

YouGov Survey Results Results

YouGov questioned 2177 electors throughout Britain online between 12th and 14th April, 2005.

BASE: all respondents

	Are you?		Age			Social Grade		Region					
	Total	Male	Female	18 to 29	30 to 50	Over 50	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
Weighted base	2219	1063	1156	452	861	906	1194	1025	273	621	556	535	197
Unweighted base	2177	1233	944	599	962	616	1438	739	510	493	487	468	183
	%	%	%	%	%	%	%	%	%	%	%	%	%

Do you own your own home, either with or without a mortgage?

Yes	63	65	62	28	69	76	70	56	60	65	61	66	66
No	37	35	38	72	31	24	30	44	40	35	39	34	34

BASE: homeowners

	Are you?		Age			Social Grade		Region					
	Total	Male	Female	18 to 29	30 to 50	Over 50	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
Weighted base	1409	688	720	126	597	686	837	571	163	403	342	354	130
Unweighted base	1385	806	579	163	701	521	1010	375	319	330	302	301	116
	%	%	%	%	%	%	%	%	%	%	%	%	%

Have you had any work done on your property by any of the following types of tradespeople in the last three years? [Please tick all that apply]

Plumber	48	49	46	41	50	47	51	42	49	51	43	47	47
Heating or boiler engineer	55	53	56	44	52	59	57	52	52	60	49	58	47
Electrician	35	33	37	34	36	34	39	28	39	40	34	31	27
Builder	32	33	30	25	35	30	36	25	38	34	28	35	17
Painter/ decorator	25	25	25	19	24	26	30	17	29	23	23	26	31
None of these	20	22	19	30	18	21	17	25	18	20	24	18	21

YouGov Survey Results Results

YouGov questioned 2177 electors throughout B

BASE: all respondents

	Which ITV channel do you receive? (If you receive more than one ITV channel which one do you watch most often?)												
Total	Carlton / LWT (London)	Central (Midlands)	Anglia (East Anglia)	HTV (Wales / West)	West Country TV (South West)	Meridian (South)	Granada (Lancashire)	Tyne Tees (North East)	Yorkshire	Scottish TV (Central Scotland)	Grampian TV (North Scotland)	Border	
Weighted base	2219	273	333	242	223	95	285	188	108	239	130	44	23
Unweighted base	2177	510	299	161	188	90	242	191	79	198	123	41	19
	%	%	%	%	%	%	%	%	%	%	%	%	%

Do you own your own home, either with or without a mortgage?

Yes	63	60	58	62	67	55	70	64	53	74	70	54	69
No	37	40	42	38	33	45	30	36	47	26	30	46	31

BASE: homeowners

	Which ITV channel do you receive? (If you receive more than one ITV channel which one do you watch most often?)												
Total	Carlton / LWT (London)	Central (Midlands)	Anglia (East Anglia)	HTV (Wales / West)	West Country TV (South West)	Meridian (South)	Granada (Lancashire)	Tyne Tees (North East)	Yorkshire	Scottish TV (Central Scotland)	Grampian TV (North Scotland)	Border	
Weighted base	1409	163	193	150	148	52	200	120	58	176	91	24	16
Unweighted base	1385	319	184	103	118	56	171	125	43	133	84	21	11
	%	%	%	%	%	%	%	%	%	%	%	%	%

Have you had any work done on your property by any of the following types of tradespeople in the last three years? [Please tick all that apply]

Plumber	48	49	41	60	46	66	40	44	40	51	58	24	16
Heating or boiler engineer	55	52	46	70	54	55	53	52	68	59	50	29	62
Electrician	35	39	29	47	41	45	33	32	28	31	28	29	17
Builder	32	38	29	22	26	47	39	35	31	37	16	22	17
Painter/ decorator	25	29	21	16	25	27	27	26	18	28	33	24	29
None of these	20	18	27	15	21	21	23	19	16	18	20	32	15

YouGov Survey Results Results

YouGov questioned 2177 electors throughout B

BASE: all respondents

	Have you had any work done on your property by any of the following types of tradespeople in the last three years?						
	Total	Plumber	Heating or boiler engineer	Electrician	Builder	Painter/ decorator	None of these
Weighted base	2219	670	769	489	447	351	285
Unweighted base	2177	718	767	528	490	422	237
	%	%	%	%	%	%	%

Do you own your own home, either with or without a mortgage?

Yes	63	100	100	100	100	100	100
No	37	0	0	0	0	0	0

BASE: homeowners

	Have you had any work done on your property by any of the following types of tradespeople in the last three years?						
	Total	Plumber	Heating or boiler engineer	Electrician	Builder	Painter/ decorator	None of these
Weighted base	1409	670	769	489	447	351	285
Unweighted base	1385	718	767	528	490	422	237
	%	%	%	%	%	%	%

Have you had any work done on your property by any of the following types of tradespeople in the last three years? [Please tick all that apply]

Plumber	48	100	59	76	68	66	0
Heating or boiler engineer	55	68	100	70	65	70	0
Electrician	35	55	45	100	58	53	0
Builder	32	45	38	53	100	47	0
Painter/ decorator	25	35	32	38	37	100	0
None of these	20	0	0	0	0	0	100

BASE: those who have had work done in last 3 yrs

	Are you?		Age			Social Grade		Region					
	Total	Male	Female	18 to 29	30 to 50	Over 50	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
Weighted base	1124	540	584	88	491	545	694	429	133	324	259	291	102
Unweighted base	1148	674	474	114	597	437	864	284	270	275	240	255	93
	%	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied were you with the services provided by the tradesperson that you hired? If you have hired a tradesperson more than once in the last three years, please think about the most recent occasion. Please give your answer on a scale of one to ten (where 1=very dissatisfied and 10=very satisfied)

1 – very dissatisfied	4	4	3	0	2	5	5	2	2	3	4	3	8
2	2	1	2	3	1	2	2	1	1	1	2	1	6
3	2	1	3	5	3	1	2	2	1	0	3	3	2
4	3	3	4	3	3	4	3	4	2	3	7	1	3
5	6	5	7	7	7	5	6	7	10	4	2	9	12
6	6	6	6	5	6	5	7	4	6	8	6	4	5
7	14	14	14	5	14	16	13	16	15	10	16	17	14
8	25	32	19	29	26	25	27	23	32	28	23	27	15
9	16	14	17	22	13	17	16	15	12	18	15	16	12
10 – very satisfied	22	19	25	21	25	20	20	26	19	26	23	19	22

How did you feel about the cost of the work that your tradesperson did? [Please tick all that apply]

I felt that they over charged me	8	9	8	17	8	8	8	9	10	4	11	9	14
I was shocked at how expensive it was	12	8	15	17	14	9	10	15	10	10	13	14	13
I was expecting it to be expensive so it wasn't a surprise	25	27	24	24	27	24	23	29	30	28	21	26	21
I thought the costs were reasonable	38	41	36	38	37	39	44	28	36	42	38	36	39
I felt that I got a good deal	18	18	18	12	17	19	17	19	14	21	21	16	12
I was surprised at how cheap it was	3	2	3	4	3	2	2	3	2	2	2	4	3
None of the above	5	4	5	6	4	5	4	6	7	2	8	4	4

BASE: those who have had work done in last 3 yrs

		Which ITV channel do you receive? (If you receive more than one ITV channel which one do you watch most often?)											
		Carlton / LWT (London)	Central (Midlands)	Anglia (East Anglia)	HTV (Wales / West)	West Country TV (South West)	Meridian (South)	Granada (Lancashire)	Tyne Tees (North East)	Yorkshire	Scottish TV (Central Scotland)	Grampian TV (North Scotland)	Border
Weighted base	1124	133	140	127	117	41	155	98	49	144	73	16	14
Unweighted base	1148	270	149	82	91	48	145	102	37	116	67	17	9
		%	%	%	%	%	%	%	%	%	%	%	%

How satisfied were you with the services provided by the tradesperson that you hired? If you have hired a tradesperson more than once in the last three years, please think about the most recent occasion. Please give your answer on a scale of one to ten (where 1=very dissatisfied and 10=very satisfied)

1 – very dissatisfied	4	2	4	2	4	1	4	8	0	1	6	0	25
2	2	1	2	2	2	0	1	0	0	3	7	0	8
3	2	1	3	0	3	2	0	1	9	2	2	6	0
4	3	2	4	1	11	5	5	0	5	0	2	0	18
5	6	10	3	1	1	2	6	5	6	12	16	4	0
6	6	6	3	8	9	20	5	4	4	3	3	12	5
7	14	15	14	9	18	13	10	15	31	14	17	12	3
8	25	32	29	35	16	27	22	32	22	24	16	19	1
9	16	12	18	16	11	18	19	15	18	17	10	2	40
10 – very satisfied	22	19	20	27	26	13	29	19	4	23	21	45	0

How did you feel about the cost of the work that your tradesperson did? [Please tick all that apply]

I felt that they over charged me	8	10	4	1	19	2	7	9	10	8	12	7	33
I was shocked at how expensive it was	12	10	9	7	19	6	13	18	6	14	14	11	7
I was expecting it to be expensive so it wasn't a surprise	25	30	23	22	18	27	32	16	56	22	15	28	49
I thought the costs were reasonable	38	36	37	56	39	52	27	46	16	35	42	49	10
I felt that I got a good deal	18	14	23	18	18	15	25	18	15	14	16	6	1
I was surprised at how cheap it was	3	2	1	1	2	0	2	3	1	6	4	0	0
None of the above	5	7	13	2	3	0	3	2	0	6	5	0	0

BASE: those who have had work done in last 3 yrs

	Have you had any work done on your property by any of the following types of tradespeople in the last three years?						
	Total	Plumber	Heating or boiler engineer	Electrician	Builder	Painter/ decorator	None of these
Weighted base	1124	670	769	489	447	351	0
Unweighted base	1148	718	767	528	490	422	0
	%	%	%	%	%	%	%

How satisfied were you with the services provided by the tradesperson that you hired? If you have hired a tradesperson more than once in the last three years, please think about the most recent occasion. Please give your answer on a scale of one to ten (where 1=very dissatisfied and 10=very satisfied)

1 – very dissatisfied	4	3	3	3	4	5	0
2	2	2	2	3	3	2	0
3	2	2	2	1	2	3	0
4	3	3	3	3	3	2	0
5	6	7	7	6	7	7	0
6	6	6	6	8	7	6	0
7	14	14	14	13	13	19	0
8	25	26	27	26	28	24	0
9	16	15	16	17	16	14	0
10 – very satisfied	22	20	22	22	16	19	0

How did you feel about the cost of the work that your tradesperson did? [Please tick all that apply]

I felt that they over charged me	8	9	8	8	8	6	0
I was shocked at how expensive it was	12	13	11	12	14	13	0
I was expecting it to be expensive so it wasn't a surprise	25	28	28	26	28	27	0
I thought the costs were reasonable	38	40	38	40	37	40	0
I felt that I got a good deal	18	14	17	17	20	18	0
I was surprised at how cheap it was	3	2	2	2	1	1	0
None of the above	5	2	5	2	2	2	0

BASE: those who have had work done in last 3 yrs

	Are you?		Age			Social Grade		Region					
	Total	Male	Female	18 to 29	30 to 50	Over 50	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
Weighted base	1124	540	584	88	491	545	694	429	133	324	259	291	102
Unweighted base	1148	674	474	114	597	437	864	284	270	275	240	255	93
	%	%	%	%	%	%	%	%	%	%	%	%	%

Did you experience any of the following when using the services of this tradesperson? [Please tick all that apply]

I found them to be very efficient	63	61	65	50	62	67	63	65	61	64	65	63	61
I found them to be very inefficient	5	4	6	7	6	5	6	4	6	3	7	5	7
They were extremely unreliable	8	7	8	11	7	7	8	8	8	7	8	8	7
They were extremely reliable	49	46	51	44	48	50	49	49	48	54	44	49	44
They never tidied up after themselves	10	11	9	11	11	9	10	10	10	4	18	8	17
They always cleaned up after themselves	59	56	62	57	58	61	58	60	58	60	51	65	61
They took a lot longer to do the job than first anticipated	23	21	25	19	23	24	22	25	21	25	23	26	13
They finished the job on time	43	43	44	53	44	41	44	43	48	44	39	42	49
They applied additional charges that I wasn't originally warned about	5	5	5	6	8	3	5	6	6	3	2	9	8
The work stayed on budget	44	46	43	31	44	46	45	43	50	44	40	45	43
They were always taking breaks	7	6	8	3	8	7	6	9	6	10	8	5	4
They worked solidly throughout the day	39	41	38	36	39	40	38	42	39	39	35	43	40
They were rude	1	1	1	1	2	0	2	0	2	3	0	1	1
They were polite	69	68	70	67	65	73	69	70	66	72	67	69	69
They were punctual	51	49	53	46	48	55	50	53	53	58	43	49	52
They were unpunctual	10	8	12	13	12	8	10	10	8	9	14	11	5
None of the above	2	2	1	3	2	1	1	2	2	2	3	0	2

How stressful did you find the experience of using the services of this tradesperson?

Extremely stressful	5	3	6	2	6	4	5	5	6	4	4	6	6
Quite stressful	27	23	31	31	26	27	28	25	25	26	32	25	24
Not at all stressful	68	73	63	67	68	69	67	70	68	70	63	70	70

BASE: those who have had work done in last 3 yrs

	Which ITV channel do you receive? (If you receive more than one ITV channel which one do you watch most often?)												
	Carlton / LWT (London)	Central (Midlands)	Anglia (East Anglia)	HTV (Wales / West)	west Country TV (South West)	Meridian (South)	Granada (Lancashire)	Tyne Tees (North East)	Yorkshire	Scottish TV (Central Scotland)	Grampian TV (North Scotland)	Border	
Weighted base	1124	133	140	127	117	41	155	98	49	144	73	16	14
Unweighted base	1148	270	149	82	91	48	145	102	37	116	67	17	9
	%	%	%	%	%	%	%	%	%	%	%	%	%

Did you experience any of the following when using the services of this tradesperson? [Please tick all that apply]

I found them to be very efficient	63	61	68	71	61	50	61	61	77	60	59	62	74
I found them to be very inefficient	5	6	4	2	10	4	4	5	1	6	9	4	0
They were extremely unreliable	8	8	5	4	12	18	7	11	3	7	8	4	8
They were extremely reliable	49	48	43	65	44	43	47	45	69	46	46	71	1
They never tidied up after themselves	10	10	19	5	17	1	3	11	2	8	21	10	0
They always cleaned up after themselves	59	58	52	55	50	75	61	63	78	62	62	73	39
They took a lot longer to do the job than first anticipated	23	21	21	17	26	29	31	21	43	23	14	6	18
They finished the job on time	43	48	37	45	42	37	44	43	40	42	54	56	10
They applied additional charges that I wasn't originally warned about	5	6	3	3	1	3	3	6	10	10	10	4	0
The work stayed on budget	44	50	39	40	41	47	46	43	67	40	49	45	9
They were always taking breaks	7	6	6	7	11	3	15	10	0	4	4	7	0
They worked solidly throughout the day	39	39	39	41	31	47	34	37	64	39	46	41	9
They were rude	1	2	0	1	0	0	5	1	0	0	1	0	0
They were polite	69	66	67	66	67	82	74	63	80	69	74	78	34
They were punctual	51	53	38	63	49	42	58	49	67	44	55	62	26
They were unpunctual	10	8	18	5	8	17	10	17	5	10	6	0	8
None of the above	2	2	3	1	3	0	3	0	0	0	2	0	1

How stressful did you find the experience of using the services of this tradesperson?

Extremely stressful	5	6	3	1	6	14	3	9	2	4	9	0	0
Quite stressful	27	25	30	13	35	29	36	23	24	26	27	30	0
Not at all stressful	68	68	67	86	59	57	60	68	74	70	64	70	100

BASE: those who have had work done in last 3 yrs

	Have you had any work done on your property by any of the following types of tradespeople in the last three years?						
Total	Plumber	Heating or boiler engineer	Electrician	Builder	Painter/ decorator	None of these	
Weighted base	1124	670	769	489	447	351	0
Unweighted base	1148	718	767	528	490	422	0
	%	%	%	%	%	%	%

Did you experience any of the following when using the services of this tradesperson? [Please tick all that apply]

I found them to be very efficient	63	63	65	61	58	54	0
I found them to be very inefficient	5	6	5	6	8	7	0
They were extremely unreliable	8	9	8	10	10	14	0
They were extremely reliable	49	47	49	48	45	46	0
They never tidied up after themselves	10	11	9	12	13	12	0
They always cleaned up after themselves	59	60	61	60	56	66	0
They took a lot longer to do the job than first anticipated	23	26	22	28	37	30	0
They finished the job on time	43	42	44	42	38	44	0
They applied additional charges that I wasn't originally warned about	5	7	4	6	8	6	0
The work stayed on budget	44	44	47	44	47	49	0
They were always taking breaks	7	9	8	9	13	11	0
They worked solidly throughout the day	39	41	41	41	45	45	0
They were rude	1	1	0	1	1	1	0
They were polite	69	71	72	69	71	74	0
They were punctual	51	52	54	51	51	52	0
They were unpunctual	10	10	10	9	11	15	0
None of the above	2	2	2	2	2	1	0

How stressful did you find the experience of using the services of this tradesperson?

Extremely stressful	5	6	4	7	7	6	0
Quite stressful	27	29	28	29	34	36	0
Not at all stressful	68	65	68	65	59	59	0

BASE: those who have had work done in last 3 yrs

	Are you?		Age			Social Grade		Region					
	Total	Male	Female	18 to 29	30 to 50	Over 50	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
Weighted base	1124	540	584	88	491	545	694	429	133	324	259	291	102
Unweighted base	1148	674	474	114	597	437	864	284	270	275	240	255	93
	%	%	%	%	%	%	%	%	%	%	%	%	%

Taking into consideration your experiences of hiring this tradesperson, would you use them again?

Yes, I would definitely use them again	55	54	56	50	54	56	55	55	54	57	51	53	59
Yes, I would probably use them again	28	31	24	26	26	30	27	29	30	30	26	30	21
I would only use them again in an emergency	10	8	11	13	13	7	11	9	10	10	11	9	9
No, even in an emergency, I would use a different tradesperson	7	6	8	11	7	7	7	8	6	3	13	8	11

Did this tradesperson make any mistakes on the job that they were carrying out for you?

Yes, they made significant mistakes which they rectified	8	8	8	8	8	9	9	8	16	3	6	14	7
Yes, they made significant mistakes and I had to hire another tradesperson to rectify them	2	1	3	9	2	1	2	1	2	3	1	2	3
Yes, they made significant mistakes which have not been rectified	5	4	6	2	5	5	5	5	4	5	5	3	8
Yes, they made minor mistakes which did not require rectifying	18	23	13	13	16	20	19	17	17	18	23	15	16
No, they did not make any mistakes	67	63	70	68	69	64	65	69	62	72	64	66	65

If your project took longer than originally planned, how much more time did it take to complete?

It was completed on time	72	73	72	77	69	75	74	70	69	71	73	74	76
A few days longer	12	12	12	8	13	12	10	15	11	13	11	14	8
About a week longer	4	4	3	3	3	4	4	4	5	3	5	4	3
About two weeks longer	4	4	3	4	4	3	4	2	4	3	4	2	8
Up to a month longer	3	4	3	3	5	2	2	5	3	4	2	4	2
One to three months longer	2	1	3	6	2	1	3	0	6	3	1	0	2
Three to six months longer	1	1	1	0	1	1	1	1	2	1	1	0	0
Six months to a year longer	0	0	0	0	1	0	0	0	0	0	1	0	1
More than a year longer	1	1	2	1	1	2	1	2	0	1	2	2	1

BASE: those who have had work done in last 3 yrs

		Which ITV channel do you receive? (If you receive more than one ITV channel which one do you watch most often?)											
Total	Carlton / LWT (London)	Central (Midlands)	Anglia (East Anglia)	HTV (Wales / West)	West Country TV (South West)	Meridian (South)	Granada (Lancashire)	Tyne Tees (North East)	Yorkshire	Scottish TV (Central Scotland)	Grampian TV (North Scotland)	Border	
Weighted base	1124	133	140	127	117	41	155	98	49	144	73	16	14
Unweighted base	1148	270	149	82	91	48	145	102	37	116	67	17	9
	%	%	%	%	%	%	%	%	%	%	%	%	%

Taking into consideration your experiences of hiring this tradesperson, would you use them again?

Yes, I would definitely use them again	55	54	55	68	46	46	52	52	64	50	55	63	74
Yes, I would probably use them again	28	30	29	25	22	42	30	32	19	31	25	15	8
I would only use them again in an emergency	10	10	10	5	12	9	15	6	12	11	9	16	0
No, even in an emergency, I would use a different tradesperson	7	6	6	2	20	3	3	9	6	7	10	7	18

Did this tradesperson make any mistakes on the job that they were carrying out for you?

Yes, they made significant mistakes which they rectified	8	16	6	0	6	13	2	7	18	18	8	6	1
Yes, they made significant mistakes and I had to hire another tradesperson to rectify them	2	2	1	1	2	4	4	1	5	1	3	7	0
Yes, they made significant mistakes which have not been rectified	5	4	2	2	9	21	3	5	0	3	7	6	18
Yes, they made minor mistakes which did not require rectifying	18	17	21	15	27	5	24	17	17	12	18	21	2
No, they did not make any mistakes	67	62	70	82	56	56	67	70	60	66	64	60	79

If your project took longer than originally planned, how much more time did it take to complete?

It was completed on time	72	69	77	80	67	65	65	74	80	72	75	76	76
A few days longer	12	11	11	7	12	13	19	13	8	16	8	7	7
About a week longer	4	5	4	5	8	2	1	5	6	2	4	0	0
About two weeks longer	4	4	6	3	3	10	2	2	4	1	5	10	18
Up to a month longer	3	3	1	4	4	2	5	2	2	7	2	0	0
One to three months longer	2	6	1	2	0	1	5	0	0	1	3	0	0
Three to six months longer	1	2	0	0	3	2	2	0	0	0	0	0	0
Six months to a year longer	0	0	1	0	0	0	0	0	0	0	0	6	0
More than a year longer	1	0	0	0	3	5	2	4	0	2	1	0	0

BASE: those who have had work done in last 3 yrs

	Have you had any work done on your property by any of the following types of tradespeople in the last three years?						
	Total	Plumber	Heating or boiler engineer	Electrician	Builder	Painter/decorator	None of these
Weighted base	1124	670	769	489	447	351	0
Unweighted base	1148	718	767	528	490	422	0
	%	%	%	%	%	%	%

Taking into consideration your experiences of hiring this tradesperson, would you use them again?

Yes, I would definitely use them again	55	53	57	54	48	53	0
Yes, I would probably use them again	28	29	27	29	31	24	0
I would only use them again in an emergency	10	10	10	9	11	15	0
No, even in an emergency, I would use a different tradesperson	7	8	5	8	9	8	0

Did this tradesperson make any mistakes on the job that they were carrying out for you?

Yes, they made significant mistakes which they rectified	8	10	9	9	11	10	0
Yes, they made significant mistakes and I had to hire another tradesperson to rectify them	2	3	2	2	4	3	0
Yes, they made significant mistakes which have not been rectified	5	5	3	7	8	6	0
Yes, they made minor mistakes which did not require rectifying	18	21	18	20	25	22	0
No, they did not make any mistakes	67	62	67	62	52	59	0

If your project took longer than originally planned, how much more time did it take to complete?

It was completed on time	72	67	73	64	53	63	0
A few days longer	12	14	12	14	19	14	0
About a week longer	4	5	4	4	4	5	0
About two weeks longer	4	4	4	5	7	7	0
Up to a month longer	3	4	3	5	7	5	0
One to three months longer	2	3	2	3	4	3	0
Three to six months longer	1	1	1	1	2	2	0
Six months to a year longer	0	0	0	0	0	0	0
More than a year longer	1	2	1	2	3	1	0

BASE: those who have had work done in last 3 yrs

	Are you?		Age			Social Grade		Region					
	Total	Male	Female	18 to 29	30 to 50	Over 50	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
Weighted base	1124	540	584	88	491	545	694	429	133	324	259	291	102
Unweighted base	1148	674	474	114	597	437	864	284	270	275	240	255	93
	%	%	%	%	%	%	%	%	%	%	%	%	%

If your work went over budget, how much did it go over by in total?

Up to £100	7	5	9	6	7	7	6	8	4	5	9	10	5
£101 to £300	3	4	3	3	3	3	4	2	3	1	6	3	4
£301 to £500	2	3	2	4	3	2	2	3	5	1	1	5	2
£501 to £1,000	2	3	1	0	2	2	1	2	1	2	1	1	4
£1,001 to £3,000	2	1	2	1	3	0	1	2	1	1	2	1	2
£3,001 to £5,000	0	0	0	0	0	0	0	0	0	0	0	0	1
£5001 to £10,000	0	0	0	0	1	0	0	0	1	0	0	0	0
£10,001 to £15,000	0	0	0	0	1	0	0	1	0	1	0	0	0
More than £15,000	1	0	1	0	0	1	1	0	2	0	1	0	0
It did not go over budget	83	84	82	85	81	84	84	81	82	89	80	79	82

How did you go about finding the last tradesperson that you hired?

I heard about him / her through family / friends	52	59	46	45	55	51	54	49	47	56	56	46	54
I found him / her in a local phone directory	13	13	12	21	14	10	11	16	13	12	8	18	12
I saw an ad in a local newspaper	9	7	11	4	8	10	9	9	5	8	8	13	5
I enquired at a local builders merchant	2	2	2	2	2	3	2	3	3	2	2	4	2
I contacted the tradesman association	1	1	1	0	0	2	1	1	0	2	0	1	0
They put a leaflet through my door	1	1	2	0	2	1	2	1	2	1	2	1	0
I found them by searching on the Internet	2	2	3	12	2	1	1	4	3	3	1	3	1
None of the above	19	15	23	15	16	23	20	18	26	15	22	15	26

BASE: those who have had work done in last 3 yrs

	Which ITV channel do you receive? (If you receive more than one ITV channel which one do you watch most often?)												
	Total	Carlton / LWT (London)	Central (Midlands)	Anglia (East Anglia)	HTV (Wales / West)	West Country TV (South West)	Meridian (South)	Granada (Lancashire)	Tyne Tees (North East)	Yorkshire	Scottish TV (Central Scotland)	Grampian TV (North Scotland)	Border
Weighted base	1124	133	140	127	117	41	155	98	49	144	73	16	14
Unweighted base	1148	270	149	82	91	48	145	102	37	116	67	17	9
	%	%	%	%	%	%	%	%	%	%	%	%	%

If your work went over budget, how much did it go over by in total?

Up to £100	7	4	7	5	11	12	3	10	17	8	3	12	2
£101 to £300	3	3	8	1	3	1	2	3	0	4	6	0	0
£301 to £500	2	5	1	0	1	2	1	2	2	7	3	0	0
£501 to £1,000	2	1	1	0	0	6	2	1	0	3	6	0	0
£1,001 to £3,000	2	1	2	0	2	1	3	1	0	2	3	0	0
£3,001 to £5,000	0	0	0	0	0	1	0	0	0	0	0	4	0
£5001 to £10,000	0	1	0	0	0	2	0	0	0	0	0	0	0
£10,001 to £15,000	0	0	0	2	0	0	0	0	0	0	0	0	0
More than £15,000	1	2	0	0	3	0	0	0	0	0	0	0	0
It did not go over budget	83	82	81	92	79	76	89	82	81	77	79	84	98

How did you go about finding the last tradesperson that you hired?

I heard about him / her through family / friends	52	47	47	43	68	61	67	51	51	40	46	63	85
I found him / her in a local phone directory	13	13	10	14	5	5	12	19	39	11	8	30	10
I saw an ad in a local newspaper	9	5	10	15	7	5	4	12	5	16	6	3	0
I enquired at a local builders merchant	2	3	2	1	1	2	2	3	3	4	2	1	5
I contacted the tradesman association	1	0	1	4	0	0	1	1	2	0	0	0	0
They put a leaflet through my door	1	2	2	0	3	0	1	1	0	1	1	0	0
I found them by searching on the Internet	2	3	2	4	0	7	2	2	0	4	1	0	0
None of the above	19	26	27	18	17	20	11	10	0	23	36	2	0

BASE: those who have had work done in last 3 yrs

	Have you had any work done on your property by any of the following types of tradespeople in the last three years?						
	Total	Plumber	Heating or boiler engineer	Electrician	Builder	Painter/ decorator	None of these
Weighted base	1124	670	769	489	447	351	0
Unweighted base	1148	718	767	528	490	422	0
	%	%	%	%	%	%	%

If your work went over budget, how much did it go over by in total?

Up to £100	7	9	6	9	9	9	0
£101 to £300	3	4	3	4	4	4	0
£301 to £500	2	3	2	2	3	1	0
£501 to £1,000	2	2	2	3	3	3	0
£1,001 to £3,000	2	1	1	2	3	0	0
£3,001 to £5,000	0	0	0	0	0	0	0
£5001 to £10,000	0	0	0	1	1	1	0
£10,001 to £15,000	0	0	0	0	1	0	0
More than £15,000	1	1	0	1	2	2	0
It did not go over budget	83	78	85	77	74	80	0

How did you go about finding the last tradesperson that you hired?

I heard about him / her through family / friends	52	55	48	57	59	69	0
I found him / her in a local phone directory	13	12	13	9	7	7	0
I saw an ad in a local newspaper	9	11	9	11	11	7	0
I enquired at a local builders merchant	2	3	3	2	2	2	0
I contacted the tradesman association	1	1	1	2	2	1	0
They put a leaflet through my door	1	1	1	1	2	2	0
I found them by searching on the Internet	2	2	3	3	2	1	0
None of the above	19	16	21	16	14	11	0