NatCen Social Research

Muttonbird Research – insights for housing policy and practice

MHCLG ENGLISH PRIVATE LANDLORD SURVEY 2018

Mainstage survey

Questionnaire documentation

Authentication page.

Thank you for agreeing to take part in the English Private Landlord Survey. Your views are important and will help inform future government policy about the private rented sector.

Enter the six digit code in your invitation email/letter into the box below, and then click 'NEXT'.

STRING {6}

NEXT

If you are experiencing any problems logging in, or if you are having any other technical problems related to the survey, you can get in touch by using our contact details below:

Email: landlordsurvey@natcen.ac.uk

Freephone: 0808 168 1356

Or you can write to: The English Private Landlord Survey, NatCen Social Research, 35 Northampton Square, London, EC1V 0AX

Landing page (for those directly accessing the questionnaire)

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*AUTHENTICATION REFERENCE QUESTIONS – SPEC VAR NAME – ROLETYP - IN SAMPLE FILE.

{ASK ALL}

Confirm (VARLAB: role confirmation)

Thank you for taking part in the English Private Landlord Survey. We understand you are a {RoleTyp = 1: "landlord"; RoleTyp = 2: "letting agent"}. Is this correct?

(1) Yes
(2) No
(3) I am both a landlord and a letting agent

Helpscreen text: "More Information:"

HELP: We have invited both private landlords and letting agents to take part in this survey. Landlords taking part might be letting rental property themselves, or they might be using a letting agent. Letting agents will be letting out rental property on behalf of a landlord(s).

{ASK IF Confirm = 3}

Please complete the survey from your perspective as a {RoleTyp = 1: "landlord"; RoleTyp = 2: "letting agent"}.

Click NEXT to start the survey.

{ASK IF Confirm = 2 OR DK OR REFUSED}

Many thanks for your interest in the English Private Landlord Survey. Unfortunately you are not eligible to take part. If you have any questions about the survey please feel free to email landlordsurvey@natcen.ac.uk or telephone 0808 168 1356

SECTION 1: ABOUT YOU.

{ASK IF RoleTyp = 1}

LLCat1 (VARLAB: how landlords own and rent out property)

Which one of the following best describes how you currently rent out your rental property(ies)?

By "rental property" we mean residential property you own and rent out, but do not live in yourself.

(1) As an individual or group of individuals
(2) As part of a company
(3) Other (please specify)
NODK
NOREF

STRING {80}

{Ask if (RoleTyp =1) and (LLCat1 = 1)}

LLEmpl (VARLAB: landlord employment status)

Which of the following best describes your current employment status?

(Select all that apply)

(1) Full-time employed	LLEmpl01
(2) Part-time employed	LLEmpl02
(3) Self-employed (as a landlord)	LLEmpl03
(4) Self-employed (other)	LLEmpl04
(5) Retired	LLEmpl05
(6) Company director	LLEmpl06
(7) Student	LLEmpl07
(8) Full-time carer	LLEmpl08
(9) Unemployed	LLEmpl09
(10) Other (please specify)	LLEmpl10

STRING {80}

{ASK IF Roletyp = 1}

LsHldr (VARLAB: How many leaseholder properties)

How many rental properties do you own as a leaseholder?

0…99

{ASK IF Roletyp = 1}

FrHldr (VARLAB: How many freeholder properties)

And how many rental properties do you own as a freeholder?

0…99

{ASK IF RoleType =1}

DtLLet (VARLAB: date of most recent let)

When was your most recently let property let out?

[MONTH:YEAR]

1910….2018

{ASK IF RoleType = 2}

NumDepR (VARLAB: number deposits registered)

How many deposits have you registered with a Tenancy Deposit Protection Scheme (TDP) on behalf of landlords? Please only include deposits that are currently still live.

HELPSCREEN TEXT: 'more information'

These are deposits you currently have registered with one of the three Government-backed Tenancy Deposit Protection schemes. We're only interested in deposits that are still live – i.e. that haven't yet been paid out/resolved because the tenancy is still active.

The three Tenancy Deposit Protection Schemes are:
- MyDeposits
- The Tenancy Deposit Scheme (TDS)
- The Deposit Protection Service (DPS).'

0…999

{ASK IF RoleType = 2}

LlordRep (VARLAB: number llords beneath agents)

How many landlords do these deposits relate to?

0…999

{ASK IF RoleType = 2}

NumTDPR (VARLAB: number of TDPs registered with)

Were these deposits all registered with the same TDP?

(1) All these deposits were registered with the same TDP
(2) Some of these deposits were registered with one TDP and some with another TDP.
(3) I have live deposits registered with all three of the TDPs.

HELPSCREEN TEXT: More information

'The three Tenancy Deposit Protection Schemes are:
- MyDeposits
- The Tenancy Deposit Scheme (TDS)
- The Deposit Protection Service (DPS).'

{ASK IF (RoleTyp = 1) and (LLCat1 = 1)}

LLRole (VARLAB: landlord current role)

Which, if any, of the following describes how you currently view your role as a landlord?

(Select all that apply)

MULTICODE

(1) As a full-time business	llrole01
(2) As a part-time business	llrole02
(3) As an investment, for capital growth	llrole03
(4) As an investment, for rental income	llrole04
(5) As a temporary investment	llrole05
(6) As a long-term investment to contribute to my / our pension	llrole06
(7) As a residential landlord	llrole07
(8) Providing housing as an employer	llrole08
(9) Other (please specify)	llrole09

STRING {80}

{ASK IF RoleTyp = 1}

LLOrg (VARLAB: landlord organisation membership)

Which, if any, of the following rental property related organisations do or have {LLCat1 = 1 or 3: "you"; LLCat1 = 2: "your company"} belong(ed) to?

(Select all that apply)

MULTICODE

(1) National Landlords Association (NLA)	LLOrg1
(2) Residential Landlord Association (RLA)	LLOrg2
(3) Other professional organisation (please specify)	LLOrg3
(4) None of the above – "EXCLUSIVE"	LLOrg4

STRING {80}

{ASK IF Roletyp = 2}

AgOrg (VARLAB: agent organisation membership)

Which, if any, of the following rental property related organisations do or have you belong(ed) to?

(Select all that apply)

MULTICODE

(1) Association of Residential Landlord Agents / ARLA property mark	AgOrg1
(2) National Association of Estate Agents / NAEA property mark	AgOrg2
(3) National Approved Letting Scheme (NALS)	AgOrg3
(4) UK Association Letting Agents (UKALA)	AgOrg4
(5) Other professional organisation (please specify)	AgOrg5
(6) None of the above – "EXCLUSIVE"	AgOrg6

{ASK IF (RoleTyp = 1) and (LLCat1 = 1)}

LLAge   (VARLAB: landlord age)

In what year were you born?

DATE YEAR {1910……2010}

{ASK IF (RoleTyp = 1) and (LLCat1 = 1)}

LLEth   (VARLAB: landlord ethnicity)

Which one of the following best describes your ethnic group?
White
(1) English / Welsh / Scottish / Northern Irish / British
(2) Irish
(3) Gypsy or Irish Traveller
(4) Any Other White background
Mixed

(5) White and Black Caribbean
(6) White and Black African
(7) White and Asian
(8) Any other Mixed / multiple ethnic background
Asian/Asian British
(9) Indian
(10) Pakistani
(11) Bangladeshi
(12) Chinese
(13) Any other Asian background
Black/African/Caribbean/Black British
(14) African
(15) Caribbean
(16) Any other Black background
Other ethnic group
(17) Arab
(18) Any other ethnic group

SECTION 2: YOUR RENTAL PROPERTY AND TENANTS

{ASK IF RoleTyp = 1}

NumPrp (VARLAB: landlord number of properties)

How many rental properties in England {LLCat1 = 1 or 3: "do you"; LLCat1 = 2: "does your company"} currently own?

NUMERICAL {1 - 1999}

{ASK ALL}

PrpTypAll (VARLAB: property type all)

Which of the following types of rental property {RoleTyp = 2: "do you"; LLCat1 = 1: "do you"; LLCat1 = 2: "does your company"; LLCat1= 3: "do you" {RoleTyp = 1: "currently own?"; RoleTyp = 2: "currently let or manage"}

(Select all that apply)

MULTICODE

(1) Detached house	PrpTypAll01
(2) Semi-detached house	PrpTypAll02
(3) Terraced house	PrpTypAll03
(4) Purpose-built flat or maisonette	PrpTypAll04
(5) Converted flat or maisonette	PrpTypAll05
(6) Bedsit, room, studio or flatlet	PrpTypAll06
(7) House in Multiple Occupation (HMO)	PrpTypAll07

HELPSCREEN TEXT: More information on HMOs

'A house in multiple occupation is a residential property with 3 or more occupiers who are not all related and share one or more facility (toilet, washing or cooking facilities).'

{ASK IF more than 1 selected at PrpTypAll}

PrptypLet (VARLAB: property type last let)

Which one of the following best describes the property you most recently let out?

Only display those answer options selected at PrpTypAll (note this question will not come on route if just one option selected at PrpTypAll).

(1) Detached house
(2) Semi-detached house
(3) Terraced house
(4) Purpose-built flat or maisonette
(5) Converted flat or maisonette
(6) Bedsit, room, studio or flatlet
(7) House in Multiple Occupation (HMO)

{ASK ALL}

TenTypAllA (VARLAB: tenant demog type all)

Which of the following types of tenants {RoleTyp = 2: "do you"; LLCat1 = 1 or 3: "do you"; LLCat1 = 2: "does your company"} currently let to?

(Select all that apply)

MULTICODE

(1) Single occupants (one adult living alone)	TenTypAllA01
(2) Couples without dependent children	TenTypAllA02
(3) Couples with dependent children	TenTypAllA03
(4) Single / lone parents	TenTypAllA04
(5) Extended families	TenTypAllA05
(6) House sharers (unrelated adults)	TenTypAllA06
(7) None of these - "EXCLUSIVE"	TenTypAllA07

{ASK ALL}

TenTypAllB (VARLAB: tenant eco type all)

And which of the following other types of tenants {RoleTyp = 2: "do you"; LLCat1 = 1 or 3: "do you"; LLCat1 = 2: "does your company"} currently let to?

(Select all that apply)

MULTICODE

(1) Retired people	TenTypAllB01
(2) Students	TenTypAllB02
(3) People in receipt of Housing Benefit or Local Housing Allowance	TenTypAllB03
(4) People in receipt of Universal Credit	TenTypAllB04
(5) Blue collar or manual workers	TenTypAllB05
(6) White collar, clerical or professional workers	TenTypAllB06
(7) Non-UK workers	TenTypAllB07
(8) None of these – "EXCLUSIVE"	TenTypAllB08

{ASK ALL}

Regprop (VARLAB: rental region)

In which region(s) in England {RoleTyp = 2: "do you"; LLCat1 = 1 or 3: "do you"; LLCat1 = 2: "does your company"} {RoleTyp = 1: "currently own"; RoleTyp = 2: "currently let or manage} rental property(ies)?

(Select all that apply)

MULTICODE

(1) East of England	Regprop01
(2) East Midlands	Regprop02
(3) Inner London (Transport for London Zones 1 to 2)	Regprop03
(4) Outer London (Transport for London Zones 3 to 6)	Regprop04
(5) North East	Regprop05
(6) North West	Regprop06
(7) South East	Regprop07
(8) South West	Regprop08
(9) West Midlands	Regprop09
(10) Yorkshire and the Humber	Regprop10

{ASK ALL}

PostPrpA   (VARLAB: postcode of last let)

What is the postcode district for the most recent property you let out? (For example, "SW12")

(1) STRING {2-4}
(2) Don't know

{ASK IF PostPrpA = 2}

PostPrpB   (VARLAB: town of last let)

In which town / area is the most recent property you let out, or nearest to?
DROP DOWN LIST OF ENGLISH TOWNS AND LONDON BOROUGHS + 'Don't know'

SECTION 3: YOUR RENTAL PRACTICE

{ASK IF RoleTyp = 1}

LLInfo (VARLAB: landlord sources of information)

As a landlord, which, if any, of the following sources do you use to inform yourself about issues such as tax, regulation and the law?

(Select all that apply)

MULTICODE

(1) My letting agent	LLInfo01
(2) My landlord membership association or organisation	LLInfo02
(3) Online landlord forums or websites (eg, Landlordzone.co.uk, www.propertytribes.com)	LLInfo03
(4) Government websites (www.gov.uk)	LLInfo04
(5) Family and friends	LLInfo05
(6) Media – online	LLInfo06
(7) Media – TV	LLInfo07
(8) Media – Radio	LLInfo08
(9) Media – newspapers	LLInfo09
(10) None of these 'EXCLUSIVE'	LLInfo10
(11) Other (please specify)	LLInfo11

STRING {80}

{ASK IF RoleTyp = 1}

AgtuseA (VARLAB: use of an agent)

Are you currently using an agent to let or manage any of your rental properties?

(Select all that apply)

MULTICODE

(1) Yes - for letting services	AgtuseA1
(2) Yes – for management services	AgtuseA2

(3) No – I am not currently using an agent to let or manage my property- "EXCLUSIVE"
AgtuseA3

{ASK IF (RoleTyp=1) and (AgtuseA = 1 or 2)}

AgtuseB (VARLAB: type of agent use)

What types of agent services have you used to let or manage your properties?

(Select all that apply)

MULTICODE

(1) To find tenants	AgtuseB1
(2) To arrange contracts or tenancy agreements	AgtuseB2
(3) To collect rent	AgtuseB3
(4) To manage a property (deal with day-to-day queries from tenants)	AgtuseB4
(5) Other (please specify)	AgtuseB5

STRING {80}

{ASK IF (RoleTyp = 1) and (AgtuseA = 1 or 2)}

AgtPro (VARLAB: numvber of properties managed)

How many of your rental properties are currently {AgtuseA = 1: 'let'; AgtuseA = 2: 'fully managed'; AgtuseA = 1 and 2: 'let or managed'} by an agent?

0….999

(1) Don't know

{ASK IF RoleTyp = 1 and AgtuseA = 3}

LLGetTn (VARLAB: How landlords found tenants)

Which, if any, of the following did you use to find the tenants for <u>your most recent letting</u>?

(Select all that apply)

MULTICODE

(1) A letting website (e.g. OpenRent, Gumtree, Upad, etc.)	LLGetTn01
(2) An advert - in a national paper	LLGetTn02
(3) An advert - in a local paper	LLGetTn03
(4) An advert - in a local shop	LLGetTn04
(5) An advert - in a local newsletter or noticeboard	LLGetTn05

(6) A university accommodation service	LLGetTn06
(7) Word of mouth	LLGetTn07
(8) The local authority or council	LLGetTn08
(9) I let to family or friends	LLGetTn09
(10) I let to employees	LLGetTn10
(11) Other (please specify)	LLGetTn11

STRING {80}

{ASK IF Roletyp = 2}

AgGetTn   (VARLAB: how agent found tenants)

Which of the following did you use to find the tenants for <u>your most recent letting</u>?

(Select all that apply)

MULTICODE

(1) My agency office	AgGetTn01
(2) My agency website	AgGetTn02
(3) A letting website (e.g. Rightmove, Zoopla, Prime Location etc.)	AgGetTn03
(4) An advert - in a national paper	AgGetTn04
(5) An advert - in a local paper	AgGetTn05
(6) An advert - in a local shop	AgGetTn06
(7) An advert - in a local newsletter or noticeboard	AgGetTn07
(8) A university accommodation service	AgGetTn08
(9) Word of mouth	AgGetTn09
(10) The local authority or council	AgGetTn10
(11) Other (please specify)	AgGetTn11

STRING {80}

{ASK ALL}

NTWill   (VARLAB: not willing to let to)

Which, if any, of the following types of tenants are {RoleTyp = 2: "you"; LLCat1 = 1 or 3: "you"; LLCat1 = 2: "your company"} <u>not</u> willing to let to?

(Select all that apply)

MULTICODE

(1) People receiving Housing Benefit or Local Housing Allowance	NTWill01
(2) People receiving Universal Credit	NTWill02

(3) Couples/lone parents with dependent children	NTWill03
(4) Non-UK passport holders	NTWill04
(5) Single occupants aged 18-21 receiving Universal Credit	NTWill05
(6) Single occupants aged under 35 receiving Housing Benefit	NTWill06
(7) I am willing to let to all of the above types of tenants – "EXCLUSIVE"	NTWill07
(8) Other (please specify)	NTWill08

STRING {80}

{ASK IF (RoleTyp = 1 or 2) and (NTWill = 1, 2, 5 or 6)}

NTWillHB   (VARLAB: not willing to let to HB, LHA or UC tenants)

Why are you not willing to let to people who are receiving Housing Benefit, Local Housing Allowance or Universal Credit?

(Select all that apply)

MULTICODE

(1) Risk that these benefits will not cover all the rent / Government cap on the maximum amount people can receive from benefits	NTWillHB01
(2) Too much paperwork or problems with administration	NTWillHB02
(3) Greater risk of delays in payment or unpaid rent	NTWillHB03
(4) Greater risk of disturbance or anti-social behaviour or damage to property or furnishings	NTWillHB04
(5) I only let to family, friends, employees or other specific types of tenants (students, nurses etc.)	NTWillHB05
(6) Mortgage or insurance company restrictions	NTWillHB06
(7) I have no knowledge or experience of these benefits	NTWillHB07
(8) The risk of fraudulent benefit claims	NTWillHB08
(9) Benefits are paid directly to the tenant and not to the landlord or agent	NTWillHB09
(10) There is demand from other types of tenants	NTWillHB10
(11) Other (please specify)	NTWillHB11

STRING {80}

{ASK IF (Roletyp = 2) and (NTWill = 1,2, 5 or 6)}

AGHBEn   (VARLAB: what encourage agents to let to HB, LHA or UC tenants)
What would encourage you to let to tenants receiving Housing Benefit, Local Housing Allowance or Universal Credit?

(Select all that apply)

MULTICODE

(1) If the benefit was paid directly to me or the landlord   AGHBEn1
(2) Better processing of benefit claims by local authorities   AGHBEn2
(3) Government paying benefit in advance rather than in arrears   AGHBEn3
(4) Easier referencing and credit checking of these tenants   AGHBEn4
(5) Nothing would encourage me to let to these tenants "EXCLUSIVE"   AGHBEn5
(6) Other (please specify)   AGHBEn6

STRING {80}

{ASK IF (RoleTyp = 1 or 2) and (NTWILL = 3)}

NTWillFam   (VARLAB: Why not let to families)

Which, if any, of the following are reasons you are not willing to let to couples/lone parents with dependent children?

(Select all that apply)

MULTICODE

(1) Accommodation unsuitable for families (e.g. too small; lacks facilities)   NTWillFam01
(2) Greater risk rent is paid late   NTWillFam02
(3) Greater risk of unpaid rent or rent arrears   NTWillFam03
(4) Greater risk of disturbance or anti-social behaviour   NTWillFam04
(5) Greater risk of damage to property or furnishings   NTWillFam05
(6) I only let to my family, friends or employees   NTWillFam06
(7) I only let to specific types of tenants (e.g. students, nurses,
     teachers, key workers, etc.)   NTWillFam07
(8) Other (Please specify)   NTWillFam08

STRING {80}

{ASK ALL}

GRID

LetReqHS (VARLAB: llord requirements)

Thinking about your most recently let property, which, if any, of the following have you done?

	Yes, I have done this	No, I haven't done this	Don't know / not applicable
Carried out any "Right to Rent" checks on			

tenants to confirm if they had the legal right to live in the UK			
Provided the tenant with a copy of the government "How to rent" information guide for tenants			
Provided prospective tenants with a copy of the Energy Performance Certificate (EPC) for the property			
Made reasonable adjustments for disabled people when undertaking a letting			
Registered the deposit with a government backed tenancy deposit protection scheme (TDP) if a deposit was taken.			

Still thinking about your most recently let property, which, if any, of the following have you done?

	Yes, I have done this.	No, I haven't done this.	Don't know / not applicable
Ensured a working smoke alarm was installed on each floor of the property			
Ensured a working carbon monoxide alarm was installed in rooms containing a solid fuel burning appliance			
Carried out an annual gas inspection by a qualified inspector for properties where gas is installed;			
Provided tenants with a copy of a gas safety certificate for properties where gas is installed			
Ensured electrical installation (e.g. wiring) checks were carried out by a qualified tester			
Ensured any electrical appliance (e.g. fridge, toaster) safety checks were undertaken by a qualified tester			
Ensured a visual check of the electrical installation and appliances was carried out			

{ASK ALL}

Tenlgth   (VARLAB: length of tenancy term)

How long in MONTHS was the initial fixed term of your most recent letting?

(1) NUMERICAL {1…100}
(2) DON'T KNOW

{ASK IF RoleTyp = 1}

LLLgrT   (VARLAB: willingness of landlords to offer longer tenancies)

Would you be willing to offer longer term tenancies of more than twelve months?

    (1) Yes
    (2) No
    (3) I would be willing to offer longer term tenancies if there was a break clause
    (4) Don't know
    (5) Other (please specify)

HELPSCREEN text: 'More information about this question'

HELP: Some people are calling for longer tenancies of more than twelve months to give tenants and landlords greater certainty and security. A break clause would enable tenants to end the tenancy with two months' notice and the landlord to end it if they wanted to sell, or if the tenant broke terms of the tenancy agreement (not paying the rent, anti-social behaviour, etc.).

STRING {80}

{ASK IF RoleTyp = 2}

AgLgrT   (VARLAB: willingness of agents to offer longer tenancies)

Would you be willing to offer longer term tenancies of more than twelve months?

    (1) Yes
    (2) No
    (3) I would be willing to offer longer term tenancies if there was a break clause
    (4) Don't know
    (5) Other (please specify)

Helpscreen: text 'More information on this question'

Some people are calling for longer tenancies of more than twelve months to give tenants and landlords greater certainty and security. A break clause would enable tenants to end the tenancy with two months' notice and the landlord to end it if they wanted to sell, or if the tenant broke terms of the tenancy agreement (not paying the rent, anti-social behaviour, etc.).

STRING {80}

{ASK IF RoleTyp = 1}

LLWNLng (VARLAB: why landlord doesn't offer longer tenancies)

Which, if any, of the following are reasons you don't currently offer longer term tenancies of more than twelve months?

(Select all that apply)

MULTICODE

(1) Concerns about my ability to remove problem tenants   LLWNLng01
(2) Tenants do not want longer term tenancies   LLWNLng02
(3) Concerns my bank or lender may not allow longer term tenancies   LLWNLng03
(4) I am happy with the current arrangements   LLWNLng04
(5) It would reduce my ability to raise the rent   LLWNLng05
(6) I would rely on my agent's advice   LLWNLng06
(7) None of the above - I currently offer tenancies of more than
    twelve months – "EXCLUSIVE"   LLWNLng07
(8) Other (please specify)   LLWNLng08

> STRING {80}

{ASK IF Roletyp = 2}

AGWNLng (VARLAB: why agent doesn't offer longer tenancies

Which, if any, of the following are reasons why you don't currently offer longer term tenancies of more than twelve months?

(Select all that apply)

MULTICODE

(1) Concerns about my ability to remove problem tenants   AGWNLng01
(2) Tenants do not want longer term tenancies   AGWNLng02
(3) Landlord concerns that their bank or lender may not allow longer
    term tenancies   AGWNLng03
(4) I am happy with the current arrangements   AGWNLng04
(5) It would reduce my ability to raise the rent   AGWNLng05
(6) Landlords do not want it   AGWNLng06
(7) None of the above - I currently offer tenancies of more than
    twelve months – "EXCLUSIVE"   AGWNLng07
(8) Other (please specify)   AGWNLng08

> STRING {80}

{ASK IF RoleTyp = 1}

LLEnTen   (VARLAB: landlords encourage longer tenancies)

Which, if any, of the following would encourage you to increase the length of the fixed term on your future tenancy agreements?

(Select all that apply)

MULTICODE

(1) Financial incentives (e.g. tax cuts)	LLEnTen1
(2) A new industry standard contract that gives tenants a right to extend the term of the tenancy if their conduct has been satisfactory	LLEnTen2
(3) A new three year tenancy agreement that allows rents increase annually at the rate of inflation	LLEnTen3
(4) If it becomes easier to remove problem tenants	LLEnTen4
(5) Other (please specify)	LLEnTen5
(6) None of these – I would never offer longer term tenancies "EXCLUSIVE"	LLEnTen6

STRING {80}

{ASK IF Roletyp = 2}

AgEnTen   (VARLAB: agents encourage longer tenancies)

Which, if any, of the following would encourage you to increase the length of the fixed term on your tenancy agreement?

(Select all that apply)

MULTICODE

(1) Financial incentives (tax cuts)	AgEnTen1
(2) A new industry standard contract that gives tenants a right to extend the term of the tenancy if their conduct has been satisfactory	AgEnTen2
(3) A new three year tenancy agreement where rents increase annually at the rate of inflation	AgEnTen3
(4) If it becomes easier to remove problem tenants	AgEnTen4
(5) Other (please specify)	AgEnTen5
(6) None of these "EXCLUSIVE"	AgEnTen6

STRING {80}

SECTION 4: RENTS AND DEPOSITS

{ASK ALL}

Rtchg1 (VARLAB: Changing rent renewal)

Think about the last time you <u>renewed or extended a tenancy</u>. Did you:

(1) Increase the rent
(2) Keep the rent the same
(3) Decrease the rent
(4) I have not previously renewed or extended a tenancy

{ASK ALL}

Rtchg2 (VARLAB: Changing rent new let)

Think about the last time you let a property <u>to a new tenant</u>. Did you:

(1) Increase the rent above the previous letting
(2) Keep the rent the same
(3) Decrease the rent
(4) This was the first letting of the property

{ASK IF RoleTyp = 1 and Rtchg2 < 4}

LLRtset (VARLAB: landlord decision to set rent)

Which, if any, of the following factors influenced your decision to set the rent at this level for this new tenant?

(Select all that apply)

MULTICODE

(1) My agent advised me	LLRtset01
(2) In line with market rents in the local area	LLRtset02
(3) Tenant demand for rental property	LLRtset03
(4) Mortgage costs, lender requirements or other non-mortgage costs	LLRtset04
(5) Recent tax changes	LLRtset05
(6) Agent letting or management fees	LLRtset06
(7) To recover costs from renovation or redecoration	LLRtset07
(8) Other (please specify)	LLRtset08

STRING {80}

{ASK IF Roletyp = 2 and Rtchg2 < 4}

AgRtset (VARLAB: agent decision to set rent)

Which, if any, of the following factors influenced your decision to set the rent at this level for this new tenant?

(Select all that apply)

MULTICODE

(1) The landlord advised me   AgRtset01
(2) In line with market rents in the local area   AgRtset02
(3) Rents being charged for similar properties in the local area   AgRtset03
(4) Tenant demand for rental property   AgRtset04
(5) Landlord mortgage costs, lender requirements or other non-mortgage
    Costs   AgRtset05
(6) Recent tax changes   AgRtset06
(7) Agent letting or management fees   AgRtset07
(8) To recover costs from renovation or redecoration   AgRtset08
(9) Other (please specify)   AgRtset09

STRING {80}

{ASK ALL}

Depamt   (VARLAB: amount of deposit)

Thinking about this most recent letting, which one of the following best describes how much the deposit was?

(1) Up to two weeks' rent
(2) More than two and up to four weeks' rent
(3) More than four and up to six weeks' rent
(4) More than six weeks' and up to two months' rent
(5) More than two months' rent
(6) No deposit was paid

SECTION 5: BENEFITS AND RENT ARREARS

{ASK ALL}

TenHB   (VARLAB: tenants on housing benefit)

Again, thinking about your most recent letting, does the tenant receive Housing Benefit, Local Housing Allowance or Universal Credit?

(1) Yes
(2) No
(3) Applied for, but not yet receiving
(4) Don't know

{ASK IF (RoleTyp = 1 and TenHB = 1)}

LLHBDir   (VARLAB: landlord housing benefit paid direct)

Is Housing Benefit, Local Housing Allowance or Universal Credit paid directly to {LLCat1yp = 1 or 3: "you"; LLCat1 = 2: "your company"} or your agent or is it paid to the tenant?

(1) To me
(2) To my agent
(3) To the tenant
(4) Don't know

{ASK IF (RoleTyp = 2 and TenHB = 1)}

AgHBDir   (VARLAB: agent housing benefit paid direct)

Is Housing Benefit, Local Housing Allowance or Universal Credit paid directly to you or the landlord or is it paid to the tenant?

(1) To the landlord
(2) To me the agent or my agency
(3) To the tenant
(4) Don't know

{ASK IF (RoleTyp = 1 or 2) and (TenHB = 1)}

HBAll (VARLAB: housing benefit covers all rent)

Does Housing Benefit, Local Housing Allowance or Universal Credit cover all of the rent?
(1) Yes
(2) No

{ASK IF Roletyp = 1}

TenArr   (VARLAB: tenants in arrears)

Over the past 12 months how many, if any, of your {LLCat1 = 2: "company's"} tenancies were in rent arrears?

(1) NUMERICAL {0…1000}

{ASK ALL}

Vac   (VARLAB: long term vacancies)

Thinking about your most recently let property, was it vacant or empty without tenants for more than a month before it was let?

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

{ASK IF Vac = 1}

VacLgth

How many months was this property vacant for?

<u>1……99</u>

SECTION 6: TENANCIES THAT ENDED

{ASK ALL}

TenEnd (VARLAB: tenancies that ended in last two years)

Have you had a tenancy that ended <u>within the last two years?</u>

(1) Yes
(2) No

{ASK IF (Roletyp = 1 and TenEnd = 1)}

LLWhyEnd (VARLAB: why did most recent tenancy end)

Why did the tenancy(ies) end?

(Select all that apply).

(1) It was the end of the tenancy and the tenant decided not to renew	LLWhyEnd01
(2) It was the end of the tenancy and I decided not to renew	LLWhyEnd02
(3) The tenant moved out before the end of the tenancy	LLWhyEnd03
(4) I asked the tenant to leave	LLWhyEnd04
(5) The tenant was evicted	LLWhyEnd05
(6) Other (please specify)	LLWhyEnd06
(7) None of these "EXCLUSIVE"	LLWhyEnd07

STRING {80}

{ASK IF (Roletyp = 2) and TenEnd = 1)}

AgWhyEnd (VARLAB: why did most recent tenancy end)

Why did the tenancy(ies) end?

(Select all that apply)

(1)	It was the end of the tenancy and the tenant decided not to renew	AgWhyEnd01
(2)	It was the end of the tenancy and my agency decided not to renew	AgWhyEnd02
(3)	The tenant moved out before the end of the tenancy	AgWhyEnd03
(4)	My agency asked the tenant to leave	AgWhyEnd04
(5)	The tenant was evicted	AgWhyEnd05
(6)	Other (please specify)	AgWhyEnd06
(7)	None of these EXCLUSIVE	AgWhyEnd07

STRING {80}

{ASK IF (Roletyp = 1 or 2) and (LLWhyend or AgWhyEnd = 2 or 4 or 5)}

TenLve (VARLAB: why ask tenant to leave)

Why did you ask the tenant to leave / decide not to renew?

(Select all that apply)

MULTICODE

(1) Property was not cared for	TenLve01
(2) I wanted to let the property at a higher rate	TenLve02
(3) I wanted to sell the property	TenLve03
(4) The tenant was in arrears	TenLve04
(5) The tenant had too many complaints about the property	TenLve05
(6) To refurbish the property and relet it	TenLve06
(7) Other (please specify)	TenLve07

STRING {80}

{ASK IF (RoleTyp = 1 or 2) and (TenEnd = 1)}

DRtn (VARLAB: was deposit returned)

Thinking about your most recent tenancy that ended within the last two years, was the deposit for this tenancy returned to the tenant?

(1) Yes - in full
(2) Yes - in part
(3) No - none of the deposit was returned
(4) No - none of the deposit was returned, and my costs exceeded the value of the deposit

(5) There was no deposit for this letting

{ASK IF (RoleTyp = 1 or 2) and (DRtn = 2 or 3 or 4)}

DNRtn   (VARLAB: reason deposit not returned)

What were the reasons for not returning all of the deposit?

(Select all that apply)

MULTICODE

(1) Damage to the property or contents	DNRtn01
(2) Failure to maintain the property	DNRtn02
(3) To clean the property for the next tenant	DNRtn03
(4) For unpaid rent	DNRtn04
(5) For unpaid bills	DNRtn05
(6) For missing or stolen belongings	DNRtn06
(7) To dispose of unwanted items left behind	DNRtn07
(8) Other (please specify)	DNRtn08

STRING {80}

SECTION 7: THE LANDLORD JOURNEY

{ASK IF (RoleTyp = 1) and (LLCat1 = 1)}

FLYr   (VARLAB: how long letting property)

For how many years have you been a landlord?

0…..99

{ASK IF (RoleTyp = 1) and (LLCat1 = 1)}

AcqMeth   (VARLAB: how acquire first property)

Thinking about <u>the first rental property you let out</u>, how did you acquire it?

(1) I / we bought it with the intention of letting it out
(2) I / we bought it through the council Right to Buy
(3) I / we bought it to live in myself
(4) I / we inherited it
(5) I / we received it as a gift
(6) I / we acquired the organisation that owned it
(7) I / we built it with the intention of letting it out
(8) I / we built it to live in myself / ourselves
(9) Other (please specify)

STRING {80}

{ASK IF (RoleTyp = 1) and ((LLCat1 = 1) and (Acqmeth = 1 or 2 or 3 or 6 or 7 or 8))}

AcqFund (VARLAB: how funded first property)

How did you fund the purchase or build of your first rental property?

(Select all that apply)

MULTICODE

(1) With a mortgage	AcqFund01
(2) With a commercial loan	AcqFund02
(3) Some other loan	AcqFund03
(4) Income from other employment or business	AcqFund04
(5) Personal savings	AcqFund05
(6) Inheritance	AcqFund06
(7) I drew down my pension	AcqFund07

(8) Other (please specify)   AcqFund08

STRING {80}

LLWhy (VARLAB: reason for becoming landlord)

Which, if any, of the following are reasons you originally became a landlord?

(Select all that apply)

MULTICODE

(1) I / we wanted to rent property as a full-time business   LLWhy01
(2) I / we preferred to invest in property rather than other investments   LLWhy02
(3) I / we wanted to supplement my / our earnings / income   LLWhy03
(4) To provide a home for a relative / child / friend   LLWhy04
(5) As a contribution to my / our pension   LLWhy05
(6) I inherited the property / it was given to me   LLWhy06
(7) Could not afford the mortgage to live in ourselves   LLWhy07
(8) Other (please specify)   LLWhy08

STRING {80}

{ASK IF (RoleTyp = 1) and (NumPrp > 1)}

Rctfund   (VARLAB: how fund most recent property)

How did {LLCat1 = 1 or 3: "you"; LLCat1 = 2: "your company"} fund the purchase of your
<u>most recently acquired rental property</u>?

(Select all that apply)

MULTICODE

(1) With a mortgage   Rctfund01
(2) With a commercial loan   Rctfund02
(3) Some other loan   Rctfund03
(4) Income from property rentals   Rctfund04
(5) Income from other business   Rctfund05
(6) Personal savings   Rctfund06
(7) Inheritance   Rctfund07
(8) I drew down my pension   Rctfund08
(9) Other (please specify)   Rctfund09

STRING {80}

SECTION 8: FUTURE PLANS / INTENTIONS

{ASK IF RoleTyp = 1}

FutVac (VARLAB: plans for next vacant property)

Thinking about <u>the next time one of {LLCat1 = 1 or 3: "your"; LLCat1 = 2: "your company's}
rental properties becomes vacant</u>, do you think you will relet it?

(1) Yes – I will relet the property
(2) No – I will not relet the property
(3) Depends which of my properties becomes vacant
(4) Don't know
(5) Other (please specify)

STRING {80}

{ASK IF RoleTyp = 1}

FutProp (VARLAB: future plans for number of properties)

<u>Over the next two years</u>, {LLCat1 = 1 or 3: "do you"; LLCat1 = 2: "does your company"}
plan to…

(1) Increase the number of rental properties I / we let out
(2) Decrease the number of rental properties I / we let out
(3) Keep the number of rental properties I / we let out the same
(4) Sell all my rental properties and leave the business altogether
(5) I / we have not made any plans

{ASK IF (RoleTyp = 1) and (FutProp = 2 or 4)}

FutRLv (VARLAB: why reduce number of properties)

Which, if any, of the following are reasons {LLCat1 = 1 or 3: "you"; LLCat1 = 2: "your
company"} plan to do this?

(Select all that apply)

MULTICODE

(1) Financial reasons, e.g. house prices, poor yields, success in other

investments   FutRLv1
(2) Personal reasons, e.g. approaching retirement age, other commitments etc.
                                                                             FutRLv2
(3) Legislative changes, e.g. to benefits, tax relief and stamp duty
                                                                             FutRLv3
(4) Other, please specify
                                                                             FutRLv4
(5) None of these EXCLUSIVE   FutRLv5

STRING {80}

{ASK IF (RoleTyp = 1) and (FutProp = 1 or 3)}

FutInc   (VARLAB: which legal requirements)

Which, if any, of the following are reasons {LLCat1 = 1 or 3: "you"; LLCat1 = 2: "your company"} plan to do this?

(Select all that apply)

MULTICODE

(1) Financial reasons, e.g. house prices, poor yields, success in other investments FutInc1
(2) Personal reasons, e.g. approaching retirement age, other commitments etc.   FutInc2
(3) Legislative changes, e.g. to benefits, tax relief and stamp duty   FutInc3
(4) Other, please specify   FutInc4
(5) None of these EXCLUSIVE   FutInc5

STRING {80}

SECTION 9: LANDLORD PROBLEMS

{ASK IF RoleTyp = 1}

LLPmb   (VARLAB: landlord serious problems)

Which, if any, of the following causes you the most concern as a landlord?

(Select all that apply)

MULTICODE

(1) Financial concerns, e.g. benefit levels, cost of repairs, tenant arrears, cost of loan or mortgage repayments etc.   LLPmb1
(2) Legislative changes e.g. stamp duty or other tax regime change etc.   LLPmb2

(3) Tenant behaviour, e.g. property damage, anti-social behaviour, disputes about deposits etc. LLPmb3
(4) Other (please specify) LLPmb4
(5) None of these EXCLUSIVE LLPmb5

STRING {80}

{ASK IF Roletyp = 2}

AgPmb (VARLAB: agent serious problems)

Which, if any, of the following causes you the most concern as an agent?

(Select all that apply.)

MULTICODE

(1) Financial concerns, e.g. benefit levels, cost of repairs, tenant arrears, cost of loan or mortgage repayments, etc. AgPmb1
(2) Legislative changes, e.g. stamp duty or other tax regime change, etc. AgPmb2
(3) Tenant behaviour, e.g. property damage, anti-social behaviour, disputes about deposits etc. AgPmb3
(4) Other (please specify) AgPmb4
(5) None of these EXCLUSIVE AgPmb5

STRING {80}

{ASK ALL}

Court (VARLAB: use of courts or tribunal)

In the last two years, have you made use of the government's Courts and Tribunals Service to take action or redress against a tenant (for an eviction, payment of rent, damage to property etc.)?

(1) Yes
(2) No

    NCOutcome = 210.

SECTION 10: FINANCES AND TAXATION

{ASK IF RoleTyp = 1}

MktVal (VARLAB: value of property)

What is the approximate total market value of your rental property(ies)? (i.e. the market value of all properties if they were sold today)

(1) £ {1 - 1,999,999,999}

{ASK IF RoleTyp = 1}

Lntyp (VARLAB: type of lending)

Which, if any, of the following types of loans or borrowing do you currently have to help fund your rental property(ies)?

(Select all that apply)

MULTICODE

(1) Buy-to-let mortgage	Lntyp1
(2) Commercial loan	Lntyp2
(3) Loan from family or friends	Lntyp3
(4) I don't have any debt / borrowing for my / our rental property(ies) – "EXCLUSIVE"	Lntyp4
(5) Other (please specify)	Lntyp5

STRING {80}

{ASK IF (RoleTyp = 1) and (Lntyp = 1 or 2 or 3)}

LnVal (VARLAB: value of lending)

What is the approximate total value of all the loans or borrowing you currently have on your rental properties?

(1) £ {1 - 1,999,999,999}

{ASK IF RoleTyp = 1}

RtInc (VARLAB: gross rental income)

Thinking about the last 12 months, approximately what was your total gross rental income from your rental property(ies)? (i.e. before tax and deductions, mortgage, letting and other operating costs)

(1) £ {1 – 1,999,999,999}

{ASK IF (RoleTyp = 1) and (LLCat = 1 or 2 or 3)}

LlInc (VARLAB: landlord income)

Thinking about the last 12 months, what was {LLCat = 1 or 3: 'your'; LLCat = 2 'your organisation's} total <u>gross</u> income (i.e. before tax and deductions) excluding income from rental property(ies)?

(1) £ {0 - 1,999,999,999}

{Ask if RoleTyp = 1 and RtInc or LLInc = DK or Refused}

LLPrpInc (VARLAB: income from rental property)

What percentage of {LLCat1 = 1 or 3: "your"; LLCat1 = 2: "your company's"} gross income (i.e., before tax and deductions) is rent from rental property?

(1) Nil
(2) 1% to 25%
(3) 26% to 50%
(4) 51% to 75%
(5) 76% to 99%
(6) All or 100%
(7) Don't know
{ASK IF (RoleTyp=1)}

TaxB2 (Varlab: awareness of legislative changes)

Which of the following recent or planned changes to landlord or agent tax, lending or fee changes are you aware of?

(Select all that apply)

MULTICODE

(1) Increase in stamp duty for the purchase of second and additional residential property
    TaxB201
(2) Restriction of relief for finance costs to the basic rate of income tax   TaxB202
(3) Reduction in Capital Gains Tax for non-property investments   TaxB203
(4) Change in the wear and tear allowance for furnished lettings from a cost based to a replacement based approach   TaxB204
(5) The minimum amount of rent to mortgage costs a lender will allow to approve a buy-to-let (re)mortgage (rising from 125% (currently) to 145%)   TaxB205
(6) The banning of letting agents charging a letting fee to tenants   TaxB206
(7) The tax treatment of foreign property owners   TaxB207
(8) None of these EXCLUSIVE

{ASK IF TaxB2 <8}

TaxB3 (Varlab: understanding of legislative changes)

And which of the following recent or planned changes do you feel you have a good understanding of?

(Select all that apply)

MULTICODE

[Display answer options selected at TaxB2]

( ) None of these EXCLUSIVE.

SECTION 11: ENERGY EFFICIENCY AND SAFETY

An Energy Performance Certificate (EPC) provides home buyers and tenants with a rating of the energy efficiency of the property. An A rating is the most energy efficient and a G rating the least efficient.

{ASK IF RoleTyp = 1 or 2}

EPCEFG (VARLAB: EPC or E, F or G)

Do any of {RoleTyp = 1 : "your rental properties"; Roletyp = 2: "the properties you let out"} have an Energy Performance Certificate (EPC) rating of "E", "F" or "G"?

(1) Yes
(2) No
(3) I don't know the EPC rating of my property(ies).

{ASK ALL}

EPCE   (VARLAB: minimum E EPC)

As of April 2018, there will be a new legal requirement for all new lettings to have a minimum "E" rating on the Energy Performance Certificate (EPC). Before this survey, how aware, if at all, were you of this new legal requirement?

(1) I was not aware of this at all
(2) I was aware of it, but I did not understand the details
(3) I was aware of it and fully understood the details

HELPSCREEN TEXT 'More information'

For more information about this policy, please visit:

https://www.gov.uk/government/publications/the-private-rented-property-minimum-standard-landlord-guidance-documents.

{ASK ALL}

ElcOut   (VARLAB: outcome of electrical inspection)

If you use a qualified electrician to carry out a formal electrical inspection of your rental property(ies), do you generally provide the tenant with information on the outcome of this inspection?

(1) Yes - for all of the formal electrical inspections
(2) Yes - for some of the formal electrical inspections
(3) No - I never share information on the outcome of formal inspections with the tenant
(4) No – I do not / have not carried out any formal electrical inspections

NCOutcome = 110.

FutRe   (VARLAB: consent to future research)

Finally, the Ministry of Housing, Communities and Local Government (MHCLG) or another government department may like to contact you to carry out further research on the issue of private renting. If you would be happy to be contacted for such future research, please provide your email address below.

STRING {150}

(2) I do not want to be contacted about future research.
    NORF

{ASK ALL}

PRZ   (VARLAB: landlord prize draw)
If you would like to go into the prize draw for one of ten annual memberships to either the National Landlord's Association (NLA) or the Residential Landlord's Association (RLA) valued at around £100 please provide your email address below.

For terms and conditions on entering this prize draw, please visit:
http://natcen.ac.uk/taking-part/studies-in-field/the-english-private-landlord-survey/about/

STRING {150}

I do not want to be entered into the prize draw.
NORF

{ASK ALL}

Interview ended. Many thanks for taking part in the English Private Landlord Survey. Your response will help to inform future government policy. If you have any questions about the survey, or would like a link to the findings when they are published, please email landlordsurvey@natcen.ac.uk

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