

**NYSERDA RESIDENTIAL BASELINE STUDY – MULTIFAMILY PROPERTY OWNER/MANAGER  
CODEBOOK**

The survey modules included in this questionnaire are as follows:

- Introduction
- Property Characteristics
- ENERGY STAR Awareness
- Heating and Cooling
- Water Heating
- Tenant Appliances
- Lighting
- Purchasing Decisions
- Common Areas
- Clothes Washing and Drying
- Miscellaneous and Recruitment

**NOTE:**

- Variable names are in bold type.
- A code of (-3) means that the respondent's answer did not make sense with the metrics of the question.
- A code of (-4) means there was a system error because of interviewers going back to previous questions in the survey and changed a responses that affected subsequent question skips
- A code of (-5) means a respondent did not get asked that question because of a question being added or changed after fielding or a program skip error
- A code of (-6) means programmed skip (i.e., a skip that was purposely programmed based on skip patterns)
- A code of (-7) means not applicable.
- A code of (-8) means don't know.
- A code of (-9) means refused.
- Questions were asked of all respondents unless indicated otherwise.
- Response codes with an asterisk (\*) are recoded responses to open-ended questions, or responses added during data cleaning.

<b>Sample Variable List</b>
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<b>[surveyID]</b>	Unique case identifier for the multifamily study
<b>[COMPLEX_NAME]</b>	Multifamily complex name
<b>[FNAME]</b>	Multifamily contact person – First name
<b>[LNAME]</b>	Multifamily contact person – Last name
<b>[PHONE]</b>	Contact phone number
<b>[RENTCAID]</b>	Unique case identifier of the single family where the multifamily data originated from
<b>[RENTADDR]</b>	Service address of the single family case where multifamily data originated from
<b>[RENTCITY]</b>	Service address city of the single family case where multifamily data originated from
<b>[RENTSTAT]</b>	Service address state of the single family case where multifamily data originated from
<b>[RENTZIPC]</b>	Service address zip code of the single family case where multifamily data originated from
<b>[ELECTRICUTILITY]</b>	Electric utility of the single family case where multifamily data originated from
<b>[GASUTILITY]</b>	Gas utility of the single family case where multifamily data originated from
<b>[COUNTY]</b>	County of the single family case where multifamily data originated from
<b>[REGION]</b>	New York region of the single family case where multifamily data originated from
<b>[SampledRegion]</b>	Region with the chronological order of sampling
<b>[ClimateZone]</b>	Climate zone (4, 5, or 6)
<b>[CONSTRUCTION]</b>	Flag indicating construction type 0     Existing            [IF S17<>11, 12, OR 13] 1     New                [IF S17=11, 12, OR 13]
<b>[RECRUITED]</b>	Flag indicating if Respondent was recruited for onsite scheduling 0     Not recruited       [IF M4a OR M4b <> 1 AND 2] 1     Recruited           [IF M4a OR M4b = 1 OR 2]

**INTRODUCTION**

**INTRO1** Hello, my name is [NAME] and I'm calling on behalf of New York State Energy Research and Development Authority, or NYSERDA. May I please speak with [USE CONTACT NAME IF AVAILABLE; ELSE: the person responsible for managing property improvements at [COMPLEX\_NAME OR RENTADDR].

- 1 Yes
- 2 No [ATTEMPT TO CONVERT]

[RENTER'S ADDRESS: [RENT ADDRESS]]

**INTRO2** I'm with Tetra Tech, an independent research firm. This is not a sales call; we are contacting property owners and managers on behalf of NYSERDA in order to learn more about energy using equipment in multifamily buildings. This information will help NYSERDA improve the types of energy efficiency programs that they offer to multifamily property owners and managers in New York.

Please be assured that the information you provide will be kept confidential to the extent permitted by law. NYSERDA's analysis will only use summary level data and will not identify individual respondents or firms.

Before we start, I would like to inform you that for quality control purposes, this call will be recorded and monitored.

[ONLY READ IF REQUESTED BY CUSTOMER: If you would like to talk with a representative from NYSERDA to verify this study, please call 1-877-NYSMART or email [info@nyserda.ny.gov](mailto:info@nyserda.ny.gov)]

[This call should take about 30 minutes.]

[PRESS 1 TO CONTINUE]

<b>PROPERTY CHARACTERISTICS</b>
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[Note: Question added on 11/14/2013]

**S0** [SKIP IF [COMPLEX\_NAME] IS EMPTY] Just to confirm, is the multifamily unit at [RENTADDR] in [RENTCITY] included in [COMPLEX\_NAME]?

- 1 Yes
- 2 No [TERMINATE, DO DIRECTORY ASSISTANCE TO FIND BETTER PHONE NUMBER]
- 5 Programming change
- 6 Programmed skip

**S1** First I would like to get some background information about you and the multifamily property at [COMPLEX\_NAME]. What is your position or job title at that location or with the company that manages this property? [PROBE AS NEEDED]

- 1 Owner of property
- 2 Property/leasing manager/associate
- 3 Senior property manager
- 4 Maintenance supervisor / Facilities manager
- 5 Senior/regional maintenance supervisor
- 6 Purchasing manager
- 7 Other [SPECIFY]
- \*8 Managing agent
- \*9 District manager / Regional manager
- \*10 President / Vice president
- 8 Don't know
- 9 Refused

[RENTER'S ADDRESS: [RENT ADDRESS]]

**S1\_7\_oth** Description of other type of job title (see S1 above)

**S1a** How is the electric service metered from your utility for this building? Is it one master meter with no individual tenant unit meters, master metered for the total building plus electric sub-meters for individual tenant units, individually metered plus separate meters for common areas, or are all individual units metered with no master meter?

- 1 One master meter – no individual tenant unit meters [TERMINATE]
- 2 Master meter for the total building plus electric sub-meters for individual tenant units
- 3 Individually metered plus separate meters for common area
- 4 All individually metered tenant units, no master meter
- 5 Other [SPECIFY]
- 8 Don't know
- 9 Refused

**S1a\_5\_oth** Description of other type of electric meter set-up (see S1a above)

**S2** How many years has your organization been in the business of owning, managing, or maintaining multifamily properties?

- \_\_\_ # of years [0-750]
- 8 Don't know
- 9 Refused

[Note: Question added on 01/30/2014 to accommodate landlord info from NYSEG/RG&E]

**S3a** Which of the following best describes the building at [RENTADDR]? Is it a building with one to four units or a building with five or more units?

- 1 1-4 units [TERMINATE, SKIP TO NOTQAL]
- 2 5 or more units
- 5 Programming change

**S3** About how many separate multifamily buildings are located at your multifamily property at [COMPLEX\_NAME OR RENTADDR]?

- \_\_\_ # of buildings [1-75] [APPROXIMATION IF UNABLE TO GIVE EXACT NUMBER]

[RENTER'S ADDRESS: [RENT ADDRESS]]

**S4** Does your organization own or manage any OTHER properties in New York State?

- 1 Yes
- 2 No [SKIP TO S7]
- 8 Don't know [SKIP TO S7]
- 9 Refused [SKIP TO S7]

**S5** How many other properties does your organization own/manage in New York State?

- \_\_\_ # of other properties [1-750]  
 -6 Programmed skip  
 -8 Don't know  
 -9 Refused

**S6** Were any of these other properties built since January 2012?

- 1 Yes  
 2 No  
 -6 Programmed skip  
 -8 Don't know  
 -9 Refused

**S7** Now focusing on the multifamily property at [COMPLEX\_NAME OR RENTADDR],  
 [IF S3=1: Does this building / IF S3>1: Do any of these buildings] contain any shops,  
 restaurants retail space, or space used by any other business?

- 1 Yes  
 2 No [SKIP TO S10]  
 -8 Don't know [SKIP TO S10]  
 -9 Refused [SKIP TO S10]

**S8** What types of business? [SELECT ALL THAT APPLY]

For S8\_1 through S8\_6

- 0 Not mentioned  
 1 Mentioned  
 -6 Programmed skip  
 -8 Don't know  
 -9 Refused

**S8\_1** Office/professional  
**S8\_2** Food sales or service  
**S8\_3** Retail  
**S8\_4** Education  
**S8\_5** Health care  
**S8\_6** Other [SPECIFY]

**S8\_6\_oth** Description of other type of business (see S8 above)

**S9** Approximately what percentage of the total floor space at this property is allocated to non-residential business space?

- \_\_\_ Percentage [1-100%]
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**S10** About how many living units are located in [IF S3=1: the multifamily building] [IF S3>1: all of the multifamily buildings] at [COMPLEX\_NAME OR RENTADDR]? [Probe for all units at the property and not just one building]

- \_\_\_ # living units [1-7500]
- 8 Don't know
- 9 Refused

[RENTER'S ADDRESS: [RENT ADDRESS]]

**S11** [ASK IF S10=-8] Do you think the total number of housing units at your property is 100 or more, 99 to 76, 75 to 50, 49 to 5, or less than 5?

- 1 100 or more
- 2 99 to 76
- 3 75 to 50
- 4 49 to 5
- 5 Less than 5
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**S12** What percentage of the units at your property are occupied?

- \_\_\_ % of occupied [0-100%]
- 8 Don't know
- 9 Refused

**S13** Not counting the basement, how many stories [IF S3=1: does this multifamily building have/IF S3>1: on average, do these multifamily buildings have]?

- \_\_\_ # of stories [1-75] [YOUR BEST ESTIMATE IS FINE]
- 8 Don't know
- 9 Refused

**S14** Are there other enclosed buildings at this multifamily property that are used for common area purposes, such as a utility shed, pool house, or a community center?

- |    |            |               |
|----|------------|---------------|
| 1  | Yes        |               |
| 2  | No         | [SKIP TO S17] |
| -8 | Don't know | [SKIP TO S17] |
| -9 | Refused    | [SKIP TO S17] |

**S15** How many other buildings?

- |     |                      |        |
|-----|----------------------|--------|
| ___ | # of other buildings | [1-75] |
| -6  | Programmed skip      |        |
| -8  | Don't know           |        |
| -9  | Refused              |        |

**S16** What [IF S15=1: is this building; IF S15>1: are these buildings] used for?  
[SELECT ALL THAT APPLY]

For S16\_1 through S16\_10

- |    |                 |
|----|-----------------|
| 0  | Not mentioned   |
| 1  | Mentioned       |
| -6 | Programmed skip |
| -8 | Don't know      |
| -9 | Refused         |

- |               |                            |
|---------------|----------------------------|
| <b>S16_1</b>  | Gym or exercise room       |
| <b>S16_2</b>  | Club house                 |
| <b>S16_3</b>  | Rental office              |
| <b>S16_4</b>  | Laundry                    |
| <b>S16_5</b>  | Maintenance equipment shed |
| <b>S16_6</b>  | Storage units              |
| <b>S16_7</b>  | Community center           |
| <b>S16_8</b>  | Boiler room                |
| <b>S16_9</b>  | Garage                     |
| <b>S16_10</b> | Other [SPECIFY]            |

**S16\_10\_oth** Description of other building use (see S16 above)



[Note: Option 13 added on 01/02/2014]

**S17** In approximately what year was this multifamily property built?  
[PROBE WITH CATEGORIES AS NEEDED]

- 1 1939 or earlier
- 2 1940 to 1949
- 3 1950 to 1959
- 4 1960 to 1969
- 5 1970 to 1979
- 6 1980 to 1989
- 7 1990 to 1999
- 8 2000 to 2009
- 9 2010
- 10 2011
- 11 2012
- 12 2013
- 13 2014
- 8 Don't know
- 9 Refused

**S18** Has this property undergone any major renovations, remodels, or additions in the PAST five years? This could include activities such as adding more multifamily buildings or units, adding additional common area space, installing new systems, or reconstruction due to flooding or hurricane.

- 1 Yes
- 2 No [SKIP TO S18b]
- 8 Don't know [SKIP TO S18b]
- 9 Refused [SKIP TO S18b]

S18a What types of major renovations, remodels, or additions did you make in the PAST five years? Was it... [SELECT ALL THAT APPLY] [READ CATEGORIES]

For S18a\_1 through S18a\_10

- 0 Not mentioned
- 1 Mentioned
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**S18a\_1** Increasing the number of units  
**S18a\_2** Additions to common area space  
**S18a\_3** Major renovations to the building  
**S18a\_4** Any reconstruction due to flooding or hurricane damage  
**S18a\_5** Adding new systems such as central AC, heating, water heating  
**S18a\_6** Anything else [SPECIFY]  
**\*S18a\_9** Lighting upgrades  
**\*S18a\_10** Cosmetic upgrades (painting, carpets, landscaping)

**S18a\_6\_oth** Description of other type of renovation, remodels, or additions. (see S18a above)

**S18b** Do you plan to complete any major renovation projects or additions in the NEXT five years?

- 1 Yes [SPECIFY]
- 2 No
- 8 Don't know
- 9 Refused

**S18b\_1\_oth** What type of major renovation projects or additions do you plan to do in the next five years? (see S18b above)

\*S18ba What type of major renovation projects or additions do you plan to do in the next five years? [CATEGORIZED] (see S18b above)

For S18ba\_1 through S18ba\_10

- 0 Not mentioned
- 1 Mentioned
- 6 Programmed skip

- \*S18ba\_1 Increasing the number of units
- \*S18ba\_2 Additions to common area space
- \*S18ba\_3 Major renovations to the building
- \*S18ba\_4 Any reconstruction due to flooding or hurricane damage
- \*S18ba\_5 Adding new systems such as central AC, heating, water heating
- \*S18ba\_6 Other [SPECIFY]
- \*S18ba\_9 Lighting upgrades
- \*S18ba\_10 Cosmetic upgrades (painting, carpets, landscaping)

**S18ba\_6\_oth** Description of other type of major renovation project or addition planned in the next five years? (see S18ba above)

S19 [IF S10<>-8 OR -9: Of the [INSERT S10 RESPONSE] units] [IF S10=-8 OR -9: Of all the living units at [COMPLEX\_NAME OR RENTADDR] ], approximately what percentage of these are studios, one bedroom units, two bedroom units, and three or more bedroom units?  
[THESE CATEGORIES NEED TO ADD UP TO 100 PERCENT]

For S19a through S19d

- \_\_\_ [0-100%]
- 8 Don't know
- 9 Refused

- S19a % of studios
- S19b % of 1 bedroom units
- S19c % of 2 bedroom units
- S19d % of 3 or more bedroom units

S19\_sum [ASK IF S19a THROUGH S19d DO NOT SUM TO 100% AND NONE = -8 OR -9] The quantities that you have given me do not add up to 100%. Can you please tell me which to correct?

[PRESS 1 TO BACK UP AND CORRECT]

S23 Does your property have natural gas service?

- |    |            |              |
|----|------------|--------------|
| 1  | Yes        |              |
| 2  | No         | [SKIP TO E1] |
| -8 | Don't know | [SKIP TO E1] |
| -9 | Refused    | [SKIP TO E1] |

S24 How is the NATURAL GAS service metered from your utility for this building? Is it one master meter with no individual tenant unit meters, individual metered plus separate meters for common areas, or are all individual units metered with no master meter?

- |    |   |
|----|---|
| 1  | One master meter – no individual tenant unit meters       |
| 2  | Individually metered plus separate meters for common area |
| 3  | All individually metered tenant units, no master meter    |
| 4  | Other [SPECIFY]   |
| -6 | Programmed skip   |
| -8 | Don't know  |
| -9 | Refused   |

S24\_4\_oth Description of other type of gas meter set-up (see S24 above)

## ENERGY STAR AWARENESS

E1 Before I ask about the energy using equipment at your property, I'd like to ask about your familiarity with the ENERGY STAR logo. The ENERGY STAR logo is usually a blue and white sticker on an appliance that says "ENERGY STAR" on it. Equipment having the ENERGY STAR logo meets strict energy efficiency guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy. Before now, were you not at all familiar, somewhat familiar, or very familiar with ENERGY STAR?

- |    |                     |
|----|---------------------|
| 1  | Not at all familiar |
| 2  | Somewhat familiar   |
| 3  | Very familiar       |
| -8 | Don't know          |
| -9 | Refused             |

**E2** Buildings can also be rated for efficiency. [IF S15=1: Is this building/IF S15>1: Are these buildings] classified as being ENERGY STAR qualified, LEED certified, or a Zero Net Energy building? [SELECT ALL THAT APPLY]

For E2\_1 through E2\_4

- 0 Not mentioned
- 1 Mentioned
- 8 Don't know
- 9 Refused

**E2\_1** ENERGY STAR qualified  
**E2\_2** LEED certified  
**E2\_3** Zero net energy  
**E2\_4** None

## HEATING AND COOLING

**H1** Does this property have a central system that provides HEATING to multiple living units or does each unit have its own heating system?

- 1 Central heating system
- 2 Each unit has its own heating system

**H2** What is the primary type of fuel used by [IF H1=1, show "the central heating system" or IF H1=2, show "the heating system in each unit"] at this multifamily property? [PROBE WITH CATEGORIES AS NEEDED]

- 1 Electricity
- 2 Natural gas from underground pipes
- 3 Propane (bottled gas)
- 4 District Steam
- 5 Fuel oil
- 6 Kerosene
- 7 Wood/wood pellets
- 8 Solar
- 9 Geothermal
- 10 Other
- 8 Don't know
- 9 Refused

**H2a\_opn** [ASK IF H2=10] Specify what other type of fuel is used for heating (see H2 above)

**H3** What type of primary heating system is used [IF H1=1, show “for the central heating system” or IF H1=2, show “for the heating system in each unit”] at this multifamily property? [PROBE WITH CATEGORIES AS NEEDED]

- 1 Forced air furnace with ducts to individual rooms
- 2 Central boiler with radiators or pipes in each room [Steam / H2O]
- 3 District steam with radiators or pipes in each room
- 4 Air source Heat pump
- 5 Ground source Heat pump
- 6 Baseboard heat
- 7 Heating stove burning wood or coal
- 8 Fireplace
- 9 Portable electric heater
- 10 Portable kerosene heater
- 11 Solar panels
- 12 Other [SPECIFY]
- 8 Don't know
- 9 Refused

**H3a\_opn** [ASK IF H3=12] Specify what other type of heating system is used. See H3 above.

**H3b** [ASK IF H3=2] Is the central boiler steam or hot water?

- 1 Steam
- 2 Hot water
- 4 Interviewer mistake
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**H4** About how old is [IF H1=1, show “the central heating system” or IF H1=2, show “are the majority of the heating systems in each unit”]? [PROBE WITH CATEGORIES AS NEEDED]

- 1 Less than 2 years old
- 2 2 to 4 years old
- 3 5 to 9 years old
- 4 10 to 14 years old
- 5 15 to 19 years old
- 6 20 years old or more
- 8 Don't know
- 9 Refused

**H5** [ASK IF E1=2 OR 3 AND H4=1, 2, OR 3] [IF H1=1, show “Is the central heating system” or IF H1=2, show “Is the heating system in each unit”] ENERGY STAR rated?  
[PROBE: DID IT HAVE THE ENERGY STAR LOGO ON IT?]

- 1 Yes
- 2 No
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**H6** Do you usually have a tune up done [IF H1=1, show “on the central heating system” or IF H1=2, show “on the heating system in each unit”] each year by a heating contractor or by yourself?

- 1 Yes, done by a heating contractor
- 2 Yes, do it myself
- 3 No
- 8 Don't know
- 9 Refused

**H7** Does your property have a central system that provides COOLING to multiple living units, or do you provide each unit its own air conditioning system, or do you not provide any air conditioning?

- 1 Central cooling system
- 2 Individual in-unit cooling systems
- 3 No air conditioning provided [SKIP TO WH1]
- 8 Don't know
- 9 Refused

**H8** About how old are the majority of [IF H7=1, SHOW “the central cooling systems” OR IF H7=2, SHOW “the cooling systems in each unit”] at this multifamily property?  
[PROBE WITH CATEGORIES AS NEEDED]

- 1 Less than 2 years old
- 2 2 to 4 years old
- 3 5 to 9 years old
- 4 10 to 14 years old
- 5 15 to 19 years old
- 6 20 years old or more
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**H9** [ASK IF E1=2 OR 3 AND H8=1, 2, OR 3] Is/are the majority of [IF H7=1, show “the central cooling system[s]” or IF H7=2, show “the cooling system in each unit[s]”] ENERGY STAR rated? [PROBE: DID IT HAVE THE ENERGY STAR LOGO ON IT?]

- 1 Yes
- 2 No
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**H10** Do you usually have a tune up done on the air conditioning system[s] each year?

- 1 Yes
- 2 No
- 6 Programmed skip
- 8 Don't know
- 9 Refused

## WATER HEATING

**WH1** Does your property have a central system that provides domestic HOT WATER to multiple living units?

- 1 Yes
- 2 No [SKIP TO A1]
- 8 Don't know
- 9 Refused

**WH2** What type of system is the primary water heating system used at this property? Is it a stand-alone storage tank, a tankless or on demand water heater, a heat pump water heater, part of your heating system boiler, or something else?

- 1 Stand-alone storage tank
- 2 Tankless or on demand water heater
- 3 Heat pump water heater
- 4 Part of heating system boiler
- 5 Other [SPECIFY]
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**WH2a\_opn** [ASK IF WH2=5] Specify what other type of water heating system used (see WH2a above)



**WH3** What is the primary type of fuel used for WATER HEATING at your property?  
[PROBE WITH CATEGORIES AS NEEDED]

- 1 Electricity
- 2 Natural gas from underground pipes
- 3 Propane (bottled gas)
- 4 District Steam
- 5 Fuel Oil
- 6 Kerosene
- 7 Solar
- 8 Other [SPECIFY]
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**WH3a\_opn** [ASK IF WH3=8] Specify what other fuel used for water heating fuel used (see WH3 above)

**WH4** About how old is your primary water heating system?  
[PROBE WITH CATEGORIES AS NEEDED]

- 1 Less than 2 years old
- 2 2 to 4 years old
- 3 5 to 9 years old
- 4 10 to 14 years old
- 5 15 to 19 years old
- 6 20 years old or more
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**WH5** [ASK IF E1=2 OR 3 AND WH4=1, 2, OR 3] Is this water heating system ENERGY STAR rated? [PROBE: DID IT HAVE THE ENERGY STAR LOGO ON IT?]

- 1 Yes
- 2 No
- 6 Programmed skip
- 8 Don't know
- 9 Refused

<b>TENANT APPLIANCES</b>
--------------------------

**A1** Which of the following appliances do you supply to your tenants in their living units at this multifamily property? [READ LIST; SELECT ALL THAT APPLY]

For A1\_1 through A1\_9

- |    |               |              |
|----|---------------|--------------|
| 0  | Not mentioned |              |
| 1  | Mentioned     |              |
| -8 | Don't know    | [SKIP TO A4] |
| -9 | Refused       | [SKIP TO A4] |

- |             |                        |              |
|-------------|------------------------|--------------|
| <b>A1_1</b> | Refrigerator           |              |
| <b>A1_2</b> | Stove                  |              |
| <b>A1_3</b> | Dishwasher             |              |
| <b>A1_4</b> | Microwave              |              |
| <b>A1_5</b> | Portable space heater  |              |
| <b>A1_6</b> | In-unit clothes washer |              |
| <b>A1_7</b> | In-unit clothes dryer  |              |
| <b>A1_8</b> | In-unit water heater   |              |
| <b>A1_9</b> | None                   | [SKIP TO A4] |

**A2\_1** [ASK IF A1\_1=1] On average, about how old are the majority of the refrigerators at this multifamily property? [PROBE WITH CATEGORIES AS NEEDED]

- |    |                       |  |
|----|-----------------------|--|
| 1  | Less than 2 years old |  |
| 2  | 2 to 4 years old      |  |
| 3  | 5 to 9 years old      |  |
| 4  | 10 to 14 years old    |  |
| 5  | 15 to 19 years old    |  |
| 6  | 20 years old or more  |  |
| -6 | Programmed skip       |  |
| -8 | Don't know            |  |
| -9 | Refused               |  |

**A3\_1** [ASK IF A1\_1=1 AND E1=2 OR 3 AND A2\_1=1, 2, OR 3] Are the majority of the refrigerators ENERGY STAR rated? [PROBE: DID IT HAVE THE ENERGY STAR LOGO ON IT?]

- |    |                 |  |
|----|-----------------|--|
| 1  | Yes             |  |
| 2  | No              |  |
| -6 | Programmed skip |  |
| -8 | Don't know      |  |
| -9 | Refused         |  |

**A2\_2** [ASK IF A1\_2=1] On average, about how old are the majority of the stoves at this multifamily property? [PROBE WITH CATEGORIES AS NEEDED]

- 1 Less than 2 years old
- 2 2 to 4 years old
- 3 5 to 9 years old
- 4 10 to 14 years old
- 5 15 to 19 years old
- 6 20 years old or more
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A3\_2** [ASK IF A1\_2=1 AND E1=2 OR 3 AND A2\_2=1, 2, OR 3] Are the majority of the stoves ENERGY STAR rated? [PROBE: DID IT HAVE THE ENERGY STAR LOGO ON IT?]

- 1 Yes
- 2 No
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A2\_3** [ASK IF A1\_3=1] On average, about how old are the majority of the dishwashers at this multifamily property? [PROBE WITH CATEGORIES AS NEEDED]

- 1 Less than 2 years old
- 2 2 to 4 years old
- 3 5 to 9 years old
- 4 10 to 14 years old
- 5 15 to 19 years old
- 6 20 years old or more
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A3\_3** [ASK IF A1\_3=1 AND E1=2 OR 3 AND A2\_3=1, 2, OR 3] Are the majority of the dishwashers ENERGY STAR rated? [PROBE: DID IT HAVE THE ENERGY STAR LOGO ON IT?]

- 1 Yes
- 2 No
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A2\_4** [ASK IF A1\_4=1] On average, about how old are the majority of the microwaves at this multifamily property? [PROBE WITH CATEGORIES AS NEEDED]

- 1 Less than 2 years old
- 2 2 to 4 years old
- 3 5 to 9 years old
- 4 10 to 14 years old
- 5 15 to 19 years old
- 6 20 years old or more
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A3\_4** [ASK IF A1\_4=1 AND E1=2 OR 3 AND A2\_4=1, 2, OR 3] Are the majority of the microwaves ENERGY STAR rated? [PROBE: DID IT HAVE THE ENERGY STAR LOGO ON IT?]

- 1 Yes
- 2 No
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A2\_5** [ASK IF A1\_5=1] On average, about how old are the majority of the portable space heaters at this multifamily property? [PROBE WITH CATEGORIES AS NEEDED]

- 1 Less than 2 years old
- 2 2 to 4 years old
- 3 5 to 9 years old
- 4 10 to 14 years old
- 5 15 to 19 years old
- 6 20 years old or more
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A3\_5** [ASK IF A1\_5=1 AND E1=2 OR 3 AND A2\_5=1, 2, OR 3] Are the majority of the portable space heaters ENERGY STAR rated? [PROBE: DID IT HAVE THE ENERGY STAR LOGO ON IT?]

- 1 Yes
- 2 No
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A2\_6** [ASK IF A1\_6=1] On average, about how old are the majority of the in-unit clothes washers at this multifamily property?  
[PROBE WITH CATEGORIES AS NEEDED]

- 1 Less than 2 years old
- 2 2 to 4 years old
- 3 5 to 9 years old
- 4 10 to 14 years old
- 5 15 to 19 years old
- 6 20 years old or more
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A3\_6** [ASK IF A1\_6=1 AND E1=2 OR 3 AND A2\_6=1, 2, OR 3] Are the majority of the in-unit clothes washers ENERGY STAR rated? [PROBE: DID IT HAVE THE ENERGY STAR LOGO ON IT?]

- 1 Yes
- 2 No
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A2\_7** [ASK IF A1\_7=1] On average, about how old are the majority of the in-unit clothes dryers at this multifamily property? [PROBE WITH CATEGORIES AS NEEDED]

- 1 Less than 2 years old
- 2 2 to 4 years old
- 3 5 to 9 years old
- 4 10 to 14 years old
- 5 15 to 19 years old
- 6 20 years old or more
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A3\_7** [ASK IF A1\_7=1 AND E1=2 OR 3 AND A2\_7=1, 2, OR 3] Are the majority of the in-unit clothes dryers ENERGY STAR rated? [PROBE: DID IT HAVE THE ENERGY STAR LOGO ON IT?]

- 1 Yes
- 2 No
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A2\_8** [ASK IF A1\_8=1] On average, about how old are the majority of the in-unit water heaters at this multifamily property? [PROBE WITH CATEGORIES AS NEEDED]

- 1 Less than 2 years old
- 2 2 to 4 years old
- 3 5 to 9 years old
- 4 10 to 14 years old
- 5 15 to 19 years old
- 6 20 years old or more
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A3\_8** [ASK IF A1\_8=1 AND E1=2 OR 3 AND A2\_8=1, 2, OR 3] Are the majority of the in-unit water heaters ENERGY STAR rated? [PROBE: DID IT HAVE THE ENERGY STAR LOGO ON IT?]

- 1 Yes
- 2 No
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**A4** What is the primary type of fuel used for COOKING at your property?  
[PROBE WITH CATEGORIES AS NEEDED]

- 1 Electricity
- 2 Natural gas from underground pipes
- 3 Propane (bottled gas)
- 4 Other [SPECIFY]
- 8 Don't know
- 9 Refused

**A4\_4\_opn** Description of other type of primary fuel used for cooking (see A4 above)

<b>LIGHTING</b>
-----------------

L1 Do you have any of the following natural lighting at this property in INDOOR common areas during the day? [READ LIST; SELECT ALL THAT APPLY]

For L1\_1 through L1\_4

- |    |               |              |
|----|---------------|--------------|
| 0  | Not mentioned |              |
| 1  | Mentioned     |              |
| -8 | Don't know    | [SKIP TO A4] |
| -9 | Refused       | [SKIP TO A4] |

- |             |   |
|-------------|---|
| <b>L1_1</b> | Skylights   |
| <b>L1_2</b> | Tubular skylights that let daylight in through the roof |
| <b>L1_3</b> | Large uncovered window areas                            |
| <b>L1_4</b> | None  |

L2 Which of the following types of LIGHTING CONTROLS do you use in INDOOR COMMON AREAS of your property? Do you use . . . . [READ LIST; SELECT ALL THAT APPLY]

For L2\_1 through L2\_4

- |    |               |              |
|----|---------------|--------------|
| 0  | Not mentioned |              |
| 1  | Mentioned     |              |
| -8 | Don't know    | [SKIP TO A4] |
| -9 | Refused       | [SKIP TO A4] |

- |             |                          |
|-------------|--------------------------|
| <b>L2_1</b> | Dimmer switches          |
| <b>L2_2</b> | Occupancy/motion sensors |
| <b>L2_3</b> | Timers                   |
| <b>L2_4</b> | None                     |

**L3** I'm going to read a list of different types of lighting. For each type please indicate approximately what percentage of the TOTAL general INDOOR common space is lit by that type of lighting? All of the categories should add up to 100 percent.

For L3a through L3i

\_\_\_\_ [0-100%]  
 -8 Don't know  
 -9 Refused

**L3a** Incandescent light bulbs  
**L3b** T12s  
**L3c** T8s  
**L3d** T5s  
**L3e** Compact fluorescent light or CFL bulbs  
**L3f** Halogen bulbs  
**L3g** High intensity discharge lamps such as high pressure sodium, metal halide or mercury vapor  
**L3h** LED bulbs  
**L3i** Something else [SPECIFY]

**L3i\_a\_opn** [ASK IF L3i<>0] Specify what other lighting is used in indoor common spaces. (see L3 above)

**L3\_sum** [ASK IF L3a THROUGH L3i DO NOT SUM TO 100% AND NONE = -8 OR -9] The quantities that you have given me do not add up to 100%. Can you please tell me which to correct? [PRESS 1 TO BACK UP AND CORRECT]



L4 Using the same list, please indicate approximately what percentage of the TOTAL general OUTDOOR common space, such as walkways, parking lots, and parking garages is lit by the following lighting types? Once again, all of the categories should add up to 100 percent.

For L4a through L4i

_____	[0-100%]	
-3	No outdoor lighting at property	[SKIP TO DP1]
-4	Interviewer mistake	
-8	Don't know	
-9	Refused	

L4a Incandescent light bulbs

L4b T12s

L4c T8s

L4d T5s

L4e Compact fluorescent light or CFL bulbs

L4f Halogen bulbs

L4g High intensity discharge lamps such as high pressure sodium, metal halide or mercury vapor

L4h LED bulbs

L4i Something else [SPECIFY]

L4i\_a\_opn [ASK IF L4i<>0, -8, or -9] Specify what other lighting is used in indoor common spaces. (see L4 above)

L4\_sum [ASK IF L4a THROUGH L4i DO NOT SUM TO 100% AND NONE = -8 OR -9] The quantities that you have given me do not add up to 100%. Can you please tell me which to correct? [PRESS 1 TO BACK UP AND CORRECT]

Note: New option L5\_8 added on 04Mar2014.

L5 Do you use OUTDOOR lighting at this location for parking, sidewalks, security lights, decorative lighting, outdoor signage, or something else? [SELECT ALL THAT APPLY]

For L5\_1 through L5\_5

- 0 Not mentioned
- 1 Mentioned
- 6 Programmed skip
- 8 Don't know
- 9 Refused

L5\_1 Parking  
 L5\_2 Security lights  
 L5\_3 Decorative lighting  
 L5\_4 Outdoor signage  
 L5\_5 Other [SPECIFY]  
 L5\_8 Sidewalks / Walkways

L5\_5\_oth Description of other outdoor lighting use (see L5 above)

### PURCHASING DECISIONS

DP1 Who is involved in making the decision whether to install energy efficient equipment in common areas and in-unit at your property?  
 [DO NOT READ; SELECT ALL THAT APPLY]

For DP1\_1 through DP1\_8

- 0 Not mentioned
- 1 Mentioned
- 8 Don't know
- 9 Refused

DP1\_1 Owner  
 DP1\_2 Property/leasing manager/associate  
 DP1\_3 Senior property manager  
 DP1\_4 Maintenance supervisor  
 DP1\_5 Purchasing manager  
 DP1\_6 Condo or co-op board  
 DP1\_7 Tenants  
 DP1\_8 Other [SPECIFY]  
 \*DP1\_12 Managing agent  
 \*DP1\_13 Corporate  
 \*DP1\_14 President / Vice President  
 \*DP1\_15 District manager / Regional manager

DP1\_8\_oth Description of other decision maker (see DP1 above)

**DP2** In what year was the last time that you made any energy efficiency improvements to this property?

\_\_\_\_\_ Year [1900-2013]  
 -7 Never  
 -8 Don't know  
 -9 Refused

**DP3** What energy efficiency improvements were made to COMMON AREAS at this property?  
 [DO NOT READ; RECORD ALL THAT APPLY]

For DP3\_1 through DP3\_9

0 Not mentioned  
 1 Mentioned  
 -8 Don't know  
 -9 Refused

**DP3\_1** None  
**DP3\_2** Heating equipment  
**DP3\_3** Cooling equipment  
**DP3\_4** Water heating equipment  
**DP3\_5** Insulation  
**DP3\_6** Lighting  
**DP3\_7** Appliances  
**DP3\_8** Windows  
**DP3\_9** Other [SPECIFY]  
**\*DP3\_12** Doors  
**\*DP3\_13** Water saving devices

**DP3\_9\_oth** Description of other energy efficiency improvements made to common areas (see DP3 above)

DP4 What energy efficiency improvements were made to INDIVIDUAL UNITS at this property? [DO NOT READ; RECORD ALL THAT APPLY]

For DP4\_1 through DP4\_9

0 Not mentioned  
 1 Mentioned  
 -8 Don't know  
 -9 Refused

DP4\_1 None  
 DP4\_2 Heating equipment  
 DP4\_3 Cooling equipment  
 DP4\_4 Water heating equipment  
 DP4\_5 Insulation  
 DP4\_6 Lighting  
 DP4\_7 Appliances  
 DP4\_8 Windows  
 DP4\_9 Other [SPECIFY]  
 \*DP4\_12 Doors  
 \*DP4\_13 Water saving devices

DP4\_9\_oth Description of other energy efficiency improvements made to individual units (see DP4 above)

DP5 What types of energy saving upgrades do you think are needed at this facility? [DO NOT READ LIST; RECORD ALL THAT APPLY]

For DP5\_1 through DP5\_9

0 Not mentioned  
 1 Mentioned  
 -8 Don't know  
 -9 Refused

DP5\_1 None  
 DP5\_2 Heating equipment  
 DP5\_3 Cooling equipment  
 DP5\_4 Water heating equipment  
 DP5\_5 Insulation  
 DP5\_6 Lighting  
 DP5\_7 Appliances  
 DP5\_8 Windows  
 DP5\_9 Other [SPECIFY]  
 \*DP5\_12 Doors  
 \*DP5\_13 Water saving devices

DP5\_9\_oth Description of other type of energy saving upgrades needed (see DP5 above)

DP6 [SKIP IF DP5 = 1, -8, OR -9] Why have these energy efficiency improvements not been made at this facility? [DO NOT READ LIST; RECORD ALL THAT APPLY]

For DP6\_1 through DP6\_7

- 0 Not mentioned
- 1 Mentioned
- 6 Programmed skip
- 8 Don't know
- 9 Refused

DP6\_1 Not compatible with existing equipment  
 DP6\_2 Initial purchase cost  
 DP6\_3 Tenant pays utility bill  
 DP6\_4 Length of payback period  
 DP6\_5 No rebate offered  
 DP6\_6 Too intrusive  
 DP6\_7 Other [SPECIFY]  
 \*DP6\_10 Not really needed  
 \*DP6\_11 No approval from upper management  
 \*DP6\_12 Haven't gotten to it  
 \*DP6\_13 In the process  
 \*DP6\_14 Recently took ownership

DP6\_7\_oth Description of other reason why energy efficiency improvements have not been made (see DP6 above)

DP7 Property owners and managers often consider many different factors when deciding which type of energy-using equipment to purchase for their properties. On a scale of 1 to 5, with 1 being "not at all important," and 5 being "very important," how important are each of the following in your firm's decision of which equipment to purchase? [SPECIFY FOR EACH ITEM]

For DP7a through DP7l

- \_ Record importance [1-5]
- 8 Don't know
- 9 Refused

DP7a Compatibility with existing equipment/ property systems  
 DP7b Initial purchase cost  
 DP7c Operating cost  
 DP7d Length of payback period  
 DP7e Recommendation of contractor or supplier  
 DP7f Efficiency level of equipment  
 DP7g Rebate from utility or other source  
 DP7h Recommendations of others that had experience with equipment  
 DP7i Tenant dissatisfaction with current conditions  
 DP7j Ability to charge a higher rent for a more comfortable property  
 DP7k Societal pressure to purchase equipment that is environmentally friendly  
 DP7l Resiliency, or quality and durability of the equipment

**DP8** Are you aware of energy efficiency programs offered to multifamily properties by NYSERDA or your utility?

- |    |                   |                |
|----|-------------------|----------------|
| 1  | Yes [Which ones?] |                |
| 2  | No                | [SKIP TO DP11] |
| -8 | Don't know        | [SKIP TO DP11] |
| -9 | Refused           | [SKIP TO DP11] |

**DP8\_1\_oth** Which energy efficiency programs are you aware of? (See DP8 above)

\*DP8\_1a Which energy efficiency programs are you aware of? [CATEGORIZED]  
(see DP8\_1\_oth above)

For DP8\_1a\_1\_1 through DP8\_1a\_13

- |    |                 |
|----|-----------------|
| 0  | Not mentioned   |
| 1  | Mentioned       |
| -6 | Programmed skip |
| -8 | Don't know      |

- |            |                                 |
|------------|---------------------------------|
| *DP8_1a_1  | HVAC                            |
| *DP8_1a_2  | Appliances                      |
| *DP8_1a_3  | Energy Audit                    |
| *DP8_1a_4  | Windows/Doors/Weatherization    |
| *DP8_1a_5  | Lighting                        |
| *DP8_1a_6  | Water heating equipment         |
| *DP8_1a_7  | Convert to natural gas          |
| *DP8_1a_8  | Multifamily Performance program |
| *DP8_1a_9  | ENERGY STAR homes               |
| *DP8_1a_10 | Water saving devices            |
| *DP8_1a_11 | Thermostats                     |
| *DP8_1a_12 | Other [SPECIFY]                 |
| *DP8_1a_13 | Can't name any                  |

\*DP8\_1a\_12\_oth Description of other energy efficiency programs they were aware of  
(see DP8\_1a above)

[Note: Added categories 14 and 15 on 1/30/14.]

DP9 How do you prefer to hear about these types of energy efficiency programs?  
[DO NOT READ; SELECT ALL THAT APPLY]

For DP9\_1 through DP9\_11

- 0 Not mentioned
- 1 Mentioned
- 6 Programmed skip
- 8 Don't know
- 9 Refused

DP9\_1 Someone come to me and explained the program [PROBE: Who?]  
 DP9\_2 Through the Apartment association  
 DP9\_3 My utility Account Manager  
 DP9\_4 Property owner  
 DP9\_5 Utility bill insert  
 DP9\_6 Website [Which ones?]  
 DP9\_7 Direct mailing from utility  
 DP9\_8 Independent contractor  
 DP9\_9 Subway ad  
 DP9\_10 Billboard ad  
 DP9\_11 Other [SPECIFY]  
 DP9\_14 Email  
 DP9\_15 Phone

DP9\_1\_oth Who came and explained these types of energy efficiency programs?  
(see DP9 above)

DP9\_6\_oth Which websites did you hear about these types of energy efficiency programs?  
(see DP9 above)

DP9\_11\_oth Description of other way you prefer to hear about these types of energy efficiency programs (see DP9 above)

DP10 In the past five years, have you participated in any energy efficiency or energy saving programs offered by NYSERDA or your utility company?

- 1 Yes [Which ones?]
- 2 No [Why not?]
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**DP10\_1\_oth** Which energy efficiency/saving programs did you participate in? (See DP10 above)

\*DP10\_1a Which energy efficiency/saving programs did you participate in? [CATEGORIZED]

For DP10\_1a\_1 through DP10\_1a\_13

0	Not mentioned
1	Mentioned
-6	Programmed skip
-8	Don't know

*DP10_1a_1	HVAC
*DP10_1a_2	Appliances
*DP10_1a_3	Energy Audit
*DP10_1a_4	Windows/Doors/Weatherization
*DP10_1a_5	Lighting
*DP10_1a_6	Water heating equipment
*DP10_1a_7	Converting to natural gas
*DP10_1a_8	Multifamily Performance program
*DP10_1a_9	ENERGY STAR homes
*DP10_1a_10	Water saving devices
*DP10_1a_11	Thermostats
*DP10_1a_12	Other [SPECIFY]

**DP10\_1a\_12\_oth** Description of other energy efficiency/saving programs participated in (see DP10\_1a above)

**DP10\_2\_oth** Why have you not participated in energy efficiency/saving programs? (See DP10 above)

**DP11** In the past, have you researched or looked for energy-related information?

1	Yes	
2	No	[SKIP TO DP12a]
-8	Don't know	[SKIP TO DP12a]
-9	Refused	[SKIP TO DP12a]



**DP12\_opn** Which websites or publications do you typically go to for energy-related information?

[RECORD RESPONSE VERBATIM]

\*DP12\_1a Which websites or publications do you typically go to for energy-related information?  
[CATEGORIZED] (see DP12\_opn above)

For DP12\_1a\_1 through DP12\_1a\_11

0 Not mentioned  
1 Mentioned  
-6 Programmed skip  
-8 Don't know

\*DP12\_1a\_1 General web search  
\*DP12\_1a\_2 Utilities (NYSERDA, ConEd, LIPA, National Grid, Central Hudson, PSE&G)  
\*DP12\_1a\_3 LEED  
\*DP12\_1a\_4 Tradeshow  
\*DP12\_1a\_5 Consultants/Contractors  
\*DP12\_1a\_6 Word of mouth  
\*DP12\_1a\_7 Suppliers  
\*DP12\_1a\_8 National Fuel  
\*DP12\_1a\_9 New York state  
\*DP12\_1a\_10 New York city  
\*DP12\_1a\_11 Other [SPECIFY]

\*DP12\_1a\_11\_oth Description of other websites or publications typically used for energy-related information? (see DP12\_1a above)

**DP12a\_opn** What sources do you use for real estate management and industry information?

[RECORD RESPONSE VERBATIM]

\*DP12a\_1a What sources do you use for real estate management and industry information?  
[CATEGORIZED] (see DP12a\_opn above)

For DP12a\_1a\_1 through DP12a\_1a\_7

0 Not mentioned  
1 Mentioned  
-6 Programmed skip  
-8 Don't know

\*DP12a\_1a\_1 Web search  
\*DP12a\_1a\_2 Real estate or trade publications/magazines/newspapers  
\*DP12a\_1a\_3 Real estate organizations/Trade associations/Management companies  
\*DP12a\_1a\_4 Government regulations  
\*DP12a\_1a\_5 Tradeshow  
\*DP12a\_1a\_6 Word of mouth  
\*DP12a\_1a\_7 None

**DP13** Do you or your company have a policy that specifies energy efficient equipment should be purchased when purchasing new equipment, such as appliances, heating and cooling systems, and lighting for multifamily properties?

- |    |            |              |
|----|------------|--------------|
| 1  | Yes        |              |
| 2  | No         | [SKIP TO C1] |
| -8 | Don't know | [SKIP TO C1] |
| -9 | Refused    | [SKIP TO C1] |

**DP14\_opn** What is the policy?  
[PROBE FOR TYPES OF EQUIPMENT AND SPECIFICS ON EFFICIENCY LEVELS.]

[RECORD RESPONSE VERBATIM]

### COMMON AREAS

**C1** Next, I'd like to ask you about some common area amenities that you may or may not have at this multifamily property.  
Are there any TVs in common areas on this property, such as in a clubhouse, exercise room, or rental office?

- |    |            |              |
|----|------------|--------------|
| 1  | Yes        |              |
| 2  | No         | [SKIP TO C4] |
| -8 | Don't know | [SKIP TO C4] |
| -9 | Refused    | [SKIP TO C4] |

**C2** How many of each of the following types of entertainment equipment are located in common areas? [READ LIST]

For C2a through C2k

- |    |                 |
|----|-----------------|
| —  | [0-75]          |
| -6 | Programmed skip |
| -8 | Don't know      |
| -9 | Refused         |

<b>C2a</b>	# of Standard tube TVs
<b>C2b</b>	# of Flat screen Plasma TVs
<b>C2c</b>	# of Flat screen LCD or LED TVs
<b>C2d</b>	# of Projection TVs [NOT projectors]
<b>C2e</b>	# of Cable, satellite, or set-top box
<b>C2f</b>	# of DVR; for example, TiVo
<b>C2g</b>	# of DVD or Blu-Ray player
<b>C2h</b>	# of VCR
<b>C2i</b>	# of Digital TV converter box
<b>C2j</b>	# of Video gaming system [PS3, PlayStation, Nintendo, XBOX, Wii]
<b>C2k</b>	# of Smart strips [a power strip with sensor to save electricity]

**C4** Are there any fireplaces in common areas on this property?

- |    |            |              |
|----|------------|--------------|
| 1  | Yes        |              |
| 2  | No         | [SKIP TO C6] |
| -8 | Don't know | [SKIP TO C6] |
| -9 | Refused    | [SKIP TO C6] |

**C5** How many of each of the following types of fireplaces are located in common areas?  
[READ LIST]

For C5a through C5c

- |    |                 |  |
|----|-----------------|--|
| —  | [0-75]          |  |
| -6 | Programmed skip |  |
| -8 | Don't know      |  |
| -9 | Refused         |  |

**C5a** # of wood fireplaces

**C5b** # of gas fireplaces [natural gas and/or propane]

**C5c** # of electric fireplaces

**C6** Is there a common kitchen at this property?

- |    |            |              |
|----|------------|--------------|
| 1  | Yes        |              |
| 2  | No         | [SKIP TO C8] |
| -8 | Don't know | [SKIP TO C8] |
| -9 | Refused    | [SKIP TO C8] |

**C7** How many of each of the following types of kitchen appliances are located in common areas?

For C7a through C7c

- |    |                 |  |
|----|-----------------|--|
| —  | [0-75]          |  |
| -6 | Programmed skip |  |
| -8 | Don't know      |  |
| -9 | Refused         |  |

**C7a** # of refrigerators

**C7b** # of microwaves

**C7c** # of stoves

**C8** Is there an exercise room or gym at this property?

- |    |            |               |
|----|------------|---------------|
| 1  | Yes        |               |
| 2  | No         | [SKIP TO C10] |
| -8 | Don't know | [SKIP TO C10] |
| -9 | Refused    | [SKIP TO C10] |

**C9** How many exercise machines that are run on electricity, such as treadmills and elliptical machines, are available for tenant's use?

—	# of machines	[0-75]
-6	Programmed skip	
-8	Don't know	
-9	Refused	

**C10** Do you have a swimming pool with a filtering system for your residents' use?

1	Yes	
2	No	[SKIP TO C16]
-8	Don't know	[SKIP TO C16]
-9	Refused	[SKIP TO C16]

**C11** Does the pool have a pool pump?

1	Yes	
2	No	[SKIP TO C13]
-6	Programmed skip	
-8	Don't know	[SKIP TO C13]
-9	Refused	[SKIP TO C13]

**C12** Is the pool pump a high efficiency pool pump?

1	Yes
2	No
-6	Programmed skip
-8	Don't know
-9	Refused

**C13** Does the pool have an automatic timer that controls the time of day that the pool pump operates?

1	Yes
2	No
-6	Programmed skip
-8	Don't know
-9	Refused

**C14** Does the pool have a heater?

- 1 Yes
- 2 No [SKIP TO C16]
- 6 Programmed skip
- 8 Don't know [SKIP TO C16]
- 9 Refused [SKIP TO C16]

**C15** What type of fuel does the pool heater use? [PROBE WITH CATEGORIES AS NEEDED]

- 1 Electricity
- 2 Natural gas from underground pipes
- 3 Propane (bottled gas)
- 4 Solar
- 5 Some other fuel [SPECIFY]
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**C15\_5\_oth** Description of other type of fuel used by pool heater (see C15 above)

**C16** Is there a hot tub, spa, or Jacuzzi for your residents' use?

- 1 Yes
- 2 No [SKIP TO CW1]
- 8 Don't know [SKIP TO CW1]
- 9 Refused [SKIP TO CW1]

**C17** What type of fuel is used to heat the water in your hot tub, spa, or Jacuzzi? [PROBE WITH CATEGORIES AS NEEDED]

- 1 Electricity
- 2 Natural gas from underground pipes
- 3 Propane (bottled gas)
- 4 Solar
- 5 Some other fuel [SPECIFY]
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**C17\_5\_oth** Description of other type of fuel to heat hot tub, spa, or Jacuzzi (see C17 above)

<b>CLOTHES WASHING AND DRYING</b>
-----------------------------------

**CW1** Does the property have a common area laundry?

- 1 Yes
- 2 No [SKIP TO M1]
- 8 Don't know [SKIP TO M1]
- 9 Refused [SKIP TO M1]

**CW2** How many clothes washers are in the common area laundry?

- \_\_\_ # of clothes washers [0-75] [IF ZERO SKIP TO CW6]
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**CW3** Are the majority of clothes washer[s] one that you load from the top or from the front?

- 1 Top loading
- 2 Front loading
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**CW4** About how old are the majority of clothes washers?  
[PROBE WITH CATEGORIES AS NEEDED]

- 1 Less than 2 years old
- 2 2 to 4 years old
- 3 5 to 9 years old
- 4 10 to 14 years old
- 5 15 to 19 years old
- 6 20 years old or more
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**CW5** [ASK IF E1=2 OR E1=3 AND CW4 = 1, 2, OR 3] Are the majority of the clothes washer[s] ENERGY STAR rated? [PROBE: DID IT HAVE THE ENERGY STAR LOGO ON IT?]

- 1 Yes
- 2 No
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**CW6** How many clothes dryers are in the common area laundry room?

- |    |                     |                              |
|----|---------------------|------------------------------|
| —  | # of clothes dryers | [0-75] [IF ZERO SKIP TO CW9] |
| -6 | Programmed skip     |                              |
| -8 | Don't know          |                              |
| -9 | Refused             |                              |

CW6a [SKIP IF CW2 OR CW6 <> 0] [Respondent answered that they have zero washers and zero dryers in their laundry area.]

[PRESS 1 TO SKIP BACK TO CHANGE CW1 TO NOT 'YES']

**CW7** What type of fuel do the majority of clothes dryers use?  
[PROBE WITH CATEGORIES AS NEEDED]

- |    |                                      |
|----|--------------------------------------|
| 1  | Electricity                          |
| 2  | Natural gas [from underground pipes] |
| 3  | Propane (bottled gas)                |
| 4  | Other [SPECIFY]                      |
| -6 | Programmed skip                      |
| -8 | Don't know                           |
| -9 | Refused                              |

**CW7\_4\_oth** Description of other type of fuel used by clothes dryers (see CW7 above)

**CW8** About how old are the majority of clothes dryers?  
[PROBE WITH CATEGORIES AS NEEDED]

- |    |                       |
|----|-----------------------|
| 1  | Less than 2 years old |
| 2  | 2 to 4 years old      |
| 3  | 5 to 9 years old      |
| 4  | 10 to 14 years old    |
| 5  | 15 to 19 years old    |
| 6  | 20 years old or more  |
| -6 | Programmed skip       |
| -8 | Don't know            |
| -9 | Refused               |

**CW9** Do you own or lease the clothes [IF CW2<>0: washers] and [IF CW6<>0: dryers]?

- 1 Own all
- 2 Lease all
- 3 Own some and lease some
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**CW10** Does the tenant pay for laundry, or is it included in rent?

- 1 Tenant pays for laundry
- 2 Laundry is included in rent
- 3 Other [SPECIFY]
- 6 Programmed skip
- 8 Don't know
- 9 Refused

**CW10\_3\_oth** Description of other type of laundry payment setup (see CW10 above)

<b>MISCELLANEOUS</b>
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**M1** Do you use a generator, including natural gas, solar, or wind, to supply your electric needs?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**M2** Does your property have solar panels, including PV or active solar for hot water or space heating?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused



M3 How many of each of the following types of computer and office equipment are available for tenant use or in the business office? [READ LIST]

For M3a through M3k

— [0-75]  
 -8 Don't know  
 -9 Refused

**M3a** Desktop computer  
**M3b** Laptop computer  
**M3c** iPads, tablet computers  
**M3d** CRT computer monitors  
**M3e** LED or LCD flat screen computer monitors  
**M3f** Combination printer/copier/scanner/fax machine  
**M3g** Individual printer  
**M3h** Individual copier  
**M3i** Individual fax machine  
**M3j** Individual scanner  
**M3k** Any other type of computer or home office equipment? [SPECIFY]

**M3k\_a\_opn** Description of any other type of computer or home office equipment (see M3k above)

[Note: Text changed on 2/10/14 to help respondent better understand the onsite visits.]

**M4a\_1**

[ASK IF S6≠1 and S17≠11, 12, OR 13 [not new construction]] NYSERDA is offering select multifamily building developers and owners in your area a \$150 gift card to allow a trained technician to visit their property to gather more detailed information about the property's energy usage in common areas, which is around a 3 hour effort. As part of this visit the technician will need to review the property's energy bills and will look at the building's heating, cooling, and water heating equipment; lighting; and weatherization. The technician would also like to look at about 5 tenant units to better understand the type of energy using equipment in these units. Since this will increase the time we need to spend at your property, in addition to your \$150 gift card, we would provide additional \$40 gift cards per tenant unit visited.

If you are willing to allow us to visit your property, we will contact you again in the next week to set up an appointment. We want to emphasize, during the visit there will be no attempt to sell you anything. The information gathered will be used to evaluate and improve energy efficiency programs offered by NYSERDA and your utility.

- 1 Continue
- 6 Programmed skip

[Note: Text changed on 2/10/14 to help respondent better understand the onsite visits.]

**M4a\_2**

[[ASK IF S6≠1 and S17≠11 and S17≠12] Would you be willing to allow a trained technician to visit your site?

- 1 Yes
- 2 Possibly, but I need more information
- 3 No
- 6 Programmed skip

[Note: Text changed on 2/10/14 to help respondent better understand the onsite visits.]

**M4b\_1** [ASK IF S6=1 or S17=11 or S17=12 [is new construction]] NYSERDA is offering select multifamily building developers and owners in your area a \$300 gift card to allow a trained technician to visit their property to gather more detailed information about the property's energy usage in common areas. As part of this visit, the technician will need to review the property's energy bills and will look at the building's heating, cooling, and water heating equipment; lighting; and weatherization. In addition to gathering data on the property's common areas, a small sample of tenant units may also be needed. This visit could take up to four, or more hours depending upon the size of the property.

If you are willing to allow us to visit your property, we will contact you again in the next week to set up an appointment. We want to emphasize, during the visit there will be no attempt to sell you anything. The information gathered will be used to evaluate and improve energy efficiency programs offered by NYSERDA and your utility.

- 1 Continue
- 6 Programmed skip

[Note: Text changed on 2/10/14 to help respondent better understand the onsite visits.]

**M4b\_2** [ASK IF S6=1 or S17=11 or S17=12] Would you allow a trained technician to visit your site?

- 1 Yes
- 2 Possibly, but I need more information
- 3 No
- 6 Programmed skip

M5a [ASK IF M4a\_2=1 or 2 or M4b\_2=1 or 2] Is the following the most accurate information for [COMPLEX\_NAME]?

	Information on file	Copied / New Information
M5a_opn	Complex name [COMPLEX_NAME]	
M5c_opn	Address [RENTADDR]	
M5d_opn	City [RENTCITY]	
M5e_opn	Zip code [RENTZIPC]	

M5b [ASK IF M4a\_2=1 or 2 or M4b\_2=1 or 2] Who should we contact to schedule a visit at [COMPLEX\_NAME]?

	Information on file	Copied / New Information
M5b_opn	Contact name [CONTACT NAME]	
M5f_opn	Office phone [PHONE]	
M5g_opn	Cell phone	
M5h_opn	Email	

[Note: New text about site visit contact added on 02/10/2014.]

**M6** Thank you, again, for your help with this important study. [IF M4a\_2 OR M4b\_2 = 1 OR 2: Also thank you for your willingness to participate in a site visit. Someone will be contacting you within the next week to schedule the appointment.

Do you have any comments that you would like to share?

- 1 Record comments [SPECIFY]
- 2 No comments

**M7** [DO NOT READ] [INTERVIEWER: RECORD GENDER]

- 1 Male
- 2 Female