What do people expect from good dwellings?

**Interview Guide**

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The purpose of this concise interview is to exploit people’s experience in living within built environments in order to design new *indoor environmental quality* (IEQ) metrics. That is, to ask the respondents how they understand high IEQ within dwellings not only in physical terms (i.e. inputs to new IEQ metrics); but also, in terms of the benefits it affords to them (i.e. outputs to new IEQ metrics). It focuses on a single IEQ attribute at the time. However, since it is relatively short (about 20 minutes), a number of sequential interviews can be made in one session with the same respondent. It is not an in-depth interview.

In general, respondents will be asked to describe a dwelling with a particularly high quality of some IEQ attribute (i.e. “describe a warm dwelling”). Respondents will be interviewed one by one in a public place.

The main outcome of this interview is a concept structure relating housing attributes (physical or not). An example of such structure-obtained through a pilot interview-is found in Figure 1. Inspired on Coolen’s Meaning Structure method [1], such a structure is built during the interview with the respondent. The audio is recorded as backup, and used only in case of uncertainty. No transcription is required [1, p. 127].

The process is as follows:

1. **Introduction to convey the interviewee**
   - Introduce myself, and thank them for their participation
   - Remind them they are free to decline to reply to any question or can end the interview at any time.
   - Handle them the information sheet and the informed consent for them to read, and ask them if they have any questions about the research.
   - Explain the topic in general terms
   - Outline what will happen to the data, especially remind them that all information is confidential and that any publications or reports will not involve any identifying aspects.
   - Explain that the notes are meant to be taken by both people. Namely, the respondent is welcome and encouraged to actively participate and correct the interviewee if needed.
   - Ask them for consent if they will participate in the research.
   - Confirm that they are aware they can withdraw information at any time during data collection, before 31 of December, 2019.
2. Background and warmup questions

1. The date, time and location are recorded on tape and in the notes. This information is enough to match audio with notes.
2. How old are you?
3. What is your gender?
4. Who do you live with? (i.e. how many children and adults, what ages)
5. What is your marital status?
6. What is your occupation?
7. Do you own or rent your current home?
8. Are you currently searching for a home?
   - If not,
     i. When was the last time you did it?
     ii. Was that the first time you did it?
   - If yes,
     i. Is this the first time you search for a new home?
9. What kind of home are/were you looking for? (e.g. apartment, house)
10. Where do you usually get information about available homes? (e.g. internet, newspaper, etc.)
11. How often do you get any information about warmness, natural light, humidity, ventilation and that kind of attributes?
12. Do you trust this information when it is available?
13. Would you like to have this information during your search, if it came from a trustworthy source?

3. Main questions

Besides the general questions of the section above, this interview has only one main question:

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<table>
<thead>
<tr>
<th>Please, describe a warm dwelling</th>
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<td>or</td>
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<td>Please, describe a naturally illuminated dwelling</td>
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(depending on the specific attribute being addressed)

In the pilot interviews, this question was enough. However, there are several probe questions that would allow asking for the more specific information that this interview intends to extract. Namely:

1. How does the respondent understand high IEQ within dwellings in physical terms (i.e. inputs to new IEQ metrics)
   a. How about the physical aspect... what are the materials of this dwelling? Is it big? What colours? Is it furnished?
   b. When you go see a house, and you want it to be warm (or naturally illuminated), what do you search for?

2. How does the respondent understand high IEQ within dwellings with regards to the benefits it affords to them (i.e. outputs to new IEQ metrics)
   a. What is better from a warm (or naturally illuminated) dwelling than from a cold (or dark) one?
   b. How would you describe your life in a warm (or naturally illuminated) dwelling?

3. If something is unclear, vague or missing:
   a. What do you mean by [term]?
   b. Can [these block] be summarized as [a single word or term]?
   c. Can you provide an example of [term]?
   d. Why is this relevant for you?
   e. Is this something you see in all dwellings you visit during your search?

4. Finishing

The structure is considered complete when the respondent considers that there is nothing more to add. After reaching such stage, the notes are reviewed and checked by the respondent and the interviewer, and the audio recording is stopped.

5. Record

The structure built along with the respondent (Figure 1), and all the annotations in it, are the raw data of this interview. This data has been already checked by the participant by the end of the data collection.
6. Questions translated to Spanish

**Background and warmup questions**

1. La fecha, hora y ubicación de la entrevista son registrados en las notas y en el audio. Esta información es suficiente para identificar qué notas corresponden a cada audio.

2. ¿Cuántos años tienes?

3. ¿Cuál es tu género?

4. ¿Quién vive contigo?

5. ¿Cuál es tu estado civil?

6. ¿Cuál es tu ocupación?

7. ¿Arriendas o eres dueño de tu vivienda actual?

8. ¿Estás buscando una nueva vivienda en este momento?
   - Si no,
     i. ¿Cuándo fue la última vez que buscaste?
     ii. ¿Fue esa la primera vez que buscaste?
   - Si sí,
     i. ¿Es esta la primera vez que buscas una nueva vivienda?

9. ¿Qué tipo de vivienda estas buscando? (casa, departamento)

10. ¿Dónde sueles buscar información respecto a viviendas disponibles? (internet, diarios, etc.)

11. ¿Qué tan seguido encuentras información respecto a la calidez, la iluminación natural o luminosidad, humedad, ventilación y ese tipo de características?

12. ¿Confías en esa información cuando está disponible?

13. ¿Te gustaría tener esa información durante tu búsqueda, si esta fuera ofrecida por alguna entidad confiable?

**Main questions**

| “Describa una vivienda cálida, por favor” |
| “Describa una vivienda naturalmente iluminada, por favor” |

**Probe questions:**

1. How does the respondent understand high IEQ within dwellings in physical terms (i.e. inputs to new IEQ metrics)
   a. ¿Y qué hay del aspecto físico? ¿Cuáles son los materiales de esta vivienda? ¿Es grande? ¿Qué colores predominan? ¿Esta amoblada?
   b. Cuando vas a una vivienda y quieres que sea cálida (o naturalmente iluminada), ¿En qué te fijas?
2. How does the respondent understand high IEQ within dwellings with regards to the benefits it affords to them (i.e. outputs to new IEQ metrics)
   a. ¿Qué es mejor en una vivienda cálida (o naturalmente iluminada) que en una vivienda fría (u obscura)?
   b. ¿Cómo describirías tu vida en una vivienda cálida (o naturalmente iluminada)?

3. If something is unclear, vague or missing:
   a. ¿A qué te refieres con [término]?
   b. ¿Puede [este bloque] resumirse como [una palabra o concepto]?
   c. ¿Podrías darme un ejemplo de [término]?
   d. ¿Por qué es esto relevante para ti?
   e. ¿Es esto algo que ves en todas las viviendas que visitas durante tu búsqueda?

7. References