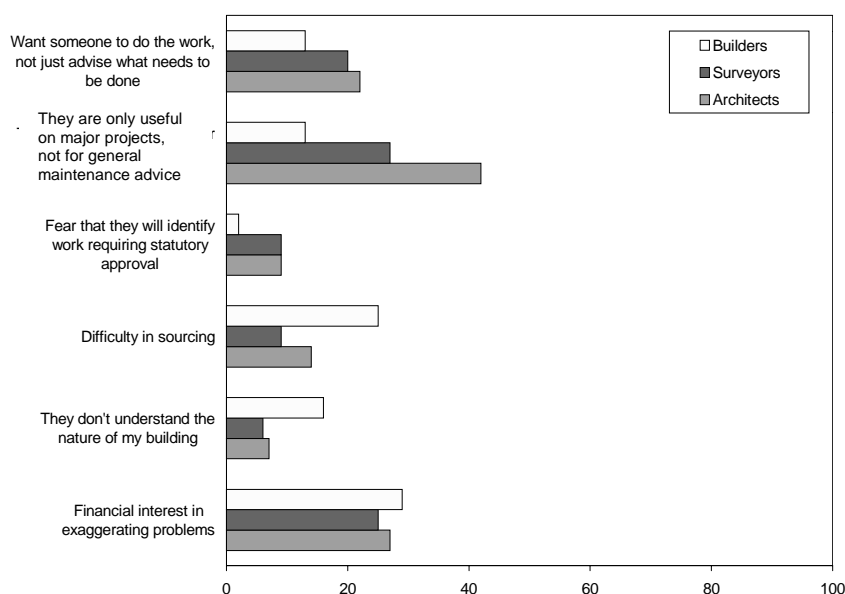
The most important source of guidance on maintenance matters was the Local Authority (56 per cent). Magazines (42 per cent) were ranked as the next most frequently sought source. National and local conservation bodies were the least frequently sought sources (34 per cent).

Consultation for advice about maintenance

Fifty four per cent of the respondents said that they would be most likely to consult a builder for advice on the maintenance of their listed building. The second most likely group of people who were sought for advice, were local conservation officers. The least popular sources of advice were building surveyors (25 per cent), family members/ friends (23 per cent) and architects (22 per cent).

In regards to why they do not use architects, building surveyors or builders, there appears to be a general distrust of these professions and a concern that they have a financial interest in finding and exaggerating problems. This concern is equally spread over all three professions. A breakdown of the results regarding this issue are shown in Figure Q.

Figure Q: Reasons why individual listed building owners do not use architects, building surveyors or builders as sources of maintenance advice



Sourcing builders

A recommendation from someone known to and trusted by the respondent was the most common means (74 per cent) by which they selected a builder to work on their listed building. Having used a company previously (64 per cent) and having seen their work elsewhere (53 per cent) were also commonly used criteria.

Only a small (13) of the respondents reported that provision of the most competitive quote and the recommendation from a conservation society best described their reasons for selecting a building contractor.

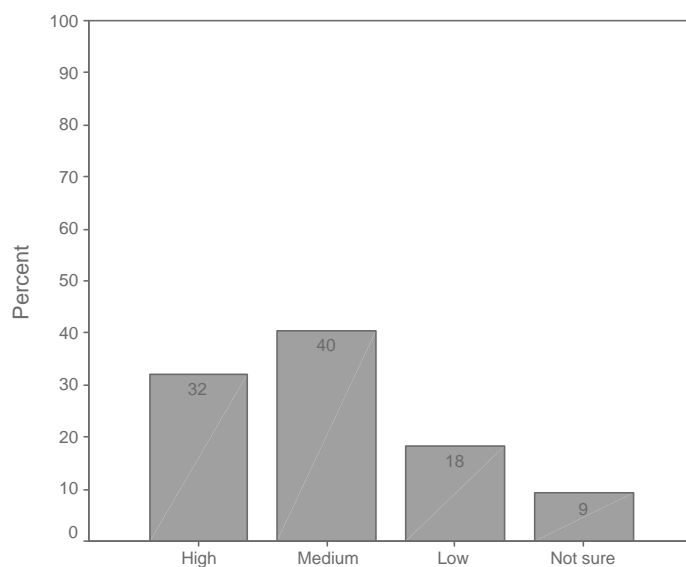
Forty one per cent of the respondents had specifically tried to use a builder who specialised in historic building work. Significantly therefore this was not the case for 59 per cent of respondents.

Fifty eight per cent of respondents said that they found it easy or very easy to find a builder who specialised in historic buildings. Forty two per cent either found it difficult or impossible to find such specialists.

Response to a Monumentenwacht-type service

Almost one third of individual listed building owner respondents expressed a high level of interest in an independent inspection service, similar to Monumentenwacht (Figure R). A further 41 per cent expressed a medium level of interest whilst 18 per cent said that their interest in such a service was low and nine per cent said that they were not sure.

Figure R: Individual building owners' potential interest in a Monumentenwacht-type independent inspection service



Of those who expressed a high or medium interest in a Monumentenwacht-type service, 22 per cent said that they would not be willing to pay for such a service, whilst 37 per cent were only willing to pay unrealistically low amounts, that is one hundred pounds or less.

In response to a question asking respondents to identify from a list of potential incentives those that would encourage their use of a maintenance inspection service 85 per cent said that the three following factors would make them more likely to make use of the service:

- If the service was linked to reduced insurance premiums;
- If the service was linked to tax incentives;
- If the service was linked to a grant scheme.

By contrast, only 40 per cent of respondents indicated that they would be more likely to use the service if it was linked to a service that carried out that work.

Appendix 3. Occupational and settlement classifications used to analyse questionnaire data

The Standard Occupational Classification 2000 (SOC 2000) was used to analyse the occupations of individual listed building owner respondents. The sub-major groups together with the occupations included in each of these is shown in the Table below.

Sub-major groups	Occupations
Managers and senior officials	Corporate managers and senior officials; production managers; functional managers; quality and customer care managers; financial institution and office managers; managers in distribution and storage; protective service officers; health and social services managers. Managers in farming, horticulture, forestry and fishing; managers and proprietors in hospitality and leisure services; managers and proprietors in other service industries
Professional occupations	Engineering professionals; information and communication technology professionals Health professionals, including medical and dental practitioners and veterinarians Teaching professionals, including primary and secondary school teachers and higher and further education lecturers; research professionals (scientific) Legal professionals; business and statistical professionals; architects, town planners, and surveyors; public service professionals; librarians and related professionals.
Associate professional and technical occupations	Science and engineering technicians; draughts-persons and building inspectors; IT service delivery occupations; Health associate professionals, including nurses and other paramedics; therapists; social welfare associate professionals; Protective service occupations; Artistic and literary occupations; design associate professionals; media associate professionals; sports and fitness occupations; Transport associate professionals; legal associate professionals; financial associate professionals; business and related associate professionals; conservation associate professionals; public service and other associate professionals.
Administrative and secretarial occupations	Administrative/clerical occupations: government and related organisations; finance; records; communications; general; Secretarial and related occupations; Agricultural trades; Metal forming, welding and related trades; metal machining, fitting and instrument making trades; vehicle trades; electrical trades.
Skilled trade occupations	Agricultural trades; Metal forming, welding and related trades; metal machining, fitting and instrument making trades; vehicle trades; electrical trades; Construction trades; building trades; Textiles and garment trades; printing trades; food preparation trades; skilled trades.
Personal service occupations	Healthcare and related personal services; childcare and related personal services; animal care services; Leisure and other personal service occupations; hairdressers and related occupations; housekeeping occupations; personal service occupations.
Sales and customer service occupations	Sales assistants and retail cashiers; sales related occupations; Customer service occupations.
Process, plant and machine operatives	Process operatives; plant and machine operatives; assemblers and routine operatives; Transport drivers and operatives; mobile machine drivers and operatives.
Elementary occupations	Elementary occupations: agricultural trades related; process and plant related; mobile machine related; Elementary occupations: clerical related; personal services related; cleansing services; security and safety services; sales related.

Settlement classifications were based on work undertaken by Wong *et al.* (2002) for the Office of the Deputy Prime Minister, The State of Urban Britain report (Robert Huggins Associates 2002) and the Countryside Agency's classification of rural settlements. The typology used is shown in Table 00 below.

Settlement type	Definition
Core city	London, Birmingham, Manchester, Leeds, Liverpool, Sheffield, Bristol, Newcastle upon Tyne, Nottingham, Cardiff, Edinburgh, Glasgow, Belfast
Provincial city	Aberdeen, Dundee, Stirling, Carlisle, Sunderland, Lancaster, York, Bradford, Preston, Kingston upon Hull, Chester, Stoke-on-Trent, Derby, Leicester, Peterborough, Norwich, Coventry, Cambridge, Gloucester, St. Albans, Oxford, Swansea, Newport, Canterbury, Guildford, Southampton, Brighton, Portsmouth, Exeter, Plymouth
Other urban area	Built up areas with a population of more than 20,000
Rural town	Rural settlements of 2,000- 20,000 population
Village	Rural settlements of less than 2,000

Appendix 4. Breakdown of interviews by settlement and building type

Interview number	Location	Building Type	Settlement Type
1	Wales	Activity Centre and Dwelling	Village
2	Wales	Dwelling	Rural town
3	Wales	Farm Building	Other Urban Area
4	Scotland	Dwelling	Rural Town
5	Scotland	Dwelling	Core City
6	Scotland	Dwelling	Village
7	Northern Ireland	Dwelling	Rural Village
8	Northern Ireland	Dwelling	Rural Village
9	England	Dwelling	Core City
10	England	Dwelling And Business Premises	Core City
11	England	Dwelling	Rural Town
12	England	Water Mill	Rural Village
13	England	Dwelling	Other Urban Area
14	England	Dwelling	Core City
15	England	Business	Core City
16	England	Dwelling	Core City
17	England	Dwelling	Core City
18	England	Dwelling	Village
19	England	Dwelling	Rural Town
20	England	Dwelling	Rural Village

Appendix 5. Schedule for semi-structured interviews with listed building owners

The list below shows the framework of questions which informed the interviews. Subquestions and prompts were also devised for most of the questions. The completed questionnaire response from each of the interviewees was reviewed in order to inform the development and focus of the framework questions in respect of each interview.

ATTITUDES	
1	What does the term building maintenance mean to you? <i>(what activities might this include)</i>
2	How specialist do you see the maintenance work on your building as being
3	To what extent do you feel that it is imperative to get specialist consultants e.g. surveyors, architects for maintenance (and repair) work. <i>(what factors determines this – cost, availability, genuine belief in specialist being necessary)</i>
4	To what extent do you feel that it is imperative to get specialist contractors for maintenance (and repair)..What factors affect this. <i>(use of contractors for advice)</i> <i>(issue of value of independent advice)</i>
5	What do you feel about the level of support and advice available to you in respect of the care and maintenance of your building?
6	Does the status of the building affect decisions about what work you carry out yourself
SOURCES OF ADVICE	
7	What sources do you use when seeking advice and support
8	Why do you go to the sources that you do?
9	What is your experience of these sources of advice and support <i>(availability, accessibility, quality)</i>
10	What improvements would you like to see in the advice and support that is available
11	What is your experience of maintenance services provided
12	Why do you go to the sources that you do?

PLANNING WORK	
13	How do you decide what maintenance needs to be carried out and its frequency?
14	Do you think about the consequences of not undertaking maintenance? <i>(financial, functional/discomfort, loss of historic fabric.</i>
15	Do you put funds aside for maintenance? <i>(how do you go about this)</i>
INSPECTIONS	
16	What kind of inspections do you undertake and what is the nature of the inspection? <i>(who does them and why, how often, what is inspected and why)</i>
MONUMENTENWACHT TYPE SERVICE	
17	Question explored the nature of each interview's response to the Monumentenwacht type service in the questionnaire.
18	Question explored the relationship between response given in the questionnaire about reaction to a Monumentenwacht type service and how much, if any, they were willing to pay for such a service.