



Big Repair Project – 2 year report

Website: www.bigrepairproject.org.uk

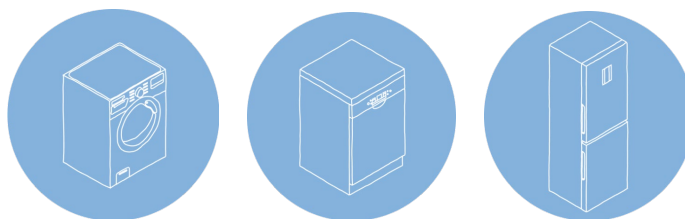
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This report contains summary figures of 2 years' data (19/01/22 – 15/01/24) from the Big Repair Project. So far the project has received;

- 5900 website survey responses
- 444 logbook maintenance and repair activities

Note: The following home appliance definitions are used in this study;

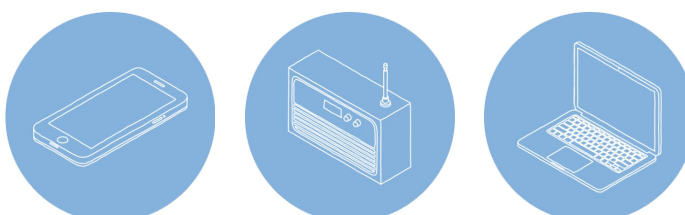
- **Large appliances** - Larger non-portable or semi-portable machines used for routine housekeeping tasks such as washing machines, dishwashers, fridges.



- **Small appliances** - Smaller more portable machines used for household tasks such as kettles, toasters, microwaves, vacuums, light fixtures.



- **Home electronics** - Electronic devices used for entertainment, communication or recreation such as televisions, laptops, printers, radios, mobile phones, digital cameras, games consoles.



SUMMARY

Survey

- A majority of participants indicated they 'own' home appliances. A small number of participants rent appliances (5% large appliances, 1% small appliances, 1% home electronics) or have them included in a home rental agreement (5% large appliances, 1% small appliances, 0% home electronics) (**Fig.01**).
- Majority of participants indicated that cost (89%), warranty availability (66%), spare parts availability (55%) and repair information availability (61%) are influential factors when buying or renting home appliances (**Fig.02**).
- Highest number of responses for appliance lifespan expectancy is 10 years for large appliances, 10 years for small appliances and 5 years for home electronics (**Fig.03**).
- Reasons to replace home appliances, vary depending on the type of product. For large and small appliances highest number of responses received for 'It's difficult to get hold of spare parts when they break' (53% responses for large appliances and 60% responses for small appliances); and 'It's cheaper to buy a new one than repair them' (52% responses for large appliances and 62% responses for small appliances); whereas for home electronics the highest number of responses received for 'Software/security updates no longer supported' (59%) (**Fig.04**).
- A majority of participant households are likely to carry out some level of maintenance or repair. Highest number of responses received for 'basic repair' (32% / 1910 responses for large appliances; 36% / 2112 for small appliances; 29% / 1686 responses for home electronics). Lowest number of responses received for 'not likely to repair home appliances' (3% / 166 responses for large appliances; 3% / 195 responses for small appliances; 13% / 772 responses for home electronics) (**Fig.05**).
- 86% of participants responded that they strongly agree or agree that 'My household feels positive when they fix home appliances and electronics'. 81% of participants responded that they strongly agree or agree that 'Online guides like iFixit or Youtube make it more likely for my household to fix home appliances and electronics'. 53% of participants responded that they strongly disagree or disagree that 'It's easy for my household to get hold of spare parts and tools to fix home appliances and electronics' (**Fig.06**).
- A majority of participants are likely to carry out some level of maintenance or repair using professional repair services. Highest number of responses received for 'advanced repair' (69% / 4054 responses for large appliances; 35% / 2081 responses for small appliances; 54% / 3192 responses for home electronics). However, for small appliances and home electronics the second highest number of responses is for 'not likely to repair using professional repair services' (46% / 2704 responses for small appliances; 26% / 1561 responses for home electronics) (**Fig.07**).
- 83% of participants responded that they strongly agree or agree that 'Professional repairers are better equipped than me to fix home appliances and electronics'. 65% of participants responded that they strongly agree or agree that 'Supporting repair businesses makes me feel positive about myself'. 42% of participants

responded that they strongly disagree or disagree that 'It's affordable to use professional repair services to fix home appliances and electronics' (**Fig. 08**).

- 59% of participants responded that they prefer to use independent repair services, 31% prefer manufacturer repair services (**Fig. 09**).
- Participants indicated use a variety of methods to dispose of different home appliances that can't be fixed. The highest number of responses was for 'take them to a local recycling centre' (73% / 4289 responses for large appliances; 87% / 5108 responses for small appliances; 68% / 3989 responses for home electronics), followed by 'use a local electronic waste collection service' (27% / 1609 responses for large appliances; 16% / 938 responses for small appliances; 17% / 1022 responses for home electronics). A significant number 'store them at home' received for home electronics (4% / 254 responses for large appliances; 10% / 592 responses for small appliances; 32% / 1860 responses for home electronics). (**Fig.10**).
- 65% of participants responded 'yes' when asked if they are aware of UK Right to Repair Law (**Fig.11**).
- In response to the question 'would any of these motivate or enable you to repair home appliances?', 88% of participants responded that they would be motivated by 'Access to affordable spare parts', 82% responded 'Access to free repair information', 82% responded 'A UK repairability rating for home appliances' (**Fig.12**).

Logbook

- Most frequently recorded Logbook appliances are 'washing machine', 'dishwasher', and 'computer' (**Fig.13**).
- In response to the question 'How was the problem diagnosed?' overall 52% of Logbook entries responded 'I already knew what the problem was', 23% responded 'Online search', and 22% responded 'Other' (**Fig.14**).
- In response to the question 'Where did you find out the information to carry out this activity?', overall 42% of Logbook entries responded 'Online repair information (i.e. YouTube, iFixit)', 36% responded 'I already knew how to fix it', and 17% responded 'Other' (**Fig.15**).
- In response to the question 'What level of maintenance or repair?' 43% of Logbook entries responded 'Complex repair', 33% responded 'Advanced repair' (**Fig. 16**).
- The most frequent repair cost was £0-10 (52%) followed by £10-20 (12%) and £40-50 (6%). Of the repairs costing £0-10, 36% / 82 responses were for home electronics, 46% / 102 for small appliances, and 17% / 39 were for large appliances (**Fig. 17**).
- In response to the question 'What did you do with your item afterwards?' the most frequent responses were 'kept using it' (82%), 'other' (10%), and 'recycled it' (5%) (**Fig. 18**).
- In response to the question 'Overall how did you find this activity?...', the most frequent responses were 'Somewhat easy' (36%) and 'Somewhat difficult' (30%) (**Fig.19**).

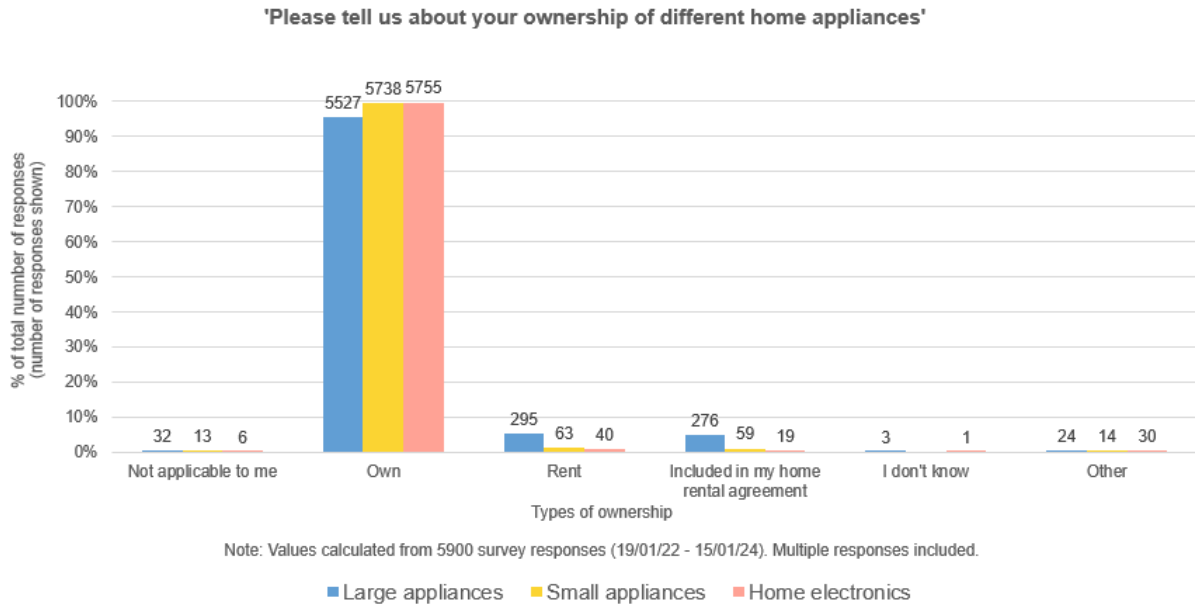


Figure 01. Responses to survey question 'Please tell us about your ownership of different home appliances'.

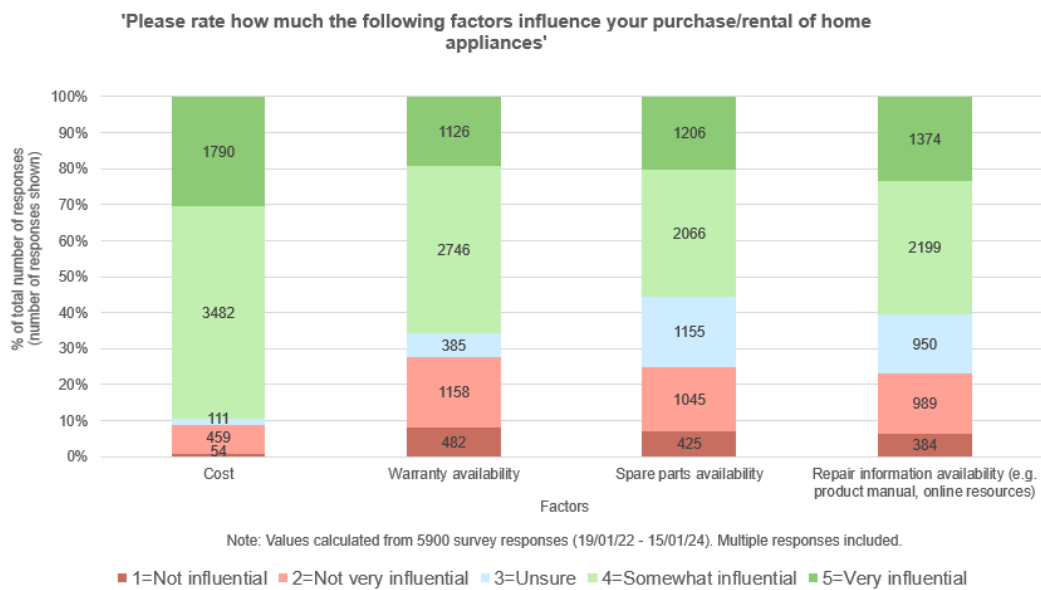


Figure 02. Responses to survey question 'Please rate how much the following factors influence your purchase/rental of home appliances'.

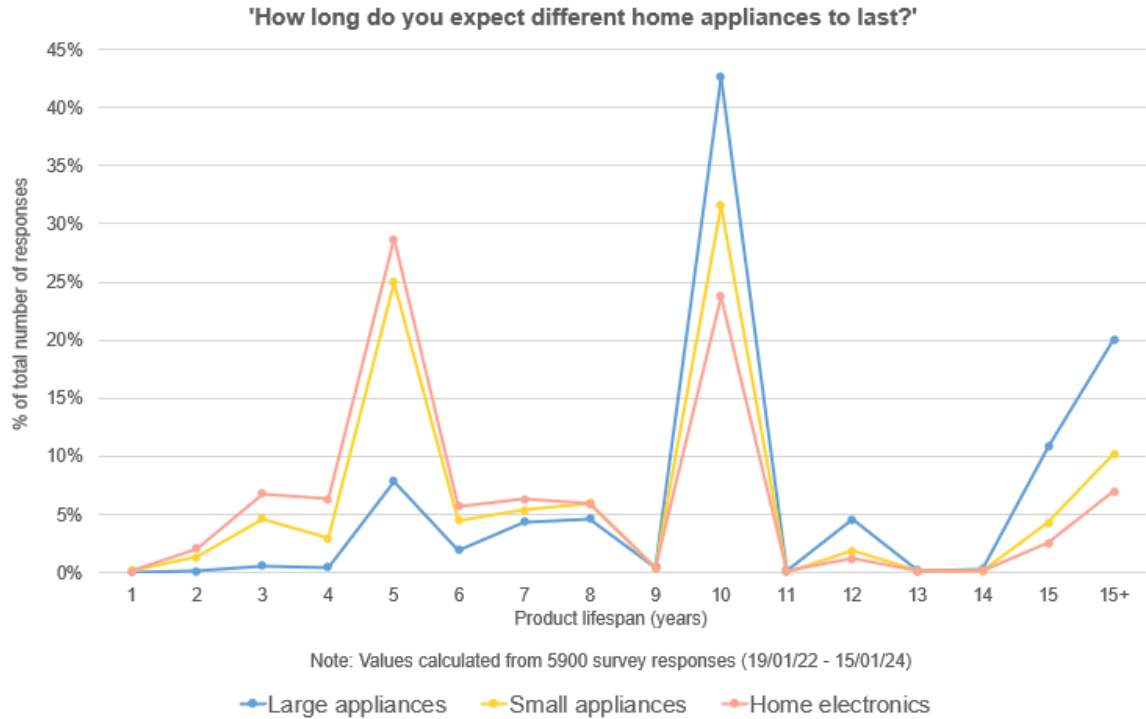


Figure 03. Responses to survey question 'How long do you expect different home appliances to last?'

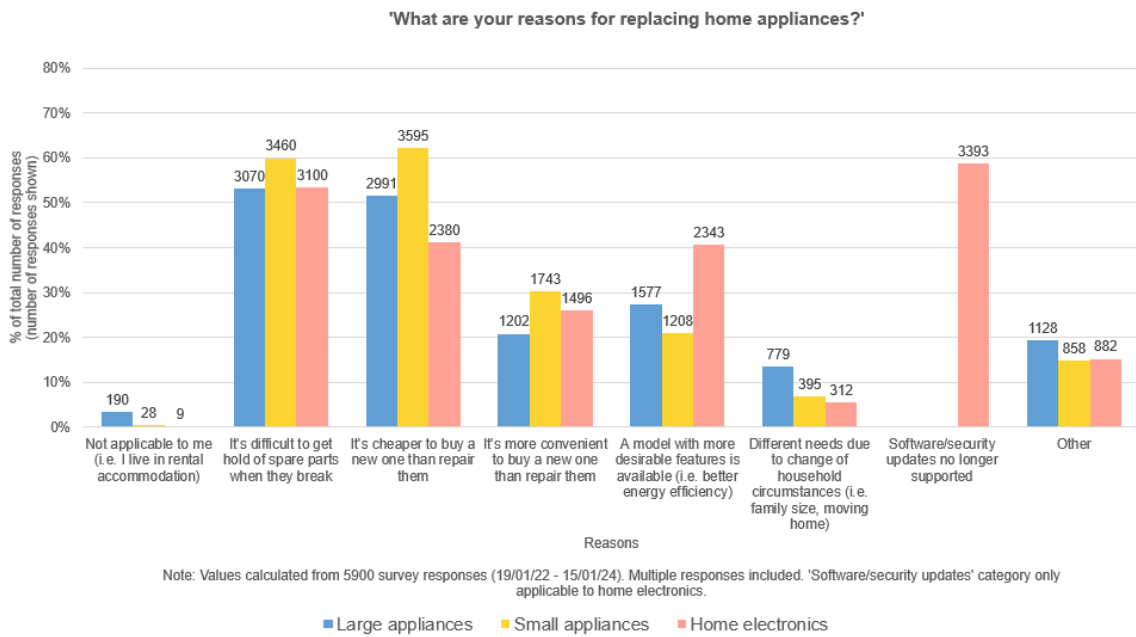


Figure 04. Responses to survey question 'What are your reasons for replacing home appliances?'



'What is the highest level of repair YOUR HOUSEHOLD is likely to carry out on different home appliances?'

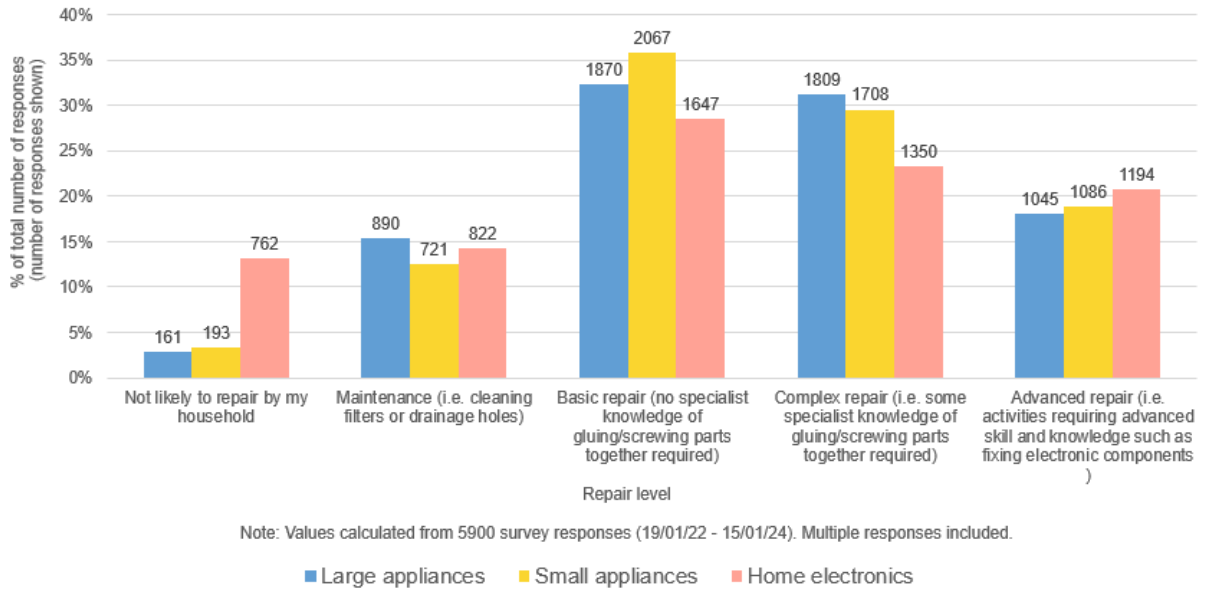


Figure 05. Responses to survey question 'What is the highest level of repair your household is likely to carry out on different home appliances?'

'Please rate the extent to which you agree with the following statements about YOUR HOUSEHOLD'



Figure 06. Responses to survey question 'Please rate the extent to which you agree with the following statements about your household'.

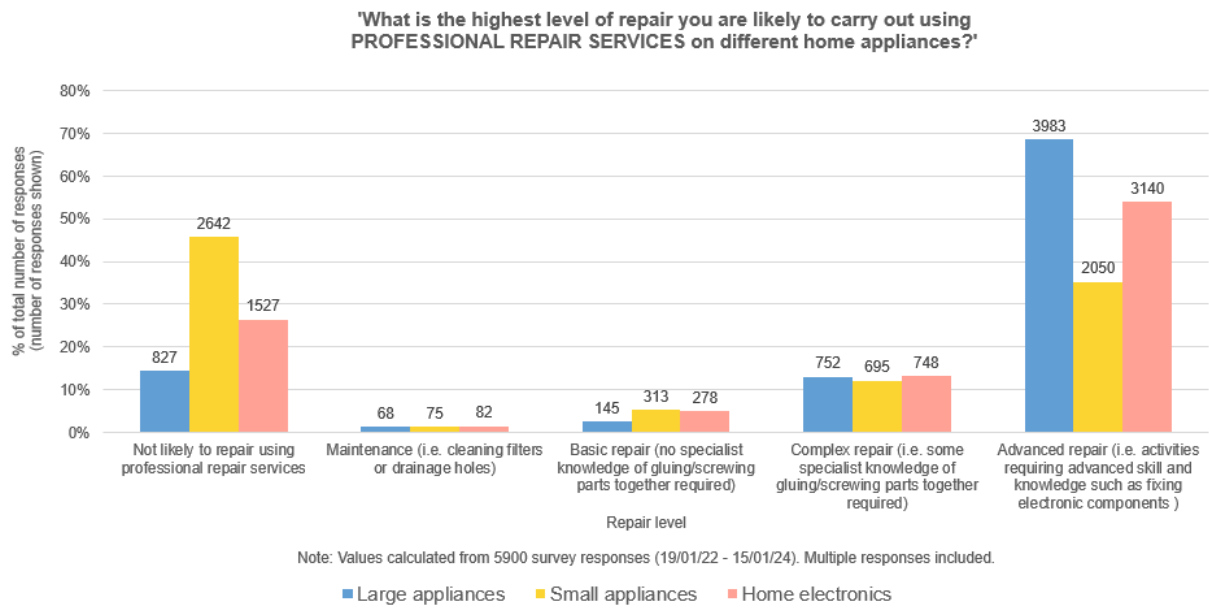


Figure 07. Responses to survey question ‘What is the highest level of repair you are likely to carry out using professional repair services on different home appliances?’.

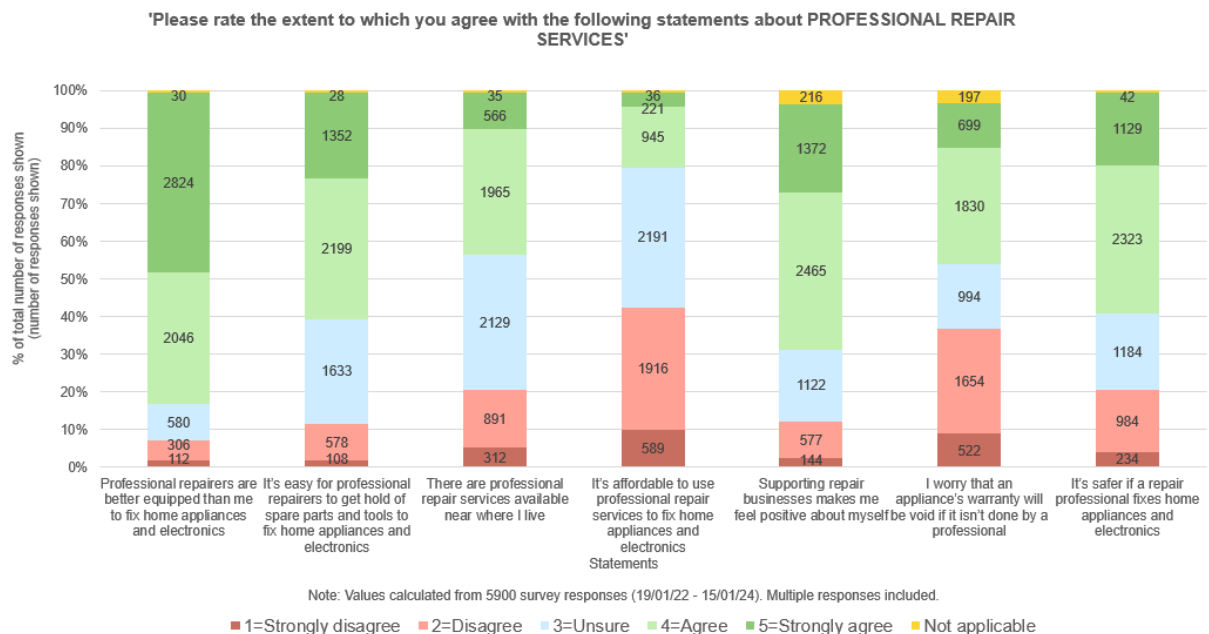


Figure 08. Responses to survey question ‘Please rate the extent to which you agree with the following statements about professional repair services’.

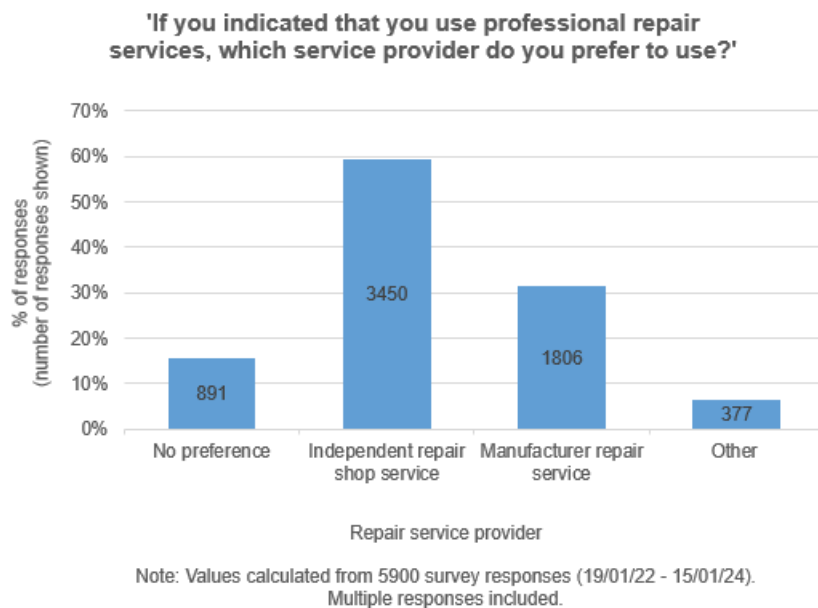


Figure 09. Responses to survey question ‘If you indicated that you use professional repair services, which service provider do you prefer to use?’.

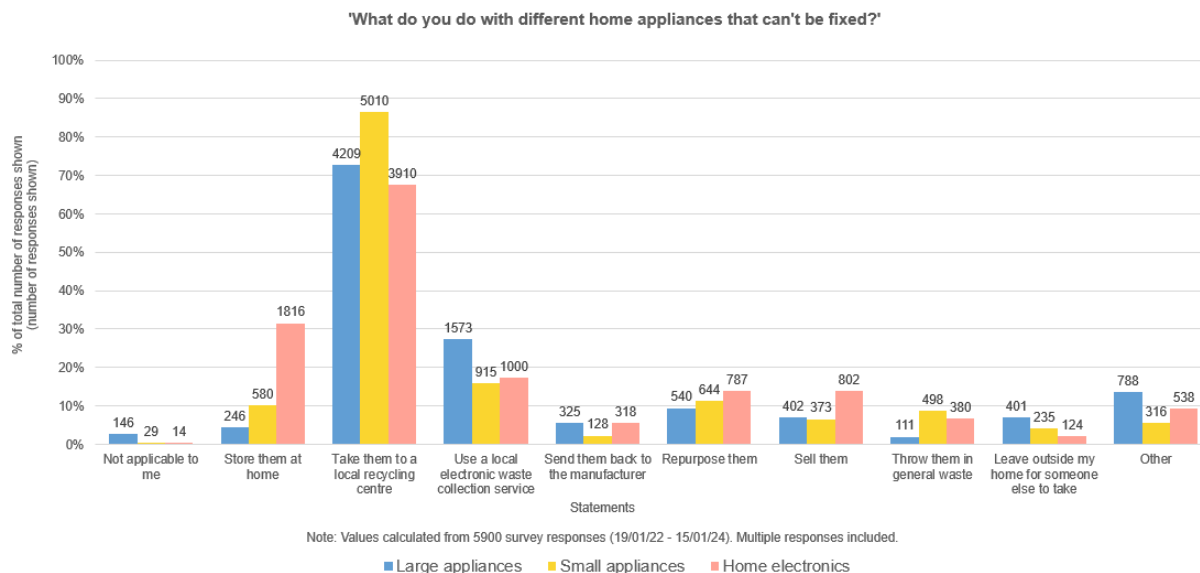


Figure 10. Responses to survey question ‘What do you do with different home appliances that can't be fixed?’.

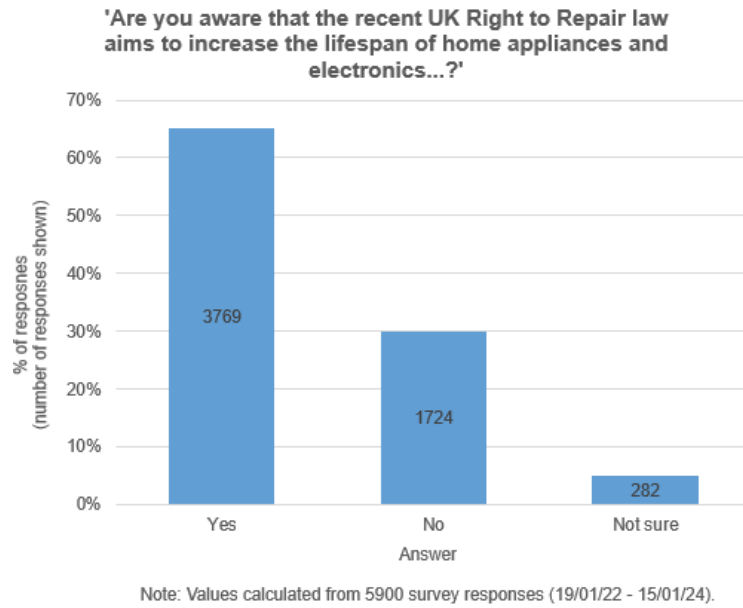


Figure 11. Responses to survey question 'Are you aware that the recent UK Right to Repair law aims to increase the lifespan of home appliances and electronics..?'.

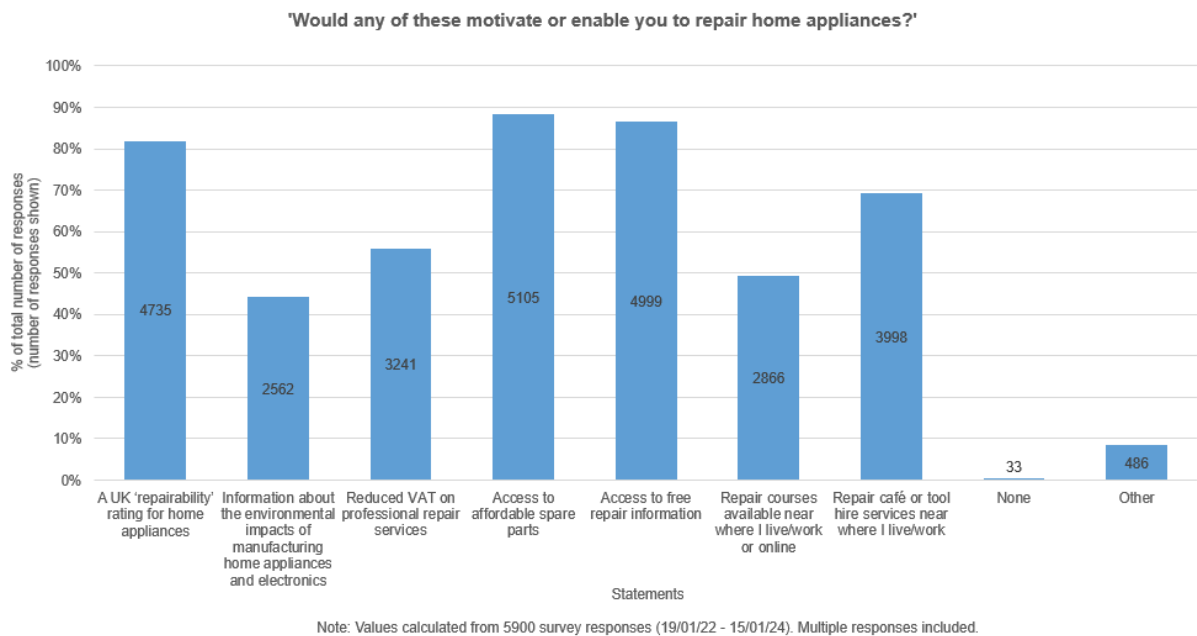


Figure 12. Responses to survey question 'Would any of these motivate or enable you to repair home appliances?'.

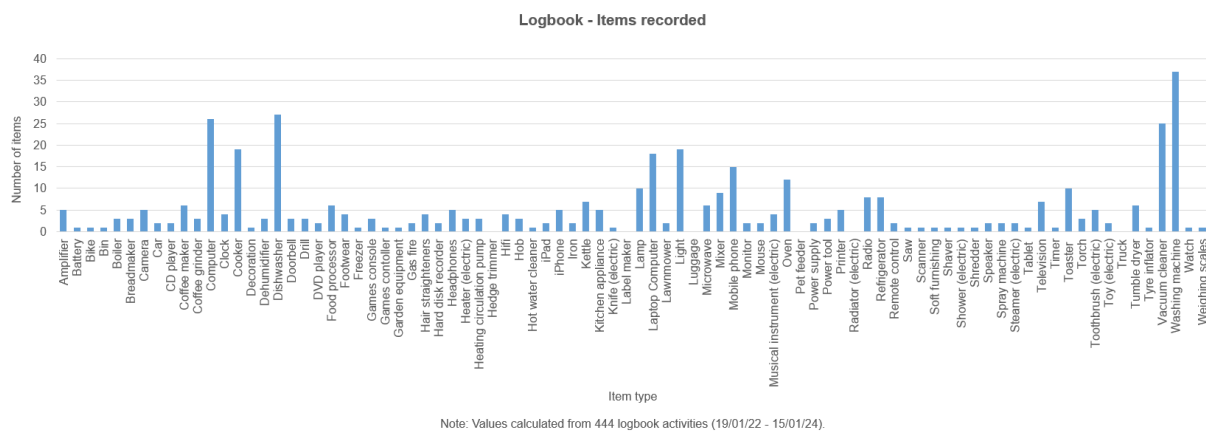


Figure 13. Logbook responses about types of appliances that participants have carried out maintenance or repair activities on.

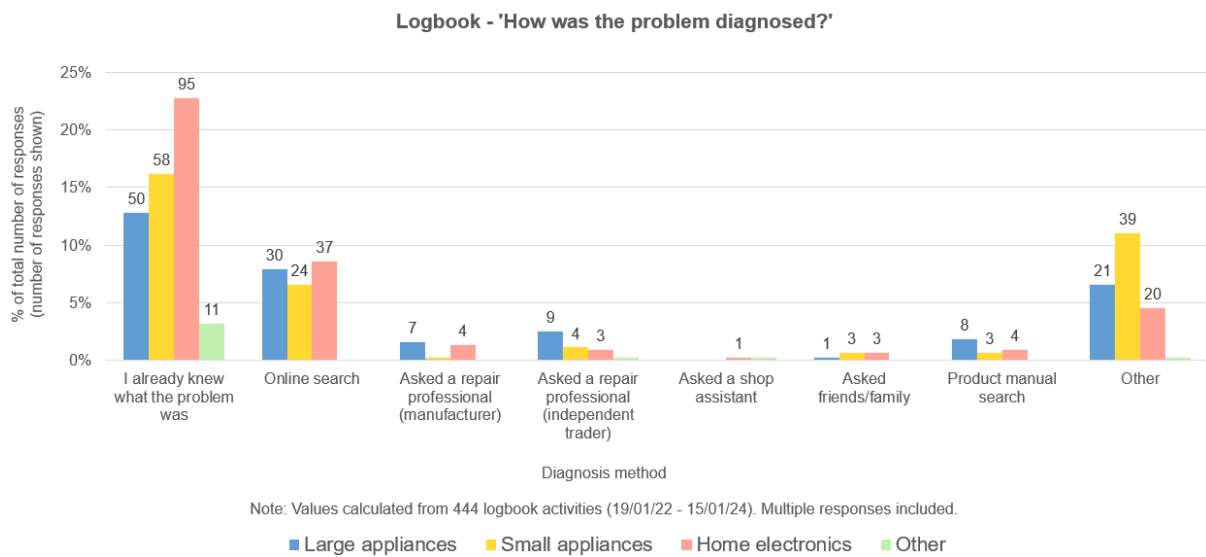


Figure 14. Logbook responses to the question 'How was the problem diagnosed?'.

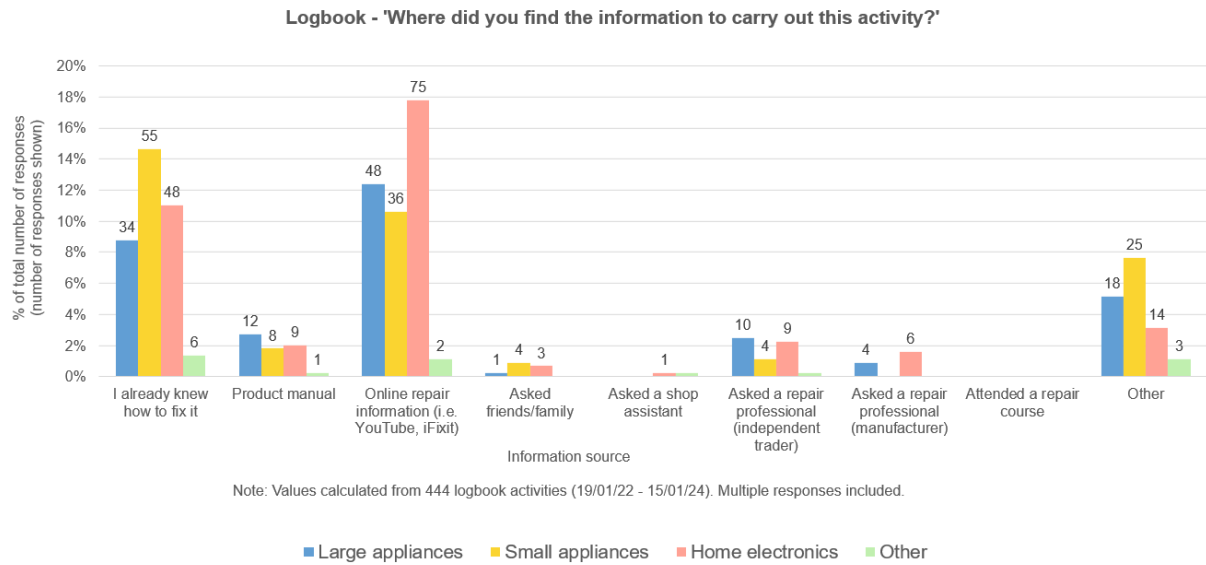


Figure 15. Logbook responses to the question 'Where did you find the information to carry out this activity?'

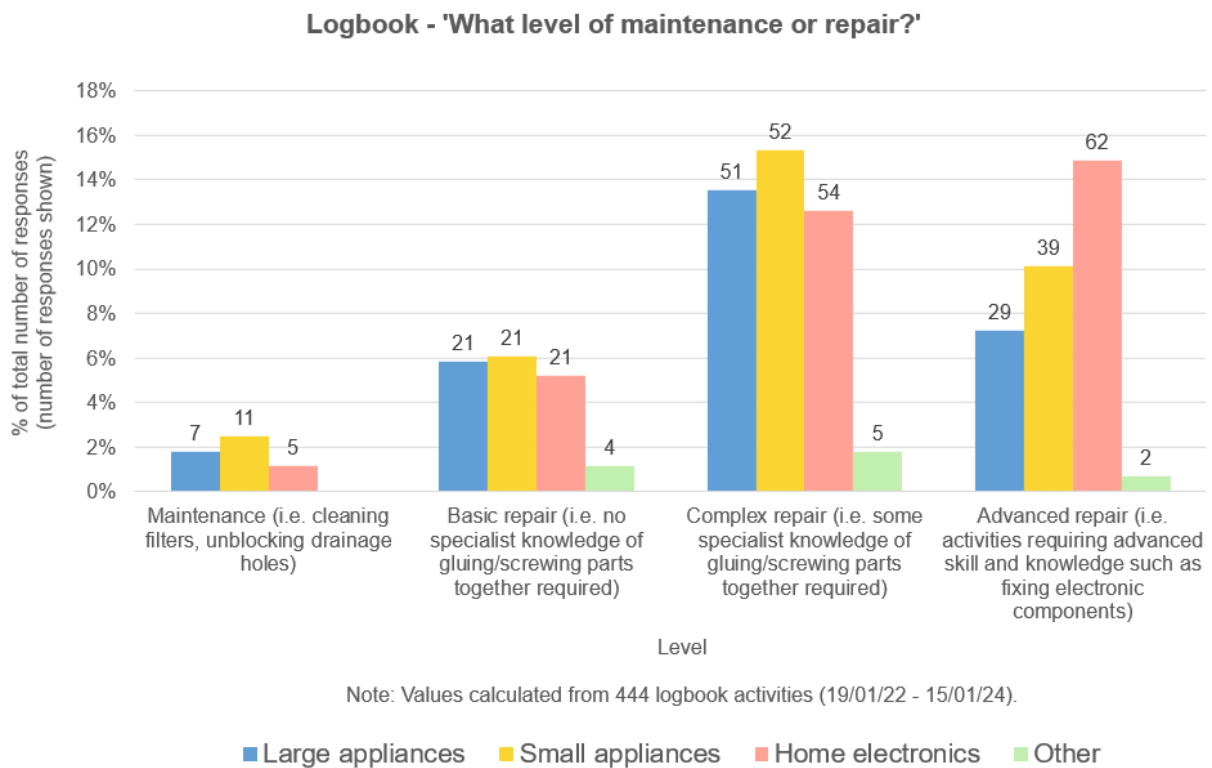


Figure 16. Logbook responses to the question 'What level of maintenance or repair?'

Logbook - 'How much did the activity cost approximately (including parts and labour)?'

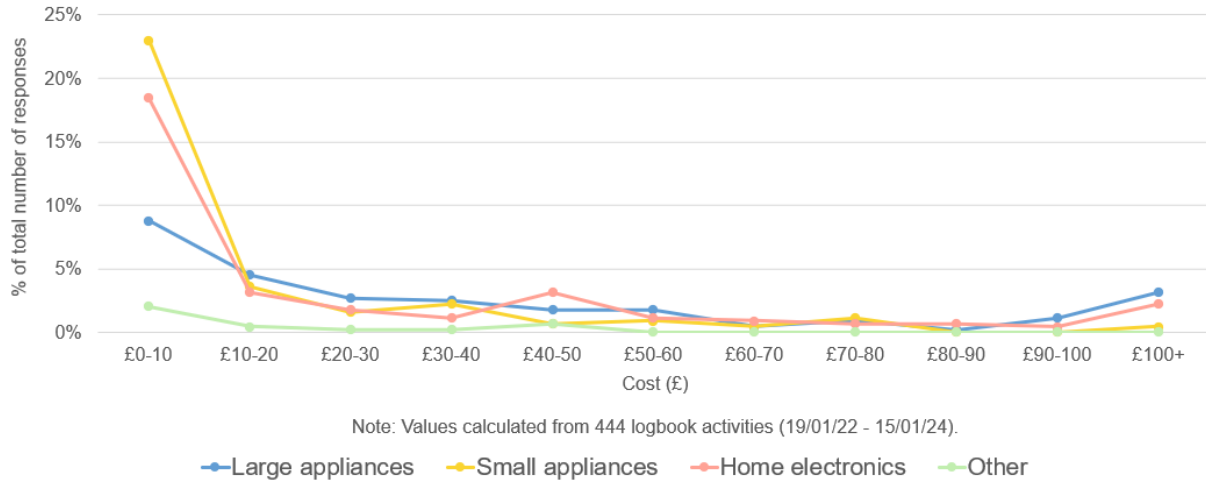


Figure 17. Logbook responses to the question 'How much did the activity cost approximately (including parts and labour)?'.

Logbook - 'What did you do with your item afterwards?'

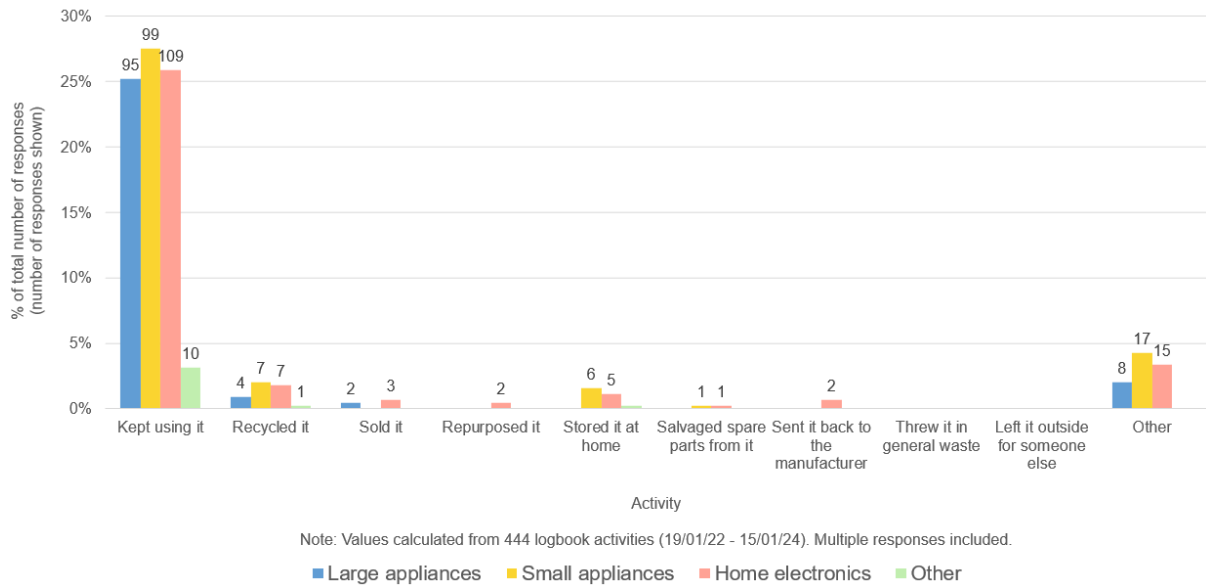


Figure 18. Logbook responses to the question 'What did you do with your item afterwards?'.

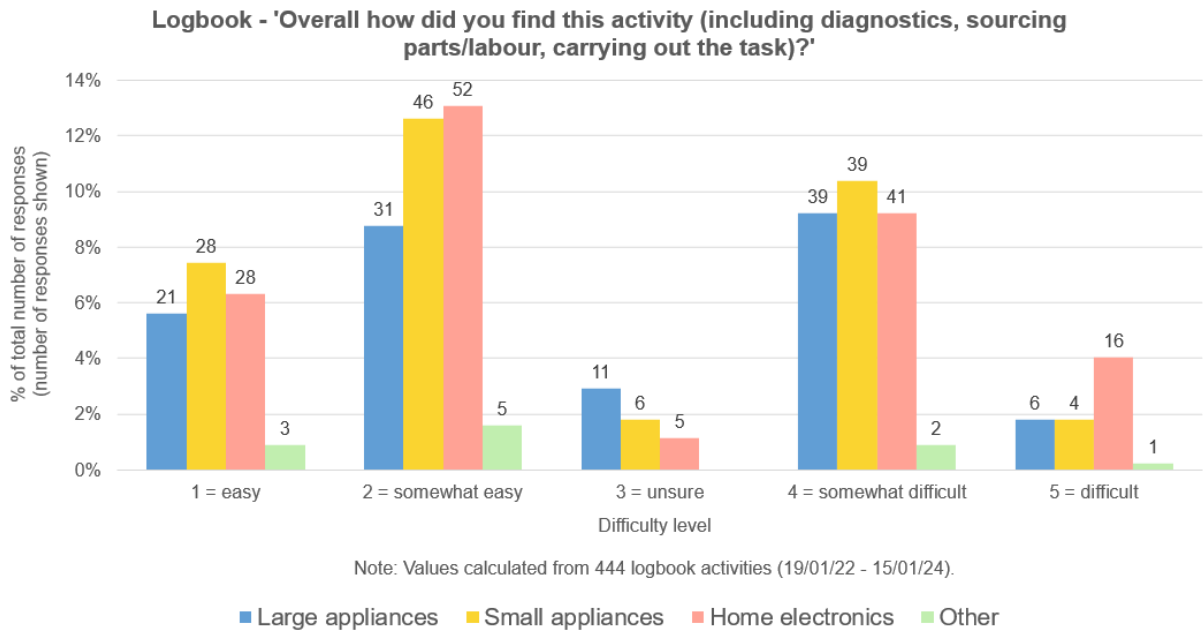


Figure 19. Logbook responses to the question 'Overall how did you find this activity (including diagnostics, sourcing parts/labour, carrying out the task)?'.