



Private Landlords' Survey 2009-10

Questionnaire documentation

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Guidance notes

Introductions

The Private Landlords Survey (PLS) is one element of the English Housing Survey (EHS). The PLS uses information from the EHS Interview Survey to identify addresses that are privately rented and to obtain contact details of the tenant's landlord or agent.

Landlords and agents of the privately rented properties are interviewed face-to-face by an ONS interviewer using a laptop and computer assisted personal interviewing (CAPI) program.

The number of cases included in the responding sample are given below:

Year	Number of responding cases
2002/03	654
2003/04	624
2006 (2004/05 and 2005/06 combined)	905
2010 (EHCS 2007/08 and EHS 2008/09 combined)	Still Unknown

A copy of the report "Private Landlords Survey 2010" can be found from the following link:

www.communities.gov.uk/housing/housingresearch/housingsurveys/privatelandlordsurvey/

Case identification

Each PLS case has a unique number on the variable **PLSCode**. The associated EHCS or EHS case number is given by the variable **Aacode**. This variable should be used to match associated EHCS or EHS data.

The variable **mvscase** should be used to distinguish if the case has a Market Value Survey evaluation.

The SPSS file containing case data from the survey includes 3 types of variables:

1. Questionnaire variables – i.e. responses to questions asked/recorded by the interviewer using the CAPI and included in the SPSS file delivered to CLG.
2. System variables – i.e. variables that are used as part of the processing of the survey but not included in the final SPSS file delivered to CLG. These are highlighted in the documentation with ** next to the variable name.
3. Derived variables – i.e. variables that are computed within the CAPI program from responses to one or more questions asked by the interviewer and included in the SPSS file delivered to CLG. These are highlighted in the documentation with ++ next to the variable name.

In the process of creating the derived variables, ONS created additional system variables but these are not included in the final SPSS file delivered to CLG or this documentation.

Finding variables

The contents of this documentation list the main sections of the questionnaire. An index of variable names is provided at the end of this document.

Within the main body of the document, the variable name associated with each questions is provided. This is the variable name that appears in the CAPI questionnaire. This would be updated once we have received the datafile specifications and multicode lists from CLG

Changes to the questionnaire

There have been a number of changes to the questionnaire between 2002/03, 2003/04, 2006 and for 2009/10. The documentation indicates questions that were dropped in 2009 and those that were newly introduced. We have tried to keep track of question changes that have occurred in the past. For example, some questions asked in 2002/03 were modified in 2003/04. The detail of such changes is indicated in the notes section below each variable.

Missing data

The file contains no system missing cases. Where values are unknown or the question was not asked, specific codes are used and the values are set to user defined missing. The conventions adopted are:

Unknown/don't know 9 for single digit, 99 for 2-digit etc.

Not applicable, not asked 8 for single digit, 88 for 2-digit etc.

Multi-coded questions (Complete list of multi-codes required from DCLG)

Where questions were multi-coded (respondents could indicate more than one response) each possible response is set up as a variable and coded 1 for mentioned and 0 for not mentioned. For example, in the question below, the variable qualoth are coded as '1' for mentioned and '0' for not mentioned.

What fields are you qualified in?

(0) No

(1) Yes

(8) Question not applicable

(1)	Accountancy qualacc	
(2)	Architecture	qualarch
(3)	Business Administration	qualbus
(4)	Engineering	qualeng
(5)	Estate Management qualestm	
(6)	Finance	qualfin
(7)	Interior Decoration	qualintd
(8)	Law	quallaw
(9)	Surveying	qualsurv
(10)	Building Trade	qualbld
(11)	Other	qualoth

Case Identification Variables

COMPUTE: FOR ALL CASES

Aacode++

This household level case number is assigned to each case from the EHCS.

Note: This is an 8 -character string field. The leading letter indicates in which year the EHCS data was collected, i.e. A=2002/03, B=2003/04, C=2004/05 and D=2005/6

COMPUTE: FOR ALL PLS CASES

PLSCase++

This household level case number is assigned to each case from the PLS

COMPUTE: FOR ALL CASES

MVSCase++

This flag indicated whether there is a Market Value Survey evaluation for the PLS case.

COMPUTE: FOR ALL CASES

Tranche++

2002/03 only

This flag indicates that the tranche in which the PLS interview took place in 2002/03.

NOTE: In 2002/03 the fieldwork for the PLS was conducted in two tranches. The first tranche covered the first two quarters of the EHCS cases, and the second covered the final two quarters of the EHCS cases.

COMPUTE: FOR ALL CASES

Month++

This variable gives the month in which the PLS interview took place

COMPUTE: FOR ALL CASES

Year++

This variable gives the year in which the PLS interview took place

Sign-in

Not essential but inserted to show structure. Will be removed for final documentation.

ASK ALWAYS:

StartDat**

Start date of interview.

DATE

COMPUTE ALWAYS:

DVStaDat := STARTDATE

ASK ALWAYS:

DateChk**

Is this...

- (1) the first time you've opened this questionnaire,
- (2) or the second or later time?

- (5) Emergency code if computer's date is wrong at later check
-

CHECK IF: *DateChk = First*

StartDat = STARTDATE

The computer's date (^DVStaDat) does not agree with your entry at StartDat (^StartDat). Is your entry correct? If so, and this is not first time you've entered this case, check DateChk is answered correctly. If the computer's date is wrong, use the emergency code at DateChk, and contact Help Desk after interview.

COMPUTE ALWAYS:

IntSTime := STARTTIME

RECORD ALWAYS:

IntSTime

TIME

ASK ALWAYS:

Name

Record the name (or a unique identifier) of the person you are interviewing

STRING[50]

PORTFOLIO SECTION

Section 1: Characteristics of the respondent

ASK ALWAYS

PropName **New for 2009/10**

Property name

STRING[50]

ASK ALWAYS

Wholdent **(2006 version)**

RECORD WHETHER THE RESPONDENT (IS/ WAS) THE LANDLORD OR THE AGENT FOR:

(Insert rental address)

- (1) Landlord
 - (2) Agent
-

ASK ALWAYS

Wholdent2 **(2009/10 version) Change to options.**

Record whether the respondent is (or was) the landlord or the agent for (insert property here):

- (1) Landlord
- (2) Agent
- (3) Tenant *

Note: Tenant option has been added for 2010.

ASK ALWAYS

IDResp

Record whether the landlord still owns the property (insert property here):

- (1) Yes
 - (2) No
-

ASK IF: RESPONDENT DOES NOT STILL OWN PROPERTY

IDStRnt

Do/does you/the landlord still any have rental property in England?

- (1) Yes
- (2) No

ASK ALWAYS

PrvInt removed for 2009/10

ASK OR RECORD

Have you (or your organisation) been interviewed for the Private Landlords' Survey about another property before?

- (1) Yes
- (2) No

ASK IF: PREVIOUSLY INTERVIEWED AND RESPONDENT IS AGENT

PrvIntAg removed for 2009/10

Were you interviewed before about another property for the same landlord or for a different landlord

- (1) Same landlord
- (2) Different landlord

ASK IF: PREVIOUSLY INTERVIEWED ABOUT THE SAME LANDLORD

PrvIntY removed for 2009/10

Because we interviewed you about another property, we now only need to ask you questions about:

(insert rental address)

This interview will, therefore, be much shorter than before.

- (1) PRESS <1> TO CONTINUE

ASK IF: RESPONDENT IS AGENT

IDAgAss

How long have you been associated with this landlord?

- (1) Less than 6 months
- (2) Less than 1 year
- (3) Up to 2 years
- (4) Up to 5 years
- (5) Up to 10 years
- (6) More than 10 years

ASK IF: RESPONDENT IS AGENT

IDAgInv

On behalf of this landlord, have you been involved in letting any property, managing any property, or both?

SET [2] OF

- (1) Letting
- (2) Managing

ASK IF: RESPONDENT IS AGENT

IDAgNo

How many of the landlord's properties do (did) you deal with?

1..1000

ASK IF: RESPONDENT IS AGENT

PrAmbAG (system variable?)

Although we are primarily collecting information about landlords, we also want to collect information about the experiences and views of letting agents. That is, some questions will relate to the landlord, and some will relate to the agent. Please answer on behalf of the landlord where you can.

If at any point you are not sure of the answer, just say that you don't know.

- (1) Press <1> to continue

ASK ALWAYS:

LandCat

SHOWCARD 1

Which of the categories on this card best describes (you/the landlord)?

- (1) An individual
- (2) A couple
- (3) A group of individuals
- (4) A company
- (5) Some other organisation

ASK IF: LLORD DESCRIBED AS GROUP, COMPANY OR SOME OTHER ORGANISATION

LandCat2

SHOWCARD 2

...and (are you able to say) which of the categories from this card best describes the (group/company/organisation)?

- (1) Private Company
- (2) Public Company
- (3) Partnership
- (4) Family Trust
- (5) Charity/Charitable Trust
- (6) Housing Association
- (7) Church/Crown Commissioners
- (8) Government Department/Agency
- (9) Public Service Provider
- (10) Nationalised Industry
- (11) Educational Establishment
- (12) Other (Please specify)

ASK IF: LANDLORD DESCRIBED AS GROUP, COMPANY OR SOME OTHER ORGANISATION **AND:** 'OTHER' SELECTED AT LANDCAT2

LandCaOt

Please specify other type of (group/company/organisation).

STRING[100]

ASK IF: LANDLORD **AND** DESCRIBED AS INDIVIDUAL, COUPLE OR GROUP

PropExp

Have (you/partner/members of group) ever worked in property or estate management, for example for an estate agent?

- (1) Yes
- (2) No

ASK IF: LANDLORD **AND** DESCRIBED AS INDIVIDUAL, COUPLE OR GROUP

Quals

Do (you/partner/members of group) hold a qualification in relation to finance, property, building or the law?

- (1) Yes
- (2) No

ASK IF: LANDLORD **AND** DESCRIBED AS INDIVIDUAL, COUPLE OR GROUP **AND** HOLDS A QUALIFICATION

Quals2 delivered as Qualacc - Qualoth

What fields are you qualified in?

Code all that apply

SET [11] OF

- | | | |
|------|-------------------------|----------|
| (1) | Accountancy | qualacc |
| (2) | Architecture | qualarch |
| (3) | Business Administration | qualbus |
| (4) | Engineering | qualeng |
| (5) | Estate Management | qualestm |
| (6) | Finance | qualfin |
| (7) | Interior Decoration | qualintd |
| (8) | Law | quallaw |
| (9) | Surveying | qualsurv |
| (10) | Building Trade | qualbld |
| (11) | Other | qualoth |

ASK IF: LANDLORD **AND** DESCRIBED AS INDIVIDUAL, COUPLE OR GROUP **AND** NO QUALIFICATIONS OR DON'T KNOW

BuildExp

Have (you/partner/members of group) ever worked in a building or maintenance trade?

- (1) Yes
- (2) No

ASK ALWAYS:

FLYr

(If you are able to, please tell me) In what year did you/the landlord first start letting in England?

1945..2010

ASK IF: DIFFERENCE BETWEEN YEAR OF INTERVIEW AND YEAR FIRST STARTED LETTING LESS THAN 2

FLMo

...and in what month did you/they start?

- (1) January
- (2) February
- (3) March
- (4) April
- (5) May
- (6) June
- (7) July
- (8) August
- (9) September
- (10) October
- (11) November
- (12) December

ASK ALWAYS:

BusProp

(If you are able, please tell me)
(Was/Is) letting property (your/your group's/the landlord's) main business or occupation?

- (1) Yes
- (2) No

ASK IF: LETTING PROPERTY IS MAIN BUSINESS OR OCCUPATION

ResProp

And (is/are/was) (you/your and partner/your group/your company/the landlord) mainly concerned with residential property?

- (1) Yes
- (2) No

ASK IF: NOT PREVIOUSLY INTERVIEWED THIS LLORD **AND** LETTING PROPERTY IS NOT MAIN BUSINESS OR OCCUPATION

OthProp Question removed for 2009/10.

(If you are able, please tell me) (Is/Are/Was) (you/your and partner/your group/your company/the landlord) involved in property in some other way, such as building or surveying?

- (1) Yes
- (2) No

ASK IF: NOT PREVIOUSLY INTERVIEWED THIS LLORD **AND** LETTING PROPERTY IS NOT MAIN BUSINESS OR OCCUPATION **AND** INVOLVED IN PROPERTY IS SOME OTHER WAY (SUCH AS BUILDING/SURVEYING)

InvolBld - InvolOth question removed for 2009/10.

How (is/are/was) (you/your and partner/your group/your company/the landlord) involved?

CODE ALL THAT APPLY

SET [4] OF

- (1) Building Trade
- (2) Architecture/Surveying
- (3) Estate Management/Property Development **2003/04 only**
- (4) Other

ASK IF: LANDLORD DESCRIBED AS AN INDIVIDUAL

PdWkl

(If you are able, please tell me) (Did/Do) (you/the landlord) have any other paid work, apart from letting property, either as an employee or self-employed?

- (1) Yes
- (2) No

ASK IF: LANDLORD DESCRIBED AS AN INDIVIDUAL **AND** LLORD DOES OTHER PAID WORK **AND** RESPONDENT IS LLORD

WrkHrs

How many hours per week (did/do) you work in this other job. (Was/is) it...

Running prompt

- (1) less than 16 hours,
- (2) less than 30 hours,
- (3) 30 hours or more per week?

ASK IF: LANDLORD DESCRIBED AS COUPLE OR GROUP

PdWkCorG

(If you are able, please tell me) (Does/does/did) (either you or your partner/anyone in your group/either of the landlords for the property/any of the landlords for the property) work full-time in (your/their) property business?

- (1) At least one person works full-time
- (2) No-one works full-time

ASK IF: RESPONDENT IS LLORD

PrpEarn

SHOWCARD 3

What proportion of (your/your group's/the landlord's) gross income would you say (was/is) rent from residential lettings?

- (1) Nil
- (2) Less than 25%
- (3) Less than 50%
- (4) Less than 75%
- (5) 75% or more

ASK IF: NOT PREVIOUSLY INTERVIEWED

MembOrg (2006 version)

There are various professional bodies and organisations for people who own or manage rental property.

(Thinking about yourself as an agent) (Did/do) you (or your partner/or anyone in your group) (at the time you owned the property) belong to one?

- (1) Yes
- (2) No

ASK ALWAYS:

MembOrg2 2009/10 version

There are various professional bodies and organisations for people who own or manage rental property. Do you currently belong to one?

- (1) Yes
- (2) No

ASK IF: NOT PREVIOUSLY INTERVIEWED AND MEMBER OF PROFESSIONAL BODY/ORGANISATION

MembARLA – MembOth**2006 version**

SHOWCARD 4

From this card, please tell me the organisations that you belong(ed) to.

CODE ALL THAT APPLY

SET [20] OF

(1) Ass'n of Residential Letting Agents	membralet
(2) Ass'n of Student Residential Accommodation	membastu
(3) Ass'n of Retirement Home Managers	membare
(4) British Property Federation	membbfed
(5) Chartered Institute of Housing	membcins
(6) Country Landowners Ass'n	membctry
(7) Chartered Land Agent Society	membland
(8) Eastern Landlord Ass'n	membeast
(9) Institute of Professional Housing Mgrs	membprof
(10) Natl Ass'n of Estate Agents	membesta
(11) Natl Fed. of Housing Ass'n	membhass
(12) Natl Fed. of Residential Landlords	membresl
(13) Natl Landlord Ass'n	membnatl
(14) Royal Institute of British Architects	membarch
(15) Royal Institute of Chartered Surveyors	membsurv
(16) Residential Landlord Ass'n	memblas
(17) Southern Private Landlords Ass'n	membsth
(18) Small Landlords Ass'n	membsml
(19) UK Ass'n Letting Agents	membukas
(20) Other	memboth

ASK IF: MEMBER OF PROFESSIONAL BODY/ORGANISATION

WhichOrg2 (multicode: delivered as Membalet-memboth)

2009/10 version

SHOWCARD 4

From this card, please tell me the organisations that you belong to.

Code all that apply

SET [20] OF

- | | |
|--|-----------------------|
| (1) Ass'n of Residential Letting Agents | membalet |
| (2) Ass'n of Student Residential Accommodation | membastu |
| (3) Ass'n of Retirement Home Managers | membare |
| (4) British Property Federation | membbfed |
| (5) Chartered Institute of Housing | membcins |
| (6) Country Landowners Ass'n | membctry |
| (7) Chartered Land Agent Society | membland |
| (8) Eastern Landlord Ass'n | membeast |
| (9) Institute of Professional Housing Mgrs | membprof |
| (10) Natl Ass'n of Estate Agents | membesta |
| (11) Natl Fed. of Housing Ass'n | membhass |
| (12) Natl Approved Letting Scheme* | membnals (changed for |
| 2010) | |
| (13) Natl Landlord Ass'n | membnatl |
| (14) Royal Institute of British Architects | membarch |
| (15) Royal Institute of Chartered Surveyors | membsurv |
| (16) Residential Landlord Ass'n | memblas |
| (17) Southern Private Landlords Ass'n | membsth |
| (18) Small Landlords Ass'n | membsmll |
| (19) UK Ass'n Letting Agents | membukas |
| (20) Other | memboth |

(*Note: response option 12 changed for 2009/10)

ASK IF: MEMBER OF PROFESSIONAL BODY/ORGANISATION AND OTHER TYPE OF ORGANISATION INDICATED

OthOrg

You mentioned another organisation. Is that a national or local organisation?

- (1) National
- (2) Local

Section 2: Landlord's Portfolio

ASK ALWAYS:

PfPmb ** (system variable)

I would now like to ask you about (your/your group's/the landlord's) portfolio of residential properties.

- (1) Press <1> to continue
-

ASK ALWAYS:

PfMrOne

(Do/does) (you/the Landlord) let more than one house, flat or bed-sit?

- (1) Yes
(2) No
-

ASK IF: PfMrOne = Yes

PfLetNo

^DMName

How many residential lettings are there in ^DMYour portfolio in England, counting each flat and bed-sit as a separate letting?

2..1000

ASK IF: (NOT PREVIOUSLY INTERVIEWED **OR** PREVIOUSLY INTERVIEWED ABOUT A DIFFERENT LLORD) **AND**
(STILL RESPONSIBLE FOR PROPERTY **OR** LLORD STILL HAS RENTAL PROPERTIES) **AND** RESPONDENT IS
AGENT

PfAble

2003/04 only

Are you able to provide any information about other properties in the landlord's portfolio?

- (1) Yes
(2) No
-

ASK IF: PfMrOne = Yes

AND: PfLetNo = RESPONSE

PfPMgd

^DMName

What proportion of these are managed by an agent...

Running prompt

- (1) All,
(2) Half or more,
(3) Less than half,
(4) None?

ASK IF: PfMrOne = Yes

PfCLet

^DMName

SHOWCARD 5

Which of the following types of property do you/does the landlord let ?

Code all that apply

SET [4] OF

- (1) Self-contained house/bungalow
- (2) Self-contained flat/maisonette-purpose built
- (3) Self-contained flat/maisonette-conversions
- (4) Bedsits, rooms, flatlets

ASK IF: NOT PREVIOUSLY INTERVIEWED **OR** PREVIOUSLY INTERVIEWED ABOUT A DIFFERENT LLORD) **AND** (STILL RESPONSIBLE FOR PROPERTY **OR** LLORD STILL HAS RENTAL PROPERTIES) **AND** (RESPONDENT IS LLORD **OR** REPONDENT IS AGENT BUT IS ABLE TO PROVIDE INFORMATION ON LLORD'S PORTFOLIO) **AND** LLORD LETS MORE THAN ONE PROPERTY

PfShar Question removed for 2009/10. Replaced by PfTenant

Do you/does the landlord let any accommodation to people sharing who are not related to each other and are not living together as a couple?

- (1) Yes
- (2) No

ASK IF: PfMrOne = Yes

PfTenant

Added for 2009/10

^DMName

Generally, which types of tenants do you have?

Code all that apply

SET [14] OF

- (1) Young singles
- (2) Young couples
- (3) Families with children
- (4) Older couples
- (5) Retired
- (6) Students
- (7) Housing benefit/ local housing allowance claimants
- (8) Other benefit claimants (including job seekers allowance, incapacity, council tax benefit, etc.)
- (9) Blue collar / manual workers
- (10) White collar / clerical or professional workers
- (11) Executive / company lets
- (12) NHS / Key workers
- (13) Migrant workers
- (14) Other

ASK IF: PfMrOne = Yes

PfPTyp

^DMName

SHOWCARD 5a

Which one of the categories on this card best describes the accommodation you/the landlord lets?

- (1) Self-contained house/bungalows
- (2) Self-contained flat/maisonettes
- (3) Bedsits, rooms, flatlets
- (4) A range of property types

ASK IF: PfMrOne = Yes

PfPLoc

^DMName

SHOWCARD 6

Which one of the categories on this card best describes where ^DMYour residential rental properties are located?

- (1) All in one building
- (2) All in one neighbourhood
- (3) Mainly in one neighbourhood
- (4) All in one town
- (5) All in one county
- (6) All in one region
- (7) Scattered across the country (England only)

Section 3: Nationality/ Ethnicity

ASK IF: RESPONDENT IS LLORD **OR** MIXED **AND** LLORD IS INDIVIDUAL, COUPLE OR GROUP

Nation delivered as Nat Eng – NatOth

What do you consider your national identity to be. Please choose your answer from this card, choose as many or as few as apply?

SET [6] OF

- (1) English
- (2) Scottish
- (3) Welsh
- (4) Irish
- (5) British
- (6) Other

ASK IF: RESPONDENT IS LLORD **OR** MIXED **AND** LLORD IS INDIVIDUAL, COUPLE OR GROUP **AND** OTHER NATIONALITY SPECIFIED

NatSpec

^DMName

H How would you describe your national identity?

Enter description of national identity

STRING[40]

Ethnicity

ASK IF: RESPONDENT IS LLORD **OR MIXED AND** LLORD IS INDIVIDUAL, COUPLE OR GROUP

Ethnic

cf p.30-31 of the 2001 electronic version of the booklet 'Harmonised Questions and Concepts for Government Social Surveys' available in pdf format at <http://www.statistics.gov.uk/harmony/>

- (1) White British
- (2) Any other White background
- (3) Mixed - White and Black Caribbean
- (4) Mixed - White and Black African
- (5) Mixed - White and Asian
- (6) Any other Mixed background
- (7) Asian or Asian British - Indian
- (8) Asian or Asian British - Pakistani
- (9) Asian or Asian British - Bangladeshi
- (10) Asian or Asian British - Any other Asian background
- (11) Black or Black British - Black Caribbean
- (12) Black or Black British - Black African
- (13) Black or Black British - Any other Black background
- (14) Chinese or other ethnic group - Chinese
- (15) Chinese or other ethnic group - Any other

ASK IF: RESPONDENT IS LLORD **OR MIXED AND** LLORD IS INDIVIDUAL, COUPLE OR GROUP **GROUP AND**
(ETHNICITY IS WHITE OTHER **OR** ETHNICITY IS MIXED OTHER **OR** ETHNICITY IS ASIAN OTHER **OR**
ETHNICITY IS BLACK OTHER **OR** ETHNICITY IS ANY OTHER)

EthDes

Please can you describe your ethnic group.

ENTER DESCRIPTION OF ETHNIC GROUP

STRING[40]

Section 4: License

ASK IF: ASK IF LANDLORD/AGENT **AND** WHETHER THE PROPERTY SAMPLED IS A BEDSIT/ROOM OR FLATLET

License

^DMName

Since April 2006 certain types of properties let in multiple occupation (ie let as bedsits, rooms, flatlets or shared houses) need to be licensed by their local authority. Were you aware of this requirement?

- (1) Yes
 - (2) No
-

ASK IF: License = Yes (LANDLORD/AGENT WAS AWARE OF THE NEW LICENCING REQUIREMENT)

LProp

^DMName

Do you let or manage any properties in multiple occupation that may need to be licensed?

- (1) Yes
 - (2) No
-

ASK IF: License = Yes **AND:** LProp = Yes (ASK IF LANDLORD/AGENT **AND** WHETHER THE PROPERTY SAMPLED IS A BEDSIT/ROOM OR FLATLET **AND** LANDLORD/AGENT WAS AWARE OF THE LICENCING REQUIREMENT **AND** LETS OR MANAGES A MULTIPLE OCCUPANCY PROPERTY)

LApply

^DMName

Have you (or if agent) has the landlord applied for a license for the property/ies?

- (1) Yes
 - (2) No
-

ASK IF: License = Yes **AND:** LProp = Yes **AND:** LApply = Yes (ASK IF LANDLORD/AGENT **AND** WHETHER THE PROPERTY SAMPLED IS A BEDSIT/ROOM OR FLATLET **AND** LANDLORD/AGENT WAS AWARE OF THE LICENCING REQUIREMENT **AND** LETS OR MANAGES A MULTIPLE OCCUPANCY PROPERTY **AND** HAS APPLIED FOR A LICENSE)

LSatis

^DMName

Are you satisfied with the way your license application(s) are/have been handled by the local authority?

- (1) Yes
- (2) No

ASK ALWAYS

LReg

^DMName

Are you currently letting/managing any property in an area where the local authority has established a Selective Licensing scheme where landlords or all types of rented properties have been licensed?

- (1) Yes
- (2) No

Section 5: Letting Practice

ASK IF: LLORD STILL RESPONSIBLE FOR PROPERTY OR LLORD STILL HAS RENTAL PROPERTIES

LPPmb

^DMName

I'd now like to ask you some questions about how ^AxLIaGTent obtain^DMFinalS tenants.

(1) Press <1> to continue

ASK IF: LLORD STILL RESPONSIBLE FOR PROPERTY OR LLORD STILL HAS RENTAL PROPERTIES

LPGetTn delivered as lphowll - lphowoth

How (do/does) (you/the Landlord) usually obtain tenants when vacancies arise?

Code all that apply

- (0) No
- (1) Yes
- (8) Question not applicable

SET [11] OF

- | | |
|---|-----------------|
| (1) (NA/Landlord recruits) | lphowll |
| (2) Agent | lphowagt |
| (3) Advert national paper | lphownat |
| (4) Advert local paper | lphowloc |
| (5) Advert free paper | lphowfre |
| (6) Advert local shops | lphowshp |
| (7) Advert local newsletter/noticeboard | lphownew |
| (8) University accommodation service | lphowuni |
| (9) Housing advice centre | lphowadv |
| (10) Word of mouth | lphowwom |
| (11) Local Authority nominations | lphowla |
| (12) Only let to family/friends | lphowfam |
| (13) Only let to employees | lphowemp |
| (14) Other | lphowoth |

ASK IF: LLORD STILL RESPONSIBLE FOR PROPERTY OR LLORD STILL HAS RENTAL PROPERTIES) AND METHOD OF OBTAINING TENANTS NOT 'ONLY LET TO FAMILY/FRIENDS/EMPLOYEES'

LPHHB

^DMName

Thinking about all of the accommodation (you/the Landlord) provide(s), (is/are) (you/you and your partner/your group/your company/your organisation/the Landlord) happy to let to people on Housing Benefit /Local Housing Allowance?

- (1) Yes
- (2) No

ASK IF: LLORD STILL RESPONSIBLE FOR PROPERTY OR LLORD STILL HAS RENTAL PROPERTIES) AND METHOD OF OBTAINING TENANTS NOT 'ONLY LET TO FAMILY/FRIENDS/EMPLOYEES' AND NOT HAPPY ABOUT LETTING TO PEOPLE ON HOUSING BENEFIT

LPHHBW1 delivered as lphballr - lphboth

^DMName

SHOWCARD 7

HWhich of the items from this card reflect why (you/the Landlord) would not want to let to people on Housing Benefit /Local Housing Allowance?

Code all that apply

- (0) No
- (1) Yes
- (8) Question not applicable

SET [13] OF

- (1) Housing Benefit will not cover all the rent
- (2) It involves me in too much paperwork
- (3) Greater risk of delays in payment
- (4) Greater risk of unpaid rent
- (5) Greater risk of disturbance/anti-social behaviour
- (6) Greater risk of damage to property/furnishings
- (7) Only let to family/friends/employees
- (8) Only let to students/other restricted group (e.g.nurses)*
- (9) Mortgage/Insurance company restrictions*
- (10) No knowledge/experience of Housing Benefit*
- (11) Bad experience in the past*
- (12) Risk of fraudulent claims/clawback of benefit*
- (13) Other

lphballr
lphbpwrk
lphblate
lphbrent
lphbdist
lphdmge
lphbfam
lphbgrp
lphbcrst
lphbnkwl
lphbexp
lphbfrd
lphboth

NOTE: *Response categories (8) to (12) were created at the data delivery stage to code back some of the 'other specify' responses in 2002/03. In 2003/04 these five responses were included in the CAPI questionnaire

ASK IF: NOT PREVIOUSLY INTERVIEWED **OR** PREVIOUSLY INTERVIEWED ABOUT A DIFFERENT LLORD) **AND** (STILL RESPONSIBLE FOR PROPERTY **OR** LLORD STILL HAS RENTAL PROPERTIES) **AND** METHOD OF OBTAINING TENANTS NOT 'ONLY LET TO FAMILY/FRIENDS/EMPLOYEES' **AND** NOT HAPPY ABOUT LETTING TO PEOPLE ON HOUSING BENEFIT **AND** OTHER REASON GIVEN FOR NOT LETTING TO PEOPLE ON HOUSING BENEFIT

LPHHBO

2002/03 only

ASK or RECORD
What is the other reason?
STRING[50]

ASK IF: LLORD STILL RESPONSIBLE FOR PROPERTY **OR** LLORD STILL HAS RENTAL PROPERTIES) **AND** METHOD OF OBTAINING TENANTS NOT 'ONLY LET TO FAMILY/FRIENDS/EMPLOYEES' **AND** NOT HAPPY ABOUT LETTING TO PEOPLE ON HOUSING BENEFIT

LPHHBEn

Added for 2009/10

Which single thing would most encourage you to take housing benefit/ local housing allowance tenants?

- (1) Abandoning the policy of paying benefit directly to the tenant
- (2) Better processing of benefit claims by local authorities
- (3) Government paying benefit in advance rather than in arrears
- (4) Easier referencing and credit checking of Housing Benefit /Local Housing Allowance tenants
- (5) The ability to claw back rent that is not paid, in instalments, from tenants' benefit
- (6) When rent payment falls into one month's arrears, Housing Benefit /Local Housing Allowance paid directly to landlords
- (7) Nothing would encourage me to take Housing Benefit /Local Housing Allowance tenants

ASK IF: LLORD STILL RESPONSIBLE FOR PROPERTY **OR** LLORD STILL HAS RENTAL PROPERTIES) **AND** METHOD OF OBTAINING TENANTS NOT 'ONLY LET TO FAMILY/FRIENDS/EMPLOYEES'

LPHU25

^DMName
[*]Thinking about all of the accommodation (you/the Landlord) provide(s), (is/are) (you/you and your partner/your group/your company/your organisation/the Landlord) happy to let to single people under 25?

- (1) Yes
- (2) No

ASK IF: LLORD STILL RESPONSIBLE FOR PROPERTY **OR** LLORD STILL HAS RENTAL PROPERTIES) **AND** METHOD OF OBTAINING TENANTS NOT 'ONLY LET TO FAMILY/FRIENDS/EMPLOYEES' EMPLOYEES' **AND** NOT HAPPY ABOUT LETTING TO PEOPLE UNDER 25

LPU25W1 **delivered as lp25suit – lp25oth**

^DMName

SHOWCARD 8

[*]Which items from this card, reflect why (you/the Landlord) would not want to let to single people under 25?

Code all that apply

- (0) No
- (1) Yes
- (8) Question not applicable

SET [10] OF

- | | | |
|--|----------|----------|
| (1) Accommodation unsuitable
(e.g. too large/don't want sharers) | lp25suit | |
| (2) Greater risk rent is late | lp25late | |
| (3) Greater risk of unpaid rent | | lp25rent |
| (4) Greater risk of disturbance/anti-social behaviour | lp25dist | |
| (5) Greater risk of damage to property/furnishings | lp25dmge | |
| (6) Only let to family/friends/employees | lp23fam | |
| (7) Only let to senior citizens/other restricted group (e.g. nurses) | lp25grp | |
| (8) Benefit restrictions/Achieve higher rent from over 25s* | | lp25exp |
| (9) Bad experience in the past | | lp25exp |
| (10) Other | lp25oth | |

NOTE: *This was a new response added in 2003/04.

ASK IF: NOT PREVIOUSLY INTERVIEWED **OR** PREVIOUSLY INTERVIEWED ABOUT A DIFFERENT LLORD) **AND** (STILL RESPONSIBLE FOR PROPERTY **OR** LLORD STILL HAS RENTAL PROPERTIES) **AND** METHOD OF OBTAINING TENANTS NOT 'ONLY LET TO FAMILY/FRIENDS/EMPLOYEES' **AND** NOT HAPPY ABOUT LETTING TO PEOPLE UNDER 25 **AND** OTHER REASON GIVEN FOR NOT LETTING TO PEOPLE UNDER 25

LPHU250 **2002/03 only**

ASK or RECORD

What is the other reason?

STRING[50]

ASK IF: LLORD STILL RESPONSIBLE FOR PROPERTY **OR** LLORD STILL HAS RENTAL PROPERTIES) **AND** METHOD OF OBTAINING TENANTS NOT 'ONLY LET TO FAMILY/FRIENDS/EMPLOYEES'

LPHFWC

^DMName

[*]Thinking about all of the accommodation (you/the Landlord) provide(s), (is/are) (you/you and your partner/your group/your company/your organisation/the Landlord) happy to let to families with children?

- (1) Yes
- (2) No

ASK IF: LLORD STILL RESPONSIBLE FOR PROPERTY **OR** LLORD STILL HAS RENTAL PROPERTIES) **AND** METHOD OF OBTAINING TENANTS NOT 'ONLY LET TO FAMILY/FRIENDS/EMPLOYEES' **EMPLOYEES'** **AND** NOT HAPPY ABOUT LETTING TO FAMILIES WITH CHILDREN

LPFWCW1 delivered as lpfsuit-lpfoth

^DMName

SHOWCARD 9

[*]Which items from this card, reflect why (you/the Landlord) would not want to let to families with children?

Code all that apply

- (0) No
- (1) Yes
- (8) Question not applicable

SET [8] OF

- (1) Accommodation unsuitable
(eg too small for families; lacks facilities)
- (2) Greater risk rent is late
- (3) Greater risk of unpaid rent
- (4) Greater risk of disturbance/anti-social behaviour
- (5) Greater risk of damage to property/furnishings
- (6) Only let to family/friends/employees
- (7) Only let to specific groups (e.g. students, nurses)
- (8) Other

lpfsuit

lpflate

lpfrent

lpfdist

lpfdmge

lpffam

lpfgrp

lpfoth

ASK IF: NOT PREVIOUSLY INTERVIEWED **OR** PREVIOUSLY INTERVIEWED ABOUT A DIFFERENT LLORD) **AND** (STILL RESPONSIBLE FOR PROPERTY **OR** LLORD STILL HAS RENTAL PROPERTIES) **AND** METHOD OF OBTAINING TENANTS NOT 'ONLY LET TO FAMILY/FRIENDS/EMPLOYEES' **AND** NOT HAPPY ABOUT LETTING TO FAMILIES WITH CHILDREN **AND** OTHER REASON GIVEN FOR NOT LETTING TO FAMILIES WITH CHILDREN

LPFWCO

2002/03 only

ASK or RECORD

What is the other reason?

INDIVIDUAL PROPERTY SECTION

ISwitch

ASK IF: In loop FOR i := 1 TO DMNumProp

ISwitch **

This is where you start recording answers for ^DMProp[i]

Do you want to record answers for ^DMProp[i]?

- (1) Yes, now
 - (2) Later
 - (3) Done
 - (4) or no details will be recorded for this property during this interview
-

CHECK IF: In loop FOR i := 1 TO DMNumProp

AND: ChkISw = 1

((ISwitch = YesNow) OR (ISwitch = NoInterview)) OR (ISwitch = Done) AND INVOLVING(ISwitch)

Once you have coded <1> 'Yes, Now' at ISwitch then you cannot change it to 'Later'

WARN IF: In loop FOR i := 1 TO DMNumProp

AND: ChkISw = 1

((ISwitch = YesNow) OR (ISwitch = Done) AND INVOLVING(ISwitch)

Once you have coded <1> 'Yes, Now' at ISwitch then you should only change it if the respondent subsequently refuses.

If you suppress this message, once you exit the questionnaire any data you have collected for this person will be lost.

ASK ALWAYS:

BegInt **

This is the beginning of ^AxName's interview

Press <1> to continue

1..1

Section 6: Acquisition of the rental property

ASK ALWAYS

AcqPmb **

I would now like to ask you some questions about (insert rental address) and its acquisition.

- (1) Press <1> to continue
-

ASK ALWAYS

AcqType

ASK or RECORD

Is (insert rental address) a house, a self-contained flat or a room (or flatlet)?

- (1) House/Bungalow
(2) Self-contained Flat/Maisonette
(3) Room/Flatlet
-

ASK IF: PROPERTY IS A FLAT OR ROOM

AcqDesc

What type of building is (insert rental address) in, ...
is it...

Running prompt

- (1) a purpose-built block,
(2) a converted house?
-

ASK IF: PROPERTY IS A FLAT OR ROOM AND LANDLORD OWNS WHOLE BUILDING

AcqBOwn

Did/do/does you/the landlord own the whole building, i.e. all of the flats in the building?

- (1) Yes
(2) No
-

ASK IF: PROPERTY IS A FLAT OR ROOM AND LANDLORD OWNS WHOLE BUILDING

AcqBNF

Removed in 2009/2010

How many flats or bedsits are there in the building altogether?

1..1000

ASK IF: RESPONDENT IS AGENT

AcqPmb2

Do you think you would be able to answer questions about how and when the property was acquired?

- (1) Yes
- (2) No

NOTE: In 2002/03 this variable was named prmb2a and in 2006 it was named Prmb2

ASK IF: RESPONDENT IS LLORD OR AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED

AcqYr

When did (you/the landlord) acquire (insert rental address) (and the building which it is in)?

1945..2010

ASK IF: (RESPONDENT IS LLORD OR AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED) AND DIFFERENCE BETWEEN YEAR OF INTERVIEW AND YEAR THE PROPERTY WAS ACQUIRED LESS THAN 2

AcqMo

What month was that?

- (1) January
- (2) February
- (3) March
- (4) April
- (5) May
- (6) June
- (7) July
- (8) August
- (9) September
- (10) October
- (11) November
- (12) December

ASK IF: RESPONDENT IS LLORD OR AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED

AcqMeth

How did (you/the landlord) acquire it...
... did (you/the landlord) inherit it, buy it or obtain it in some other way?

- (1) Inherited
- (2) Bought
- (3) Received as a gift
- (4) Acquired the organisation that owned it
- (5) Built it
- (6) Other

ASK IF: RESPONDENT IS LLORD OR AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED AND ACQUIRED THE PROPERTY IN ANOTHER WAY

AcqMthOt

Please specify other way the property was acquired.

STRING[100]

ASK IF: (RESPONDENT IS LLORD OR AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED) AND THE PROPERTY WAS BOUGHT

AcqFund delivered as AcqFMrtg – AcqFOth?

SHOWCARD 10

Using this card, please tell me how (you/the landlord) funded the purchase of this property.

Code all that apply

SET [7] OF

- (1) Mortgage
 - (2) Commercial loan
 - (3) Other loan
 - (4) Income from property rentals
 - (5) Income from other business
 - (6) Personal savings
 - (7) Other
-

ASK IF: (RESPONDENT IS LLORD OR AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED) AND (THE PROPERTY WAS BOUGHT) AND (OTHER METHOD SELECTED TO FUND THE PROPERTY)

AcqFndOt

Please specify other way the purchase was funded.

STRING[100]

ASK IF: RESPONDENT IS LLORD OR AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED

AcqOutmg

(Do/ does) (you/the landlord) currently have an outstanding mortgage or loan on (insert rental address) including any second mortgages or other loans on the property?

- (1) Yes
- (2) No

ASK IF: RESPONDENT IS LLORD **OR** AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED

AcqVPos

When (you/the landlord) acquired the property, was it...

Running prompt

- (1) with vacant possession,
- (2) A partly let,
- (3) wholly let?
- (4) Landlord built it (Spontaneous only)

ASK IF: RESPONDENT IS LLORD **OR** AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED

AcqPurch

added for 2009/2010

When (you/the landlord) acquired the property, was it...

Running prompt

- (1) purchased from the existing housing stock
- (2) purchased brand new or off plan from a developer
- (3) built specifically for the buy to let market
- (4) bought directly from fellow landlords - existing rental stock
- (5) None of the above

ASK IF: (RESPONDENT IS LLORD **OR** AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED) **AND**
YEAR PROPERTY ACQUIRED NOT THE SAME AS YEAR OF INTERVIEW

AcqLtYr

In what year did (you/the landlord) start letting (insert rental address)?

Property first let before 1945 should be recorded as 1945.

1945..2010

ASK IF: (RESPONDENT IS LLORD **OR** AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED)
AND DIFFERENCE BETWEEN YEAR OF INTERVIEW AND YEAR ACQUIRED PROPERTY IS LESS THAN 2

AcqLtMo

In what month did (you/the landlord) start letting?

- (1) January
- (2) February
- (3) March
- (4) April
- (5) May
- (6) June
- (7) July
- (8) August
- (9) September
- (10) October
- (11) November
- (12) December

ASK IF: (RESPONDENT IS LLORD **OR** AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED) **AND**
BOUGHT THE PROPERTY OR ACQUIRED THE ORGANISATION THAT OWNED IT

AcqInt

Did (you/the landlord) acquire the property with the intention of letting it from the start?

- (1) Yes
- (2) No

ASK IF: RESPONDENT IS LLORD **OR** AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED

AcqOPrp

Removed for 2009/2010

Did (you/the landlord) have any other property to let before acquiring (insert rental address)
(and the building which it is in)?

- (1) Yes
- (2) No

ASK IF: (RESPONDENT IS LLORD **OR** AGENT IS ABLE TO ANSWER HOW AND WHEN PROPERTY ACQUIRED) **AND**
BOUGHT THE PROPERTY OR ACQUIRED THE ORGANISATION THAT OWNED IT
AND LANDLORD DESCRIBED AS INDIVIDUAL, COUPLE OR GROUP

AcqLvPrp

(Have/has) (you/the landlord) ever lived at (insert rental address) or do (you/they) still live there?

- (1) Yes, lived there in the past
- (2) Yes, still live there
- (3) No

ASK IF: RESPONDENT IS LLORD

AcqRgPrp

SHOWCARD 11

[*]Thinking about this property, which of the statements on this card best describes how you
(regarded it/regard it today)?

- (1) An investment/pension
- (2) My current home
- (3) Somewhere I/my family will live in the future
- (4) Somewhere a relative/friend will live
- (5) A property I would like to sell but can't
- (6) Somewhere to house an employee
- (7) Somewhere to house people in need
- (8) Incidental to another activity
- (9) Other

ASK IF: RESPONDENT IS LLORD **AND** PROPERTY REGARDED IN SOME OTHER WAY

AcqRgPOt

Please specify other way you regard the property.

STRING[100]

ASK IF: RESPONDENT IS LLORD **AND** PROPERTY REGARDED AS AN INVESTMENT/PENSION

AcqRgInv

[*]Thinking of the property as an investment (or pension), which of these (was/is) most important to you...

Running Prompt

- (1) Deriving a current income from rent,
- (2) Benefiting from rising property values?
- (3) Both (Spontaneous only)

Section 7: Current letting

ASK ALWAYS

CLPmb **

I would now like to ask you some questions about the (current/last) letting at (insert rental address)

(1) Press <1> to continue

ASK IF: LLORD STILL OWNS PROPERTY

CLCrOcc

Is (insert rental address) currently occupied?

- (1) Yes
 - (2) No
 - (3) Reserved
-

ASK ALWAYS

CLTenYr

In what year did the (current/most recent) tenancy at (insert rental address) begin?

If the tenancy began before 1945, record 1945.

If the property is reserved but the tenants have not yet taken up residence, record the date of the previous tenancy. If the same students occupied the property last year, record the start of that agreement.

1945..2010

ASK IF: DIFFERENCE BETWEEN YEAR OF INTERVIEW AND YEAR TENANCY BEGAN LESS THAN

CLTenMo

^AxColour

In what month did the tenancy begin?

- (1) January
- (2) February
- (3) March
- (4) April
- (5) May
- (6) June
- (7) July
- (8) August
- (9) September
- (10) October
- (11) November
- (12) December

ASK ALWAYS

CLTFurn

How was (insert contact address) let; was it let...

Running prompt

- (1) Fully furnished,
- (2) Partly furnished,
- (3) Unfurnished?

ASK ALWAYS

CLEmp

(Does/did) the accommodation go with the job of the tenant or any member of their household?

- (1) Yes
- (2) No

ASK IF: PROPERTY DOES NOT GO WITH JOB OF TENANT OR MEMBER OF HHOLD

CLFrnd

(Is the present/was the) tenant (your/a) friend or relative (of the landlord)?

- (1) Yes
- (2) No

ASK IF TENANT IS FRIEND OF LLORD OR PROPERTY DOES GO WITH JOB OF TENANT OR MEMBER OF HHOLD

CLRChg

(Do/does/did) (you/the landlord) charge the tenant rent for (insert rental address)?

- (1) Yes
- (2) No

ASK IF: RESPONDENT IS LLORD

CLUseAgL

For the (current/most recent) tenancy at (insert rental address), did you use an agent for letting the property?

- (1) Yes
- (2) No

ASK IF: RESPONDENT IS LLORD

CLUseAgM

ASK or RECORD

...and (do/did) you use an agent for managing the property?

- (1) Yes
 - (2) No
-

Ask ALWAYS

CLRef

Was the (current/most recent) tenant required to provide references?

- (1) Yes
 - (2) No
-

ASK IF: TENANT WAS REQUIRED TO PROVIDE REFERENCES

CLRefPF

delivered as CLRefPer – CLRefLL?

What sort of references were taken up?

Code all that apply

SET [4] OF

- (1) Personal references
 - (2) Financial references
 - (3) Employment references
 - (4) Previous landlord
-

ASK ALWAYS

CLTAgr

(Do/does/did) (you/the landlord) have a written tenancy agreement or contract for (insert rental address)?

- (1) Yes
 - (2) No
-

ASK IF: LLORD HAS WRITTEN TENANCY AGREEMENT OR CONTRACT FOR PROPERTY

CLTAgrW

Who was responsible for preparing the tenancy agreement?

- (1) Landlord
 - (2) Agent
 - (3) Solicitor
 - (4) Other
- .

ASK ALWAYS

CLTAgrT

2006 version

SHOWCARD 7

Some landlords let their property with quite specific rental agreements. From this card, please tell me which one of these agreements (you/the landlord) (have/has/had) with the (current/most recent) tenant of (insert rental address).

- (1) Assured shorthold tenancy
- (2) Assured tenancy
- (3) Shorthold (1980) tenancy
- (4) Regulated (Rent Act) tenancy
- (5) Non-exclusive occupancy licence
- (6) Holiday let
- (7) Company let
- (8) Accommodation tied to job
- (9) Accommodation with meals and laundry
- (10) Other
- (11) No formal agreement

ASK ALWAYS

CLTAgrT2

2009/10 version

SHOWCARD 12

Some landlords let their property with quite specific rental agreements. From this card, please tell me which one of these agreements (you/the landlord) (have/has/had) with the (current/most recent) tenant of (insert rental address)..

- (1) Assured shorthold
- (2) Assured
- (3) Regulated (tenancy must have started in 1988 or earlier)
- (4) Resident landlord
- (5) Licence Agreement
- (6) Secure
- (7) Starter/introductory tenancy
- (8) Let by educational institution
- (9) Other type of let

Note: Change in response options to mirror Tentype on the EHS

Ask ALWAYS

CLInvnt

Was an inventory of furnishings and fittings prepared?

- (1) Yes
- (2) No

ASK IF: INVENTORY WAS PREPARED

CLInvntW

ASK or RECORD

Who was responsible for preparing the inventory?

- (1) Landlord
- (2) Agent
- (3) Inventory service
- (4) Other

ASK ALWAYS

CLDep

Was the (current/most recent) tenant required to provide a deposit?

- (1) Yes
- (2) No

ASK IF: DEPOSIT REQUIRED

CLDepW

Who (is/was) responsible for holding the deposit during the tenancy?

- (1) Landlord
- (2) Agent
- (3) Tenancy deposit scheme
- (4) Deposit guarantee scheme
- (5) Other

ASK IF: DEPOSIT REQUIRED

CLDepp

2006 version

How much was the deposit?

0..9999

ASK IF: DEPOSIT REQUIRED

CLDepp2

2009/10 version

How much was the deposit as a proportion of rent?

- (1) Less than one week's rent
- (2) One week's rent but less than two weeks' rent
- (3) Two weeks' rent but less than three weeks' rent
- (4) Three weeks' rent but less than four weeks'/one calendar month's rent
- (5) Four weeks'/one calendar month's rent
- (6) More than four weeks' rent

Note: Response options changed for 2009/2010 to match the EHS

ASK IF: DEPOSIT REQUIRED

CLGua

Did you require a guarantor for the tenant?

Guarantor is someone who will agree to cover any costs incurred by the tenant whilst renting the property.

- (1) Yes
- (2) No

ASK IF: DEPOSIT REQUIRED

CLDOFee

Excluding any deposit, was the current tenant required to pay any other fee in order to rent the property?

- (1) Yes
- (2) No

ASK IF: DEPOSIT REQUIRED **AND** TENANT REQUIRED TO PAY FEE

CFeeChg

2006 version

How much did you charge in fees?

0..9999

ASK IF: DEPOSIT REQUIRED **AND** TENANT REQUIRED TO PAY FEE

CFeeChg2

2009/2010 version

How much did you charge in fees?

- (1) Less than one week's rent
- (2) One week's rent but less than two weeks' rent
- (3) Two weeks' rent but less than three weeks' rent
- (4) Three weeks' rent but less than four weeks'/one calendar month's rent
- (5) Four weeks'/one calendar month's rent
- (6) More than four weeks' rent

Note: Response options changed for 2009/2010

ASK IF DEPOSIT REQUIRED AND TENANT REQUIRED TO PAY FEE

CFeeFor

SHOWCARD 13

What were these fees for?

- (1) A non-returnable fee for finding the property.
- (2) A non-returnable administration fee to ensure no-one else viewed or rented the property.
- (3) A non-returnable holding fee to ensure no-one else viewed or rented the property.
- (4) A returnable holding fee to ensure no-one else viewed or rented the property.
- (5) Other (Please specify)

ASK IF: DEPOSIT REQUIRED AND TENANT REQUIRED TO PAY FEE

COther

Please specify other fees

STRING[100]

Ask ALWAYS:

CDepSch

2006 version

From April 2007 the Government will be requiring all landlords and agents with assured shorthold tenancies, to use an authorised deposit protection scheme to hold tenants' deposits. Were you aware of the decision to introduce this requirement?

- (1) Yes
- (2) No

Ask ALWAYS

CDepSch2

2009/10 version

From April 2007 the Government have required that all landlords and agents with assured shorthold tenancies, to use an authorised deposit protection scheme to hold tenants' deposits. Are you aware of this requirement?

- (1) Yes - currently use one
- (2) Yes - but don't use one
- (3) No

Note: wording and options changed for 2009/2010

ASK IF: LANDLORD/AGENT IS AWARE OF DEPOSIT PROTECTION SCHEME

CDepUse

2006 version

Do you expect to use...

Running prompt

- (1) the custodial scheme only,
- (2) an insurance based scheme only,
- (3) both types of schemes?
- (4) SPONTANEOUS (Neither)

ASK IF: LANDLORD/AGENT IS AWARE OF DEPOSIT PROTECTION SCHEME

CDepUse2

2009/10 version

Which type of deposit scheme do you use?

Running prompt

- (1) the custodial scheme only,
- (2) an insurance based scheme only,
- (3) both types of schemes?

Note: wording and options changed for 2009/2010

ASK IF: IF LANDLORD/AGENT INTENDS NOT TO USE A DEPOSIT PROTECTION SCHEME

CLDepNth

2006 version

Can you tell me why you don't expect to use a deposit protection scheme?

- (1) Don't intend to charge a deposit.
 - (2) Don't intend to be renting property at that time.
 - (3) Don't intend to be renting on an assured shorthold tenancy at that time.
 - (4) I will be asking for a guarantee instead.
 - (5) Other (Please specify)
-

ASK IF: IF LANDLORD/AGENT INTENDS NOT TO USE A DEPOSIT PROTECTION SCHEME

CLDepNth2

2009/10 version

Why do you not use a deposit protection scheme?

- (1) Tenancy from before April 2007 so deposit held elsewhere.
- (2) Don't charge a deposit.
- (3) Do not rent on an assured shorthold tenancy.
- (4) Use a guarantee instead.
- (5) Use rent in advance instead
- (6) Other (Please specify)

Note: wording and options changed for 2009/2010

ASK IF: LANDLORD/AGENT INTENDS NOT TO USE A PROTECTION SCHEME **AND** SPECIFIED OTHER REASON

CLDepOthr

2006 version

Please specify why you don't expect to use a deposit protection scheme?

STRING[100]

ASK IF: LANDLORD/AGENT INTENDS NOT TO USE A PROTECTION SCHEME **AND** SPECIFIED OTHER REASON

CLDepOthr2

2009/10 version

Please specify why you don't use a deposit protection scheme?

STRING[100]

Note: Wording changed for 2009/10

ASK ALWAYS

CLInsp

(Are/were) inspections of the property carried out during the tenancy to make sure that the tenants (are/were) looking after it properly?

- (1) Yes
 - (2) No
-

ASK IF: INSPECTIONS CARRIED OUT

CLInspW

ASK or RECORD

Who (is/was) responsible for carrying out the inspections?

- (1) Landlord
 - (2) Agent
 - (3) Other
-

Ask ALWAYS

CLMntW

delivered as CLRespLL – CLRespOt

Who (is/was) responsible for arranging day-to-day repairs and maintenance at the property?

Code all that apply

SET [3] OF

- (1) Landlord
 - (2) Agent
 - (3) Other
-

ASK IF: RESPONDENT IS LLORD AND (USES AN AGENT FOR LETTING PURPOSES OR USES AN AGENT FOR MANAGING THE PROPERTY)

CLAgSrv

SHOWCARD 14

[*] From this card, please tell me how you feel about the overall level of service that your agent (has) provided for (insert rental address).?

- (1) Very satisfied
- (2) Satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied

ASK IF: RESPONDENT IS LLORD AND (USES AN AGENT FOR LETTING PURPOSES OR USES AN AGENT FOR MANAGING THE PROPERTY)

CLAgChg

[*] Considering the level of service provided, do you consider your agent's charges to be...

Running prompt

- (1) High,
- (2) Moderate,
- (3) Low?

ASK IF: RESPONDENT IS LLORD AND (USES AN AGENT FOR LETTING PURPOSES OR USES AN AGENT FOR MANAGING THE PROPERTY)

CLAgPrfB

New for 2009/2010

When choosing a Letting or Management Agent, to what extent do you take account of whether they are a member of a professional body (e.g. NAEA/ ARLA, NALS, RICS)?

Running prompt

- (1) Yes, this is a key factor,
- (2) Yes, this is one of several factors I take in to consideration,
- (3) It is something I am aware of, but not a deciding factor,
- (4) No, this is not something I consider to be important
- (5) I am unaware of these professional bodies.

ASK IF: RESPONDENT IS LLORD AND (USES AN AGENT FOR LETTING PURPOSES OR USES AN AGENT FOR MANAGING THE PROPERTY)

CLAgForm

New for 2009/2010

What form do the charges from your letting/ management agent take?

Running prompt

- (1) A fixed percentage of rent,
- (2) A one-off introductory fee for new tenancies,
- (3) Tenancy renewal fees,
- (4) Call out fees for when they visit the property
- (5) Administrative fees for handling property management issues
- (6) Maintenance and repair fees.

Section 8: Financial information about current letting

ASK IF: LLORD CHARGES RENT

FnPmb **

I would now like to ask you some questions about rent.

(1) Press <1> to continue

ASK IF: LLORD CHARGES RENT

FnGRent

What (is/was) the (last) gross rent charged for (insert rental address) ?

RECORD THE RENT IN WHOLE POUNDS

0..100000

ASK IF: LLORD CHARGES RENT

FnRPd

ASK or RECORD

What period (does/did) this cover?

- (1) Week
 - (2) Fortnight
 - (3) Four weeks
 - (4) Calendar month
 - (5) Quarter
 - (6) Year
 - (7) Other
 - (8) No rent charged
-

ASK IF: LLORD CHARGES RENT **AND** OTHER RENT PERIOD GIVEN

FnPrdO

ASK or RECORD

How many months did this cover?

YOU MAY RECORD FRACTIONAL MONTHS, e.g. 2.5

0.00..999999.99

ASK IF: LLORD CHARGES RENT

FnHB

(Does/did) the tenant at (insert rental address) receive Housing Benefit/ Local Housing Allowance?

- (1) Yes
- (2) No
- (3) Applied for, but not yet receiving

ASK IF: LLORD CHARGES RENT AND TENANT RECEIVES HOUSING BENEFIT

FNHBDir

(Is/was) the Housing Benefit/Local Housing Allowance paid directly, either to you or (your agent/the landlord)?

- (1) Yes
- (2) No

ASK IF: LLORD CHARGES RENT AND TENANT RECEIVES HOUSING BENEFIT

FNHBAll

(Does/did) the Housing Benefit /Local Housing Allowance cover all the rent?

- (1) Yes
- (2) No

ASK IF: LLORD CHARGES RENT AND TENANT RECEIVES HOUSING BENEFIT AND HOUSING BENEFIT DOES NOT COVER ALL THE RENT

FNHBXS

How much (does/did) the tenant have to pay to make up the difference?

RECORD THE ANSWER IN WHOLE POUNDS

0..100000

ASK IF: LLORD CHARGES RENT AND TENANT RECEIVES HOUSING BENEFIT AND HOUSING BENEFIT DOES NOT COVER ALL THE RENT

FNHBXSP

ASK OR RECORD

What period (does/did) this cover?

- (1) Week
- (2) Fortnight
- (3) Four weeks
- (4) Calendar month
- (5) Quarter
- (6) Year
- (7) Other
- (8) No rent charged

ASK IF: LLORD CHARGES RENT

FNINHeat – FNINNone

2006 version

SHOWCARD 10

Which of the items on this card (is/was) included in the rent?

CODE ALL THAT APPLY

SET [8] OF

- (1) Heating
- (2) Utilities: Gas/Electricity
- (3) Cleaning
- (4) Meals
- (5) Council Tax
- (6) Water/Sewerage rates
- (7) Telephone line rental
- (8) Cable/Satellite TV subscription
- (9) None of these

ASK IF: LLORD CHARGES RENT

FNINCR

2009/10 version

SHOWCARD 15

Which of the items on this card (is/was) included in the rent?

Code all that apply

SET [8] OF

- (1) Council Tax
- (2) heating
- (3) water and sewerage
- (4) lighting
- (5) hot water
- (6) fuel for cooking
- (7) regular meals
- (8) TV licence fee
- (9) or none of these services?

**Note: Response options changed for 2009/2010 to match the EHS Serinc.
Multi-codes required.**

ASK IF: LLORD CHARGES RENT

FNINCB

(Are/were) any business premises included in the rent?

- (1) Yes
- (2) No

ASK IF: LLORD CHARGES RENT

FNArr delivered as FNArrLL – FNArrOth?

If there were any arrears at (insert rental address), who would be responsible for dealing with them?

Code all that apply

SET [4] OF

- (1) Landlord
- (2) Agent
- (3) Solicitor
- (4) Other

ASK IF: LLORD CHARGES RENT

FNArr12a

Over the past 12 months (have/has) (landlord/agent) had any problems with tenants at (letting address) falling into arrears with the rent?

- (1) Yes
- (2) No

NOTE: This question replaced FNArr12 asked in 2002/03.

ASK IF: LLORD CHARGES RENT AND TENANT FALLEN INTO ARREARS

FNArL

Have/has/did (you/the landlord) ultimately (lose/lost) any rent as a result?

- (1) Yes
- (2) No
- (3) Not Yet Resolved (Spontaneous only)

ASK IF: LLORD CHARGES RENT AND TENANT FALLEN INTO ARREARS AND LLORD LOST RENT AS A RESULT OF ARREARS

FNLWks

How many weeks' or months' rent did (you/the landlord) lose?

If lost less than 1 weeks' rent, code 0 here and 'weeks' at the next question

0..52

NOTE: In 2003/04 response restricted to 12 months or 52 weeks.

ASK IF: LANDLORD CHARGES RENT AND TENANT FALLEN INTO ARREARS AND LANDLORD LOST RENT AS A RESULT OF ARREARS

FNLWkPd

ASK or RECORD

Was that weeks or months?

- (1) Weeks
- (2) Months

ASK IF: IF NO CURRENT TENANT OR TENNACY STARTED WITHIN THE PAST YEAR

FnPmb2**

I would now like to ask you some questions about vacancies.

- (1) Press <1> to continue

ASK IF: NO CURRENT TENANT OR CURRENT TENANCY STARTED WITHIN THE PAST YEAR

FNVac

Thinking about the letting of (insert rental address) over the last 12 months, were there any periods when it was vacant for more than a month?

- (1) Yes
- (2) No

ASK IF: (NO CURRENT TENANT **OR** CURRENT TENANCY STARTED WITHIN THE PAST YEAR) **AND** PROPERTY VACANT DURING THE LAST 12 MONTHS

FNVNoTen – FNV0th

2006 version

Why was it vacant?

CODE ALL THAT APPLY

SET [4] OF

- (1) Couldn't find a suitable tenant
- (2) Property needed work done on it
- (3) Student vacation period
- (4) Other

ASK IF: NO CURRENT TENANT **OR** CURRENT TENANCY STARTED WITHIN THE PAST YEAR **AND** PROPERTY VACANT FOR MORE THAN A MONTH DURING THE LST 12 MONTHS.

FNVRea1

2009/10 version

Why was it vacant?

Code all that apply

SET [6] OF

- (1) Couldn't find a suitable tenant
- (2) Property needed work done to it
- (3) Student vacation period
- (4) Awaiting sale/wanting to sell*
- (5) Not looking for tenants/didn't want to let*
- (6) Other

Note: additional answer options added for 2009/2010

ASK IF: (NO CURRENT TENANT **OR** CURRENT TENANCY STARTED WITHIN THE PAST YEAR) **AND** PROPERTY VACANT DURING THE LAST 12 MONTHS **AND** OTHER REASON GIVEN FOR WHY VACANT

FNVRO

2002/03 ONLY

ASK OR RECORD

What was the other reason?

STRING[50]

Section 9: Tenancies that ended in last two years

ASK ALWAYS

TenPrev

Have you had a previous tenancy at this address which ended within the last two years?

- (1) Yes
 - (2) No
-

ASK IF: HAD A TENANCY WHICH ENDED IN THE LAST TWO YEARS

TenEnd

How did that tenancy end?

Code all that apply

SET [3] OF

- (1) End of agreed tenancy period
 - (2) Tenant wanted to move
 - (3) Landlord/agent asked the tenant to leave
-

ASK IF: HAD A TENANCY WHICH ENDED IN THE LAST TWO YEARS **AND** TENANT WANTED TO MOVE OUT

TenNot

How much notice did the tenant give?

- (1) One month or more
 - (2) Two weeks - one month
 - (3) 1-2 weeks
 - (4) 1 week or less
 - (5) None
-

ASK IF: HAD A TENANCY WHICH ENDED IN THE LAST TWO YEARS **AND** LANDLORD/AGENT WANTED THE TENANT TO LEAVE

TenLve

2006 only

Why did you want the tenant to leave?

- (1) Tenant was not looking after the property (e.g.cleaning, gardening etc)
- (2) Tenant damaged the property and or/furnishings and fittings
- (3) Tenant was disturbing neighbours
- (4) Tenant was not keeping up to date with rent and/or bills
- (5) Other problems with the tenant
- (6) Property required by landlord for other purposes
- (7) Other reasons

ASK IF: HAD A TENANCY WHICH ENDED IN THE LAST TWO YEARS **AND** LANDLORD/AGENT WANTED THE TENANT TO LEAVE

TenLve2

2009/10 version

Why did you want the tenant to leave?

- (1) Tenant was not looking after the property (e.g.cleaning, gardening etc)
- (2) Tenant damaged the property and or/furnishings and fittings
- (3) Tenant was disturbing neighbours
- (4) Tenant was not keeping up to date with rent and/or bills
- (5) Tenant had made complaints about the property *
- (6) Other problems with the tenant
- (7) Property required by landlord for other purposes
- (8) Other reasons

Note: *added extra answer option for 2009/2010

ASK IF: HAD TENANCY WHICH ENDED IN THE LAST TWO YEARS **AND** TENANT DID NOT GIVE ANY NOTICE

TenWarn

Did the tenant leave without giving any warning?

- (1) Yes
- (2) No

ASK IF: HAD A TENANCY THAT ENDED IN THE LAST TWO YEARS

TenDep

Had the previous tenant paid a deposit?

- (1) Yes
- (2) No

ASK IF: HAD A TENANCY THAT ENDED IN THE LAST TWO YEARS **AND** PREVIOUS TENANT HAD PAID A DEPOSIT

TenPd

2006 only

How much had the tenant paid as a deposit?

0..9999

ASK IF: HAD A TENANCY THAT ENDED IN THE LAST TWO YEARS **AND** PREVIOUS TENANT HAD PAID A DEPOSIT

TenPd2

2009/10 version

How much had the tenant paid as a deposit?

- (1) Less than one week's rent
- (2) One week's rent but less than two weeks' rent
- (3) Two weeks' rent but less than three weeks' rent
- (4) Three weeks' rent but less than four weeks'/one calendar month's rent
- (5) Four weeks'/one calendar month's rent
- (6) More than four weeks' rent

Note: response option changed for 2009/10

ASK IF: HAD A TENANCY THAT ENDED IN THE LAST TWO YEARS **AND** PREVIOUS TENANT HAD PAID A DEPOSIT

TenRtn

Were you able to return the deposit in full, in part or not all?

- (1) Returned in full
 - (2) Returned in part
 - (3) Not returned
-

ASK IF: HAD A TENANCY THAT ENDED IN THE LAST TWO YEARS **AND** PREVIOUS TENANT HAD PAID A DEPOSIT
AND DEPOSIT RETURNED IN PART **OR** NOT RETURNED

TenNRtn

What were your reasons for not returning the deposit in full?

Code all that apply

SET [5] OF

- (1) To cover the costs of damage or failure to upkeep the property (incl.garden)
 - (2) To cover cleaning the property
 - (3) To cover unpaid rent
 - (4) To cover bills left unpaid by the tenant
 - (5) Some other reason
-

ASK IF : HAD A TENANCY THAT ENDED IN THE LAST TWO YEARS **AND** PREVIOUS TENANT HAD PAID A DEPOSIT
AND DEPOSIT RETURNED IN PART **OR** NOT RETURNED AND DEPOSIT KEPTED TO COVER UNPAID RENT

TenUpd

2006 only

^DMNAMES[LDM2]

How much rent had the tenant left unpaid?

0..9999

ASK IF: HAD A TENANCY THAT ENDED IN THE LAST TWO YEARS **AND** PREVIOUS TENANT HAD PAID A DEPOSIT
AND DEPOSIT RETURNED IN PART **OR** NOT RETURNED AND DEPOSIT KEPTED TO COVER UNPAID RENT

TenUpd2

options changed for 2009/2010

How much rent had the tenant left unpaid?

- (1) Less than one week's rent
- (2) One week's rent but less than two weeks' rent
- (3) Two weeks' rent but less than three weeks' rent
- (4) Three weeks' rent but less than four weeks'/one calendar month's rent
- (5) Four weeks'/one calendar month's rent
- (6) More than four weeks' rent

Section 10: Repairs

ALWAYS

Prmb5**

2006 ONLY

I would now like to talk about the condition of (insert rental address) (and the building which it is in) -- and about any maintenance carried out over the past 12 months.

(1) PRESS <1> TO CONTINUE

ASK ALWAYS

RepPmb**

2009/2010

I would now like to talk about the condition of (insert rental address) (and the building which it is in) -- and about any maintenance carried out over the past 12 months.

(1) Press <1> to continue

ASK ALWAYS

RepStNow

SHOWCARD 16

Using this card, please rate the condition of (insert rental address) (and the building which it is in)..

- (1) Excellent (nothing needs doing)
- (2) Good (only minor problems)
- (3) Fair (some problems, but not too many)
- (4) Poor (quite a lot of problems)
- (5) Very poor (a lot of major problems)

ASK IF: PROPERTY RATED AS FAIR, POOR OR VERY POOR

RepPWall – RepPOth

(2006 Only)

SHOWCARD 12

Using this card, please tell me what the problems with this property are.

CODE ALL THAT APPLY

SET [13] OF

- (1) External walls/foundation
- (2) Roof
- (3) Plumbing
- (4) Electrical
- (5) Windows
- (6) Internal walls/ceiling
- (7) Floors/stairs
- (8) Heating
- (9) Kitchen/Bath cabinets/fixtures
- (10) Internal decoration
- (11) Infestation
- (12) Damp/dry rot
- (13) SPONTANEOUS ONLY -- Other

ASK IF: PROPERTY RATED AS FAIR, POOR OR VERY POOR

RepGProb2 (delivered as RepPwall2 – RepPOth2) (2009 version)

SHOWCARD 17

Using this card, please tell me what the problems with this property are.

Code all that apply

SET [13] OF

- (1) External walls/foundations
- (2) Roof
- (3) Plumbing
- (4) Electrical
- (5) Windows
- (6) Internal walls/ceiling
- (7) Floors/stairs
- (8) Heating
- (9) Kitchen/Bathroom cabinets/fixtures *
- (10) Internal decoration
- (11) Infestation
- (12) Damp/dry rot
- (13) Other (Spontaneous only) *

*Note: Only minor change to wording – does not significantly change meaning

ASK IF: PROPERTY RATED AS FAIR, POOR OR VERY POOR **AND** LLORD STILL OWNS THE PROPERTY

RepRmd (2006 Only)

SHOWCARD 13

Thinking about the next 12 months, will (you/the landlord) definitely, possibly, or definitely not arrange for any repairs to be carried out to (insert rental address) (and the building which it is in)?

- (1) Definitely yes
- (2) Possibly
- (3) Definitely not

ASK IF: PROPERTY RATED AS FAIR, POOR OR VERY POOR *

RepRmd2 2009 version

SHOWCARD 18

Thinking about the next 12 months, which of the following applies to your/(the landlord's) repair plans for your property? **

Single response only

- (1) I will perform no repair and maintenance work
- (2) I will perform only basic maintenance/ immediate repairs
- (3) I will make low cost improvements (up to £500)
- (4) I will make high cost improvements (over £500)
- (5) I will sell property due to poor condition
- (6) I will sell property for other reason
- (7) Other (specify)

* Note: Routing in 2006 used to only ask question if landlord identified as owning property. This is now identified at Iswitch so no longer required in routing.

** Note: Question wording change significantly (see 2006 version)

***Note: Options available to answer question changed significantly since 2006 (see 2006 version for reference).

ASK IF: PROPERTY RATED AS FAIR, POOR OR VERY POOR **AND** LLORD STILL OWNS THE PROPERTY **AND** LLORD WILL POSSIBLY OR DEFINITELY NOT ARRANGE FOR REPAIRS IN THE NEXT 12

RepNoWk 2002/03 only

(What does it mainly depend on/What is the main reason why not)?

- (1) Official permission
- (2) Money available
- (3) (Whether will/Won't) recover outlay
- (4) (Whether repair/Repair not) essential
- (5) Availability of tradesmen
- (6) Disruption to others
- (7) Tenant's wishes
- (8) (NA/Landlord's wishes)
- (9) Ability to sell property
- (10) Other

ASK IF: PROPERTY RATED AS FAIR, POOR OR VERY POOR **AND** LLORD STILL OWNS THE PROPERTY **AND** LLORD WILL POSSIBLY OR DEFINITLEY NOT ARRANGE FOR REPAIRS IN THE NEXT 12 **AND** OTHER REASON GIVEN FOR NOT DOING REPAIRS

RepNoWKO

2002/03 only

ASK OR RECORD
What is the other reason?

STRING[75]

ASK IF: : PROPERTY RATED AS FAIR, POOR OR VERY POOR **AND** LANDLORD STILL OWNS THE PROPERTY **AND** LANDLORD WILL POSSIBLY OR DEFINITLEY NOT ARRANGE FOR REPAIRS IN THE NEXT 12

RepNW

(2006 version)

- (1) Official permission
- (2) Money available
- (3) (Whether will/won'r) recover outlay
- (4) (whether repair/Repair not) essential
- (5) Availability of tradesmen
- (6) Disruption to others
- (7) Tenant's wishes
- (8) (N/A Landlord wishes)
- (9) Ability to let property without repairs
- (10) Property will not be relet/will be sold
- (11) Other

ASK IF: PROPERTY RATED AS FAIR, POOR OR VERY POOR **AND** LANDLORD PLANS TO CARRY OUT NO REPAIRS OR ONLY BASSIC REPAIRS TO PROPERTY IN THE NEXT 12 MONTHS*

RepNW2:

2009 version

- (1) Official permission
- (2) Money available
- (3) (Whether will/won'r) recover outlay
- (4) (Whether repair/Repair not) essential
- (5) Availability of tradesmen
- (6) Disruption to others
- (7) Tenant's wishes
- (8) (N/A / Landlord wishes)
- (9) Ability to let property without repairs
- (10) Property will not be relet/will be sold
- (11) Other

* Note: Change to routing has been noticed due to changes in options @ RepRMD2.

ASK IF: PROPERTY RATED AS FAIR, POOR OR VERY POOR **AND** RESPONDENT ANSWERED OTHER AT REPRMD2

RepRmd2oth

new variable for 2009

Please specify other repair plan

STRING[100]

ASK IF: PROPERTY RATED AS FAIR, POOR OR VERY POOR **AND** LANDLORD PLANS TO CARRY OUT LOW COST OR HIGH COST REPAIRS TO PROPERTY IN THE NEXT 12 MONTH

RepLHCost new variable for 2009

Why are you planning to make improvements to your property?

Code all that apply

SET [7] OF

- (1) To improve energy efficiency
- (2) Local Authority enforcement activity
- (3) Requested by tenant
- (4) Health and safety
- (5) To increase rental income
- (6) To increase capital value of properties
- (7) Other reason for improvement (please specify)

ASK IF: PROPERTY RATED AS FAIR, POOR OR VERY POOR **AND** LANDLORD PLANS TO CARRY OUT LOW COST OR HIGH COST REPAIRS TO PROPERTY IN THE NEXT 12 MONTH AND RESPONDENT ANSWERED OTHER FOR REASON FOR LOW / HIGH COST REPAIRS

RepLHCostOth new variable for 2009

Please specify other reason for improvement

STRING[100]

ASK ALWAYS

RepWk

Have you/has the landlord undertaken any repair or maintenance work at this address during the last 12 months?

- (1) Yes
- (2) No

ASK ALWAYS

RepGExt – RepGNone

2003/04 only

SHOWCARD 5.3

RECORD IF LANDLORD CARRIED OUT ANY OF THESE WORKS OVER THE PAST 12 MONTHS.

GENERAL BUILDING WORKS

CODE ALL THAT APPLY

SET [9] OF

- (1) Build an extension
- (2) Build a conservatory
- (3) Convert loft to living space
- (4) Convert garage to living space
- (5) Works to foundations/structural work to walls
- (6) Work to damp-proof course
- (7) Sound insulation to floors, walls or ceilings
- (8) Loft insulation - new or extra
- (9) Cavity wall insulation
- (10) None of these

ASK ALWAYS

RepHServ – RepHNone

2003/04 only

SHOWCARD 5.4

RECORD IF LANDLORD CARRIED OUT ANY OF THESE WORKS OVER THE PAST 12 MONTHS.

HEATING

CODE ALL THAT APPLY

SET [8] OF

- (1) Service the central heating boiler
- (2) Install a complete central heating system (none previously)
- (3) Replace central heating boiler
- (4) Replace at least half of the radiators
- (5) Add more radiators
- (6) Replace individual fires/heaters with storage heaters
- (7) Replace at least half of storage heaters
- (8) Service gas fires/heaters
- (9) Put in extra gas fires/heaters
- (10) None of these

ASK ALWAYS

RepIW Bath – RepINone

2003/04 only

SHOWCARD 5.5

RECORD IF LANDLORD CARRIED OUT ANY OF THESE WORKS OVER THE PAST 12 MONTHS.

INTERIOR WORK

CODE ALL THAT APPLY

SET [6] OF

- (1) Replace kitchen units, worktops, sink
- (2) Replace whole bathroom suite
- (3) Add bathroom, shower or WC
- (4) Completely rewire the house/flat
- (5) Put in burglar alarm
- (6) Replaster a whole wall or ceiling
- (10) None of these

ASK ALWAYS

RepWPnt – RepWNone

2003/04 only

SHOWCARD 5.6

RECORD IF LANDLORD CARRIED OUT ANY OF THESE WORKS OVER THE PAST 12 MONTHS.

WINDOWS and EXTERNAL DOORS

CODE ALL THAT APPLY

SET [6] OF

- (1) Paint/varnish exterior of at least half windows
- (2) Major repairs to at least 2 windows (cut out and replace rotten parts)
- (3) Replace a window
- (4) Replace an external door
- (5) Fit extra locks to existing windows
- (6) Fit extra locks/high-security locks to external doors
- (10) None of these

ASK ALWAYS

RepEHRf - RepENone

2003/04 only

SHOWCARD 5.7

RECORD IF LANDLORD CARRIED OUT ANY OF THESE WORKS OVER THE PAST 12 MONTHS.

EXTERIOR WORK

CODE ALL THAT APPLY

SET [8] OF

- (1) Replace/repair at least half roof covering
- (2) Replace/strengthen roof structure
- (3) Rebuild part of chimney-stack
- (4) Replace sections of gutter/rain pipes
- (5) Clean drains or gutters
- (6) Repoint at least half the brickwork
- (7) Replace at least half the render, pebbledash or cladding
- (8) Attach external lighting to house or block
- (10) None of these

ASK IF: PROPERTY IS SELF-CONTAINED FLAT OR A ROOM

RepBPho - RepBNone

2003/04 only

SHOWCARD 5.8

RECORD IF LANDLORD CARRIED OUT ANY OF THESE WORKS OVER THE PAST 12 MONTHS.

WORK to the WHOLE BLOCK

CODE ALL THAT APPLY

SET [3] OF

- (1) Put in an Entryphone system
- (2) Put in security cameras/CCTV
- (3) Refurbish entrance/lobby/corridors of block
- (10) None of these

ASK IF: IF LANDLORD HAS UNDERTAKEN ANY REPAIRS IN THE LAST 12 MONTHS

RePSnd

How much was spent on the repairs and maintenance?

- (1) Less than £250
- (2) £250-£1,000
- (3) £1,000-£5,000
- (4) more than £5,000

ASK IF: ANY REPAIR WORK CARRIED OUT **AND** RESPONDENT IS LLORD

RepFSave – RepFOth

2006 version

SHOWCARD 14

From this card, please tell me how you funded the works you mentioned.

CODE ALL THAT APPLY

SET [12] OF

- (1) Savings, inheritance
- (2) Rental income
- (3) Non-rental income
- (4) Gift from friend/relative
- (5) Loan from friend/relative
- (6) Grant from Local Authority
- (7) Insurance claim
- (8) Part of the purchase mortgage
- (9) Extending mortgage/second mortgage
- (10) Other loan from bank/building society
- (11) Covered by service agreement/guarantee
- (12) Other

ASK IF: ANY REPAIR WORK CARRIED OUT **AND** RESPONDENT IS LLORD

RepFund2

2009/10 version

(delivered as RepFSave2 – RepFOth2)

SHOWCARD 19

From this card, please tell me how you funded the works you mentioned.

Code all that apply

SET [12] OF

- (1) Savings, inheritance
- (2) Rental income from this or other properties *
- (3) Non-rental income
- (4) Gift from friend/relative
- (5) Loan from friend/relative
- (6) Grant from Local Authority
- (7) Insurance claim
- (8) Part of the purchase mortgage
- (9) Extending mortgage/second mortgage
- (10) Other loan from bank/building society
- (11) Covered by service agreement/guarantee
- (12) Other

*Note: Change to wording of option 2, from "Rental income" to "Rental income from this or other properties".

ASK IF: FUNDED WORKS USING OTHER SOURCES

RepFndOt

Please specify other way in which you funded the works.

STRING[100]

ASK IF: ANY REPAIR WORK CARRIED OUT AND RESPONDENT IS LLORD AND MORE THAN ONE TYPE OF FUNDING MENTIONED

RepFundM

2006 version

SHOWCARD 14

...and which of these was the main source of funding?

- (1) Savings, inheritance
- (2) Rental income
- (3) Non-rental income
- (4) Gift from friend/relative
- (5) Loan from friend/relative
- (6) Grant from Local Authority
- (7) Insurance claim
- (8) Part of the purchase mortgage
- (9) Extending mortgage/second mortgage
- (10) Other loan from bank/building society
- (11) Covered by service agreement/guarantee
- (12) Other

ASK IF: ANY REPAIR WORK CARRIED OUT AND RESPONDENT IS LLORD AND MORE THAN ONE TYPE OF FUNDING MENTIONED

RepFundM2

2009 version

(change to wording of options. Also should this be a multicode option as with RepFund?)

SHOWCARD 19

...and which of these was the main source of funding?

- (1) Savings, inheritance
- (2) Rental income from this or other properties *
- (3) Non-rental income
- (4) Gift from friend/relative
- (5) Loan from friend/relative
- (6) Grant from Local Authority
- (7) Insurance claim
- (8) Part of the purchase mortgage
- (9) Extending mortgage/second mortgage
- (10) Other loan from bank/building society
- (11) Covered by service agreement/guarantee
- (12) Other

*Note: Change to wording of option 2, from "Rental income" to "Rental income from this or other properties".

ASK IF: ANY REPAIR WORK CARRIED OUT

RepWho

Who carried out most of the repairs...

Prompt for trade qualifications if friend/relative
Running prompt

- (1) (Yourself/The Landlord)
- (2) A friend/relative (of the landlord),
- (3) A tradesman or firm of builders,
- (4) Someone else?

ASK ALWAYS

RepEnEf

-

2009 – new variable

Have you had an Energy Performance Certificate (EPC) carried out for this property?

Single response only

- (1) Yes
- (2) No - and don't plan to
- (3) No - but plan to

ASK IF: RESPONDENT HAS HAD AN ENERGY PERFORMANCE CERTIFICATE CARRIED OUT FOR PROPERTY

RepEnAct

2009 – new variable

Have you taken action to improve the energy efficiency of your property as a result of the finding of the Energy Performance Certificate?

- (1) Yes - minor changes (under £50)
- (2) Yes - substantial changes (over £50)
- (3) No - but plan to make some changes
- (4) No - do not plan to make any changes

Neighbourhood (Block removed for 2009)

THIS WAS A NEW SECTION ADDED IN 2003/04

ASK ALWAYS

NhPmb

I would now like to ask you some questions about the neighbourhood in which (insert rental address) is located.

- (1) Press <1> to continue
-

ASK ALWAYS

NhLtPr

How would you rate the area in which (insert rental address) is located as a neighbourhood for letting property in...

Running prompt

- (1) very good,
(2) good,
(3) average,
(4) poor,
(5) very poor?
-

ASK IF: RATE THE NEIGHBOURHOOD AS POOR OR VERY POOR

NbisGraf-NbisNone

SHOWCARD 15

From this card, can you tell me which, if any of these issues affect the neighbourhood where (insert rental address) is located?

Code all that apply

- (0) No
(1) Yes
(8) Question not applicable

- (1) Graffiti
(2) Vandalism and hooliganism
(3) General level of crime
(4) Presence of drug dealers/users
(5) Prostitution

nbisgraf
nbisvand
nbisgcrm
nbisdrug
nbispros

- (6) Abuse, harassment and intimidation from people on the streets

nbisabus

- (7) Noise nuisance from neighbours
(8) Troublesome teenagers/children
(9) None of these

nbisnois
nbisteen
nbisnone

ASK IF: RATE THE NEIGHBOURHOOD AS POOR OR VERY POOR

NaisEmpr-NaisNone

SHOWCARD 16

From this card, can you tell me which, if any of these issues affect the neighbourhood where (insert rental address) is located?

Code all that apply

- (0) No
- (1) Yes
- (8) Question not applicable

SET [6] OF

- (1) Empty properties in poor condition
- (2) Occupied properties not kept in a good state of repair

naisempr

- (3) Too much rented property

naisocpr

naismch

- (4) Poor state of open spaces/gardens
- (5) Litter and rubbish in the streets
- (6) Other (Please specify)
- (7) None of these

naispspc

naislitr

naisothr

naisnone

ASK IF: RATE THE NEIGHBOURHOOD AS POOR OR VERY POOR **AND** STATE OTHER ISSUE AFFECTING NEIGHBOURHOOD

NhlsOth

Please specify other issue(s) affecting the neighbourhood.

STRING[100]

ASK IF: RATE THE NEIGHBOURHOOD AS POOR OR VERY POOR **AND** HAVE AT LEAST ONE ISSUE AFFECTING NEIGHBOURHOOD

NhLexp

SHOWCARD 17

Over the last 12 months, have you experienced any of these difficulties in letting (insert rental address), as a result of the problems in the neighbourhood?

Code all that apply

- (0) No
- (1) Yes
- (8) Question not applicable

- | | |
|---|-----------------|
| (1) Long void periods | ndflvdpd |
| (2) Tenants leaving before the end of the tenancy | ndflntv |
| (3) Difficulties collecting the rent | ndflrtcl |
| (4) Low/falling rent levels | ndflwrt |
| (5) Low/falling property prices | ndflwpt |
| (6) High levels of wear and tear to the property | ndflwtr |
| (7) Damage to property caused by tenants | |
| ndfldmgt | |
| (8) Damage to property not caused by tenants | ndfldmgn |
| (9) Complaints from others about the tenants' behaviour | |
| ndflcmpl | |
| (10) Other (Please specify) | ndflothr |
| (11) None of these | ndflnone |

ASK IF: RATE THE NEIGHBOURHOOD AS POOR OR VERY POOR **AND** HAVE AT LEAST ONE ISSUE AFFECTING NEIGHBOURHOOD **AND** HAVE EXPERIENCED OTHER PROBLEM IS LETTING THE PROPERTY

NhLexOth

Please specify other problem in letting the property.

STRING[100]

ASK ALWAYS

NsPapHCn-NsPaNone

Which of the following types of support are you aware of as currently being offered to landlords/letting agents in the neighbourhood where (insert rental address) is located...
Running prompt

Code all that apply

- (0) No
- (1) Yes
- (8) Question not applicable

- (1) Help or advice aimed at improving the physical condition of rented property (e.g. getting repairs done)

nspaphcn

- (2) Help or advice aimed at improving standards of management of rented property (e.g. interpreting tenancy law)

- and avoiding disputes with tenants),
- (3) Help in finding good tenants,
- (4) Accreditation schemes for landlords/agents?
- (5) None of the above (Spontaneous only)

nspanone

nspamgst
nspagdtn
nspallac

ASK IF: AWARE OF AT LEAST ONE TYPE OF SUPPORT OFFERED TO LANDLORDS/AGENTS

NspipHcn-NspiNone

Have you as a landlord/agent been involved in any way with this/these scheme(s)?

Code all that apply

- (0) No
- (1) Yes
- (8) Question not applicable

- (1) Help or advice aimed at improving the physical condition of rented property (e.g. getting repairs done)

nspiphcn

- (2) Help or advice aimed at improving standards of management of rented property (e.g. interpreting tenancy law and avoiding disputes with tenants)

nspimgst

- (3) Help in finding good tenants
- (4) Accreditation schemes for landlords/agents
- (5) None of the above

nspigdtn
nspillac
nspinone

ASK ALWAYS

NsCaCrim-NsCaNone

Which of the following schemes are you aware of as currently being run in the neighbourhood where (insert rental address) is located...

Running prompt

Code all that apply

- (0) No
- (1) Yes
- (8) Question not applicable

- (1) Schemes aimed at tackling crime and anti-social behaviour in the neighbourhood,
- (2) Schemes aimed at improving the overall environmental quality of the neighbourhood,
- (3) Schemes aimed at improving the health, education, skills

nscacrim
nscaenvr

- and employment opportunities for local residents?
 (4) None of the above (Spontaneous only)
nscanone

nscahled**ASK IF:****NsCiCrim-NsCiNone**

Have you as a landlord/agent been involved in any way with this/these scheme(s)?

INTERVIEWER: CODE EACH SCHEME INVOLVED IN

CODE ALL THAT APPLY

- (0) No
 (1) Yes
 (8) Question not applicable

- (1) Schemes aimed at tackling crime and anti-social
behaviour in the neighbourhood
 (2) Schemes aimed at improving the overall environmental
quality of the neighbourhood
 (3) Schemes aimed at improving the health, education,
skills and employment opportunities for local residents
nscihled
 (4) None of the above

nscicrim**nscienvr****nscinone****ASK IF: RATE THE NEIGHBOURHOOD AS POOR OR VERY POOR****Nhbtphcn-NhbtNone**

SHOWCARD 18

Thinking about the schemes listed on this card, which, if any, do you think would help make the neighbourhood where (insert rental address) is located a better place for renting property?

- (1) Help or advice aimed at improving the physical condition
of rented property (e.g. getting repairs done)
 (2) Help or advice aimed at improving standards of
management of rented property (e.g. interpreting tenancy
law and avoiding disputes with tenants)
nhbtmgst
 (3) Help in finding good tenants
 (4) Accreditation schemes for landlords/agents
 (5) Schemes aimed at tackling crime and anti-social
behaviour in the neighbourhood
 (6) Schemes aimed at improving the overall environmental
quality of the neighbourhood
 (7) Schemes aimed at improving the health, education,
skills and employment opportunities for local residents
nhbthled
 (8) None of the above

nhbtphcn**nhbtgdt
nhbtllac****nhbtcrim****nhbtenvr****nhbtnone**

Section 11: Landlord Problems

ASK IF LANDLORD.

LDPPmb ** (system variable?)

SHOWCARD 20

I am going to read out a number of issues that people who provide or manage rented accommodation face.

For each of them, please tell me whether they (are/were):

- a serious problem
- a small problem
- or not a problem at all... for you (as a Landlord/as an agent).

(1) Press <1> to continue

ASK IF LANDLORD.

LPRA

SHOWCARD 20

[*]Finding a reliable agent?

- (1) Serious problem
 - (2) Small problem
 - (3) Not a problem at all
-

ASK IF LANDLORD.

LPAFee

ASK or RECORD

SHOWCARD 20

[*]The size of agent's fees?

- (1) Serious problem
 - (2) Small problem
 - (3) Not a problem at all
-

ASK ALWAYS

LPGdTEn

SHOWCARD 20

[*] Finding good tenants?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

ASK ALWAYS

LPLwDmd

SHOWCARD 20

[*] Low demand for rented accommodation in your area?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

ASK IF: NOT PREVIOUSLY INTERVIEWED

LPHBL 2006 version

SHOWCARD 24

[*]Housing benefit levels?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

ASK ALWAYS

LPHBL2 2009 version

SHOWCARD 20

[*] Housing Benefit /Local Housing Allowance levels?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

Note: Change in wording of question

ASK IF: NOT PREVIOUSLY INTERVIEWED

LPHBAd 2006 version

SHOWCARD 24

ASK OR RECORD

[*]Housing benefit administration?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

ASK ALWAYS

LPHBA2

2009 version

SHOWCARD 20

Ask or record

[*]Housing Benefit /Local Housing Allowance administration?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

Note: Change in wording of question

ASK ALWAYS.

LPDep

SHOWCARD 20

[*] Disputes about deposits?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

ASK ALWAYS.

LPDmge

SHOWCARD 20

[*] Property damage by tenants?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

ASK ALWAYS.

LPDebt

SHOWCARD 20

[*] Tenants' debts/arrears?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

ASK ALWAYS.

LPBeh

SHOWCARD 20

[*] Anti-social behaviour of tenants?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

ASK ALWAYS.

LPRely

SHOWCARD 20

[*] Finding reliable builders/tradesmen?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

ASK ALWAYS.

LPRpCst

SHOWCARD 20

[*] The cost of repairs?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

ASK IF LANDLORD.

LPMortg

SHOWCARD 20

[*] The cost of loan/mortgage repayments for rented property?

- (1) Serious problem
- (2) Small problem
- (3) Not a problem at all

ASK IF: NOT PREVIOUSLY INTERVIEWED

LPInfGas – LPInfNon

2003/04 only

SHOWCARD

[*]The government and local authorities want landlords (and letting agents) to be aware of safety regulations and good letting practices. From this card, please tell me where you think the government needs to make more of an effort to keep landlords (and letting agents) informed.

CODE ALL THAT APPLY

SET [7] OF

- (1) Regulations for gas fittings/appliances
- (2) Fire regulations for upholstered furniture
- (3) Regulations for electrical installations/equipment
- (4) Good practices re:fire alarms/safety
- (5) Tenancy law
- (6) Property maintenance
- (7) Good property management practices
- (8) None of these

ASK IF: NOT PREVIOUSLY INTERVIEWED

LPHSAgt – LPHSNone (question removed in 2009/10)

SHOWCARD 26

[*]If you wanted more information on health and safety standards, to which of the people or organisations on this card would you turn?

DO NOT PROMPT –

CODE ALL THAT APPLY

- (0) No
- (1) Yes
- (8) Question not applicable

- (1) (Agent/NA)
- (2) Solicitor
- (3) Accountant
- (4) In-house experts

lphsagt
lphssol
lphascc
lphsexpt

(5)	Landlords' association (eg SLA)	lphsllas
(6)	Landlords' accreditation scheme	lphsllac
(7)	Professional Body (eg RICS)	lphsprof
(8)	Trade Assn (eg ARLA)	lphstrde
(9)	Inland Revenue (Tax Office)	lphsir
(10)	Local Authority	lphsla
(11)	Fire Service	lphsfire
(12)	Citizens Advice Bureau	lphscitz
(13)	National/Local Press	lphspres
(14)	The Internet	lphsnet
(15)	Other	lphsoth
(20)	No-one	lphsnone

ASK IF: NOT PREVIOUSLY INTERVIEWED

LPBsAg – LPBsNone (question removed in 2009/10)

SHOWCARD 26

[*]...and for information on renting property as a business, e.g. tax and finance?

DO NOT PROMPT -- CODE ALL THAT APPLY
CODE ALL THAT APPLY

- (0) No
- (1) Yes
- (8) Question not applicable

- | | |
|---|---------------------|
| (1) (Agent/NA) | lphsagt |
| (2) Solicitor | lphssol |
| (3) Accountant | lphascc |
| (4) In-house experts | lphsexpt |
|
(5) Landlords' association (eg SLA) |
lphsllas |
| (6) Landlords' accreditation scheme | lphsllac |
| (7) Professional Body (eg RICS) | lphsprof |
| (8) Trade Assn (eg ARLA) | lphstrde |
| (9) Inland Revenue (Tax Office) | lphsir |
| (10) Local Authority | lphsla |
| (11) Fire Service | lphsfire |
| (12) Citizens Advice Bureau | lphscitz |
| (13) National/Local Press | lphspres |
| (14) The Internet | lphsnet |
| (15) Other | lphsoth |
| (20) No-one | lphsnone |

ASK IF: NOT PREVIOUSLY INTERVIEWED

LPTnAg – LPTnNone (question removed in 2009/10)

SHOWCARD 26

[*]...and for information on dealing with tenants?

DO NOT PROMPT -- CODE ALL THAT APPLY
CODE ALL THAT APPLY

- (0) No
- (1) Yes
- (8) Question not applicable

- | | |
|-------------------------------------|-----------------|
| (1) (Agent/NA) | lphsagt |
| (2) Solicitor | lphssol |
| (3) Accountant | lphascc |
| (4) In-house experts | lphsexpt |
| (5) Landlords' association (eg SLA) | lphsllas |
| (6) Landlords' accreditation scheme | lphsllac |
| (7) Professional Body (eg RICS) | lphsprof |
| (8) Trade Assn (eg ARLA) | lphstrde |
| (9) Inland Revenue (Tax Office) | lphsir |
| (10) Local Authority | lphsla |
| (11) Fire Service | lphsfire |
| (12) Citizens Advice Bureau | lphscitz |
| (13) National/Local Press | lphspres |
| (14) The Internet | lphsnet |
| (15) Other | lphsoth |
| (20) No-one | lphsnone |

ASK ALWAYS.

LPRate

Have you heard of the Housing Health and Rating System which the government introduced in April 2006 as a replacement for the fitness standard for housing conditions?

- (1) Yes
- (2) No

ASK IF RESPONDENT HAS HEARD OF THE HOUSING HEALTH AND RATING SYSTEM

LPHazds

Under the new Housing Health and Rating System, landlords are advised to identify potential hazards in their properties which might pose a health or safety risk to tenants. Has the property been assessed for potential hazards?

- (1) Yes
- (2) No

ASK IF RESPONDENT HAS HEARD OF THE HOUSING HEALTH AND RATING SYSTEM AND PROPERTY HAS BEEN ASSESSED FOR HAZARDS

LPropA

Who has the property been assessed by?

- (1) Landlord
- (2) Letting agent
- (3) Local environmental Health Officer
- (4) Surveyor
- (5) Maintenance expert
- (6) Other

ASK ALWAYS

HHRs1 new question for 2009/10

Has a Local Authority Environmental Health Officer or other person working for the local Authority approached you in relation to health and safety hazards in your property?

- (1) Yes- as a result of a complaint
- (2) Yes- as part of an assessment of the housing stock in the area
- (3) Yes- for other reason
- (4) No

ASK IF: RESPONDENT HAS BEEN APPROACHED BY LOCAL AUTHORITY REGARDING HEALTH AND SAFETY HAZARD IN PROPERTY

HHRs2 new question for 2009/10

What action did they request be taken as a result?

- (1) Formal action
- (2) Informal action/ support
- (3) No action requested

ASK IF: RESPONDENT HAS BEEN APPROACHED BY LA REGARDING HEALTH AND SAFETY HAZARD IN PROPERTY
AND LA REQUESTED FORMAL / INFORMAL ACTION TO BE CARRIED OUT

HHR33 **new question for 2009/10**

What was the outcome of this request?

- (1) You changed letting practice
- (2) You carried out necessary improvements to the property
- (3) You successfully disputed the request
- (4) You are currently disputing the case
- (5) You ignored the request/ no action taken

ASK ALWAYS

LPInf (delivered as lpinfgas – lpinfnon)

SHOWCARD 21

The government and local authorities want landlords (and letting agents) to be aware of safety regulations and good letting practices. From this card, please tell me where you think the government needs to make more of an effort to keep landlords (and letting agents) informed.

CODE ALL THAT APPLY

- (0) No
- (1) Yes
- (8) Question not applicable

- (1) Regulations for gas fittings/appliances
- (2) Fire regulations for upholstered furniture
- (3) Regulations for electrical installations/equipment
- (4) Good practices re: fire alarms/safety
- (5) Tenancy law
- (6) Property maintenance
- (7) Good property management practices
- (8) None of these

lpinfgas

lpinffir

lpinfele

lpinfptra

lpinflaw

lpinfmai

lpinfman

lpinfnon

ASK ALWAYS

DisLet **new question for 2009/10**

To the best of your knowledge, do you/Landlord have, or have you every had any disabled tenants in a property you have let?

- (1) Yes
- (2) No

ASK IF: RESPONDENT IS LANDLORD OR AGENT AND THEY HAVE / EVERY HAD DISABLED TENANTS IN PROPERTY THEY THEY HAVE LET

DisReq **new question for 2009/10**

Have any of your tenants or prospective tenants ever requested you make any of the following adjustments to your rental policies, practices and procedures, or to a property to enable a disabled person to live there?

SET [4] OF

- (1) Provision of auxilliary rental aids e.g Braille Documentation
- (2) Provision of assistive facilities e.g. portable ramps or specialist furniture
- (3) Provision of flexible or adaptable rental policies or practices e.g. waiving a no pets policy for an assistance dog
- (4) Modification of lease terms to accommodate residents disability e.g non-enforcement of lease terms that ban washing and drying on balcony, where the disability prevents ue of communal drying area
- (5) None of the above

ASK IF: RESPONDENT IS LANDLORD OR AGENT AND THEY HAVE / EVERY HAD DISABLED TENANTS IN PROPERTY THEY THEY HAVE LET AND HAVE HAD REQUEST TO PROVIDE AUXILIARY RENTAL AIDS

DisRspa **new question for 2009/10**

What was the response to these requests for the provision of auxillary rental aids?

- (1) These changes were always agreed to and made
- (2) These changes were never agreed to or made
- (3) These changes were made in some cases/ It depended on the nature of the request
- (4) Don't know (Don't read out - Spontaneous only)

ASK IF: RESPONDENT IS LANDLORD OR AGENT AND THEY HAVE / EVERY HAD DISABLED TENANTS IN PROPERTY THEY THEY HAVE LET AND HAVE HAD REQUEST TO PROVIDE ASSISTIVE FACILITIES TO PROPERTY

DisRspb **new question for 2009/10**

What was the response to these requests for assistive facilities?

- (1) These changes were always agreed to and made
- (2) These changes were never agreed to or made
- (3) These changes were made in some cases/ It depended on the nature of the request
- (4) Don't know (Don't read out - Spontaneous only)

ASK IF: RESPONDENT IS LANDLORD OR AGENT **AND** THEY HAVE / EVERY HAD DISABLED TENANTS IN PROPERTY THEY THEY HAVE LET **AND** HAVE HAD REQUEST TO PROVIDE FLEXIBLE OR ADAPTABLE RENTABLE RENTAL POLICIES OR PRACTICES

DisRspc

new question for 2009/10

What was the response to these requests for flexible rental policies?

- (1) These changes were always agreed to and made
- (2) These changes were never agreed to or made
- (3) These changes were made in some cases/ It depended on the nature of the request
- (4) Don't know (Don't read out - Spontaneous only)

ASK IF: RESPONDENT IS LANDLORD OR AGENT **AND** THEY HAVE / EVERY HAD DISABLED TENANTS IN PROPERTY THEY THEY HAVE LET **AND** HAVE HAD REQUEST TO MODIFY LEASE TERMS TO ACCOMMODATE RESIDENTS DISABILITY

DisRspd

new question for 2009/10

What was the response to these requests for a modification of lease terms?

- (1) These changes were always agreed to and made
- (2) These changes were never agreed to or made
- (3) These changes were made in some cases/ It depended on the nature of the request
- (4) Don't know (Don't read out - Spontaneous only)

ASK IF: RESPONDENT IS LANDLORD OR AGENT **AND** THEY HAVE / EVERY HAD DISABLED TENANTS IN PROPERTY THEY THEY HAVE LET **AND** HAVE NOT HAD REQUEST TO ADJUST RENTAL POLICY OR HAVE NEVER HAD A DISABLED TENANT

DisTena

new question for 2009/10

If you were asked by a disabled tenant to make any of the following changes. How willing would you be to make changes for the provision of 'auxilliary aids' to enable the disabled person to rent a property. E.g. making documents available in Braille or explaining them verbally?

- (1) Yes - on all occasions
- (2) No
- (3) In some cases

ASK IF: RESPONDENT IS LANDLORD OR AGENT **AND** THEY HAVE / EVERY HAD DISABLED TENANTS IN PROPERTY THEY THEY HAVE LET **AND** HAVE NOT HAD REQUEST TO ADJUST RENTAL POLICY OR HAVE NEVER HAD A DISABLED TENANT

DisTenb

new question for 2009/10

How willing would you be to make changes for the provision of 'assitive facilities' to enable the disabled person to use the property or its facilities. E.g. portable ramps or specialist furniture?

- (1) Yes - on all occasions
- (2) No
- (3) In some cases

ASK IF: RESPONDENT IS LANDLORD OR AGENT **AND** THEY HAVE / EVERY HAD DISABLED TENANTS IN PROPERTY THEY THEY HAVE LET **AND** HAVE NOT HAD REQUEST TO ADJUST RENTAL POLICY OR HAVE NEVER HAD A DISABLED TENANT

DisTenc

new question for 2009/10

How willing would you be to make changes to your rental policies, practices or procedures for letting property. E.g waiving a no pets policy to accommodate someone with an assistance dog?

- (1) Yes - on all occasions
- (2) No
- (3) In some cases

ASK IF: RESPONDENT IS LANDLORD OR AGENT **AND** THEY HAVE / EVERY HAD DISABLED TENANTS IN PROPERTY THEY THEY HAVE LET **AND** HAVE NOT HAD REQUEST TO ADJUST RENTAL POLICY OR HAVE NEVER HAD A DISABLED TENANT

DisTend

new question for 2009/10

How willing would you be to change a term on the lease to meet the needs of an occupier with a disability or long term health condition. E.g. not enforcing a term that bans drying of washing on the balcony, where a person's disability prevents them from using a communal drying area?

- (1) Yes - on all occasions
- (2) No
- (3) In some cases

ASK IF: RESPONDENT IS LANDLORD OR AGENT **AND** (THEY HAVE MADE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS **OR** THEY WOULD MAKE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS)

DisAdj

new question for 2009/10

Thinking of the adjustments you say you have made (are willing to make), which, if any of the following ,describes your reasons for making(being willing to make) these adjustments?

SET [4] OF

- (1) The costs are negligible
- (2) The benefits outweigh the costs
- (3) It is the right thing to do for disabled tenants or occupiers
- (4) The law requires us to make the change
- (5) Don't know

ASK IF: RESPONDENT IS LANDLORD OR AGENT **AND** (THEY HAVE MADE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS **OR** THEY WOULD MAKE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS) **AND** THEY HAVE GIVEN MORE THAN 1 RESPONSE FOR REASON TO MAKING ADJUSTMENTS

DisReas new question for 2009/10

And what would you say was the one main reason?

- (1) The costs are negligible
- (2) The benefits outweigh the costs
- (3) It is the right thing to do for disabled tenants or occupiers
- (4) The law requires us to make the change
- (5) Don't know

ASK IF: RESPONDENT IS LANDLORD OR AGENT **AND** (THEY HAVE MADE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS **OR** THEY WOULD MAKE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS)

DisLaw - 2009/10 (new question)

There is a law relating to disabled people, called the Disability Discrimination Act. Had you heard about this law, before I just mentioned it?

- (1) Yes
- (2) No

ASK IF: RESPONDENT IS LANDLORD OR AGENT **AND** (THEY HAVE MADE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS **OR** THEY WOULD MAKE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS)

DisChga - 2009/10 (new question)

Were you aware that the Disability Discrimination Act requires landlords or managers of premises to...
...Make reasonable adjustments to policies, practices and procedures that relate to the letting of premises?

- (1) Yes
- (2) No

ASK IF: RESPONDENT IS LANDLORD OR AGENTS **AND** (THEY HAVE MADE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS **OR** THEY WOULD MAKE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS)

DisChgb - 2009/10 (new question)

Were you aware that the Disability Discrimination Act requires landlords or managers of premises to...
...Provide auxilliary aids and services if requested to do so by a tenant or potential tenant, in order to allow a disabled person to live in the property and make use of its facilities?

- (1) Yes
- (2) No

ASK IF: RESPONDENT IS LANDLORD OR AGENTS **AND** (THEY HAVE MADE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS **OR** THEY WOULD MAKE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS)

DisChgc - 2009/10 (new question)

Were you aware that the Disability Discrimination Act requires landlords or managers of premises to...
...Change a term of the lease to meet the needs of an occupier with a disability or long term condition?

- (1) Yes
- (2) No

ASK IF: RESPONDENT IS LANDLORD OR AGENT **AND** (THEY HAVE MADE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS **OR** THEY WOULD MAKE CHANGES TO RENTAL POLICY FOLLOWING DISABLED TENANT REQUESTS)

DisInf - 2009/10 (new question)

Do you feel you have sufficient information to help you meet your duties on letting property to disabled people?

- (1) Yes
- (2) No

Section 12: Future

ASK IF: RESPONDENT IS LLORD

FutPmb **

I would now like to talk to you about the future.

- (1) Press <1> to continue
-

ASK IF: RESPONDENT IS LLORD **AND** STILL OWNS THE PROPERTY

FutLet

[*]If the letting at (insert rental address) became vacant tomorrow, would you try to re-let it immediately?

- (1) Yes
(2) No
-

ASK IF: RESPONDENT IS LLORD **AND** STILL OWNS THE PROPERTY **AND** WOULD RE-LET IF LETTING BECAME VACANT

FutChrg

[*]If you re-let it, would you charge the same rent, a higher rent, or a lower rent?

Probe if uncertain

- (1) Same
(2) Higher
(3) Lower
-

ASK IF: RESPONDENT IS LLORD **AND** STILL OWNS THE PROPERTY **AND** WOULD RE-LET IF LETTING BECAME VACANT **AND** WOULD CHARGE HIGHER RENT

FutHi1 (delivered as FutHRate – FutHOh)

...and why would you charge a higher rent?

CODE ALL THAT APPLY

- (0) No
(1) Yes
(8) Question not applicable

SET [9] OF

- | | |
|---|------------------|
| (1) Market rate higher | furthrate |
| (2) Demand high | futhdmnd |
| (3) Property has been refurbished | futhfurn |
| (4) Aim for better type of tenant | uththen |
| (5) Need more money to cover expenses | futhcost |
| (6) No/low rent charged at the moment - let to friend/relative/employee | futhnrnt |
| (7) Low rent charged at the moment - regulated tenancy - rent subject to restrictions | futhlwrt |
| (8) Due for rent increase in line with inflation | futinfl |
| (9) Other | futhoth |

ASK IF: NOT PREVIOUSLY INTERVIEWED AND RESPONDENT IS LLORD AND STILL OWNS THE PROPERTY AND WOULD RE-LET IF LETTING BECAME VACANT AND WOULD CHARGE LOWER RENT

FutLRate – FutLOth 2006 version

[*]...and why would you charge a lower rent?

CODE ALL THAT APPLY

- | | |
|---------------------------------------|------------------|
| (0) No | |
| (1) Yes | |
| (8) Question not applicable | |
| (1) Market rate higher | furthrate |
| (2) Demand high | futhdmnd |
| (3) Property has been refurbished | futhfurn |
| (4) Aim for better type of tenant | fuththen |
| (5) Need more money to cover expenses | futhcost |
| (6) Other | futhoth |

ASK IF: RESPONDENT IS LLORD AND STILL OWNS THE PROPERTY AND WOULD RE-LET IF LETTING BECAME VACANT AND WOULD CHARGE LOWER RENT

FutLo2 2009/10 version – change to options -

...and why would you charge a lower rent?

Code all that apply

SET [7] OF

- (1) Market rate lower *
- (2) Demand low *
- (3) Property needs to be refurbished
- (4) Looking for different type of tenant *
- (5) Tenant is family/ friend *
- (6) Need less money to cover expenses *
- (7) Other

* Note: Change to options from 2006.

ASK IF: NOT PREVIOUSLY INTERVIEWED **AND** RESPONDENT IS LLORD **AND** STILL OWNS THE PROPERTY **AND** WOULD RE-LET IF LETTING BECAME VACANT **AND** (WOULD CHARGE HIGHER RENT **OR** WOULD CHARGE LOWER RENT) **AND** OTHER REASON GIVEN FOR HIGHER/LOWER RENT

FutChO

2002/03 only

ASK OR RECORD What is the other reason?

STRING[75]

ASK IF: NOT PREVIOUSLY INTERVIEWED **AND** RESPONDENT IS LLORD **AND** (WOULD NOT RELET IF LETTING BECAME VACANT **OR** NO LONGER RESPONSIBLE FOR PROPERTY)

FutDisp

2006 version

[*]What (did/would) you do with (insert rental address)?

- (1) Sell it as is/Sold it
- (2) Renovate for sale
- (3) Convert into flats for sale
- (4) Renovate and re-let
- (5) Convert into flats and re-let
- (6) Occupy it myself
- (7) Provide rent-free: friends/relatives
- (8) Provide rent-free: employees
- (9) Leave Vacant
- (10) Undecided at present
- (11) Other

ASK IF: RESPONDENT IS LLORD **AND** (WOULD NOT RELET IF LETTING BECAME VACANT **OR** NO LONGER RESPONSIBLE FOR PROPERTY)

FutDsp change to question name (was FutDisp in 2006). 2009/10 version

[*]What (did/would) you do with (insert rental address)?

- (1) Sell it as is/Sold it
- (2) Renovate for sale
- (3) Convert into flats for sale
- (4) Renovate and re-let
- (5) Convert into flats and re-let
- (6) Occupy it myself
- (7) Provide rent-free: friends/relatives
- (8) Provide rent-free: employees
- (9) Leave Vacant
- (10) Undecided at present
- (11) Other

ASK IF: RESPONDENT IS LLORD **AND** (WOULD NOT RELET IF LETTING BECAME VACANT **OR** NO LONGER RESPONSIBLE FOR PROPERTY) **AND** WOULD/DID LEAVE PROPERTY VACANT

FutDispV

[*]...and why (did/would) you leave it vacant?

STRING[150]

ASK IF: RESPONDENT IS LLORD

Fut2Yr

[*]Do you see yourself still in the private rental business
...in 2 years' time?

- (1) Yes
 - (2) No
-

ASK IF: RESPONDENT IS LLORD **AND** STILL IN RENTAL BUSINESS IN 2 YEARS OR DON'T KNOW

Fut5Yr

Do you see yourself still in the private rental business...
...in 5 years' time?

- (1) Yes
 - (2) No
-

ASK IF: RESPONDENT IS LLORD **AND** STILL IN RENTAL BUSINESS IN 2 YEARS OR DON'T KNOW **AND** STILL IN
RENTAL BUSINESS IN 5 YEARS OR DON'T KNOW

Fut10Yr

Do you see yourself still in the private rental business...
...in 10 years' time?

- (1) Yes
 - (2) No
-

ASK IF: RESPONDENT IS LLORD **AND** STILL IN RENTAL BUSINESS IN 2 YEARS OR DON'T KNOW)

FutBus

In the next two years, is it likely that the number of your lettings in England will...

Running prompt

- (1) increase,
- (2) stay the same,
- (3) decrease?

ASK IF: NOT PREVIOUSLY INTERVIEWED **AND** RESPONDENT IS LLORD **AND** NOT IN BUSINESS IN 2 YEARS

FutRRetr – FutROth 2006 version

SHOWCARD 27

[*]From this card, please tell me all the reasons why you (intend to leave/left) the rental business.

CODE ALL THAT APPLY

- | | | |
|-----|------------------------------------|-----------------|
| (0) | No | |
| (1) | Yes | |
| (8) | Question not applicable | |
| (1) | Retirement | futrhart |
| (2) | No intention to be a landlord | futnilf |
| (3) | Inadequate returns | futrindq |
| (4) | Maintenance burdensome | futrmain |
| (5) | Too many difficulties with tenants | futrrend |
| (6) | Too much regulation | futrregs |
| (7) | Occupy property(/ies) myself | futoccp |
| (8) | Other | futoth |

ASK IF: RESPONDENT IS LLORD **AND** NOT IN BUSINESS IN 2 YEARS

FutLv1 (multicode - FutRRetr – FutROth?) 2009/10 version

SHOWCARD 22

From this card, please tell me all the reasons why you (intend to leave/left) the rental business.

Code all that apply

SET [8] OF

- (1) Health/Age/Retirement
- (2) Had no intention of being a landlord (forever/long term)
- (3) Inadequate returns
- (4) Maintenance burdensome
- (5) Too many difficulties with tenants
- (6) Too much regulation
- (7) Occupy property(/ies) myself
- (8) Other

Note: Change in wording

ASK IF: NOT PREVIOUSLY INTERVIEWED **AND** RESPONDENT IS LLORD **AND** NOT IN BUSINESS IN 2 YEARS **AND** OTHER REASON FOR LEAVING RENTAL BUSINESS GIVEN

FutLvO

Ask or record
What is the other reason?

STRING[150]

Landlords / Agents Comments

ASK ALWAYS:

ComPmb **

I would now like to ask you about your views on housing policy, both at a national and a local level.

(1) Press <1> to continue

ASK IF: NOT PREVIOUSLY INTERVIEWED

ComNat

2002/03 only

[*]In your opinion, what is the most important thing that could be done at national level to encourage private letting?

STRING[255]

ASK IF: NOT PREVIOUSLY INTERVIEWED

ComLoc

2002/03 only

[*]And what is the most important thing that could be done at local level?

STRING[255]

ASK ALWAYS:

ComReg

2009/10 – new variable

Would you welcome the formation of a national register for landlords? This would aim to provide information to landlords on letting your house, and would act as a mechanism for ensuring good landlord behaviour.

- (1) Yes
- (2) No
- (3) Don't know

ASK ALWAYS:

ComGen

Would you like to add any comments or suggestions, for example about housing policy or ways to encourage or improve the private letting market?

If respondent has no comments or suggestions, press <Enter>

STRING[255]

NOTE: This question replaced ComNat and ComLoc asked in 2002/03.

ASK ALWAYS

EndInt

This is the end of the respondent's interview

Press <1> to continue

Recall

ASK ALWAYS**ReCall4**

It is possible that CLG will be asking ONS or some other research organisation to carry out further research on private renting. They may want to include you as a private landlord/agent in that study. If so, would it be alright for CLG or their appointed research contractor to re-contact you to invite you to take part?

- (1) Yes
 - (2) No
-

ASK ALWAYS**ReCall2**

That's the end of the interview. May I just check...

Because the quality of our work is important, my office likes to contact a percentage of people who took part in each survey, to ensure that they were happy with the way we did things. Would it be all right if my office contacted you for this reason?

- (1) Yes
 - (2) No
-

ASK IF: RESPONDENT AGREED TO BE CONTACTED IN FUTURE**GiveTel**

Please may I have a telephone number, so we can contact you?

- (1) Yes
 - (2) No
 - (3) No phone
-

ASK IF: RESPONDENT AGREED TO BE CONTACTED IN FUTURE AND HAVE AGREED TO GIVE THEIR TELEPHONE NUMBER**TelNo**

Interviewer
Record telephone number

(**** must be STD code and number ****)

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