



SENSE follow-up Interview

Introduction

Thank you for your time.

Independent research party, no interest in certain answers.

Any information you provide will be treated confidentially.

We will record the interview, but only to accurately record your answers. No link will be made to your personal data in any way.

The purpose of this interview is to further discuss a number of questions that were also addressed in the online questionnaire that you completed on this subject.

As you know, there is half an hour before the interview. As agreed, you will receive [incentive specified in the online questionnaire] after the interview.

Do you have any questions before we start the interview?

Q1 Experience vacuum/rainwater/grey water toilet

Q1.1 I read in your answers to the questionnaire that you have [fill in techniques the respondent knows to have] in your home. In addition, you indicate in the questionnaire that when we are talking about your vacuum/rainwater/grey water toilet, your expectations beforehand and your feelings now [fill in: close together/very different/ divergent - use different report figures for this].

- Can you explain this to me?

- Why is it better/worse than expected?

- What is the difference?

Q1.2 In the questionnaire you indicate your current vacuum/rainwater/grey water toilet compared to a traditional toilet [mention one by one the components - Hygiene; Easy to use; Easy to clean; Safe for my health; Safe to use; Malfunctions; Costs; Smell; Noise; Sustainable; Appealing - to which is answered with - and with ++].

- Can you explain this for me?

Q1.3 [as indicated on question 3.7, 4.7 or 5.7 to have had malfunctions] In the questionnaire you indicate that you have experience with malfunctions/problems. Can you indicate what kind of faults you have had to deal with?

- Is it clear who to contact in case of malfunctions?

- Were the malfunctions solved quickly and pleasantly?

- Did the communication go smoothly?

Q2 Behaviour

Q2.1 Have you had to make adjustments in your own handling of the toilet? If so how?



- How does that make you feel?

- Did you have to adjust your behaviour for [mention 1 for 1 the other techniques in the respondent's home]? If so, how?

- How do you feel about that?

Q2.2 Did you adjust your behaviour in other areas by using these techniques? Give example: by using a water-saving toilet, are you also saving in other areas?

Q3 Experience by others

Q3.1 To what extent do any housemates have other experiences with the new toilet [vacuum/grey water/rain water] ?

- What is the experience of the housemates (special attention for (adolescent) children)?

- How do you explain this difference

- Does this also apply to [mention 1 for 1 the other techniques in the respondent's home]?

Q3.2 In the questionnaire you indicate that when you show your [vacuum/grey water/rainwater] toilet to visitors for the first time, you feel [fill in]. Can you explain that for me?

Q3.3 In the questionnaire, you gave the [Translate figure from questionnaire for probability recommend: yes/no/reasonably likely] is that you would recommend the [vacuum/grey water/rainwater] toilet to friends, family or colleagues.

- Can you explain this? What exactly is this in? [when answering whether it's determined by their own nature, the way the system works or other people's estimation]

- And what about [name one by one the other systems people have]?

- Why is this so?

Q4 Recirculation shower experience [as relevant]

Q4.1 In the questionnaire you indicate your current shower compared to a traditional shower [mention one by one the components - Hygiene; Easy to use; Easy to clean; Safe for my health; Safe to use; Malfunctions; Costs; Smell; Noise; Sustainable; Appealing - to which is answered with - and with ++].

- Can you explain this for me?

Q5 Experience of food waste grinder [as relevant].

Q5.1 In the questionnaire you indicate in comparison with [fill in: traditional way of throwing away food] your current food waste grinder [mention one by one the components - Hygiene; Easy to use; Easy to clean; Safe for my health; Safe to use; Malfunctions; Costs; Smell; Noise; Sustainable; Appealing - to which is answered with - and with ++].

- Can you explain this for me?

Q6 Contact district



Q6.1 Has the application of the new sanitation techniques possibly resulted in more or less contact with your neighbours (regardless of whether these are positive or negative experiences)?

Attention: ask carefully whether the change is really due to the new sanitation, and not because it is a different neighbourhood, or whether they like their neighbours

- Describe increase or decrease
- How do you experience that change?

Q7 Conclusion

These were all our questions. In your opinion, have we discussed the most important questions, or have topics not or insufficiently been addressed?

As agreed, we would like to offer you a [call incentive] as a thank you. To which address may I send this voucher?