

Results of landlord questionnaire

October 2010

(267 sent - private landlords, 36 sent - housing associations)

	Private Landlords	Housing Associations
How good do you think the service is? <ul style="list-style-type: none"> • very good • good • not good 	3 2 0	2 2 0
Which is the most important to you? (1) As most important, (2) As next important <ul style="list-style-type: none"> • payment by due date • easy telephone access • changes (e.g. rent increases) processed quickly • something else (please tell us) 	5(1) 3(2) 1(3) 2(2) 2(3) 1(4) Updates by email. Especially the progress of new claims	2(1) 1(3) 1(1) 2(2) 1(3) 1(4) HB always remain on hold for long periods
Are you able to contact us easily, do we offer an accessible service? <ul style="list-style-type: none"> • Do our opening times suit you? • Are our offices accessible to you? 	4 yes 1 no 3 yes 1 no 1 n/a	4 yes 4 yes
If you have a query with us, do we respond effectively? <ul style="list-style-type: none"> • by phone • by email • by letter 	4 yes 1 no 2 yes 2 no 2 yes 3 no	4 yes 3 yes 3 yes
Are you aware of our Appeals Service?	6 yes 8 no 1 probably	4 yes
Would you know how to complain?	7 yes 7 no 1 probably	4 yes

	Private Landlords	Housing Associations
<p>What do you think is the best aspect of our Service?</p> <p>Private landlords</p> <ul style="list-style-type: none"> • The telephone service. Enquiries are dealt with satisfactorily • Payments by BACS, getting newsletters, getting advice especially on new legislation <p>Housing Associations</p> <ul style="list-style-type: none"> • The quick turnaround in applications • Good working relationship with staff 		
<p>What aspect of our service do you think we could most improve?</p> <p>Private landlords</p> <ul style="list-style-type: none"> • Informing landlords about payment changes/stoppage • Making advice and consultations more accessible to those who do not live in the area and cannot attend meetings, e.g. by videoconferencing, email, etc. • Do not pay my tenants directly. This leads to problems and the tenant then pays slowly • All! <p>Housing Associations</p> <ul style="list-style-type: none"> • I feel the dealings of your hb apps very efficient • Housing benefit department 		
Do you like to receive the landlord newsletters?	4 yes 2 no	4 yes
<p>Please let us know what you would like included in future landlord newsletters.</p> <p>Information from meetings for those who cannot attend, especially with regard to changes in legislation for landlords on essential things they should know.</p>		
<p>Please could you let us know if there is any aspect of our service that you would like us to provide or improve upon that is not covered or asked for above.</p> <p>Processing new claims and changes within 2 weeks and keeping landlords updated of the progress of a claim by e mail.</p> <p>We have recently had a number of non English speaking tenants wanting private housing that say they are on benefit. We are unable to help people that can't understand English. We can't understand how these non English people are claiming benefits.</p>		