

Private Tenants' Survey 2016 – Tabular Results

Presentation of Findings

- All percentages have been rounded. Where the % decimal is .5 or more, the percentage has been rounded up and where the % decimal is .4 or less, the percentage has been rounded down. Due to rounding therefore, the percentage column total does not always add to 100, but is always included as 100.
- When the sample size is 100 or more, numbers and percentages are reported. When the sample size is 50 or less, numbers only are reported.
- For factual questions, non-responses have been excluded from percentage findings and for opinion questions, non-responses have been included.
- Number is referred to as 'Number' or 'N'. Don't know is referred to as 'Don't know' or 'DK'. Non Response is referred to as 'Non Response' or 'NR'.

Table 1: Survey response rate

	Number	%
Complete	144	64
No contact	44	20
Refused	30	13
Vacant	5	2
Other tenure	3	1
Total	226	100

Base 226 (private rent households who took part in the HCS, and agreed to take part in the Private Tenants' Survey)

Table 2: Moved into current accommodation (less than or more than 5 years ago)

	Number	%
Less than 5 years ago	99	69
More than 5 years ago	45	31
Total	144	100

Base: 144 (all respondents)

Section One: Housing History

Table 3: What type of property was your previous home?

	Number	%
A terraced house/bungalow	35	37
A semi-detached house/bungalow	26	27
A detached house/bungalow	21	22
A flat or maisonette in a purpose built block	10	10
Apartment above shop/ retail outlet	2	2
A flat or maisonette in a converted house	1	1
Other (granny flat)	1	1
Total	96	100
Non response	3	
Total	99	

Base: 96 (respondents who had lived in their current accommodation for less than 5 years and who answered this question)

Table 4: When was your previous home built?

	Number	%
Pre 1919	4	4
Between 1919-1944	7	7
Between 1945-1964	8	8
Between 1965-1974	9	9
Between 1975-1980	3	3
Between 1981-1990	3	3
Between 1991-2000	11	11
Between 2001-2016	15	16
Don't know	37	38
Total	97	100
Non response	2	
Total	99	

Base: 97 (respondents who had lived in their current accommodation for less than 5 years and who answered this question) (Please note: 32% of respondents stated their answer to this question was a guess/estimate)

Table 5: How many bedrooms did your previous home have?

	Number	%
One	2	2
Two	29	30
Three	45	46
Four	17	18
Five or more	4	4
Total	97	100
Non response	2	
Total	99	

Base: 97 (respondents who had lived in their current accommodation for less than 5 years and who answered this question)

Table 6: How long did you live at your previous home?

	Number	%
Less than 6 months	4	4
Six months or more but less than 1 year	24	25
One year or more but less than 2 years	19	20
Two years or more but less than 3 years	12	12
Three years or more but less than 5 years	14	14
More than 5 years	24	25
Total	97	100
Non response	2	
Total	99	

Base: 97 (respondents who had lived in their current accommodation for less than 5 years and who answered this question)

Table 7: Could you tell me where you previously lived? Area previously lived matched with current area

	Number	%
Same locality (near-by locality). Also in same Local Govt. District	77	79
Same Local Govt. District	3	3
Different Local Govt. District	17	18
Total	97	100
Non response	2	
Total	99	

Base: 97 (respondents who had lived in their current accommodation for less than 5 years and who answered this question)

Table 8: For your previous home, did you ...

	Number	%
Rent from a private landlord/letting agent	64	66
Live with family	19	20
Have a mortgage or loan to purchase the property	7	7
Rent from the Housing Executive	4	4
Own the property outright	2	2
Rent from a Housing Association	1	1
Total	97	100
Non response	2	
Total	99	

Base: 97 (respondents who had lived in their current accommodation for less than 5 years and who answered this question)

Table 9: Which of the following best describes what you did with your previous home?

	Number
Previous spouse/partner lives there	4
Sold it	2
Reposessed/taken over by building society/mortgage lender	2
On the market	1
Total	9

Base: 9 (respondents who had a mortgage/loan to purchase their previous property or who owned the property outright)

Table 10: Did you pay your rent in advance?

	Number	%
Yes	43	67
No	19	30
Can't remember/Don't know	2	3
Total	64	100

Base: 64 (respondents who had rented their previous accommodation from a private landlord/letting agent)

Table 11: How much did you have to pay? (Rent in Advance) (To the nearest £) (Grouped into bands)

	Number
£1-£99	1
£100-£199	3
£200-£299	0
£300-£399	2
£400-£449	5
£450-£499	14
£500-£549	8
£550-£599	3
£600-£700	3
£700+	2
Can't remember/Don't know	2
Total	43

Base: 43 (respondents who paid rent in advance for their previous accommodation)

Table 12: Did you pay a deposit?

	Number	%
Yes	57	89
No	5	8
Can't remember/Don't know	2	3
Total	64	100

Base: 64 (respondents who had rented their previous accommodation from a private landlord/letting agent)

Table 13: How much did you have to pay? (Deposit) (To the nearest £) (Grouped into bands)

	Number	%
£1-£99	0	0
£100-£199	2	4
£200-£299	7	12
£300-£399	5	9
£400-£449	9	16
£450-£499	15	26
£500-£549	10	18
£550-£599	4	7
£600-£700	3	5
£700+	1	2
Can't remember/Don't know	1	2
Total	57	100

Base: 57 (respondents who paid a deposit for their previous accommodation)

Table 14: Did you start your tenancy for this property on or after the 1st of April 2013?

	Number	%
Yes	23	40
No	34	60
Total	57	100

Base: 57 (respondents who paid a deposit for their previous accommodation)

Table 15: Was a Tenancy Deposit Scheme used to secure your deposit?

	Number
Yes	9
No	12
Don't know	2
Total	23

Base: 23 (respondents who had started their tenancy for their previous accommodation on or after 1 April 2013)

Table 16: Were you aware of this Tenancy Deposit Scheme and the legal requirements of your landlord /letting agent in relation to securing your deposit?

	Number
Yes	6
No	8
Total	14

Base: 14 (respondents who said their deposit was not, or they did not know if it was, secured in a tenancy deposit scheme)

Table 17: Did you receive the prescribed information from your landlord/letting agent within 28 days of receipt of your deposit?

	Number
Yes	8
No	1
Total	9

Base: 9 (respondents who's deposit was secured in a tenancy deposit scheme)

Table 18: Which Tenancy Deposit Scheme operator secured your deposit?

	Number
TDS Northern Ireland	3
Letting Protection Service NI	1
Don't know	5
Total	9

Base: 9 (respondents who's deposit was secured in a tenancy deposit scheme)

Table 19: Was the deposit protected in a Custodial or Insurance Scheme?

	Number
Custodial	3
Insurance	0
Don't know	6
Total	9

Base: 9 (respondents who's deposit was secured in a tenancy deposit scheme)

Table 20: When you moved out, was the deposit returned to you in full, in part, or not returned at all?

	Number	%
Returned in full	33	58
Not returned	12	21
Returned in part	11	19
Can't remember/Don't know	1	2
Total	57	100

Base: 57 (respondents who paid a deposit for their previous accommodation)

Table 21: Did you have any difficulty getting the (part/full) deposit returned?

	Number
Yes	10
No	34
Total	44

Base: 44 (respondents who's deposit was returned in full or in part)

Table 22: What difficulties did you encounter?

	Yes Number	No Number	Total Number
Had to wait a long time	7	3	10
Had to continually ask the landlord/letting agent	5	5	10
Other (used every excuse not to return the deposit)	3	7	10

Base: 10 (respondents who had difficulty getting their full/part deposit returned)

Table 23: Reason for not returning the deposit (deposit not returned or returned in part)

	Yes Number	No Number	Total Number
It was to cover damage to the property	7	16	23
It was to cover cleaning of the property	5	18	23
It was to cover unpaid rent	4	19	23
It was to cover other bills left by the tenant	1	22	23
The landlord/letting agent gave no reason	4	19	23
Other (broken contract (3) and landlord went bankrupt (1))	4	19	23

Base: 23 (respondents who's deposit was not returned or returned in part)

Table 24: Do you think the landlord/letting agent was justified in withholding all/part of the deposit

	Number
The landlord/letting agent should not have withheld any of the deposit	16
The landlord/letting agent was justified in withholding as much as of the deposit as he/she did	6
N/A - had other things going on and didn't ask for deposit back	1
Total	23

Base: 23 (respondents who's deposit was not returned or returned in part)

Table 25: Whether or not you paid a deposit, and whether or not any deposit paid was protected in a tenancy deposit scheme, are you aware that there is an independent dispute resolution mechanism available as part of the tenancy deposit scheme?

	Number	%
Yes	15	23
No	49	77
Total	64	100

Base: 64 (respondents who had rented their previous accommodation from a private landlord/letting agent)

Table 26: Did you or your landlord/letting agent use the independent dispute resolution service?

	Number
Yes	1
No	4
N/A - previous deposit was not protected in a tenancy deposit scheme	9
N/A - don't know if previous deposit was protected in a tenancy deposit scheme	1
Total	15

Base: 15 (respondents who were aware of the TDS independent dispute resolution service)

Table 27: Did you owe any rent when you left?

	Number	%
Yes	11	17
No	53	83
Total	64	100

Base: 64 (respondents who had rented their previous accommodation from a private landlord/letting agent)

Table 28: How much was the weekly rent for your previous accommodation?

(To the nearest £) (Grouped into bands)

	Number	%
<£79	5	8
£80-£89	5	8
£90-£99	15	23
£100-£109	13	20
£110-£119	10	16
£120-£129	7	11
£130-£139	6	9
£140+	3	5
Total	64	100

Base: 64 (respondents who had rented their previous accommodation from a private landlord/letting agent)

Table 29: Did you (or your partner if applicable) receive Housing Benefit?

	Number	%
Yes	37	58
No	27	42
Total	64	100

Base: 64 (respondents who had rented their previous accommodation from a private landlord/letting agent)

Table 30: Was your Housing Benefit paid directly to your landlord/letting agent or to you (your partner) first?

	Number
Direct to landlord/letting agent	27
Direct to tenant	10
Total	37

Base: 37 (respondents who had received Housing Benefit)

Table 31: Did the Housing Benefit cover all of the rent?

	Number
Yes	7
No	30
Total	37

Base: 37 (respondents who had received Housing Benefit)

Table 32: How much was the shortfall you had to pay per week between Housing Benefit and full rent? (Grouped into bands)

	Number
Less than £10	3
£10-£19	5
£20-£29	8
£30-£39	4
£40-£49	3
£50-£59	0
£60-£69	2
£70+	1
Don't know	4
Total	30

Base: 30 (respondents who's Housing Benefit did not cover all of the rental charge)

Table 33: How easy or difficult was it for you to afford the shortfall/rent?

	Number	%
Very easy	9	16
Fairly easy	25	44
Fairly difficult	16	28
Very difficult	6	11
Non response	1	2
Total	57	100

Base: 57 (respondents who did not receive Housing Benefit or the Housing Benefit did not cover all of the rental charge)

Table 34: Did the landlord/letting agent offer to reduce the rent to minimise the shortfall between Housing Benefit and rent?

	Number
No	29
Non response	1
Total	30

Base: 30 (respondents who's Housing Benefit did not cover their total rental charge)

Table 35: Was your Housing Benefit ever reduced?

	Number
Yes	10
No	19
Non response	1
Total	30

Base: 30 (respondents who's Housing Benefit did not cover their total rental charge)

Table 36: How much was your Housing Benefit reduced by? To nearest £

	Number
£30-£39	1
£40-£49	1
£70-£79	1
Varied	1
Don't know	6
Total	10

Base: 10 (respondents who's Housing Benefit was reduced)

Table 37: Why was your Housing Benefit reduced?

	Number
Started part-time work/went back to work/entered education	5
Children don't live at home anymore/child started work/had a baby	3
Partner in and out of work. Personal earnings varied each month. Income increased	3
Don't know	1
Total	12

Base: 10 (respondents who's Housing Benefit was reduced. One or more responses from 10 respondents)

Table 38: Did you receive a Discretionary Housing Payment (DHP) to assist with any shortfall?

	Number
Yes	7
No	22
Non response	1
Total	30

Base: 30 (respondents who's Housing Benefit did not cover the total rental charge)

Table 39: Were you aware of the existence of the Discretionary Housing Payment Scheme (DHP)?

	Number
Yes	7
No	15
Total	22

Base: 22 (respondents who did not receive a DHP)

Table 40: How satisfied/dissatisfied were you with your previous accommodation?

	Number	%
Very satisfied	34	34
Fairly satisfied	35	35
Neither satisfied nor dissatisfied	12	12
Fairly dissatisfied	7	7
Very dissatisfied	9	9
Non response	2	2
Total	99	100

Base: 99 (respondents who had lived in their current accommodation for less than 5 years)

Table 41: Overall, how satisfied/dissatisfied were you with the area where you previously lived?

	Number	%
Very satisfied	43	43
Fairly satisfied	34	34
Neither satisfied nor dissatisfied	3	3
Fairly dissatisfied	8	8
Very dissatisfied	9	9
Non response	2	2
Total	99	100

Base: 99 (respondents who had lived in their current accommodation for less than 5 years)

Table 42: What were the main reasons for leaving your previous home?

	Number	%
Reasons relating to home		
Wanted larger property	20	13
Wanted smaller property	5	3
Home in bad state of repair	16	11
Could not afford cost of previous property	2	1
Wanted a newly built property	0	0
Wanted a different type of property	3	2
Landlord harassment made it impossible for me to stay	1	1
Harassment from the letting agent made it impossible for me to stay	1	1
Security of tenure reasons		
Tenancy came to an end	2	1
Landlord terminated my tenancy	2	1
Letting agent terminated my tenancy	0	0
Landlord declared they were selling the property	5	3
Property was repossessed	6	4
Had to leave tied accommodation	0	0
Work/College reasons		
To be nearer new job	1	1
To be nearer existing job	2	1
To go to university or college	1	1
Area/Neighbourhood reasons		
Wanted to move to better area	9	6
Crime/fear of crime	0	0
To get kids into better school	1	1
Neighbour problems	5	3
Family/Personal reasons		
To set up home with partner	4	3
Household split up/divorce/separation	7	5
Disability/illness	2	1
Wanted to set up home of my own	15	10
To move nearer family or friends	9	6
Move around fairly often anyway	1	1
Other personal/family reasons	15	10
Other reasons		
Number of reasons/No clear reason	0	0
Other (<i>please see Table 43</i>)	15	10
Non response	2	1
TOTAL	152	100

*Base: 99 (respondents who had lived in their current accommodation for less than 5 years)
(152 responses from 99 respondents)*

Table 43: What were the main reasons for leaving your previous home? Other Responses

	Number
Other reasons relating to home (including dispute with landlord/wanted to rent from a different landlord, property was being demolished/was damaged, wanted better value for money and liked new property)	7
Wanted to move to a more suitable location (including to the city/countryside)	3
To be closer to schools/university	2
Am homeless	2
Other	1
Total	15

Base: 15 (respondents who stated 'other' in Table 42)

Section Two: Current Accommodation

Table 44: How did you hear about this accommodation?

	Number	%
Word of mouth	42	29
Internet	34	24
Letting agency	23	16
Other (<i>see Table 45</i>)	19	13
Knew landlord	18	13
Newspaper advert	8	6
Total	144	100

Base: 144 (all respondents)

Table 45: How did you hear about this accommodation? Other Responses

	Number
Sign outside property	6
Relative had lived there	3
Housing Executive/Estate Agent	3
Through a friend/knew previous tenant	3
Property in the family	2
Property tied to job	1
Saw property being renovated and enquired	1
Total	19

Base: 19 (respondents who stated 'other' in Table 44)

Table 46: Why did you choose to rent your current home from a private landlord/letting agent?

	Number	%
Reasons relating to home		
Wanted larger property	26	10
Wanted smaller property	4	2
Home in better state of repair/good standard of housing	9	3
Energy efficiency measures present (e.g. double glazing, type of heating system, insulation)	2	1
Current home was more affordable	4	2
Wanted a newly built property	0	0
Wanted a different type of property	2	1
Security of tenure reasons		
Tenancy came to an end in previous accommodation	3	1
Previous landlord terminated my tenancy	3	1
Previous letting agent terminated my tenancy	0	0
Landlord declared they were selling the property	4	2
Previous private rental accommodation was repossessed	0	0
Had to leave tied accommodation	0	0
Other tenure reasons		
Could not afford to buy my own home	15	6
Previous home repossessed (o/o)/could not afford repayments	0	0
Waiting list too long for social housing	39	14
Work/College reasons		
To be nearer new job	1	<1
To be nearer existing job	3	1
Accommodation tied to job	0	0
To go to university or college	0	0
Area/Neighbourhood reasons		
Wanted to move to better area	13	5
Accommodation in desired area	24	9
Crime/fear of crime less in current area	0	0
Better schools in current area	3	1
Neighbour problems not as prevalent	2	1
Wanted to move to a mixed religion area	0	0
Family/Personal reasons		
To set up home with partner	2	1
Household split up/divorce/separation	8	3
Disability/Illness	2	1
Wanted to set up home of my own	9	3
To move nearer family or friends	11	4
Move around fairly often anyway	1	<1
It is temporary/short-term	4	2
I want to be able to move about easily	5	2
Renting in between buying and selling	3	1
I don't want the trouble/cost/responsibility of owning	2	1
Do not have any other option	16	6
Other personal/family reasons	16	6
Number of reasons/no clear reason	4	2
Don't know	1	<1
Other (<i>see Table 47</i>)	33	12
TOTAL	274	100

Base: 144 (all respondents) (274 responses from 144 respondents)

Table 47: Why did you choose to rent your current home from a private landlord/letting agent?
Other Responses

	Number
Can move quicker/quick option for moving in, out and around the sector	7
Did not want to live in social housing/did not know it was an option/not a viable option	6
Knew landlord. (Also liked the letting agent)	6
Easy/cheap option. More choice	5
To be closer to schools/university	2
Property was demolished/destroyed	2
Other (security of tenure, repairs are carried out, prefer to deal with a landlord than agent. Like the sector/property)	5
Total	33

Base: 27 (respondents who stated 'other' in Table 46) (33 responses from 27 respondents)

Table 48: Was this property let furnished/unfurnished/partly furnished?

	Number	%
Unfurnished	80	56
Partly furnished	37	26
Furnished	27	19
Total	144	100

Base: 144 (all respondents)

Table 49: To get this accommodation did you have to pay rent in advance?

	Number	%
Yes	85	59
No	56	39
Can't remember	3	2
Total	144	100

Base: 144 (all respondents)

Table 50: How much did you have to pay? (To the nearest £) (Grouped into bands)

	Number	%
£1-£99	1	1
£100-£199	4	5
£200-£299	2	2
£300-£399	6	7
£400-£449	17	20
£450-£499	22	26
£500-£549	13	15
£550-£599	6	7
£600-£700	8	9
£700+	5	6
Can't remember/Don't know	1	1
Total	85	100

Base: 85 (respondents who paid rent in advance)

(Please note: bands are slightly different from those reported in 2012-data can be placed into the 2012 bands upon request)

Table 51: To get this accommodation did you have to pay a deposit?

	Number	%
Yes	103	72
No	39	27
Can't remember	2	1
Total	144	100

Base: 144 (all respondents)

Table 52: How much did you have to pay? (To the nearest £) (Grouped into bands)

	Number	%
£1-£99	0	0
£100-£199	2	2
£200-£299	12	12
£300-£399	7	7
£400-£449	24	23
£450-£499	23	22
£500-£549	16	16
£550-£599	5	5
£600-£700	7	7
£700+	5	5
Can't remember/Don't know	2	2
Total	103	100

Base: 103 (respondents who paid a deposit)

(Please note: bands are slightly different from those reported in 2012-data can be placed into the 2012 bands upon request)

Table 53: Did you start your tenancy for this property on or after 1st of April 2013?

	Number	%
Yes	60	58
No	43	42
Total	103	100

Base: 103 (respondents who paid a deposit)

Table 54: Was a Tenancy Deposit Scheme used to secure your deposit?

	Number	%
Yes	31	52
No	12	20
Don't know	17	28
Total	60	100

Base: 60 (respondents who paid a deposit and who's tenancy started on or after 1st April 2013)

Table 55: Were you aware of the Tenancy Deposit Scheme and the legal requirements of your landlord in relation to securing your deposit?

	Number
Yes	9
No	20
Total	29

Base: 29 (respondents who said their deposit was not/they did not know if their deposit was protected)

Table 56: Did you receive the prescribed information from your landlord within 28 days of receipt of your deposit?

	Number
Yes	23
No	3
Don't know	4
Non response	1
Total	31

Base: 31 (respondents who's deposit was protected in a tenancy deposit scheme)

Table 57: Which Tenancy Deposit Scheme operator secured your deposit?

	Number
TDS Northern Ireland	13
Letting Protection Service NI	1
Don't know	16
Non response	1
Total	31

Base: 31 (respondents who's deposit was protected in a tenancy deposit scheme)

Table 58: Was the deposit protected in a Custodial or Insurance Scheme?

	Number
Custodial	13
Insurance	2
Don't know	15
Non response	1
Total	31

Base: 31 (respondents who's deposit was protected in a tenancy deposit scheme)

Table 59: How easy or difficult was it for you to pay the deposit/rent in advance?

	Number	%
Very easy	23	21
Fairly easy	35	32
Fairly difficult	26	23
Very difficult	26	23
Don't know	1	1
Total	111	100

Base: 111 (respondents who paid rent in advance and/or a deposit)

Table 60: Did you receive help with your deposit/rent in advance?

	Number	%
Yes	35	32
No	76	69
Total	111	100

Base: 111 (respondents who paid rent in advance and/or a deposit)

Table 61: Who did you receive help with your deposit/rent in advance from?

	Number
Parents	12
Family/friends	9
DHSS/Crisis loan	8
Housing Executive	2
Bank/loan	2
Employer	1
Agreement made to pay in instalments	1
Total	35

Base: 35 (respondents who received help with their rent in advance and/or a deposit)

Table 62: Were you aware of rent deposit/guarantee schemes?

	Number	%
Yes	21	15
No	122	85
Total	143	100
Non response	1	
Total	144	

Base: 143 (of all respondents-those who answered this question)

Table 63: When you were looking for somewhere to rent, did you have to turn down accommodation because you could not pay the deposit/rent in advance, though you would have been able to afford the normal rent?

	Yes Number	Yes %	No Number	No %	Total Number	Total %
Deposit	17	12	127	88	144	100
Rent in advance	17	12	127	88	144	100

Base: 144 (all respondents)

Table 64: Were there any other up-front costs, apart from deposit and rent in advance, when you moved into this property?

	Yes N	Yes %	No N	No %	Total N	Total %
Background checks	7	5	137	95	144	100
Letting agents fees	6	4	138	96	144	100
Fuel provided by the landlord/letting agent	4	3	140	97	144	100
Furniture provided by the landlord/letting agent	1	1	143	99	144	100
White goods provided by the landlord/letting agent	1	1	143	99	144	100
Other (lease agreement and fee to TDS)	2	1	142	99	144	100

Base: 144 (all respondents)

Table 65: How much is the rent for this accommodation? Weekly amount (To the nearest £)
(Grouped into bands)

	Number	%
<£79	12	8
£80-£89	6	4
£90-£99	29	20
£100-£109	29	20
£110-£119	24	17
£120-£129	22	15
£130-£139	7	5
£140+	9	6
Don't know	5	4
Live rent free (family own property)	1	1
Total	144	100

Base: 144 (all respondents)

(Please note: bands are slightly different from those reported in 2012-data can be placed into the 2012 bands upon request)

Table 66: Does the rent cover anything else?

	Yes N	Yes %	No N	No %	DK N	DK %	Total N	Total %
Rates	128	90	13	9	2	1	143	100
Service charges	16	11	126	88	1	1	143	100
Electricity	1	1	141	99	1	1	143	100
Oil/Gas	1	1	141	99	1	1	143	100
Other (buildings/contents insurance)	1	1	142	99	0	0	143	100

Base: 143 (respondents who paid rent)

Table 67: Taking everything into consideration, how do you rate the present level of rent?

	Number	%
Very high	9	6
High	28	20
Neither too high nor too low	91	64
Low	6	4
Very low	6	4
Don't know	3	2
Total	143	100

Base: 143 (respondents who paid rent)

Table 68: Do you (or your partner if applicable) receive Housing Benefit?

	Number	%
Yes	85	59
No	58	41
Total	143	100

Base: 143 (respondents who paid rent)

Table 69: Were you aware of how much Housing Benefit you would receive before you moved into your current accommodation?

	Number	%
Yes	39	46
No	44	52
Don't know	2	2
Total	85	100

Base: 85 (respondents who received Housing Benefit)

Table 70: Did the amount of Housing Benefit you would receive influence your decision to take this property?

	Number
Yes	25
No	14
Total	39

Base: 39 (respondents aware of entitlement to Housing Benefit prior to moving in)

Table 71: Does the Housing Benefit cover all the rent?

	Number	%
Yes	16	19
No	69	81
Total	85	100

Base: 85 (respondents who received Housing Benefit)

Table 72: How easy or difficult is it for your household to afford the shortfall/rent payable?

	Number	%
Very easy	24	19
Fairly easy	58	46
Fairly difficult	27	21
Very difficult	16	13
Non response	2	2
Total	127	100

Base: 127 (respondents who had to pay or all/part of their rent)

Table 73: How do you usually pay for your shortfall/rent?

	Number	%
Direct Debit	45	36
Cash	30	24
Standing Order	26	21
Cheque	2	2
Other (see Table 74)	19	15
Don't know	2	2
TOTAL	124	100
Non response	3	
Total	127	

Base: 127 (respondents who had to pay or all/part of their rent)

Table 74: How do you usually pay for your shortfall/rent? Other Responses

	Number
Bank transfer (including via online banking)	11
Lodge into landlord/letting agent account	3
DHP covers it	1
Don't pay it - can't	1
Taken out of wages	1
Method varies (cash or cheque)	1
Other	1
Total	19

Base: 19 (respondents who stated 'other' in Table 73)

Table 75: How much is the shortfall per week between Housing Benefit and full rent?
(Grouped into bands)

	Number	%
Less than £10	9	13
£10-£19	21	30
£20-£29	8	12
£30-£39	14	20
£40-£49	3	4
£50 or more	8	12
Don't know	6	9
Total	69	100

Base: 69 (respondents who's Housing Benefit did not cover the full rental charge)

Table 76: There are two reasons why people have a shortfall between their housing benefit and total rent charged. It is either your household income is too high to qualify for full housing benefit or because the Housing Executive deem the rent to be too high, or both. What reason/s did the Housing Executive give you?

	Number	%
No reason given	17	24
Rent too high	14	20
Income too high	12	17
Too many bedrooms	7	10
Lost entitlement to full Housing Benefit	5	7
In receipt of full Housing Benefit/initially told would receive full Housing Benefit/limit to Housing Benefit in that area	3	4
Don't know	12	17
Total	70	100

Base: 69 (respondents who's Housing Benefit did not cover all of the rent) (70 responses from 69 respondents)

Table 77: Did you ask your landlord to reduce the rent charged?

	Number	%
Yes	6	9
No	63	91
Total	69	100

Base: 69 (respondents who's Housing Benefit did not cover all of the rent)

Table 78: Did your landlord reduce the rent charged?

	Number
Yes	1
No	5
Total	6

Base: 6 (respondents who asked their landlord to reduce the rent charged)

Table 79: Have you asked the Housing Executive to increase your Housing Benefit?

	Number	%
Yes	7	10
No	62	90
Total	69	100

Base: 69 (respondents who's Housing Benefit did not cover all of the rent)

Table 80: Did the Housing Executive increase your Housing Benefit?

	Number
Yes	2
No	5
Total	7

Base: 7 (respondents who asked the Housing Executive to increase their Housing Benefit)

Table 81: Were you aware of the existence of the Discretionary Housing Payment Scheme (DHP)?

	Number	%
Yes	30	44
No	39	57
Total	69	100

Base: 69 (respondents who's Housing Benefit did not cover all of the rent)

Table 82: Have you asked the Housing Executive for a Discretionary Housing Payment (DHP)?

	Number
Yes	20
No	10
Total	30

Base: 30 (respondents who were aware of the DHP scheme)

Table 83: Did you receive a Discretionary Housing Payment (DHP) from the Housing Executive?

	Number
Yes	17
No	2
Just applied	1
Total	20

Base: 20 (respondents who had asked for a DHP)

Table 84: Why were you not granted a Discretionary Housing Payment (DHP)?

	Number
Landlord wouldn't co-operate with the Housing Executive	1
Did not meet the criteria	1
Total	2

Base: 2 (respondents who asked, but did not receive a DHP)

Table 85: How easy or difficult did you find the scheme to access?

	Number
Very easy	9
Fairly easy	7
Fairly difficult	2
Very difficult	0
Don't know	1
Non response	1
Total	20

Base: 20 (respondents who had asked for a DHP)

Table 86: Are you currently receiving a Discretionary Housing Payment (DHP)?

	Number
Yes	10
No	7
Total	17

Base: 17 (respondents who were granted a DHP)

Table 87: How much Discretionary Housing Payment (DHP) did/do you receive? (Weekly amount)
(Grouped into bands)

	Number
Less than £10	4
£10	9
£15	1
Don't know	3
Total	17

Base: 17 (respondents who were granted a DHP)

Table 88: How long did you/have you received a Discretionary Housing Payment (DHP)?

	Number
Less than 3 months	2
Three month or more but less than 6 months	1
Six months or more but less than one year	3
One year or more	5
Don't know	6
Total	17

Base: 17 (respondents who were granted a DHP)

Table 89: Is your full/partial Housing Benefit paid directly to your landlord/letting agent, or to you (your partner) first?

	Number	%
Direct to landlord/letting agent	66	78
Paid to tenant first	19	22
Total	85	100

Base: 85 (respondents who received Housing Benefit)

Table 90: Have you been up-to-date with the rent for the whole of the last 12 months, or has any rent ever been owing for a fortnight or longer during that time?

	Number	%
Up-to-date during the last 12 months	130	92
Rent owing for a fortnight or longer	12	9
Total	142	100
Non response	1	
Total	143	

Base: 142 (respondents who paid rent and who answered this question)

Table 91: Do you have difficulty paying rent on time because of any of these reasons...?

	Yes Number	No Number	Total Number
Other debts/responsibilities	5	7	12
Domestic problems	3	9	12
Problems in connection with Housing Benefit (<i>see Table 92</i>)	3	9	12
Unemployment	2	10	12
Increase in the rent	1	11	12
Working fewer hours/less overtime	0	12	12
Illness	0	12	12
Other (no money, forgot to pay as was on holidays)	2	10	12

Base: 12 (respondents who owed rent for a fortnight or longer)

Table 92: What was the main problem?

	Number
Delay in payment of Housing Benefit/still waiting	1
Other (HB reassessed when people moved into property)	1
Other (Self-employed, income varied)	1
Total	3

Base: 3 (respondents who owed rent for a fortnight or longer due to problems in connection with Housing Benefit)

Table 93: Have you sought further advice in relation to the issue/s highlighted in Table 91?

	Number
Yes	1
No	11
Total	12

Base: 12 (respondents who owed rent for a fortnight or longer)

Table 94: From whom have you sought further advice from?

	Number
Local Councillor	1
Total	1

Base: 1 (respondent who sought further advice in relation to the issue/s highlighted in Table 91)

Table 95: Overall, how satisfied/dissatisfied are you with this accommodation?

	Number	%
Very Satisfied	68	47
Fairly Satisfied	52	36
Neither Satisfied nor Dissatisfied	6	4
Fairly Dissatisfied (<i>see Table 96</i>)	7	5
Very Dissatisfied (<i>see Table 96</i>)	11	8
Total	144	100

Base: 144 (all respondents)

Table 96: If dissatisfied/very dissatisfied, please tell us your reasons why?

	Number
Maintenance issues (including upgrading required)	19
Hard to heat/draughts/damp	10
Landlord/letting agent does not carry out repairs	5
Size of accommodation is not suitable	2
Accommodation is not suitable (cannot manage stairs)	1
Location not suitable	1
Total	38

Base: 18 (respondents who were fairly/very dissatisfied with their accommodation) (38 responses from 18 respondents)

Table 97: How does your present accommodation compare to your previous in terms of...?

	Much better		Better		About the same		Worse		Much worse		DK		N/A		NR	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Location	48	33	35	24	35	24	13	9	4	3	-	-	1	1	8	6
Size of accommodation	45	31	25	17	33	23	24	17	7	5	-	-	1	1	9	6
State of repair	35	24	30	21	38	26	25	17	5	4	1	1	1	1	9	6
Contacting the landlord/letting agent if there is a problem	30	21	23	16	42	29	4	3	4	3	-	-	33	23	8	6
Quality of workmanship	29	20	26	18	33	23	7	5	4	3	3	2	35	24	7	5
Speed of repairs	28	19	26	18	35	24	7	5	3	2	3	2	35	24	7	5
Rent	18	13	22	15	38	26	24	17	1	1	1	1	34	24	6	4

Base: 144 (all respondents)

Please note: Contacting the landlord/letting agent if there was a problem, quality of workmanship, speed of repairs and rent was not applicable to 32 of the respondents. This was because they either did not rent in their previous accommodation or had moved into their current accommodation more than five years ago, and this information was not captured. For these four questions, up to three additional non applicable responses were recorded – this was for example, because the respondent was previously homeless or carried out repairs themselves.

Section Three: Landlord Tenant Relationship

Table 98: Do you deal directly with your landlord/owner or with a letting agent?

	Number	%
Deal directly with the landlord	87	60
Deal directly with a letting agent	33	23
Deal with both a landlord and a letting agent	13	9
Tenancy began with the letting agency - but I deal directly with the landlord now	10	7
Tenancy began with the landlord/owner - but I deal directly with the letting agency now	1	1
Total	144	100

Base: 144 (all respondents)

Table 99: What contact details do you have for your landlord?

	Yes Number	Yes %	No Number	No %
Mobile telephone number	97	88	13	12
Address	57	52	53	48
Landline telephone number	40	36	70	64
Email address	17	16	93	85
No contact details	2	2	108	98
Other (Facebook and go through landlord's family)	2	2	108	98

Base: 110 (respondents who dealt directly with a landlord)

Table 100: What contact details do you have for your letting agent?

	Yes Number	No Number
Address	38	9
Landline telephone number	35	12
Email address	18	29
Mobile telephone number	14	33
No contact details	0	47
Other (Facebook)	2	45

Base: 47 (respondents who dealt directly with a letting agent)

Table 101: Have you tried to contact your landlord/letting agent?

	Number	%
Yes	138	96
No	6	4
Total	144	100

Base: 144 (all respondents)

Table 102: How easy or difficult was it for you to contact your landlord/letting agent?

	Number	%
Very easy	116	84
Quite easy	11	8
Neither easy nor difficult	4	3
Fairly difficult	4	3
Very difficult	3	2
Total	138	100

Base: 138 (respondents who had tried to contact their landlord/letting agent)

Table 103: On the whole, how would you describe your relationship with the landlord/letting agent?

	Number	%
Good terms	124	86
Neither good nor poor terms	14	10
Poor or sometimes poor terms	6	4
Total	144	100

Base: 144 (all respondents)

Table 104: Why do you have a poor relationship with the landlord/letting agent...?

	Yes Number	No Number
Refuses to complete repairs	4	2
Conflict about repairs	3	3
Slow to complete repairs	3	3
Hard to contact	2	4
Making financial demands	1	5
Wants to get tenant out/taking action to evict	-	6
Using threatening or intimidating behaviour	-	6
Entering the premises without permission	-	6
Wants to sell the property	-	6
Unpleasant/untrustworthy/difficult	-	6
Refuses to give tenant details of where deposit is protected	-	6
Tenant is behind with rent	-	6
Thinks tenant does not look after property	-	6
Thinks tenant is causing ASB for example, loud parties	-	6
Other (too many restrictions on property)	1	5

Base: 6 (respondents who had a poor or sometimes poor relationship with their landlord/letting agent)

Table 105: Which is the main problem?

	Number
Repairs not done	4
Making financial demands	1
Doesn't always answer queries	1
Hard to contact	1
Total	7

*Base: 6 (respondents who had a poor or sometimes poor relationship with their landlord/letting agent)
(7 responses from 6 respondents)*

Table 106: Generally, how satisfied/dissatisfied are you with the way your landlord/letting agent deals with repairs and maintenance?

	Number	%
Very satisfied	81	56
Fairly satisfied	29	20
Neither satisfied nor dissatisfied	5	4
Dissatisfied (<i>see Table 107</i>)	10	7
Very dissatisfied (<i>see Table 107</i>)	17	12
No contact made yet about repairs/no repairs done yet	2	1
Total	144	100

Base: 144 (all respondents)

Table 107: What is the main reason for your dissatisfaction?

	Number
Does not bother about repairs and maintenance	9
Slow to get things done	7
Does only the bare minimum	6
Work done is of poor quality	3
Carries out only emergency repairs	2
Total	27

Base: 27 (respondents who were dissatisfied/very dissatisfied with the way their landlord/letting agent dealt with repairs/maintenance)

Table 108: Did you pursue this any further? (For example, contacting an advice agency or the local council)

	Number
Yes	3
No	24
Total	27

Base: 27 (respondents who were dissatisfied/very dissatisfied with the way their landlord/letting agent dealt with repairs/maintenance)

Table 109: Who did you contact?

	Number
District Council	3
Total	3

Base: 3 (respondents who pursued their complaint)

Table 110: Taking everything into account, how satisfied/dissatisfied are you with the services provided by your landlord/letting agent?

	Number	%
Very satisfied	85	59
Fairly satisfied	34	24
Neither satisfied nor dissatisfied	8	6
Slightly dissatisfied	9	6
Very dissatisfied	8	6
Total	144	100

Base: 144 (all respondents)

Table 111: Did the landlord/letting agent provide you with a rent book?

	Number	%
Yes	39	27
No	104	72
Don't know	1	1
Total	144	100

Base: 144 (all respondents)

Table 112: Was the rent book provided free of charge?

	Number
Yes	37
No	2
Total	39

Base: 39 (respondents who were provided with a rent book)

Table 113: Could I see your rent book?

	Number
Yes	8
No	5
Can't find	26
Total	39

Base: 39 (respondents who were provided with a rent book)

Table 114: When you first started to rent this accommodation...

	Number	%
Did you and the landlord/agent sign a written tenancy agreement	108	75
Or did you just have a verbal agreement	32	22
Did you have a written agreement which you didn't sign	2	1
Had a tenancy agreement - not sure if signed	1	1
Don't know	1	1
Total	144	100

Base: 144 (all respondents)

Table 115: Were you given a copy of the agreement?

	Number	%
Yes	106	96
No	3	3
Don't know	2	2
Total	111	100

Base: 111 (respondents who had a written tenancy agreement)

Table 116: Could I see your tenancy agreement?

	Number	%
Yes	30	28
No	2	2
Can't find	74	70
Total	106	100

Base: 106 (respondents who were provided with a copy of their tenancy agreement)

Table 118, on the next page, details the information contained within a respondent's rent book and/or tenancy agreement. Different scenarios appeared during the fieldwork, but the key thing was to find out what information had been provided to tenants by their landlord/letting agent. The table below indicates the source of the information detailed in Table 118.

Table 117: Source of information

	Number	%
Tenancy Agreement	79	55
Had a verbal agreement only	24	17
Had both a rent book and tenancy agreement – took all/most details from the tenancy agreement	21	15
Have both a rent book and tenancy agreement – same details in each	9	6
Rent book	7	5
Had both a rent book and tenancy agreement – took most of the details from the rent book	1	1
Other		
No tenancy agreement, don't know if had a rent book	3	2
Had tenancy agreement, don't know if had a rent book		
Had rent book, don't know if had a tenancy agreement		
Total	144	100

Base: 144 (all respondents)

Table 118: Does your rent book and/or tenancy agreement contain...

	Yes N	Yes %	No N	No %	DK N	DK %
The name of the landlord/letting agent	93	78	4	3	22	19
The rent payable	92	77	4	3	23	19
The period the rent covers	84	71	7	6	28	24
The phone number of the landlord/letting agent	83	70	12	10	24	20
The tenancy commencement date	83	70	7	6	29	24
The address of the landlord/letting agent	80	67	15	13	24	20
The notice of termination which must be given by the landlord/letting agent and tenant	77	65	14	12	28	24
The amount of the deposit	75	63	18	15	26	22
The duration of the tenancy	75	63	14	12	30	25
The repairing obligations of the tenant	65	55	22	19	32	27
The purpose of the deposit	63	53	26	22	30	25
The rates payable	58	49	26	22	35	29
The conditions under which the deposit will be repaid	58	49	30	25	31	26
The repairing obligations of the landlord/letting agent	58	49	24	20	37	31
Legal rights of tenants (including their obligations)	53	45	31	26	35	29
The period the rates cover	50	42	31	26	38	32
Landlord/letting agent obligations	48	40	33	28	38	32
Inventory of fixtures and fittings	39	33	48	40	32	27
Other information depending on the tenancy (e.g. controlled)	35	29	45	38	39	33
The condition of fixtures and fittings	35	29	49	41	35	29
Property condition report	32	27	52	44	35	29
The amount and description of any other payment	31	26	55	46	33	28
Other (<i>see Table 119</i>)	33	28	86	72	-	-

Base: 119 (respondents who had a rent book and/or tenancy agreement)

Table 119: Does your rent book and/or tenancy agreement contain...Other Responses

	Number
Details from the tenancy agreement recorded - the rent book had basic details - a combination of tenant name, tenant address, date, amount and signature	6
Safety advice/action	2
Bank details for letting agent	1
Guarantor	1
Phone numbers for advice services	1
Tenancy deposit scheme	1
Don't know	22
Total	34

Base: 33 (respondents who stated 'other' in Table 118) (34 responses from 33 respondents)

Table 120: Are there any other issues which you feel should be included in your rent book/tenancy agreement?

	Number
Rent book: an official rent book should be issued, conditions around altering the property should be included	2
Tenancy agreement: Landlord/tenant responsibilities (3) Property condition report/inventory of fixtures and fittings (3) Tenancy deposit scheme and conditions under which deposit will be returned (2) Information on housing benefit/amount covered by housing benefit (2) Information surrounding evictions (1)	11

Base: 12 (respondents who stated other issues they feel should be included in their rent book or tenancy agreement) (13 responses from 12 respondents)

Table 121: Were you provided with an Energy Performance Certificate (EPC)?

	Number	%
Yes	19	13
No	107	74
Don't know	18	13
Total	144	100

Base: 144 (all respondents)

Table 122: Do you know where to go for information about your rights as a tenant?

	Number	%
Yes	90	63
No	54	38
Total	144	100

Base: 144 (all respondents)

Table 123: Where do you go for information?

	Number	%
Citizen's Advice Bureau	57	54
Internet	20	19
Housing Executive	13	12
Housing Rights Service	6	6
Council	3	3
Landlord/Letting agent	2	2
Environmental Health	1	1
Family/friends	1	1
Look at tenancy agreement	1	1
Other advice centre	1	1
Total	105	100

*Base: 90 (respondents who knew where to go for information about their rights as a tenant)
(105 responses from 90 respondents)*

Table 124: Have you sought assistance in relation to...?

	Yes Number	Yes %	No Number	No %
Housing Benefit	13	9	131	91
Repairs	6	4	138	96
Deposit	3	2	141	98
Other (<i>see Table 125</i>)	7	5	137	95

Base: 144 (all respondents)

Table 125: Have you sought assistance in relation to...Other Responses

	Number
Repossession	2
Bills	2
Tenancy agreement	1
Noisy neighbours	1
Landlord/letting agent being difficult to contact	1
Household separation	1
Total	8

Base: 7 (respondents who stated 'other' in Table 124) (8 responses from 7 respondents)

Table 126: When you first moved into your accommodation, was the tenancy agreement for a fixed length of time?

	Number	%
Yes	88	61
No	55	38
Don't know	1	1
Total	144	100

Base: 144 (all respondents)

Table 127: How long was the agreement for?

	Number	%
Under 6 months	5	6
Six months or more but less than 12 months	46	52
One year or more but less than 2 years	33	38
Three years or more but less than 5 years	1	1
Five years or over	3	3
Total	88	100

Base: 88 (respondents who's tenancy was a fixed length of time when they moved in)

Table 128: Has the first period expired?

	Number	%
Yes	75	85
No	13	15
Total	88	100

Base: 88 (respondents who's tenancy was a fixed length of time when they moved in)

Table 129: Have you...

	Number	%
A formal agreement for a further fixed term	26	35
A formal agreement to stay on but not for a specified time	17	23
An informal agreement	18	24
Or have you just stayed on?	14	19
Total	75	100

Base: 75 (respondents who's first tenancy period had expired)

Table 130: Do you think you will...

	Number
Have to leave when the term comes to an end	1
Be able to stay on but not as long as you like?	13
Or will you be able to stay on for as long as you want?	25
Total	39

Base: 39 (respondents who said the first period had not expired or they had a formal agreement for a further fixed term)

Table 131: Do you think...

	Number	%
You will be able to stay here for as long as you like?	94	90
Or might you have to leave before you want to, because the landlord asks you to go?	9	9
Don't know	2	2
Total	105	100

Base: 105 (respondents who said their tenancy agreement was not or they did not know if it was for a fixed length of time/ the first period had expired and they had a formal agreement to stay on but not for a specified time, informal agreement or they have just stayed on)

Table 132: Is accommodation tied to your (or your partner's) job?

	Number	%
Not tied to job	142	99
Tied to job	<5	<5
Used to be tied to job but not now	<5	<5
Total	144	100

Base: 144 (all respondents)

Table 133: Have you heard of the landlord registration scheme?

	Number	%
Yes	47	33
No	97	67
Total	144	100

Base: 144 (all respondents)

Table 134: Do you think this scheme would influence your decision to take a property/rent from a particular landlord?

	Number	%
Yes	83	58
No	42	29
Don't know	19	13
Total	144	100

Base: 144 (all respondents)

Table 135: Is your current landlord registered?

	Number	%
Yes	29	20
No	7	5
Don't know	108	75
Total	144	100

Base: 144 (all respondents)

Table 136: Do you have any suggestions for this type of service?

	Number
The landlord should be reviewed/rated (including considering the condition of their property/properties)	5
The scheme is a good idea	3
A clear list of landlord duties should be included (including safety measures required)	2
Letting agents should indicate if the landlord is registered	1
You would be confident the landlord would look after you	1
Makes you feel rules and regulations are adhered to	1
Total	13

Base: 12 (respondents who made suggestions for this type of service) (13 responses from 12 respondents)

Table 137: Do you know what a Tenancy Deposit Scheme is?

	Number	%
Yes	58	40
No	86	60
Total	144	100

Base: 144 (all respondents)

Table 138: If you paid a deposit on or after the 1 April 2013 and it is not protected by the Tenancy Deposit Scheme, are you aware that you can report this to your Local Council?

	Number	%
Yes	2	1
No	10	7
N/A - Deposit paid before 2013	43	30
N/A - No deposit paid for current accommodation	39	27
N/A - Deposit protected in a tenancy deposit scheme	31	22
N/A - Don't know if deposit protected in a tenancy deposit scheme	17	12
N/A - Don't know if paid a deposit	2	1
Total	144	100

Base: 144 (all respondents)

Table 139: Do you have any suggestions for this type of service?

	Number
The scheme is a good idea	4
Deposit and rent in advance is a big outlay/easier to pay deposit only	3
More awareness of the scheme is needed amongst tenants	2
The scheme should be available to all/compulsory	2
The scheme should protect tenants against unfair claims deductions from deposit/many landlords fight to keep deposits	2
Letting agents should provide more information on deposits	1
More help, to raise deposits, should be provided by Social Security Agency	1
Total	15

Base: 13 (respondents who made suggestions for this type of service) (15 responses from 13 respondents)

Table 140: Should there be an accreditation scheme for landlords' and letting agents?

	Landlord Number	Landlord %	Letting Agent Number	Letting Agent %
Yes	114	79	110	76
No	9	6	11	8
Don't know	21	15	23	16
Total	144	100	144	100

Base: 144 (all respondents)

Table 141: How much do you agree with statement: An accredited landlord/letting agent would influence my decision to rent a property?

	Landlord Number	Landlord %	Letting Agent Number	Letting Agent %
Strongly Agree	71	49	71	49
Agree	39	27	37	26
Neither agree nor disagree	11	8	11	8
Disagree	4	3	6	4
Strongly disagree	5	4	5	4
Don't know	14	10	14	10
Total	144	100	144	100

Base: 144 (all respondents)

Table 142: Should an accreditation scheme for landlords be...?

	Number	%
Compulsory	84	74
Voluntary	24	21
Don't know	6	5
Total	114	100

Base: 114 (respondents who said there should be an accreditation scheme for landlords)

Table 143: Should an accreditation scheme for letting agents be...?

	Number	%
Compulsory	81	74
Voluntary	23	21
Don't know	6	6
Total	110	100

Base: 110 (respondents who said there should be an accreditation scheme for letting agents)

Table 144: What things would you like a **landlord** to be assessed on....?

	Yes N	Yes %	No N	No %	DK N	DK %
Quality of repairs completed	97	85	16	14	1	1
Completion of repairs in a timely manner	95	83	18	16	1	1
Ease of contacting them	69	61	44	39	1	1
Not intrusive	63	55	50	44	1	1
Other (see Table 145)	43	38	71	62	-	-

Base: 114 (respondents who said there should be an accreditation scheme for landlords)

Table 145: What things would you like a **landlord** to be assessed on? Other Responses

	Number
Condition of the property	23
Fair behaviour. Credible	9
Dealing with deposits fairly	8
Previous tenants reviews	8
Fair rent	5
Meeting all statutory requirements	4
Introduce a rating system	1
Other (landlord is solvent, student accommodation is clearly identified, how property is let - furnished/unfurnished)	3
Don't know	1
Total	62

Base: 43 (respondents who stated 'other' in Table 144) (62 responses from 43 respondents)

Table 146: What things would you like a **letting agent** to be assessed on....?

	Yes N	Yes %	No N	No %	DK N	DK %
Quality of repairs completed	93	85	16	15	1	1
Completion of repairs in a timely manner	91	83	18	16	1	1
Ease of contacting them	65	59	44	40	1	1
Not intrusive	60	55	49	45	1	1
Other (see Table 147)	40	36	70	64	-	-

Base: 110 (respondents who said there should be an accreditation scheme for letting agents)

Table 147: What things would you like a **letting agent** to be assessed on? Other Responses

	Number
Condition of the property	23
Fair behaviour. Credible	7
Dealing with deposits fairly	8
Previous tenants reviews	8
Fair rent	5
Meeting all statutory requirements	3
Introduce a rating system	1
Other (landlord is solvent, student accommodation is clearly identified, how property is let - furnished/unfurnished)	3
Don't know	1
Total	59

Base: 40 (respondents who stated 'other' in Table 146) (59 responses from 40 respondents)

Table 148: Do you feel your **landlord** would benefit from becoming qualified (i.e. receiving a qualification/training etc.) in letting and managing properties?

	Number	%
Yes	42	29
No	73	51
Don't know	23	16
Non response	6	4
Total	144	100

Base: 144 (all respondents)

Table 149: Do you feel your **letting agent** would benefit from becoming qualified (i.e. receiving a qualification/training etc.) in letting and managing properties?

	Number	%
Yes	24	42
No	25	44
Don't know	3	5
Non response	5	9
Total	57	100

Base: 57 (respondents who had a letting agent)

Table 150: Are you in favour of a scheme for tenants, which would provide accreditation for responsible tenants?

	Number	%
Yes	112	78
No	10	7
Don't know	22	15
Total	144	100

Base: 144 (all respondents)

Table 151: Should this be...?

	Number	%
Compulsory	64	57
Voluntary	36	32
Don't know	11	10
Non response	1	1
Total	112	100

Base: 112 (respondents who were in favour of an accreditation scheme for tenants)

Table 152: What type of things could tenants be assessed on?

	Yes Number	Yes %	No Number	No %
Maintaining the property in good condition	97	87	14	13
Payment of rent on time	84	75	27	24
Not making excessive noise	75	67	36	32
Behaving in a reasonable manner with neighbours	74	66	37	33
Other responses (<i>see Table 153</i>)	17	15	95	85

Base: 112 (respondents who were in favour of an accreditation scheme for tenants) (Please note: 1 respondent did not answer each of these questions – 1 respondents = 1%)

Table 153: What type of things could tenants be assessed on? Other Responses

	Number
Behaviour in previous tenancies	7
Condition tenant leaves property in	7
Tenant is trustworthy/behaves in a reasonable manner/ is easily contactable	3
Take account if tenant is in employment	1
Non response	1
Total	19

Base: 17 (respondents who stated 'other' in Table 152) (19 responses from 17 respondents)

Table 154: Should there be a licensing scheme for landlords and letting agents?

	Number	%
Yes	87	60
No	26	18
Don't know	31	22
Total	144	100

Base: 144 (all respondents)

Table 155: How much do you agree or disagree with the following statement: A licensed landlord/letting agent would influence my decision to rent a property?

	Number	%
Strongly agree	53	37
Agree	38	26
Neither Agree nor disagree	13	9
Disagree	8	6
Strongly disagree	10	7
Don't know	22	15
Total	144	100

Base: 144 (all respondents)

Table 156: Should this scheme be...?

	Number	%
Compulsory	57	66
Voluntary	17	20
Don't know	13	15
Total	87	100

Base: 87 (respondents who said there should be a licensing scheme for landlords and letting agents)

Table 157: What standards should be considered?

	Yes Number	Yes %	No Number	No %
References provided by previous tenants	59	68	17	20
Providing tenants with all the statutory info/documents	58	67	18	21
Having training on property management	45	52	31	36
Having the relevant qualifications	36	41	40	46
Other (see Table 158)	15	17	72	83

Base: 87 (respondents who said there should be a licensing scheme for landlords and letting agents) (NB: 11 of the 87 respondents answered 'Don't know' for each of the four standards)

Table 158: What standards should be considered? Other Responses

	Number
Letting well maintained properties	5
Respectful relationships	1
Justifying high rents	1
Introduce minimum standards for landlords	1
Don't know	8
Total	16

Base: 15 (respondents who stated 'other' in Table 157) (16 responses from 15 respondents)

Table 159: Do you have any suggestions for this type of service?

	Number
Landlord responsibilities should be clear	2
Would open the door for more landlords/create a more competitive market for private tenants	2
Too much emphasis on qualifications	1
Should be for landlords with large portfolios only	1
Should be compulsory for landlords letting to tenants in receipt of housing benefit	1
Sometimes landlord/letting agents are just interested in money	1
Leaflets provided on tenants' rights	1
Total	9

Base: 7 (respondents who made suggestions for this type of service) (9 responses from 7 respondents)

Table 160: Have you ever had a serious dispute with your current landlord/letting agent?

	Number	%
Yes	7	5
No	137	95
Total	144	100

Base: 144 (all respondents)

Table 161: What was this in relation to?

	Number
Repairs	4
Rent	1
Other bills	1
Tenancy commencement date	1
Total	7

Base: 7 (respondents who had had a serious dispute with their current landlord/letting agent)

Table 162: Did you consider going to the small claims court to resolve this issue?

	Number
Yes	2
No	4
Don't know	1
Total	7

Base: 7 (respondents who had had a serious dispute with their current landlord/letting agent)

Table 163: How has the issue been resolved?

	Number
Issue is not resolved	4
Repairs now carried out	2
Tenancy commencement date was changed	1
Total	7

Base: 7 (respondents who had had a serious dispute with their current landlord/letting agent)

Table 164: Should there be an arbitration service to deal with the landlord/tenant disputes?

	Number	%
Yes	126	88
No	6	4
Don't know	12	8
Total	144	100

Base: 144 (all respondents)

Table 165: What type of issues should this arbitration service deal with?

	Yes Number	Yes %	No Number	No %
Problems with getting repairs done	107	85	18	14
Disputes concerning rent	91	72	34	27
Landlord/letting agent entering the premises without permission	73	58	52	41
Eviction	69	55	56	44
Other (see Table 166)	27	21	99	79

Base: 126 (respondents who said there should be an arbitration service) (1 of the 126 respondents said 'don't know' to each issue)

Table 166: What type of issues should this arbitration service deal with? Other Responses

	Number
Getting deposit back	14
Complaints from neighbours/ASB	4
Landlord/letting agent disputing damages	3
Tenant not keeping the property in good condition	2
Disputes over other bills	2
Other - landlord responsibilities/tenant responsibilities & circumstances	4
Don't know	1
Total	30

Base: 27 (respondents who stated other in Table 165) (30 responses from 27 respondents)

Table 167: Should this be voluntary or should landlords/letting agents be legally required to appear if required?

	Number	%
Compulsory	92	73
Voluntary	19	15
Don't know	15	12
Total	126	100

Base: 126 (respondents who said there should be an arbitration service)

Table 168: Do you have any other suggestions for this type of service?

	Number
Everyone should be heard	5
The service is a good idea	3
Should be part of contract	2
Deals with any major issues	2
If included in the contract, the service is not needed	1
Protection for both parties	1
Gives tenants confidence	1
Possible downfall is landlord's reaction to scheme	1
The cost of the service should lie with the landlord	1
In practice, the scheme will not work	1
Total	18

Base: 14 (respondents who made suggestions for this type of service) (18 responses from 14 respondents)

Table 169: Are there any ways you feel your relationship with your landlord/agent could be improved?

	Number	%
Yes	22	15
No	118	82
Don't know	4	3
Total	144	100

Base: 144 (all respondents)

Table 170: How could the relationship be improved?

	Number
Carry out necessary repairs	9
Be easier to contact	5
More approachable/pleasant. Willing to negotiate	5
More communication/involvement. Better customer service	4
Modernise/upgrade the property	4
Other (only visit the property when the tenant is there, keep a record of all payments)	2
Total	29

*Base: 22 (respondents who said their relationship with their landlord/letting agent could be improved)
(29 responses from 22 respondents)*

Section Four: Future Intentions

Table 171: Do you intend to stay in the private rented sector for the next 5 years?

	Number	%
Yes	92	64
No	36	25
Don't know	16	11
Total	144	100

Base: 144 (all respondents)

Table 172: Do you intend to stay in this property for the next five years?

	Number	%
Yes	74	80
No	11	12
Don't know	7	8
Total	92	100

Base: 92 (respondents who intended to stay in the private rented sectors for the next five years)

Table 173: What are your future intentions for the next 5 years?

	Number	%
Move to the owner occupied sector	29	56
Move to renting from the Housing Executive	19	37
Don't know	4	8
Total	52	100

Base: 52 (respondents who did not know/were not intending to stay in the private rented sector for the next 5 years)

Table 174: When do you think you will buy?

	Number
Less than 6 months	2
Six months or more but less than 1 year	4
One year or more but less than 3 years	12
Three years or more but less than 5 years	6
Already bought	<5
Don't know	4
Total	29

Base: 29 (respondents who intended to move to the owner occupied sector)

Table 175: What is preventing you from buying a home at this present time?

	Number
Hard to get a mortgage/deposit. Saving for a deposit	9
Finances/money	5
Am a student	5
Awaiting completion date/already bought	3
Need a job	3
Finding right property takes time	3
Need to sell to buy	2
Other personal/family circumstances	3
Don't know	1
Total	34

Base: 29 (respondents who intended to move to the owner occupied sector) (34 responses from 29 respondents)

Table 176: Would you consider purchasing a home with co-ownership?

	Number
Yes	12
No	14
Don't know	3
Total	29

Base: 29 (respondents who intended to move to the owner occupied sector)

Table 177: How important is home ownership to you?

	Number	%
Very important (<i>see Table 178</i>)	28	54
Quite important (<i>see Table 178</i>)	4	8
Neither important nor unimportant	6	12
Quite unimportant	4	8
Very unimportant	6	12
Don't know	3	6
Non response	1	2
Total	52	100

Base: 52 (respondents who did not know/were not intending to stay in the private rented sector for the next 5 years)

Table 178: What do you consider is the main advantage of homeownership?

	Number
Security of occupation	10
Pride in owning your home	8
Ability to modify the home features	6
An investment	5
No rental payments	1
Other (nice to own a home)	1
Non response	1
Total	32

Base: 32 (respondents who said home ownership was very/quite important to them)

Table 179: Are you or your partner (if applicable) on the waiting list for Housing Executive/Association accommodation?

	Number	%
Yes	18	35
No	34	65
Total	52	100

Base: 52 (respondents who did not know/were not intending to stay in the private rented sector for the next 5 years)

Table 180: How long have you been on the waiting list?

	Number
Less than 6 months	1
Six months or more but less than 1 year	1
One year or more but less than 3 years	3
Three years or more but less than 5 years	7
More than 5 years	4
Don't know	1
Non response	1
Total	18

Base: 18 (respondents who were on the social housing waiting list)

Table 181: Do you think that private rented housing is more or less desirable than...

	More desirable		About the same		Less desirable		Depends on area/property		DK		NR	
	N	%	N	%	N	%	N	%	N	%	N	%
Housing Executive or Housing Association accommodation	44	31	23	16	45	31	12	8	19	13	1	1
Owning your own home	19	13	10	7	92	64	7	5	16	11	-	-

Base: 144 (all respondents)

Table 182: What are the main advantages of renting from the Housing Executive/Housing Association?

	Number	%
Security of tenure	14	18
More affordable	12	16
Repairs carried out/property maintained	12	16
Good standard of housing	6	8
Can decorate property freely	3	4
More professional/formal arrangement	3	4
Can get size/type of property I want/need	2	3
Can't raise a deposit/can't get a mortgage	2	3
No advantages of this tenure type	2	3
No deposit needed	2	3
Don't have a choice on where to live/provides a shelter only	2	3
Right to buy	1	1
Can keep a pet	1	1
Don't know	13	17
No comment/Non response	2	3
Total	77	100

Base: 52 (respondents who do not know/were not intending to stay in the private rented sector for the next 5 years)
(77 responses from 52 respondents)

Table 183: What are the main advantages of renting from a private landlord?

	Number	%
Waiting list too long for social housing	39	15
Accommodation in desired areas	34	13
Repairs carried out/property maintained	29	11
You can move easily	24	9
Properties readily available	20	8
Can get the size/type of property I want/need	20	8
Good standard housing	14	5
No advantages of this tenure type	10	4
Can't get a mortgage	8	3
Temporary/short-term	8	3
More affordable	7	3
Deal directly with landlord (landlord lets you get on with your life)	7	3
Security of tenure	6	2
Can't raise a deposit	5	2
Don't want the trouble/cost/responsibility of owning	5	2
Social housing allocations unfair/prefer not to deal with a social housing provider	3	1
Allows you to live in a mixed religion area	2	1
Saving for a deposit	2	1
Laid back/easy option	2	1
Accommodation in well-established areas	1	<1
Good neighbours	1	<1
No experience of anything else	1	<1
Private rentals are not secure	1	<1
Don't know	7	3
Non response	6	2
Total	262	100

Base: 144 (all respondents) (262 responses from 144 respondents)

Table 184: Why do you want to move?

	Number	%
Reasons relating to home		
Wanted larger property	7	9
Wanted smaller property	-	-
Home in a bad state of repair	2	3
Cannot afford cost of property	-	-
Want a newly built property	1	1
Want a different type of property	1	1
Security of tenure reasons		
Tenancy ending	-	-
Landlord terminating my tenancy	-	-
Letting agent terminating my tenancy	-	-
Landlord is selling the property	-	-
Property is being repossessed	-	-
Have to leave tied accommodation	-	-
Work/College reasons		
To be nearer new job	2	3
To be nearer existing job	1	1
To go to university or college	-	-
Area/Neighbourhood reasons		
Want to move to better area	1	1
Crime/fear of crime	-	-
To get kids into better school	-	-
Neighbour problems	1	1
Family/Personal reasons		
To set up home with partner	-	-
Household split up/divorce/separation	-	-
Disability/illness	2	3
Want to set up home of my own	7	9
To move nearer family or friends	4	5
Move around fairly often anyway	-	-
To move to owner occupied sector	22	29
To move to social housing	16	21
Other personal/family reasons	-	-
Other reasons		
Number of reasons/No clear reason	-	-
Other (<i>please see Table 185</i>)	5	7
Don't know	1	1
Non response	2	3
TOTAL	75	100

*Base: 52 (respondents who do not know/were not intending to stay in the private rented sector for the next 5 years)
(75 responses from 52 responses)*

Table 185: Why do you want to move? Other Responses

	Number
Depends on the job I can get	1
Current accommodation is temporary	1
No shops near-by	1
Like living in the current area (don't know where might move to)	1
Current area more affordable (don't know where might move to)	1
Total	5

Base: 5 (respondents who stated 'other' in Table 184)

Table 186: Where might you want to move?

	Number	%
Same neighbourhood	19	37
Same town/city	11	21
Same council area	5	10
Other (see Table 187)	10	19
Don't know	5	10
Non response	2	4
Total	52	100

Base: 52 (respondents who did not know/were not intending to stay in the private rented sector for the next 5 years)

Table 187: Where might you want to move? Other Responses

	Number
Into Belfast	3
England	3
Republic of Ireland	1
Different council area	1
Into the country	1
Property type more important	1
Total	10

Base 10: (respondents who stated 'other' in Table 186)

Table 188: Do you or members of your household mix with people from different community /religious backgrounds?

	Number	%
Frequently	111	77
Sometimes	22	15
Never	8	6
Haven't had the opportunity	2	1
Don't know	1	1
Total	144	100

Base: 144 (all respondents)

Table 189: What would you say the level of community spirit in your local area is...?

	Number	%
Very good	57	40
Good	48	33
Neither good nor poor	21	15
Poor	9	6
Very poor	6	4
Don't know	3	2
Total	144	100

Base: 144 (all respondents)

Table 190: Do you think relations between people of different community backgrounds in Northern Ireland are better, the same or worse **compared to 5 years ago**?

	Number	%
Better	95	66
The same	23	16
Worse	10	7
Don't know	16	11
Total	144	100

Base: 144 (all respondents)

Table 191: Do you think relations between people of different community backgrounds in Northern Ireland will be better, the same or worse **in 5 years time**?

	Number	%
Better	85	59
The same	23	16
Worse	12	8
Don't know	24	17
Total	144	100

Base: 144 (all respondents)