

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 1
QA. Gender
Base: All respondents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
Male	567	306	143	98	20	5	552	398	86	41	339	435	132	135	432	259	176	368	18	353	214	128	116	323
	63%	61%	67%	65%	57%	63%	64%	66%	59%	64%	65%	64%	61%	66%	62%	65%	62%	63%	60%	62%	64%	57%	69%	64%
Female	331	195	69	52	15	3	317	205	59	23	179	247	84	70	261	140	107	212	12	213	118	95	52	184
	37%	39%	33%	35%	43%	38%	36%	34%	41%	36%	35%	36%	39%	34%	38%	35%	38%	37%	40%	38%	36%	43%	31%	36%

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Table 2
QB. Age
Base: All respondents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
18-24	7 1%	4 1%	2 1%	1 1%	-	-	7 1%	3 *	2 1%	-	6 1%	7 1%	-	6 3%	1 *	6 2%	1 *	7 1%	-	4 1%	3 1%	6 3%	-	1 *
25-34	74 8%	32 6%	19 9%	22 15%	1 3%	2 25%	68 8%	51 8%	10 7%	20 31%	53 10%	65 10%	9 4%	56 27%	18 3%	54 14%	11 4%	59 10%	1 3%	59 10%	15 5%	42 19%	17 10%	15 3%
35-44	181 20%	86 17%	59 28%	32 21%	4 11%	4 50%	176 20%	116 19%	33 23%	24 38%	120 23%	151 22%	30 14%	69 34%	112 16%	99 25%	52 18%	129 22%	4 13%	113 20%	68 20%	61 27%	48 29%	72 14%
45-54	211 23%	126 25%	44 21%	34 23%	7 20%	-	204 23%	147 24%	30 21%	6 9%	116 22%	156 23%	55 25%	34 17%	177 26%	94 24%	62 22%	125 22%	9 30%	133 23%	78 23%	48 22%	38 23%	125 25%
55-64	234 26%	137 27%	50 24%	36 24%	11 31%	1 13%	230 26%	154 26%	41 28%	9 14%	114 22%	161 24%	73 34%	24 12%	210 30%	83 21%	78 28%	130 22%	12 40%	136 24%	98 30%	42 19%	34 20%	158 31%
65+	191 21%	116 23%	38 18%	25 17%	12 34%	1 13%	184 21%	132 22%	29 20%	5 8%	109 21%	142 21%	49 23%	16 8%	175 25%	63 16%	79 28%	130 22%	4 13%	121 21%	70 21%	24 11%	31 18%	136 27%
Average age	52.85	54.12	51.07	50.21	56.71	42.13	52.93	53.05	52.81	42.50	51.43	51.87	55.94	42.91	55.78	49.19	55.64	51.90	53.73	52.20	53.95	46.96	50.31	56.28
Median age	53.11	54.31	50.67	49.67	58.25	36.50	53.24	53.09	53.50	36.80	50.38	51.53	56.25	38.39	55.93	48.41	57.17	51.50	55.00	52.15	54.25	46.38	49.20	56.88

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Table 3

QC. Which of the following describes where you live?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
Scotland	8 1%	1 *	3 1%	3 2%	1 3%	-	8 1%	4 1%	1 1%	3 5%	6 1%	7 1%	1 *	4 2%	4 1%	6 2%	1 *	6 1%	1 3%	6 1%	2 1%	-	1 1%	7 1%
North East	30 3%	19 4%	3 1%	7 5%	1 3%	-	30 3%	18 3%	7 5%	2 3%	12 2%	17 2%	13 6%	6 3%	24 3%	6 2%	11 4%	14 2%	1 3%	19 3%	11 3%	5 2%	5 3%	20 4%
North West	78 9%	40 8%	21 10%	16 11%	1 3%	-	76 9%	49 8%	13 9%	5 8%	40 8%	55 8%	23 11%	21 10%	57 8%	35 9%	20 7%	47 8%	-	50 9%	28 8%	25 11%	16 10%	37 7%
Yorkshire and the Humber	64 7%	30 6%	21 10%	11 7%	2 6%	1 13%	62 7%	41 7%	13 9%	3 5%	34 7%	43 6%	21 10%	9 4%	55 8%	24 6%	19 7%	40 7%	-	39 7%	25 8%	19 9%	12 7%	33 7%
West Midlands	56 6%	35 7%	10 5%	10 7%	1 3%	1 13%	54 6%	30 5%	14 10%	5 8%	38 7%	43 6%	13 6%	14 7%	42 6%	25 6%	18 6%	33 6%	3 10%	37 7%	19 6%	14 6%	12 7%	30 6%
East Midlands	65 7%	37 7%	13 6%	10 7%	5 14%	1 13%	63 7%	41 7%	9 6%	1 2%	35 7%	45 7%	20 9%	10 5%	55 8%	22 6%	23 8%	38 7%	2 7%	39 7%	26 8%	15 7%	12 7%	38 7%
Wales	6 1%	2 *	2 1%	2 1%	-	-	6 1%	4 1%	1 1%	-	4 1%	5 1%	1 *	2 1%	4 1%	4 1%	1 *	5 1%	-	4 1%	2 1%	-	1 1%	5 1%
East of England	75 8%	55 11%	14 7%	3 2%	3 9%	-	74 9%	48 8%	14 10%	1 2%	48 9%	58 9%	17 8%	11 5%	64 9%	27 7%	31 11%	51 9%	1 3%	40 7%	35 11%	20 9%	13 8%	42 8%
London	207 23%	95 19%	62 29%	42 28%	8 23%	1 13%	204 23%	144 24%	32 22%	25 39%	121 23%	169 25%	38 18%	83 40%	124 18%	110 28%	59 21%	146 25%	8 27%	139 25%	68 20%	62 28%	37 22%	108 21%
South East	201 22%	121 24%	39 18%	31 21%	10 29%	3 38%	192 22%	150 25%	27 19%	12 19%	120 23%	166 24%	35 16%	33 16%	168 24%	99 25%	67 24%	137 24%	10 33%	126 22%	75 23%	36 16%	40 24%	125 25%
South West	107 12%	65 13%	24 11%	15 10%	3 9%	1 13%	99 11%	74 12%	14 10%	7 11%	59 11%	73 11%	34 16%	12 6%	95 14%	40 10%	33 12%	62 11%	4 13%	66 12%	41 12%	27 12%	19 11%	61 12%
Northern Ireland	1 *	1 *	-	-	-	-	1 *	-	-	-	1 *	1 *	-	-	1 *	1 *	-	1 *	-	1 *	-	-	-	1 *

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Table 4

QD. Which of the following best describes your current working status?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
Working full time - working 30 hours per week or more	505 56%	260 52%	128 60%	94 63%	23 66%	6 75%	486 56%	337 56%	88 61%	54 84%	297 57%	393 58%	112 52%	168 82%	337 49%	260 65%	133 47%	325 56%	19 63%	328 58%	177 53%	147 66%	109 65%	249 49%
Working part time - working between 8 and 29 hours per week	137 15%	73 15%	38 18%	22 15%	4 11%	-	134 15%	87 14%	23 16%	6 9%	79 15%	101 15%	36 17%	15 7%	122 18%	50 13%	51 18%	88 15%	5 17%	90 16%	47 14%	34 15%	20 12%	83 16%
Not working/ temporarily unemployed/ sick, but seeking work	5 1%	3 1%	1 *	1 1%	-	-	4 *	3 *	-	-	3 1%	4 1%	1 *	1 *	4 1%	2 1%	2 1%	4 1%	-	3 1%	2 1%	1 *	-	4 1%
Not working and not seeking work/ Student	17 2%	12 2%	2 1%	3 2%	-	-	17 2%	11 2%	1 1%	1 2%	10 2%	14 2%	3 1%	2 1%	15 2%	10 3%	4 1%	13 2%	-	12 2%	5 2%	3 1%	3 2%	11 2%
Retired on a state pension only	7 1%	6 1%	1 *	-	-	-	6 1%	6 1%	1 1%	-	2 *	3 *	4 2%	1 *	6 1%	2 1%	1 *	3 1%	-	5 1%	2 1%	1 *	1 1%	5 1%
Retired with a private pension	204 23%	131 26%	38 18%	28 19%	7 20%	1 13%	200 23%	145 24%	29 20%	3 5%	113 22%	151 22%	53 25%	16 8%	188 27%	69 17%	82 29%	134 23%	5 17%	120 21%	84 25%	33 15%	32 19%	139 27%
House person, housewife, househusband, etc.	23 3%	16 3%	4 2%	2 1%	1 3%	1 13%	22 3%	14 2%	3 2%	-	14 3%	16 2%	7 3%	2 1%	21 3%	6 2%	10 4%	13 2%	1 3%	8 1%	15 5%	4 2%	3 2%	16 3%

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Table 5

QE. What is the combined annual income of your household, prior to tax being deducted?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
Up to £10,000	(5)	4 *	3 1%	-	1 1%	-	3 *	3 *	1 1%	-	2 *	3 *	1 *	1 *	3 *	2 1%	1 *	3 1%	-	2 *	2 1%	2 1%	-	2 *
£10,001 to £20,000	(15)	25 3%	22 4%	2 1%	1 1%	-	24 3%	15 2%	7 5%	2 3%	15 3%	17 2%	8 4%	2 1%	23 3%	8 2%	9 3%	14 2%	1 3%	15 3%	10 3%	9 4%	1 1%	15 3%
£20,001 to £30,000	(25)	55 6%	31 6%	17 8%	7 5%	-	52 6%	33 5%	9 6%	2 3%	27 5%	35 5%	20 9%	7 3%	48 7%	24 6%	11 4%	28 5%	2 7%	37 7%	18 5%	6 3%	10 6%	39 8%
£30,001 to £40,000	(35)	106 12%	67 13%	23 11%	15 10%	1 3%	99 11%	62 10%	19 13%	8 13%	54 10%	74 11%	32 15%	24 12%	82 12%	45 11%	29 10%	64 11%	3 10%	66 12%	40 12%	37 17%	21 13%	48 9%
£40,001 to £50,000	(45)	105 12%	70 14%	17 8%	16 11%	2 6%	104 12%	66 11%	17 12%	4 6%	56 11%	78 11%	27 13%	20 10%	85 12%	46 12%	32 11%	67 12%	1 3%	60 11%	45 14%	26 12%	24 14%	55 11%
£50,001 to £60,000	(55)	89 10%	43 9%	26 12%	18 12%	2 6%	88 10%	67 11%	16 11%	2 3%	52 10%	71 10%	18 8%	17 8%	72 10%	40 10%	31 11%	64 11%	-	57 10%	32 10%	15 7%	18 11%	56 11%
£60,001 to £70,000	(65)	77 9%	42 8%	20 9%	14 9%	1 3%	76 9%	54 9%	12 8%	3 5%	51 10%	61 9%	16 7%	19 9%	58 8%	36 9%	25 9%	52 9%	8 27%	48 8%	29 9%	31 14%	12 7%	34 7%
£70,001 to £80,000	(75)	88 10%	44 9%	27 13%	15 10%	2 6%	87 10%	67 11%	16 11%	15 23%	52 10%	67 10%	21 10%	35 17%	53 8%	44 11%	23 8%	57 10%	3 10%	56 10%	32 10%	20 9%	24 14%	44 9%
£80,001 to £90,000	(85)	56 6%	32 6%	10 5%	11 7%	3 9%	55 6%	38 6%	9 6%	6 9%	29 6%	42 6%	14 6%	10 5%	46 7%	26 7%	16 6%	37 6%	1 3%	41 7%	15 5%	13 6%	6 4%	37 7%
£90,001 to £100,000	(95)	73 8%	32 6%	16 8%	20 13%	5 14%	72 8%	46 8%	14 10%	6 9%	41 8%	56 8%	17 8%	20 10%	53 8%	34 9%	22 8%	49 8%	2 7%	53 9%	20 6%	10 4%	20 12%	43 8%
£100,001 to £150,000	(125)	90 10%	43 9%	29 14%	14 9%	4 11%	86 10%	62 10%	9 6%	4 6%	56 11%	73 11%	17 8%	22 11%	68 10%	41 10%	32 11%	59 10%	4 13%	54 10%	36 11%	21 9%	16 10%	53 10%
£150,001 to £200,000	(175)	42 5%	21 4%	10 5%	7 5%	4 11%	38 4%	31 5%	5 3%	6 9%	28 5%	34 5%	8 4%	12 6%	30 4%	23 6%	11 4%	28 5%	2 7%	28 5%	14 4%	13 6%	6 4%	23 5%
£200,001 to £250,000	(225)	9 1%	3 1%	4 2%	1 1%	1 3%	8 1%	6 1%	-	1 2%	5 1%	7 1%	2 1%	2 1%	7 1%	4 1%	3 1%	6 1%	-	7 1%	2 1%	2 1%	-	7 1%

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Table 5

QE. What is the combined annual income of your household, prior to tax being deducted?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
£250,001 to £300,000 (275)	4 *	3 1%	-	1 1%	-	-	3 *	4 1%	-	-	4 1%	4 1%	-	-	4 1%	2 1%	2 1%	4 1%	-	2 *	2 1%	-	1 1%	3 1%
£300,001 or more (325)	13 1%	2 *	3 1%	1 1%	7 20%	2 25%	12 1%	12 2%	2 1%	2 3%	9 2%	12 2%	1 *	6 3%	7 1%	8 2%	4 1%	12 2%	-	8 1%	5 2%	4 2%	1 1%	8 2%
NET: Up to £50,000	295 33%	193 39%	59 28%	40 27%	3 9%	2 25%	282 32%	179 30%	53 37%	16 25%	154 30%	207 30%	88 41%	54 26%	241 35%	125 31%	82 29%	176 30%	7 23%	180 32%	115 35%	80 36%	56 33%	159 31%
NET: £50,001 to £100,000	383 43%	193 39%	99 47%	78 52%	13 37%	3 38%	378 43%	272 45%	67 46%	32 50%	225 43%	297 44%	86 40%	101 49%	282 41%	180 45%	117 41%	259 45%	14 47%	255 45%	128 39%	89 40%	80 48%	214 42%
NET: £100,001 to £200,000	132 15%	64 13%	39 18%	21 14%	8 23%	1 13%	124 14%	93 15%	14 10%	10 16%	84 16%	107 16%	25 12%	34 17%	98 14%	64 16%	43 15%	87 15%	6 20%	82 14%	50 15%	34 15%	22 13%	76 15%
NET: £200,001 to £300,000	13 1%	6 1%	4 2%	2 1%	1 3%	-	11 1%	10 2%	-	1 2%	9 2%	11 2%	2 1%	2 1%	11 2%	6 2%	5 2%	10 2%	-	9 2%	4 1%	2 1%	1 1%	10 2%
NET: £300,001 or more	13 1%	2 *	3 1%	1 1%	7 20%	2 25%	12 1%	12 2%	2 1%	2 3%	9 2%	12 2%	1 *	6 3%	7 1%	8 2%	4 1%	12 2%	-	8 1%	5 2%	4 2%	1 1%	8 2%
Prefer not to answer	62 7%	43 9%	8 4%	8 5%	3 9%	-	62 7%	37 6%	9 6%	3 5%	37 7%	48 7%	14 6%	8 4%	54 8%	16 4%	32 11%	36 6%	3 10%	32 6%	30 9%	14 6%	8 5%	40 8%
Mean	76.97	69.80	80.39	78.17	152.50	142.50	76.29	80.48	68.90	89.75	80.68	79.94	67.67	85.00	74.50	80.56	78.98	80.48	77.22	77.75	75.60	75.62	73.19	78.88
Standard deviation	53.68	46.70	52.79	46.94	102.30	121.39	52.29	57.33	47.52	62.84	56.88	56.04	44.35	58.86	51.78	56.94	54.73	57.70	42.00	53.35	54.31	55.11	43.64	56.11
Standard error	1.86	2.18	3.70	3.94	18.08	42.92	1.84	2.41	4.07	8.05	2.59	2.23	3.12	4.19	2.05	2.91	3.45	2.47	8.08	2.31	3.13	3.81	3.45	2.60
Median	64.42	58.37	68.50	69.29	100.00	90.00	64.41	66.85	59.38	76.33	66.76	66.39	57.22	72.43	61.12	67.36	65.00	66.15	68.13	66.25	61.38	63.06	65.00	65.44

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Absolutes/col percents

Table 6

Q1. Which, if any, of the following types of property do you own (either with or without a mortgage) in the UK?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
Residential property rented out to others for domestic use	898 100%	501 100%	212 100%	150 100%	35 100%	8 100%	869 100%	603 100%	145 100%	64 100%	518 100%	682 100%	216 100%	205 100%	693 100%	399 100%	283 100%	580 100%	30 100%	566 100%	332 100%	223 100%	168 100%	507 100%
Residential property for own use	775 86%	425 85%	183 86%	136 91%	31 89%	7 88%	753 87%	538 89%	126 87%	49 77%	440 85%	585 86%	190 88%	161 79%	614 89%	332 83%	253 89%	498 86%	27 90%	483 85%	292 88%	179 80%	144 86%	452 89%
Residential property rented out for holiday lettings	104 12%	25 5%	32 15%	38 25%	9 26%	3 38%	99 11%	76 13%	18 12%	26 41%	76 15%	89 13%	15 7%	66 32%	38 5%	73 18%	16 6%	81 14%	- -	81 14%	23 7%	42 19%	24 14%	38 7%
Commercial property i.e. property used for business purposes, either used by yourself or rented to others	88 10%	23 5%	24 11%	30 20%	11 31%	5 63%	80 9%	69 11%	17 12%	22 34%	57 11%	80 12%	8 4%	47 23%	41 6%	62 16%	18 6%	70 12%	5 17%	77 14%	11 3%	33 15%	9 5%	46 9%
Residential property for own use and with a paying lodger(s)	60 7%	13 3%	19 9%	22 15%	6 17%	3 38%	56 6%	49 8%	15 10%	20 31%	49 9%	57 8%	3 1%	43 21%	17 2%	49 12%	8 3%	54 9%	- -	53 9%	7 2%	25 11%	11 7%	24 5%
None of these	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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Absolutes/col percents

Table 7

Q2. How many residential units do you currently own that are rented out to others or are available to let? By 'residential unit' we mean any houses, flats, bedsits or rooms that you rent out to others. If you own more than one unit within a single address, please count each unit individually. Please do not include units which are only holiday lettings.

Base: All respondents

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
1	501	501	-	-	-	-	487	286	84	10	255	343	158	66	435	175	168	288	15	268	233	154	96	251
	56%	100%	-	-	-	-	56%	47%	58%	16%	49%	50%	73%	32%	63%	44%	59%	50%	50%	47%	70%	69%	57%	50%
2	212	-	212	-	-	-	205	169	32	21	145	178	34	72	140	115	63	157	6	143	69	47	45	120
	24%	-	100%	-	-	-	24%	28%	22%	33%	28%	26%	16%	35%	20%	29%	22%	27%	20%	25%	21%	21%	27%	24%
3	84	-	-	84	-	3	82	65	12	13	58	79	5	35	49	56	23	64	4	69	15	12	19	53
	9%	-	-	56%	-	38%	9%	11%	8%	20%	11%	12%	2%	17%	7%	14%	8%	11%	13%	12%	5%	5%	11%	10%
4	46	-	-	46	-	-	42	38	9	5	26	37	9	15	31	23	14	31	2	37	9	6	5	35
	5%	-	-	31%	-	-	5%	6%	6%	8%	5%	5%	4%	7%	4%	6%	5%	5%	7%	7%	3%	3%	3%	7%
5	20	-	-	20	-	1	19	16	4	7	15	17	3	4	16	13	4	14	2	19	1	3	2	15
	2%	-	-	13%	-	13%	2%	3%	3%	11%	3%	2%	1%	2%	2%	3%	1%	2%	7%	3%	*	1%	1%	3%
6 or more	35	-	-	-	35	4	34	29	4	8	19	28	7	13	22	17	11	26	1	30	5	1	1	33
	4%	-	-	-	100%	50%	4%	5%	3%	13%	4%	4%	3%	6%	3%	4%	4%	4%	3%	5%	2%	*	1%	7%
NET: 3-5	150	-	-	150	-	4	143	119	25	25	99	133	17	54	96	92	41	109	8	125	25	21	26	103
	17%	-	-	100%	-	50%	16%	20%	17%	39%	19%	20%	8%	26%	14%	23%	14%	19%	27%	22%	8%	9%	15%	20%
Mean	1.86	1.00	2.00	3.57	6.00	4.75	1.85	2.03	1.82	3.03	1.95	1.96	1.55	2.31	1.73	2.09	1.78	1.97	2.10	2.09	1.47	1.48	1.66	2.10
Standard deviation	1.29	0.00	0.00	0.72	0.00	1.49	1.28	1.36	1.26	1.62	1.29	1.31	1.17	1.37	1.23	1.33	1.26	1.33	1.45	1.41	0.92	0.88	0.95	1.48
Standard error	0.04	0.00	0.00	0.06	0.00	0.53	0.04	0.06	0.10	0.20	0.06	0.05	0.08	0.10	0.05	0.07	0.07	0.06	0.26	0.06	0.05	0.06	0.07	0.07
Median	0.90	0.50	1.50	2.89	5.50	5.00	0.89	1.09	0.86	2.08	1.03	0.99	0.68	1.51	0.80	1.21	0.84	1.01	1.00	1.10	0.71	0.72	0.88	1.02

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Absolutes/col percents

Table 8

Q3. How long, in years, have you being letting residential property in the UK?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
Less than one year	46 5%	36 7%	8 4%	2 1%	-	-	42 5%	29 5%	8 6%	1 2%	27 5%	34 5%	12 6%	8 4%	38 5%	19 5%	15 5%	27 5%	1 3%	16 3%	30 9%	46 21%	-	-
Between one and two years	76 8%	54 11%	12 6%	9 6%	1 3%	-	70 8%	50 8%	15 10%	5 8%	46 9%	58 9%	18 8%	32 16%	44 6%	33 8%	25 9%	48 8%	2 7%	37 7%	39 12%	76 34%	-	-
Between two and three years	101 11%	64 13%	27 13%	10 7%	-	-	100 12%	69 11%	16 11%	15 23%	59 11%	72 11%	29 13%	44 21%	57 8%	50 13%	22 8%	62 11%	3 10%	64 11%	37 11%	101 45%	-	-
Between three and five years	168 19%	96 19%	45 21%	26 17%	1 3%	-	166 19%	113 19%	26 18%	13 20%	103 20%	131 19%	37 17%	43 21%	125 18%	83 21%	48 17%	111 19%	5 17%	88 16%	80 24%	-	168 100%	-
Between five and ten years	224 25%	122 24%	51 24%	41 27%	10 29%	3 38%	217 25%	145 24%	39 27%	15 23%	128 25%	174 26%	50 23%	44 21%	180 26%	103 26%	71 25%	145 25%	11 37%	142 25%	82 25%	-	-	224 44%
Between ten and twenty years	215 24%	106 21%	53 25%	47 31%	9 26%	4 50%	207 24%	152 25%	32 22%	11 17%	121 23%	165 24%	50 23%	23 11%	192 28%	90 23%	75 27%	142 24%	6 20%	162 29%	53 16%	-	-	215 42%
Twenty years or more	68 8%	23 5%	16 8%	15 10%	14 40%	1 13%	67 8%	45 7%	9 6%	4 6%	34 7%	48 7%	20 9%	11 5%	57 8%	21 5%	27 10%	45 8%	2 7%	57 10%	11 3%	-	-	68 13%

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 9

Q4a. In which area(s) of the UK do you let rental property(ies)?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No				
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
London	222 25%	88 18%	69 33%	51 34%	14 40%	5 63%	217 25%	156 26%	33 23%	30 47%	139 27%	185 27%	37 17%	95 46%	127 18%	128 32%	57 20%	158 27%	10 33%	155 27%	67 20%	60 27%	41 24%	121 24%	
South East (exc. London)	216 24%	116 23%	48 23%	40 27%	12 34%	2 25%	212 24%	158 26%	26 18%	16 25%	126 24%	177 26%	39 18%	33 16%	183 26%	108 27%	69 24%	148 26%	9 30%	133 23%	83 25%	40 18%	43 26%	133 26%	
South West	128 14%	75 15%	26 12%	23 15%	4 11%	2 25%	117 13%	87 14%	23 16%	7 11%	76 15%	94 14%	34 16%	22 11%	106 15%	54 14%	40 14%	82 14%	4 13%	84 15%	44 13%	29 13%	24 14%	75 15%	
North West	107 12%	45 9%	30 14%	29 19%	3 9%	- -	105 12%	69 11%	25 17%	7 11%	62 12%	81 12%	26 12%	33 16%	74 11%	55 14%	26 9%	67 12%	2 7%	70 12%	37 11%	34 15%	19 11%	54 11%	
East Midlands	84 9%	41 8%	18 8%	20 13%	5 14%	1 13%	82 9%	57 9%	14 10%	5 8%	49 9%	61 9%	23 11%	20 10%	64 9%	35 9%	26 9%	49 8%	3 10%	57 10%	27 8%	21 9%	13 8%	50 10%	
Yorkshire & The Humber	80 9%	34 7%	26 12%	15 10%	5 14%	2 25%	77 9%	53 9%	18 12%	7 11%	46 9%	59 9%	21 10%	19 9%	61 9%	34 9%	25 9%	56 10%	- -	49 9%	31 9%	25 11%	11 7%	44 9%	
East of England	76 8%	48 10%	13 6%	11 7%	4 11%	- -	75 9%	57 9%	15 10%	1 2%	53 10%	61 9%	15 7%	13 6%	63 9%	31 8%	30 11%	55 9%	- -	46 8%	30 9%	16 7%	11 7%	49 10%	
West Midlands	65 7%	30 6%	16 8%	16 11%	3 9%	1 13%	63 7%	42 7%	17 12%	9 14%	42 8%	48 7%	17 8%	17 8%	48 7%	30 8%	18 6%	41 7%	4 13%	45 8%	20 6%	15 7%	17 10%	33 7%	
North East	43 5%	24 5%	7 3%	9 6%	3 9%	- -	42 5%	27 4%	7 5%	3 5%	22 4%	30 4%	13 6%	10 5%	33 5%	15 4%	15 5%	26 4%	3 10%	30 5%	13 4%	8 4%	9 5%	26 5%	
Scotland	10 1%	- -	4 2%	6 4%	- -	- -	10 1%	6 1%	1 1%	4 6%	8 2%	10 1%	- -	6 3%	4 1%	7 2%	3 1%	9 2%	- -	7 1%	3 1%	- -	2 1%	8 2%	
Wales	5 1%	- -	3 1%	2 1%	- -	- -	4 *	3 *	3 2%	- -	3 1%	4 1%	1 *	2 1%	3 *	3 1%	1 *	3 1%	- -	4 1%	1 *	- -	2 1%	3 1%	
Northern Ireland	1 *	- -	- -	1 1%	- -	- -	1 *	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	
NET: England	898 100%	501 100%	212 100%	150 100%	35 100%	8 100%	869 100%	603 100%	145 100%	64 100%	518 100%	682 100%	216 100%	205 100%	693 100%	399 100%	283 100%	580 100%	30 100%	566 100%	332 100%	223 100%	168 100%	507 100%	

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Absolutes/col percents

Table 10

Q4b. Which of the following types of property do you currently let?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
A flat or house with 2 bedrooms that is let to one family/ household	436 49%	199 40%	112 53%	99 66%	26 74%	2 25%	436 50%	324 54%	69 48%	24 38%	268 52%	352 52%	84 39%	96 47%	340 49%	198 50%	154 54%	301 52%	17 57%	279 49%	157 47%	88 39%	81 48%	267 53%
A flat or house with 3 bedrooms that is let to one family/ household	292 33%	131 26%	67 32%	73 49%	21 60%	- -	292 34%	189 31%	56 39%	25 39%	165 32%	216 32%	76 35%	64 31%	228 33%	134 34%	82 29%	181 31%	12 40%	197 35%	95 29%	52 23%	63 38%	177 35%
A studio or 1 bedroom flat/ house	213 24%	78 16%	67 32%	54 36%	14 40%	2 25%	213 25%	162 27%	25 17%	17 27%	133 26%	173 25%	40 19%	55 27%	158 23%	109 27%	64 23%	150 26%	11 37%	146 26%	67 20%	52 23%	37 22%	124 24%
A flat or house with 2 bedrooms that is let to unrelated sharers (e.g. a group of friends)	88 10%	32 6%	16 8%	30 20%	10 29%	1 13%	88 10%	66 11%	9 6%	13 20%	53 10%	75 11%	13 6%	38 19%	50 7%	49 12%	26 9%	65 11%	1 3%	52 9%	36 11%	26 12%	18 11%	44 9%
A flat or house with 4 or more bedrooms that is let to one family/ household	84 9%	32 6%	18 8%	25 17%	9 26%	3 38%	84 10%	53 9%	22 15%	15 23%	49 9%	68 10%	16 7%	33 16%	51 7%	50 13%	18 6%	58 10%	2 7%	63 11%	21 6%	19 9%	15 9%	50 10%
A flat or house with 3 bedrooms that is let to unrelated sharers (e.g. a group of friends)	59 7%	15 3%	15 7%	21 14%	8 23%	2 25%	59 7%	39 6%	12 8%	14 22%	35 7%	43 6%	16 7%	28 14%	31 4%	34 9%	9 3%	39 7%	1 3%	43 8%	16 5%	11 5%	12 7%	36 7%
A flat or house with 4 or more bedrooms that is let to unrelated sharers (e.g. a group of friends), but only has one or two floors	29 3%	6 1%	15 7%	6 4%	2 6%	4 50%	15 2%	23 4%	6 4%	9 14%	16 3%	24 4%	5 2%	17 8%	12 2%	18 5%	6 2%	22 4%	- -	24 4%	5 2%	5 2%	4 2%	20 4%
A room within the property in which you also live (you have a lodger)	25 3%	6 1%	8 4%	8 5%	3 9%	2 25%	16 2%	19 3%	3 2%	10 16%	20 4%	24 4%	1 *	17 8%	8 1%	21 5%	3 1%	21 4%	- -	22 4%	3 1%	13 6%	1 1%	11 2%

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 10

Q4b. Which of the following types of property do you currently let?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
A flat or house with five or more tenants who form more than one household and who share a toilet, bathroom or kitchen facilities, and it has 3 or more floors (the type of property that is currently covered under mandatory House in Multiple Occupation licensing)	8 1%	-	-	4 3%	4 11%	8 100%	5 1%	5 1%	4 3%	4 6%	7 1%	7 1%	1 *	6 3%	2 *	6 2%	1 *	6 1%	-	8 1%	-	-	-	8 2%
Other	9 1%	2 *	1 *	6 4%	-	-	2 *	5 1%	2 1%	-	3 1%	5 1%	4 2%	2 1%	7 1%	4 1%	1 *	4 1%	-	8 1%	1 *	1 *	-	8 2%
NET: Flat/ house up to 3 bedrooms	830 92%	455 91%	199 94%	142 95%	34 97%	4 50%	830 96%	565 94%	130 90%	58 91%	487 94%	633 93%	197 91%	184 90%	646 93%	368 92%	265 94%	540 93%	29 97%	519 92%	311 94%	201 90%	159 95%	470 93%
NET: Flat/ house up to 4 bedrooms	883 98%	493 98%	210 99%	145 97%	35 100%	7 88%	869 100%	594 99%	143 99%	64 100%	510 98%	671 98%	212 98%	199 97%	684 99%	390 98%	281 99%	572 99%	30 100%	553 98%	330 99%	215 96%	168 100%	500 99%

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 11

Q5. What is the approximate total market value of your residential letting property portfolio i.e. the value of all properties which you rent out, if you were to sell those properties today?

Base: All respondents

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No				
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
Up to £99,999	45 5%	43 9%	1 *	1 1%	- -	- -	43 5%	26 4%	8 6%	- -	17 3%	26 4%	19 9%	5 2%	40 6%	14 4%	12 4%	24 4%	1 3%	23 4%	22 7%	22 10%	7 4%	16 3%	
£100,000 - £199,999	214 24%	188 38%	21 10%	4 3%	1 3%	- -	212 24%	114 19%	39 27%	5 8%	117 23%	144 21%	70 32%	31 15%	183 26%	70 18%	74 26%	119 21%	6 20%	115 20%	99 30%	74 33%	42 25%	98 19%	
£200,000 - £499,999	334 37%	201 40%	95 45%	36 24%	2 6%	2 25%	323 37%	230 38%	59 41%	25 39%	185 36%	247 36%	87 40%	64 31%	270 39%	145 36%	102 36%	210 36%	8 27%	210 37%	124 37%	78 35%	64 38%	192 38%	
£500,000 - £999,999	176 20%	42 8%	70 33%	58 39%	6 17%	2 25%	169 19%	145 24%	24 17%	17 27%	112 22%	149 22%	27 13%	62 30%	114 16%	96 24%	53 19%	130 22%	5 17%	121 21%	55 17%	29 13%	35 21%	112 22%	
£1,000,000 - £1,999,999	66 7%	10 2%	16 8%	31 21%	9 26%	1 13%	61 7%	46 8%	4 3%	11 17%	44 8%	61 9%	5 2%	28 14%	38 5%	49 12%	12 4%	50 9%	6 20%	56 10%	10 3%	14 6%	16 10%	36 7%	
£2,000,000+	29 3%	2 *	2 1%	11 7%	14 40%	3 38%	29 3%	22 4%	6 4%	5 8%	17 3%	26 4%	3 1%	13 6%	16 2%	16 4%	10 4%	22 4%	2 7%	21 4%	8 2%	3 1%	3 2%	23 5%	
Prefer not to say	16 2%	5 1%	4 2%	5 3%	2 6%	- -	15 2%	10 2%	2 1%	- -	11 2%	12 2%	4 2%	1 *	15 2%	3 1%	9 3%	11 2%	- -	10 2%	6 2%	2 1%	- -	14 3%	
Don't know	18 2%	10 2%	3 1%	4 3%	1 3%	- -	17 2%	10 2%	3 2%	1 2%	15 3%	17 2%	1 *	1 *	17 2%	6 2%	11 4%	14 2%	2 7%	10 2%	8 2%	1 *	1 1%	16 3%	

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 12

Q6. Which, if any, of the following would you say were your motivations for first becoming a landlord?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
I/we saw it as a good financial investment	447 50%	210 42%	129 61%	86 57%	22 63%	3 38%	433 50%	447 74%	34 23%	27 42%	266 51%	353 52%	94 44%	104 51%	343 49%	201 50%	152 54%	302 52%	18 60%	274 48%	173 52%	102 46%	86 51%	259 51%
As a contribution to my/our pension or retirement portfolio	348 39%	145 29%	97 46%	87 58%	19 54%	4 50%	337 39%	348 58%	25 17%	27 42%	219 42%	289 42%	59 27%	80 39%	268 39%	162 41%	127 45%	249 43%	13 43%	238 42%	110 33%	76 34%	58 35%	214 42%
By accident: I inherited property or couldn't sell one	145 16%	84 17%	32 15%	25 17%	4 11%	4 50%	140 16%	43 7%	145 100%	10 16%	90 17%	113 17%	32 15%	37 18%	108 16%	73 18%	40 14%	92 16%	6 20%	93 16%	52 16%	39 17%	26 15%	80 16%
I let a property when I met my partner or moved area	135 15%	88 18%	26 12%	20 13%	1 3%	2 25%	134 15%	44 7%	15 10%	14 22%	89 17%	111 16%	24 11%	46 22%	89 13%	77 19%	34 12%	100 17%	2 7%	98 17%	37 11%	34 15%	29 17%	72 14%
To provide a home for a relative/ child/ friend	119 13%	67 13%	28 13%	21 14%	3 9%	2 25%	113 13%	64 11%	7 5%	17 27%	59 11%	77 11%	42 19%	48 23%	71 10%	58 15%	19 7%	71 12%	- -	70 12%	49 15%	44 20%	23 14%	52 10%
To pursue as a full time business	64 7%	10 2%	21 10%	25 17%	8 23%	4 50%	62 7%	37 6%	10 7%	64 100%	38 7%	52 8%	12 6%	44 21%	20 3%	48 12%	4 1%	47 8%	1 3%	55 10%	9 3%	21 9%	13 8%	30 6%
To release capital (e.g. to put down on a deposit on a bigger home) by changing the mortgage to a buy-to-let mortgage	64 7%	23 5%	19 9%	21 14%	1 3%	2 25%	61 7%	41 7%	7 5%	17 27%	45 9%	62 9%	2 1%	42 20%	22 3%	52 13%	10 4%	55 9%	2 7%	52 9%	12 4%	21 9%	17 10%	26 5%
Other	38 4%	26 5%	4 2%	4 3%	4 11%	- -	37 4%	10 2%	1 1%	- -	20 4%	28 4%	10 5%	4 2%	34 5%	13 3%	15 5%	25 4%	2 7%	25 4%	13 4%	3 1%	5 3%	30 6%
Don't know	4 *	1 *	- -	3 2%	- -	- -	4 *	- -	- -	- -	2 *	2 *	2 1%	- -	4 1%	2 1%	- -	2 *	- -	2 *	2 1%	- -	2 1%	2 1%

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Absolutes/col percents

Table 13

Q7. Which of the following best describes your current use of letting agents for your property(ies)?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
Full letting and management service for all of my properties	387 43%	225 45%	86 41%	61 41%	15 43%	6 75%	374 43%	268 44%	68 47%	18 28%	387 75%	387 57%	- -	71 35%	316 46%	223 56%	164 58%	339 58%	21 70%	240 42%	147 44%	97 43%	72 43%	218 43%
A combination of let only and full management for my properties	131 15%	30 6%	59 28%	38 25%	4 11%	1 13%	130 15%	98 16%	22 15%	20 31%	131 25%	131 19%	- -	63 31%	68 10%	92 23%	39 14%	116 20%	2 7%	93 16%	38 11%	35 16%	31 18%	65 13%
Let only for all of my properties	116 13%	70 14%	23 11%	17 11%	6 17%	- -	113 13%	85 14%	15 10%	4 6%	- -	116 17%	- -	20 10%	96 14%	48 12%	68 24%	86 15%	6 20%	76 13%	40 12%	20 9%	17 10%	79 16%
A combination of let only and self-letting for my properties	30 3%	8 2%	7 3%	12 8%	3 9%	- -	28 3%	22 4%	2 1%	4 6%	- -	30 4%	- -	11 5%	19 3%	19 5%	11 4%	23 4%	1 3%	24 4%	6 2%	4 2%	5 3%	21 4%
Full management of my properties but self-letting	18 2%	10 2%	3 1%	5 3%	- -	- -	16 2%	7 1%	6 4%	6 9%	- -	18 3%	- -	12 6%	6 1%	17 4%	1 *	16 3%	- -	16 3%	2 1%	8 4%	6 4%	4 1%
None - I let and manage all of my properties myself	216 24%	158 32%	34 16%	17 11%	7 20%	1 13%	208 24%	123 20%	32 22%	12 19%	- -	- -	216 100%	28 14%	188 27%	- -	- -	- -	- -	117 21%	99 30%	59 26%	37 22%	120 24%
NET: Use management agents	518 58%	255 51%	145 68%	99 66%	19 54%	7 88%	504 58%	366 61%	90 62%	38 59%	518 100%	518 76%	- -	134 65%	384 55%	315 79%	203 72%	455 78%	23 77%	333 59%	185 56%	132 59%	103 61%	283 56%
NET: Use letting agents	682 76%	343 68%	178 84%	133 89%	28 80%	7 88%	661 76%	480 80%	113 78%	52 81%	518 100%	682 100%	- -	177 86%	505 73%	399 100%	283 100%	580 100%	30 100%	449 79%	233 70%	164 74%	131 78%	387 76%

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Absolutes/col percents

Table 14

Q8. Which of the following sources of information, if any, do you use to keep up to date with your duties/advice as a landlord?

Base: All respondents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
NET: Any	791	428	196	134	33	8	767	545	132	60	494	636	155	202	589	379	257	549	25	509	282	199	153	439
	88%	85%	92%	89%	94%	100%	88%	90%	91%	94%	95%	93%	72%	99%	85%	95%	91%	95%	83%	90%	85%	89%	91%	87%
Your letting agent	486	251	120	92	23	3	479	357	82	27	400	486	-	88	398	273	213	415	23	309	177	99	95	292
	54%	50%	57%	61%	66%	38%	55%	59%	57%	42%	77%	71%	-	43%	57%	68%	75%	72%	77%	55%	53%	44%	57%	58%
Government websites	374	206	93	61	14	5	357	252	58	38	181	252	122	113	261	168	84	224	8	246	128	100	73	201
	42%	41%	44%	41%	40%	63%	41%	42%	40%	59%	35%	37%	56%	55%	38%	42%	30%	39%	27%	43%	39%	45%	43%	40%
Professional membership body (e.g. National Landlords Association & Residential Landlords Association)	217	86	65	53	13	7	208	156	36	41	134	170	47	150	67	129	41	152	1	164	53	73	46	98
	24%	17%	31%	35%	37%	88%	24%	26%	25%	64%	26%	25%	22%	73%	10%	32%	14%	26%	3%	29%	16%	33%	27%	19%
Other landlords	92	46	26	17	3	1	87	75	20	7	42	60	32	23	69	34	26	56	-	67	25	27	13	52
	10%	9%	12%	11%	9%	13%	10%	12%	14%	11%	8%	9%	15%	11%	10%	9%	9%	10%	-	12%	8%	12%	8%	10%
Other websites	33	17	7	6	3	-	33	25	4	4	10	22	11	3	30	11	11	17	1	24	9	4	5	24
	4%	3%	3%	4%	9%	-	4%	4%	3%	6%	2%	3%	5%	1%	4%	3%	4%	3%	3%	4%	3%	2%	3%	5%
Other	29	16	5	7	1	1	28	20	6	2	16	24	5	2	27	16	8	22	1	17	12	4	5	20
	3%	3%	2%	5%	3%	13%	3%	3%	4%	3%	3%	4%	2%	1%	4%	4%	3%	4%	3%	3%	4%	2%	3%	4%
None	107	73	16	16	2	-	102	58	13	4	24	46	61	3	104	20	26	31	5	57	50	24	15	68
	12%	15%	8%	11%	6%	-	12%	10%	9%	6%	5%	7%	28%	1%	15%	5%	9%	5%	17%	10%	15%	11%	9%	13%

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Absolutes/col percents

Table 15

Q9. How satisfied are you with the information and support you receive from the following sources?**Summary****Base: All respondents who use each source**

		Sources					
		Professional membership body	Government websites	Other websites	Your letting agent	Other landlords	Other
Base		217	374	33	486	92	29
NET: Satisfied		186 86%	313 84%	30 91%	391 80%	80 87%	24 83%
Very satisfied	(+2)	86 40%	94 25%	15 45%	176 36%	28 30%	9 31%
Fairly satisfied	(+1)	100 46%	219 59%	15 45%	215 44%	52 57%	15 52%
Neither satisfied nor dissatisfied	(0)	25 12%	49 13%	3 9%	68 14%	11 12%	4 14%
Fairly dissatisfied (-1)		4 2%	7 2%	- -	16 3%	- -	- -
Very dissatisfied	(-2)	- -	3 1%	- -	8 2%	- -	1 3%
NET: Dissatisfied		4 2%	10 3%	- -	24 5%	- -	1 3%
Don't know		2 1%	2 1%	- -	3 1%	1 1%	- -
Mean		1.25	1.06	1.36	1.11	1.19	1.07
Standard deviation		0.73	0.73	0.65	0.88	0.63	0.88
Standard error		0.05	0.04	0.11	0.04	0.07	0.16

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Absolutes/col percents

Table 16

Q9. How satisfied are you with the information and support you receive from the following sources?**Professional membership body****Base: All respondents who use each source**

		Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		217	86	65	53	13	7	208	156	36	41	134	170	47	150	67	129	41	152	1	164	53	73	46	98		
NET: Satisfied		186	68	57	48	13	7	179	134	33	40	117	147	39	140	46	111	36	136	1	141	45	61	38	87		
		86%	79%	88%	91%	100%	100%	86%	86%	92%	98%	87%	86%	83%	93%	69%	86%	88%	89%	100%	86%	85%	84%	83%	89%		
Very satisfied	(+2)	86	27	26	27	6	4	82	65	14	18	59	70	16	69	17	55	15	68	-	65	21	31	18	37		
		40%	31%	40%	51%	46%	57%	39%	42%	39%	44%	44%	41%	34%	46%	25%	43%	37%	45%	-	40%	40%	42%	39%	38%		
Fairly satisfied	(+1)	100	41	31	21	7	3	97	69	19	22	58	77	23	71	29	56	21	68	1	76	24	30	20	50		
		46%	48%	48%	40%	54%	43%	47%	44%	53%	54%	43%	45%	49%	47%	43%	43%	51%	45%	100%	46%	45%	41%	43%	51%		
Neither satisfied nor dissatisfied	(0)	25	15	6	4	-	-	23	17	3	1	15	20	5	8	17	15	5	15	-	17	8	9	8	8		
		12%	17%	9%	8%	-	-	11%	11%	8%	2%	11%	12%	11%	5%	25%	12%	12%	10%	-	10%	15%	12%	17%	8%		
Fairly dissatisfied (-1)		4	2	1	1	-	-	4	4	-	-	2	3	1	2	2	3	-	1	-	4	-	2	-	2		
		2%	2%	2%	2%	-	-	2%	3%	-	-	1%	2%	2%	1%	3%	2%	-	1%	-	2%	-	3%	-	2%		
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
NET: Dissatisfied		4	2	1	1	-	-	4	4	-	-	2	3	1	2	2	3	-	1	-	4	-	2	-	2		
		2%	2%	2%	2%	-	-	2%	3%	-	-	1%	2%	2%	1%	3%	2%	-	1%	-	2%	-	3%	-	2%		
Don't know		2	1	1	-	-	-	2	1	-	-	-	-	2	-	2	-	-	-	-	2	-	1	-	1		
		1%	1%	2%	-	-	-	1%	1%	-	-	-	-	4%	-	3%	-	-	-	-	1%	-	1%	-	1%		
Mean		1.25	1.09	1.28	1.40	1.46	1.57	1.25	1.26	1.31	1.41	1.30	1.26	1.20	1.38	0.94	1.26	1.24	1.34	1.00	1.25	1.25	1.25	1.22	1.26		
Standard deviation		0.73	0.77	0.70	0.72	0.52	0.53	0.73	0.75	0.62	0.55	0.73	0.73	0.73	0.65	0.81	0.76	0.66	0.68	-	0.74	0.70	0.78	0.73	0.70		
Standard error		0.05	0.08	0.09	0.10	0.14	0.20	0.05	0.06	0.10	0.09	0.06	0.06	0.11	0.05	0.10	0.07	0.10	0.06	-	0.06	0.10	0.09	0.11	0.07		

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Absolutes/col percents

Table 17

Q9. How satisfied are you with the information and support you receive from the following sources?**Government websites****Base: All respondents who use each source**

		Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years		
Base		374	206	93	61	14	5	357	252	58	38	181	252	122	113	261	168	84	224	8	246	128	100	73	201		
NET: Satisfied		313	166	84	51	12	3	300	210	50	33	152	210	103	103	210	140	70	193	5	204	109	87	65	161		
		84%	81%	90%	84%	86%	60%	84%	83%	86%	87%	84%	83%	84%	91%	80%	83%	83%	86%	63%	83%	85%	87%	89%	80%		
Very satisfied	(+2)	94	48	20	20	6	1	90	64	17	14	43	58	36	42	52	40	18	56	-	65	29	29	15	50		
		25%	23%	22%	33%	43%	20%	25%	25%	29%	37%	24%	23%	30%	37%	20%	24%	21%	25%	-	26%	23%	29%	21%	25%		
Fairly satisfied	(+1)	219	118	64	31	6	2	210	146	33	19	109	152	67	61	158	100	52	137	5	139	80	58	50	111		
		59%	57%	69%	51%	43%	40%	59%	58%	57%	50%	60%	60%	55%	54%	61%	60%	62%	61%	63%	57%	63%	58%	68%	55%		
Neither satisfied nor dissatisfied	(0)	49	35	5	7	2	2	46	32	5	3	23	34	15	8	41	23	11	25	3	34	15	9	6	34		
		13%	17%	5%	11%	14%	40%	13%	13%	9%	8%	13%	13%	12%	7%	16%	14%	13%	11%	38%	14%	12%	9%	8%	17%		
Fairly dissatisfied (-1)		7	3	2	2	-	-	6	5	2	1	2	4	3	2	5	3	1	2	-	5	2	3	1	3		
		2%	1%	2%	3%	-	-	2%	2%	3%	3%	1%	2%	2%	2%	2%	2%	1%	1%	-	2%	2%	3%	1%	1%		
Very dissatisfied	(-2)	3	1	1	1	-	-	3	3	1	1	2	2	1	-	3	2	-	2	-	3	-	1	-	2		
		1%	*	1%	2%	-	-	1%	1%	2%	3%	1%	1%	1%	-	1%	1%	-	1%	-	1%	-	1%	-	1%		
NET: Dissatisfied		10	4	3	3	-	-	9	8	3	2	4	6	4	2	8	5	1	4	-	8	2	4	1	5		
		3%	2%	3%	5%	-	-	3%	3%	5%	5%	2%	2%	3%	2%	3%	3%	1%	2%	-	3%	2%	4%	1%	2%		
Don't know		2	1	1	-	-	-	2	2	-	-	2	2	-	-	2	-	2	2	-	-	2	-	1	1		
		1%	*	1%	-	-	-	1%	1%	-	-	1%	1%	-	-	1%	-	2%	1%	-	-	2%	-	1%	*		
Mean		1.06	1.02	1.09	1.10	1.29	0.80	1.06	1.05	1.09	1.16	1.06	1.04	1.10	1.27	0.97	1.03	1.06	1.09	0.63	1.05	1.08	1.11	1.10	1.02		
Standard deviation		0.73	0.71	0.67	0.85	0.73	0.84	0.72	0.76	0.82	0.89	0.72	0.71	0.77	0.67	0.74	0.75	0.64	0.69	0.52	0.77	0.64	0.76	0.59	0.76		
Standard error		0.04	0.05	0.07	0.11	0.19	0.37	0.04	0.05	0.11	0.14	0.05	0.04	0.07	0.06	0.05	0.06	0.07	0.05	0.18	0.05	0.06	0.08	0.07	0.05		

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Absolutes/col percents

Table 18

Q9. How satisfied are you with the information and support you receive from the following sources?**Other websites****Base: All respondents who use each source**

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base		33	17	7	6	3	-	33	25	4	4	10	22	11	3	30	11	11	17	1	24	9	4	5	24	
NET: Satisfied		30	15	7	5	3	-	30	24	4	4	9	19	11	2	28	9	10	14	1	22	8	4	5	21	
		91%	88%	100%	83%	100%	-	91%	96%	100%	100%	90%	86%	100%	67%	93%	82%	91%	82%	100%	92%	89%	100%	100%	88%	
Very satisfied	(+2)	15	7	3	4	1	-	15	10	3	2	5	9	6	1	14	5	4	7	-	11	4	3	2	10	
		45%	41%	43%	67%	33%	-	45%	40%	75%	50%	50%	41%	55%	33%	47%	45%	36%	41%	-	46%	44%	75%	40%	42%	
Fairly satisfied	(+1)	15	8	4	1	2	-	15	14	1	2	4	10	5	1	14	4	6	7	1	11	4	1	3	11	
		45%	47%	57%	17%	67%	-	45%	56%	25%	50%	40%	45%	45%	33%	47%	36%	55%	41%	100%	46%	44%	25%	60%	46%	
Neither satisfied nor dissatisfied	(0)	3	2	-	1	-	-	3	1	-	-	1	3	-	1	2	2	1	3	-	2	1	-	-	3	
		9%	12%	-	17%	-	-	9%	4%	-	-	10%	14%	-	33%	7%	18%	9%	18%	-	8%	11%	-	-	13%	
Fairly dissatisfied (-1)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Mean		1.36	1.29	1.43	1.50	1.33	-	1.36	1.36	1.75	1.50	1.40	1.27	1.55	1.00	1.40	1.27	1.27	1.24	1.00	1.38	1.33	1.75	1.40	1.29	
Standard deviation		0.65	0.69	0.53	0.84	0.58	-	0.65	0.57	0.50	0.58	0.70	0.70	0.52	1.00	0.62	0.79	0.65	0.75	-	0.65	0.71	0.50	0.55	0.69	
Standard error		0.11	0.17	0.20	0.34	0.33	-	0.11	0.11	0.25	0.29	0.22	0.15	0.16	0.58	0.11	0.24	0.19	0.18	-	0.13	0.24	0.25	0.24	0.14	

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Absolutes/col percents

Table 19

Q9. How satisfied are you with the information and support you receive from the following sources?**Your letting agent****Base: All respondents who use each source**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pen-sion	Acci-dent	Busi-ness	NET: Use mana-gement agents	NET: Use let-ting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	486	251	120	92	23	3	479	357	82	27	400	486	-	88	398	273	213	415	23	309	177	99	95	292
NET: Satisfied	391	198	100	72	21	2	386	293	61	21	321	391	-	76	315	198	193	370	4	245	146	79	77	235
	80%	79%	83%	78%	91%	67%	81%	82%	74%	78%	80%	80%	-	86%	79%	73%	91%	89%	17%	79%	82%	80%	81%	80%
Very satisfied	(+2) 176	91	44	30	11	2	174	131	29	7	146	176	-	28	148	72	104	174	-	105	71	33	23	120
	36%	36%	37%	33%	48%	67%	36%	37%	35%	26%	37%	36%	-	32%	37%	26%	49%	42%	-	34%	40%	33%	24%	41%
Fairly satisfied	(+1) 215	107	56	42	10	-	212	162	32	14	175	215	-	48	167	126	89	196	4	140	75	46	54	115
	44%	43%	47%	46%	43%	-	44%	45%	39%	52%	44%	44%	-	55%	42%	46%	42%	47%	17%	45%	42%	46%	57%	39%
Neither satisfied nor dissatisfied	(0) 68	41	12	13	2	1	67	47	16	5	55	68	-	10	58	51	17	39	6	43	25	17	12	39
	14%	16%	10%	14%	9%	33%	14%	13%	20%	19%	14%	14%	-	11%	15%	19%	8%	9%	26%	14%	14%	17%	13%	13%
Fairly dissatisfied (-1)	16	7	4	5	-	-	16	9	3	1	15	16	-	1	15	16	-	3	7	14	2	2	5	9
	3%	3%	3%	5%	-	-	3%	3%	4%	4%	4%	3%	-	1%	4%	6%	-	1%	30%	5%	1%	2%	5%	3%
Very dissatisfied	(-2) 8	3	3	2	-	-	7	7	1	-	7	8	-	-	8	8	-	1	6	7	1	1	-	7
	2%	1%	3%	2%	-	-	1%	2%	1%	-	2%	2%	-	-	2%	3%	-	*	26%	2%	1%	1%	-	2%
NET: Dissatisfied	24	10	7	7	-	-	23	16	4	1	22	24	-	1	23	24	-	4	13	21	3	3	5	16
	5%	4%	6%	8%	-	-	5%	4%	5%	4%	6%	5%	-	1%	6%	9%	-	1%	57%	7%	2%	3%	5%	5%
Don't know	3	2	1	-	-	-	3	1	1	-	2	3	-	1	2	-	3	2	-	-	3	-	1	2
	1%	1%	1%	-	-	-	1%	*	1%	-	1%	1%	-	1%	1%	-	1%	*	-	-	2%	-	1%	1%
Mean	1.11	1.11	1.13	1.01	1.39	1.33	1.11	1.13	1.05	1.00	1.10	1.11	-	1.18	1.09	0.87	1.41	1.31	-0.65	1.04	1.22	1.09	1.01	1.14
Standard deviation	0.88	0.86	0.91	0.94	0.66	1.15	0.87	0.87	0.91	0.78	0.90	0.88	-	0.67	0.92	0.97	0.64	0.69	1.07	0.93	0.78	0.82	0.77	0.93
Standard error	0.04	0.05	0.08	0.10	0.14	0.67	0.04	0.05	0.10	0.15	0.05	0.04	-	0.07	0.05	0.06	0.04	0.03	0.22	0.05	0.06	0.08	0.08	0.05

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Absolutes/col percents

Table 20

Q9. How satisfied are you with the information and support you receive from the following sources?**Other landlords****Base: All respondents who use each source**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	92	46	26	17	3	1	87	75	20	7	42	60	32	23	69	34	26	56	-	67	25	27	13	52
NET: Satisfied	80	41	22	15	2	1	75	64	17	5	36	51	29	22	58	29	22	47	-	60	20	25	11	44
	87%	89%	85%	88%	67%	100%	86%	85%	85%	71%	86%	85%	91%	96%	84%	85%	85%	84%	-	90%	80%	93%	85%	85%
Very satisfied (+2)	28	14	9	5	-	-	26	20	7	3	12	16	12	10	18	9	7	15	-	21	7	12	3	13
	30%	30%	35%	29%	-	-	30%	27%	35%	43%	29%	27%	38%	43%	26%	26%	27%	27%	-	31%	28%	44%	23%	25%
Fairly satisfied (+1)	52	27	13	10	2	1	49	44	10	2	24	35	17	12	40	20	15	32	-	39	13	13	8	31
	57%	59%	50%	59%	67%	100%	56%	59%	50%	29%	57%	58%	53%	52%	58%	59%	58%	57%	-	58%	52%	48%	62%	60%
Neither satisfied nor dissatisfied (0)	11	4	4	2	1	-	11	10	3	2	6	9	2	1	10	5	4	9	-	6	5	2	2	7
	12%	9%	15%	12%	33%	-	13%	13%	15%	29%	14%	15%	6%	4%	14%	15%	15%	16%	-	9%	20%	7%	15%	13%
Fairly dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	1	-	-	-	-	1	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-	1
	1%	2%	-	-	-	-	1%	1%	-	-	-	-	3%	-	1%	-	-	-	-	1%	-	-	-	2%
Mean	1.19	1.22	1.19	1.18	0.67	1.00	1.17	1.14	1.20	1.14	1.14	1.12	1.32	1.39	1.12	1.12	1.12	1.11	-	1.23	1.08	1.37	1.08	1.12
Standard deviation	0.63	0.60	0.69	0.64	0.58	-	0.64	0.63	0.70	0.90	0.65	0.64	0.60	0.58	0.64	0.64	0.65	0.65	-	0.60	0.70	0.63	0.64	0.62
Standard error	0.07	0.09	0.14	0.15	0.33	-	0.07	0.07	0.16	0.34	0.10	0.08	0.11	0.12	0.08	0.11	0.13	0.09	-	0.07	0.14	0.12	0.18	0.09

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Absolutes/col percents

Table 21

Q9. How satisfied are you with the information and support you receive from the following sources?**Other****Base: All respondents who use each source**

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
																								Less than 3 years	3-5 years	More than 5 years
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base		29	16	5	7	1	1	28	20	6	2	16	24	5	2	27	16	8	22	1	17	12	4	5	20	
NET: Satisfied		24	15	5	3	1	-	24	16	5	2	12	20	4	2	22	13	7	19	1	13	11	4	5	15	
		83%	94%	100%	43%	100%	-	86%	80%	83%	100%	75%	83%	80%	100%	81%	81%	88%	86%	100%	76%	92%	100%	100%	75%	
Very satisfied	(+2)	9	5	3	1	-	-	9	5	2	-	4	6	3	-	9	5	1	5	1	4	5	2	2	5	
		31%	31%	60%	14%	-	-	32%	25%	33%	-	25%	25%	60%	-	33%	31%	13%	23%	100%	24%	42%	50%	40%	25%	
Fairly satisfied	(+1)	15	10	2	2	1	-	15	11	3	2	8	14	1	2	13	8	6	14	-	9	6	2	3	10	
		52%	63%	40%	29%	100%	-	54%	55%	50%	100%	50%	58%	20%	100%	48%	50%	75%	64%	-	53%	50%	50%	60%	50%	
Neither satisfied nor dissatisfied	(0)	4	-	-	4	-	1	3	3	1	-	4	4	-	-	4	3	1	3	-	3	1	-	-	4	
		14%	-	-	57%	-	100%	11%	15%	17%	-	25%	17%	-	-	15%	19%	13%	14%	-	18%	8%	-	-	20%	
Fairly dissatisfied (-1)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Very dissatisfied	(-2)	1	1	-	-	-	-	1	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-	1	
		3%	6%	-	-	-	-	4%	5%	-	-	-	-	20%	-	4%	-	-	-	-	6%	-	-	-	5%	
NET: Dissatisfied		1	1	-	-	-	-	1	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-	1	
		3%	6%	-	-	-	-	4%	5%	-	-	-	-	20%	-	4%	-	-	-	-	6%	-	-	-	5%	
Mean		1.07	1.13	1.60	0.57	1.00	0.00	1.11	0.95	1.17	1.00	1.00	1.08	1.00	1.00	1.07	1.13	1.00	1.09	2.00	0.88	1.33	1.50	1.40	0.90	
Standard deviation		0.88	0.96	0.55	0.79	-	-	0.88	0.94	0.75	0.00	0.73	0.65	1.73	0.00	0.92	0.72	0.53	0.61	-	0.99	0.65	0.58	0.55	0.97	
Standard error		0.16	0.24	0.24	0.30	-	-	0.17	0.21	0.31	0.00	0.18	0.13	0.77	0.00	0.18	0.18	0.19	0.13	-	0.24	0.19	0.29	0.24	0.22	

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Absolutes/col percents

Table 22

Q11. Are you a member of any of the following?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
NET: Any	205	66	72	54	13	6	193	144	37	44	134	177	28	205	-	143	34	160	2	153	52	84	43	78
	23%	13%	34%	36%	37%	75%	22%	24%	26%	69%	26%	26%	13%	100%	-	36%	12%	28%	7%	27%	16%	38%	26%	15%
Residential Landlords Association	131	33	53	37	8	5	122	95	29	33	93	115	16	131	-	100	15	107	1	104	27	54	28	49
	15%	7%	25%	25%	23%	63%	14%	16%	20%	52%	18%	17%	7%	64%	-	25%	5%	18%	3%	18%	8%	24%	17%	10%
National Landlords Association	105	36	38	25	6	2	96	72	21	28	69	93	12	105	-	74	19	85	-	79	26	50	22	33
	12%	7%	18%	17%	17%	25%	11%	12%	14%	44%	13%	14%	6%	51%	-	19%	7%	15%	-	14%	8%	22%	13%	7%
Scottish Association of Landlords	4	-	3	1	-	-	4	2	-	2	3	4	-	4	-	3	1	4	-	2	2	-	1	3
	*	-	1%	1%	-	-	*	*	-	3%	1%	1%	-	2%	-	1%	*	1%	-	*	1%	-	1%	1%
Landlords' Association For Northern Ireland	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Another landlord body	10	5	1	3	1	1	8	6	1	1	6	10	-	10	-	7	3	8	1	9	1	4	-	6
	1%	1%	*	2%	3%	13%	1%	1%	1%	2%	1%	1%	-	5%	-	2%	1%	1%	3%	2%	*	2%	-	1%
None	693	435	140	96	22	2	676	459	108	20	384	505	188	-	693	256	249	420	28	413	280	139	125	429
	77%	87%	66%	64%	63%	25%	78%	76%	74%	31%	74%	74%	87%	-	100%	64%	88%	72%	93%	73%	84%	62%	74%	85%

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Absolutes/col percents

Table 23

Q12. How often do you refer to information or advice provided by your landlord membership body?**Base: All respondents who are members of a professional body for landlords**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	205	66	72	54	13	6	193	144	37	44	134	177	28	205	-	143	34	160	2	153	52	84	43	78
NET: Ever	204	65	72	54	13	6	192	143	37	44	133	176	28	204	-	143	33	159	2	153	51	83	43	78
	100%	98%	100%	100%	100%	100%	99%	99%	100%	100%	99%	99%	100%	100%	-	100%	97%	99%	100%	100%	98%	99%	100%	100%
Once a month or more frequently	71	12	34	19	6	3	67	47	9	28	55	63	8	71	-	57	6	59	1	59	12	29	14	28
	35%	18%	47%	35%	46%	50%	35%	33%	24%	64%	41%	36%	29%	35%	-	40%	18%	37%	50%	39%	23%	35%	33%	36%
Less than once a month but at least every three months	88	34	22	29	3	2	82	64	20	13	55	76	12	88	-	62	14	69	-	65	23	42	21	25
	43%	52%	31%	54%	23%	33%	42%	44%	54%	30%	41%	43%	43%	43%	-	43%	41%	43%	-	42%	44%	50%	49%	32%
Less than every three months but at least once a year	34	14	11	6	3	-	33	25	5	1	18	28	6	34	-	19	9	22	1	22	12	10	6	18
	17%	21%	15%	11%	23%	-	17%	17%	14%	2%	13%	16%	21%	17%	-	13%	26%	14%	50%	14%	23%	12%	14%	23%
Less than once a year	11	5	5	-	1	1	10	7	3	2	5	9	2	11	-	5	4	9	-	7	4	2	2	7
	5%	8%	7%	-	8%	17%	5%	5%	8%	5%	4%	5%	7%	5%	-	3%	12%	6%	-	5%	8%	2%	5%	9%
Not at all	1	1	-	-	-	-	1	1	-	-	1	1	-	1	-	-	1	1	-	-	1	1	-	-
	*	2%	-	-	-	-	1%	1%	-	-	1%	1%	-	*	-	-	3%	1%	-	-	2%	1%	-	-

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Absolutes/col percents

Table 24

Q13. You said you are not currently a member of a professional body for landlords. What are the reasons for this?**Base: All respondents who are not members of a professional body for landlords**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pen-sion	Acci-dent	Busi-ness	NET: Use mana-gement agents	NET: Use let-ting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	693	435	140	96	22	2	676	459	108	20	384	505	188	-	693	256	249	420	28	413	280	139	125	429
I don't think I need what they offer	223 32%	125 29%	59 42%	29 30%	10 45%	1 50%	217 32%	165 36%	32 30%	9 45%	118 31%	163 32%	60 32%	-	223 32%	85 33%	78 31%	141 34%	9 32%	128 31%	95 34%	33 24%	43 34%	147 34%
I am confident with my current understanding of the regulatory framework	212 31%	124 29%	43 31%	34 35%	11 50%	-	210 31%	155 34%	21 19%	13 65%	95 25%	140 28%	72 38%	-	212 31%	77 30%	63 25%	124 30%	6 21%	135 33%	77 28%	39 28%	36 29%	137 32%
They are for landlords who have a larger property portfolio than me	190 27%	137 31%	30 21%	20 21%	3 14%	-	186 28%	133 29%	30 28%	6 30%	109 28%	141 28%	49 26%	-	190 27%	76 30%	65 26%	120 29%	7 25%	122 30%	68 24%	42 30%	31 25%	117 27%
I wasn't aware these bodies existed	150 22%	100 23%	28 20%	20 21%	2 9%	1 50%	146 22%	93 20%	30 28%	3 15%	105 27%	123 24%	27 14%	-	150 22%	66 26%	57 23%	96 23%	11 39%	86 21%	64 23%	32 23%	37 30%	81 19%
I don't think they are good value	66 10%	37 9%	17 12%	11 11%	1 5%	-	64 9%	48 10%	15 14%	6 30%	30 8%	45 9%	21 11%	-	66 10%	27 11%	18 7%	33 8%	1 4%	45 11%	21 8%	12 9%	12 10%	42 10%
Other	20 3%	13 3%	4 3%	3 3%	-	-	19 3%	12 3%	1 1%	-	13 3%	17 3%	3 2%	-	20 3%	10 4%	7 3%	14 3%	1 4%	14 3%	6 2%	2 1%	4 3%	14 3%
No reason	87 13%	54 12%	16 11%	13 14%	4 18%	-	84 12%	49 11%	16 15%	1 5%	45 12%	56 11%	31 16%	-	87 13%	24 9%	32 13%	43 10%	4 14%	46 11%	41 15%	16 12%	12 10%	59 14%

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Absolutes/col percents

Table 25

Q14. How confident are you that you are aware of the legal and regulatory rights and responsibilities required of you as a landlord?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
NET: Confident	817 91%	444 89%	199 94%	139 93%	35 100%	8 100%	793 91%	559 93%	127 88%	62 97%	474 92%	620 91%	197 91%	198 97%	619 89%	361 90%	259 92%	541 93%	25 83%	516 91%	301 91%	201 90%	157 93%	459 91%
Very confident	(4) 26%	232 22%	111 26%	56 31%	47 51%	18 63%	218 25%	158 26%	37 26%	28 44%	133 26%	166 24%	66 31%	83 40%	149 22%	106 27%	60 21%	157 27%	4 13%	157 28%	75 23%	58 26%	36 21%	138 27%
Fairly confident	(3) 65%	585 66%	333 67%	143 61%	92 61%	17 49%	575 66%	401 67%	90 62%	34 53%	341 66%	454 67%	131 61%	115 56%	470 68%	255 64%	199 70%	384 66%	21 70%	359 63%	226 68%	143 64%	121 72%	321 63%
Not very confident	(2) 7%	61 7%	41 8%	10 5%	10 7%	- -	58 7%	32 5%	18 12%	1 2%	33 6%	47 7%	14 6%	6 3%	55 8%	31 8%	16 6%	28 5%	5 17%	40 7%	21 6%	15 7%	8 5%	38 7%
Not at all confident	(1) 1%	6 1%	5 1%	1 *	- -	- -	6 1%	4 1%	- -	- -	4 1%	5 1%	1 *	1 *	5 1%	3 1%	2 1%	5 1%	- -	3 1%	3 1%	1 *	- -	5 1%
NET: Not confident	67 7%	46 9%	11 5%	10 7%	- -	- -	64 7%	36 6%	18 12%	1 2%	37 7%	52 8%	15 7%	7 3%	60 9%	34 9%	18 6%	33 6%	5 17%	43 8%	24 7%	16 7%	8 5%	43 8%
Don't know	14 2%	11 2%	2 1%	1 1%	- -	- -	12 1%	8 1%	- -	1 2%	7 1%	10 1%	4 2%	- -	14 2%	4 1%	6 2%	6 1%	- -	7 1%	7 2%	6 3%	3 2%	5 1%
Mean	3.18	3.12	3.21	3.25	3.51	3.63	3.17	3.20	3.13	3.43	3.18	3.16	3.24	3.37	3.12	3.17	3.14	3.21	2.97	3.20	3.15	3.19	3.17	3.18
Standard deviation	0.57	0.58	0.54	0.57	0.51	0.52	0.57	0.55	0.60	0.53	0.57	0.57	0.58	0.57	0.56	0.59	0.53	0.56	0.56	0.58	0.56	0.57	0.49	0.60
Standard error	0.02	0.03	0.04	0.05	0.09	0.18	0.02	0.02	0.05	0.07	0.03	0.02	0.04	0.04	0.02	0.03	0.03	0.02	0.10	0.02	0.03	0.04	0.04	0.03

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Absolutes/col percents

Table 26

Q15. Currently, if you rent out property in Scotland, Northern Ireland or Wales you will need to register as a landlord.**How satisfied are you with the registration process and scheme?****Base: All respondents who rent out properties in Scotland, Wales or Northern Ireland**

		Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		16	-	7	9	-	-	15	10	4	4	11	14	2	8	8	10	4	12	-	12	4	-	4	12		
NET: Satisfied		13	-	7	6	-	-	13	9	2	4	10	13	-	8	5	9	4	12	-	9	4	-	4	9		
		81%	-	100%	67%	-	-	87%	90%	50%	100%	91%	93%	-	100%	63%	90%	100%	100%	-	75%	100%	-	100%	75%		
Very satisfied	(+2)	7	-	3	4	-	-	7	4	2	3	6	7	-	5	2	5	2	6	-	5	2	-	4	3		
		44%	-	43%	44%	-	-	47%	40%	50%	75%	55%	50%	-	63%	25%	50%	50%	50%	-	42%	50%	-	100%	25%		
Fairly satisfied	(+1)	6	-	4	2	-	-	6	5	-	1	4	6	-	3	3	4	2	6	-	4	2	-	-	6		
		38%	-	57%	22%	-	-	40%	50%	-	25%	36%	43%	-	38%	38%	40%	50%	50%	-	33%	50%	-	-	50%		
Neither satisfied nor dissatisfied	(0)	1	-	-	1	-	-	1	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-	1		
		6%	-	-	11%	-	-	7%	10%	-	-	-	-	50%	-	13%	-	-	-	-	8%	-	-	-	8%		
Fairly dissatisfied (-1)		1	-	-	1	-	-	-	-	1	-	-	-	1	-	1	-	-	-	-	1	-	-	-	1		
		6%	-	-	11%	-	-	-	-	25%	-	-	-	50%	-	13%	-	-	-	-	8%	-	-	-	8%		
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
NET: Dissatisfied		1	-	-	1	-	-	-	-	1	-	-	-	1	-	1	-	-	-	-	1	-	-	-	1		
		6%	-	-	11%	-	-	-	-	25%	-	-	-	50%	-	13%	-	-	-	-	8%	-	-	-	8%		
Not applicable - I am not a registered landlord		1	-	-	1	-	-	1	-	1	-	1	1	-	-	1	1	-	-	-	1	-	-	-	1		
		6%	-	-	11%	-	-	7%	-	25%	-	9%	7%	-	-	13%	10%	-	-	-	8%	-	-	-	8%		
Mean		1.27	-	1.43	1.13	-	-	1.43	1.30	1.00	1.75	1.60	1.54	-0.50	1.63	0.86	1.56	1.50	1.50	-	1.18	1.50	-	2.00	1.00		
Standard deviation		0.88	-	0.53	1.13	-	-	0.65	0.67	1.73	0.50	0.52	0.52	0.71	0.52	1.07	0.53	0.58	0.52	-	0.98	0.58	-	0.00	0.89		
Standard error		0.23	-	0.20	0.40	-	-	0.17	0.21	1.00	0.25	0.16	0.14	0.50	0.18	0.40	0.18	0.29	0.15	-	0.30	0.29	-	0.00	0.27		

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Absolutes/col percents

Table 27

Q16. You said you were dissatisfied with landlord registration. Why did you say that?**Base: All respondents who were dissatisfied with landlord registration**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	1	-	-	1	-	-	-	-	1	-	-	-	1	-	1	-	-	-	-	1	-	-	-	1
The required test is difficult	1 100%	-	-	1 100%	-	-	-	-	1 100%	-	-	-	1 100%	-	1 100%	-	-	-	-	1 100%	-	-	-	1 100%
Failure to tell landlords what they have done wrong in the required test/ landlords are allowed to rent out properties without being told if they are doing something wrong	1 100%	-	-	1 100%	-	-	-	-	1 100%	-	-	-	1 100%	-	1 100%	-	-	-	-	1 100%	-	-	-	1 100%

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Absolutes/col percents

Table 28

Q17. Please indicate whether you think the following statements are either true or false.**Summary****Base: All respondents/ respondents who rent out properties in specific areas**

	Statements									
	Landlords must provide tenants with a valid gas safety certificate (if the property has gas appliances)	Proof of electrical inspection valid within the last five years must be provided	Landlords must provide new tenants with the government guide 'How to rent: The checklist for renting in England'	Landlords must provide tenants with an energy performance certificate	Landlords must place the security deposit in a Government approved deposit protection scheme	Landlords are responsible for repairs to the exterior and structure of a property including problems with the roof, chimneys, walls, guttering and drains	Landlords must make sure the equipment for supplying water, gas and electricity is kept in good working order	Landlords must give reasonable notice before visiting a property (except in an emergency)	Landlords must install working smoke alarms	Carbon Monoxide detector must be installed if solid fuel appliances are installed
Base	898	898	898	898	898	898	898	898	898	898
True	848 94%	641 71%	348 39%	652 73%	708 79%	832 93%	838 93%	848 94%	814 91%	739 82%
False	29 3%	139 15%	175 19%	129 14%	102 11%	45 5%	37 4%	32 4%	52 6%	57 6%
Don't know	21 2%	118 13%	375 42%	117 13%	88 10%	21 2%	23 3%	18 2%	32 4%	102 11%

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 29

Q17. Please indicate whether you think the following statements are either true or false.**Summary II - All Correct Answers (where applicable)**

	<u>Number of Properties Owned</u>					<u>Types of Property Owned</u>	<u>Motivations for Becoming a Landlord</u>				<u>Use of Agents</u>			<u>Member of Professional Body</u>		<u>Had Problem With Agent</u>		<u>Satisfied With Agent</u>		<u>Had Problems With a Tenant</u>		<u>Length of Time Letting Residential property in the UK</u>		
	<u>Total</u>	<u>1</u>	<u>2</u>	<u>3 to 5</u>	<u>6+</u>	<u>HMO</u>	<u>Flat/ house excl HMO</u>	<u>Invest-ment/ pension</u>	<u>Acci- dent</u>	<u>Busi- ness</u>	<u>NET: Use mana- gement agents</u>	<u>NET: Use let- ting agents</u>	<u>Self- let and self- manage</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	<u>Less than 3 years</u>	<u>3-5 years</u>	<u>More than 5 years</u>
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
All correct	168 19%	79 16%	44 21%	35 23%	10 29%	6 75%	159 18%	109 18%	39 27%	23 36%	95 18%	126 18%	42 19%	60 29%	108 16%	82 21%	44 16%	112 19%	4 13%	114 20%	54 16%	42 19%	22 13%	104 21%

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 30

Q17. Please indicate whether you think the following statements are either true or false.

Summary III - Number of correct answers

Base: All respondents who rent out properties in England

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No				
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
0	6 1%	2 *	2 1%	2 1%	-	-	4 *	4 1%	1 1%	-	4 1%	6 1%	-	1 *	5 1%	4 1%	2 1%	2 *	-	5 1%	1 *	2 1%	2 1%	2 *	
1	1 *	1 *	-	-	-	-	1 *	1 *	-	-	1 *	1 *	-	1 *	-	-	1 *	1 *	-	1 *	-	1 *	-	-	
2	2 *	1 *	1 *	-	-	-	2 *	-	-	-	1 *	1 *	1 *	1 *	1 *	1 *	-	1 *	-	2 *	-	1 *	-	1 *	
3	1 *	1 *	-	-	-	-	1 *	-	-	-	-	-	1 *	-	1 *	-	-	-	-	-	1 *	-	-	1 *	
4	7 1%	6 1%	1 *	-	-	-	6 1%	7 1%	1 1%	-	4 1%	5 1%	2 1%	3 1%	4 1%	5 1%	-	2 *	-	4 1%	3 1%	4 2%	-	3 1%	
5	37 4%	20 4%	11 5%	3 2%	3 9%	1 13%	35 4%	21 3%	5 3%	3 5%	23 4%	23 3%	14 6%	12 6%	25 4%	15 4%	8 3%	22 4%	-	24 4%	13 4%	9 4%	9 5%	19 4%	
6	76 8%	49 10%	17 8%	9 6%	1 3%	1 13%	74 9%	40 7%	16 11%	5 8%	49 9%	58 9%	18 8%	22 11%	54 8%	36 9%	22 8%	50 9%	2 7%	46 8%	30 9%	27 12%	13 8%	36 7%	
7	138 15%	72 14%	38 18%	25 17%	3 9%	-	137 16%	96 16%	21 14%	8 13%	79 15%	108 16%	30 14%	31 15%	107 15%	60 15%	48 17%	99 17%	3 10%	88 16%	50 15%	28 13%	36 21%	74 15%	
8	213 24%	120 24%	47 22%	39 26%	7 20%	-	208 24%	152 25%	28 19%	12 19%	134 26%	170 25%	43 20%	26 13%	187 27%	100 25%	70 25%	140 24%	12 40%	134 24%	79 24%	53 24%	38 23%	122 24%	
9	249 28%	150 30%	51 24%	37 25%	11 31%	-	242 28%	173 29%	34 23%	13 20%	128 25%	184 27%	65 30%	48 23%	201 29%	96 24%	88 31%	151 26%	9 30%	148 26%	101 30%	56 25%	48 29%	145 29%	
10	168 19%	79 16%	44 21%	35 23%	10 29%	6 75%	159 18%	109 18%	39 27%	23 36%	95 18%	126 18%	42 19%	60 29%	108 16%	82 21%	44 16%	112 19%	4 13%	114 20%	54 16%	42 19%	22 13%	104 21%	
Mean	8.09	8.04	8.04	8.26	8.49	8.88	8.10	8.14	8.22	8.50	8.02	8.09	8.10	8.12	8.09	8.06	8.13	8.13	8.33	8.09	8.11	7.94	7.92	8.22	
Standard deviation	1.61	1.58	1.70	1.60	1.50	2.10	1.56	1.56	1.65	1.51	1.64	1.62	1.60	1.86	1.53	1.69	1.51	1.52	1.06	1.68	1.49	1.80	1.61	1.52	
Standard error	0.05	0.07	0.12	0.13	0.25	0.74	0.05	0.06	0.14	0.19	0.07	0.06	0.11	0.13	0.06	0.08	0.09	0.06	0.19	0.07	0.08	0.12	0.12	0.07	

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Absolutes/col percents

Table 31

Q17. Please indicate whether you think the following statements are either true or false.**Summary III - Number of correct answers****Base: All respondents who rent out properties in Scotland**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No			
Base	10	-	4	6	-	-	10	6	1	4	8	10	-	6	4	7	3	9	-	7	3	-	2	8
5	5	-	1	4	-	-	5	4	1	1	4	5	-	2	3	4	1	4	-	3	2	-	-	5
	50%	-	25%	67%	-	-	50%	67%	100%	25%	50%	50%	-	33%	75%	57%	33%	44%	-	43%	67%	-	-	63%
6	5	-	3	2	-	-	5	2	-	3	4	5	-	4	1	3	2	5	-	4	1	-	2	3
	50%	-	75%	33%	-	-	50%	33%	-	75%	50%	50%	-	67%	25%	43%	67%	56%	-	57%	33%	-	100%	38%
Mean	5.50	-	5.75	5.33	-	-	5.50	5.33	5.00	5.75	5.50	5.50	-	5.67	5.25	5.43	5.67	5.56	-	5.57	5.33	-	6.00	5.38
Standard deviation	0.53	-	0.50	0.52	-	-	0.53	0.52	-	0.50	0.53	0.53	-	0.52	0.50	0.53	0.58	0.53	-	0.53	0.58	-	0.00	0.52
Standard error	0.17	-	0.25	0.21	-	-	0.17	0.21	-	0.25	0.19	0.17	-	0.21	0.25	0.20	0.33	0.18	-	0.20	0.33	-	0.00	0.18

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Absolutes/col percents

Table 32

Q17. Please indicate whether you think the following statements are either true or false.**Summary III - Number of correct answers****Base: All respondents who rent out properties in Wales**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Base	5	-	3	2	-	-	4	3	3	-	3	4	1	2	3	3	1	3	-	4	1	-	2	3	
6	2 40%	-	1 33%	1 50%	-	-	2 50%	1 33%	1 33%	-	2 67%	2 50%	-	1 50%	1 33%	2 67%	-	1 33%	-	2 50%	-	-	1 50%	1 33%	
7	1 20%	-	1 33%	-	-	-	1 25%	1 33%	-	-	1 33%	1 25%	-	-	1 33%	1 33%	-	1 33%	-	1 25%	-	-	-	1 33%	
8	1 20%	-	-	1 50%	-	-	-	-	1 33%	-	-	-	1 100%	-	1 33%	-	-	-	-	1 25%	-	-	-	1 33%	
9	1 20%	-	1 33%	-	-	-	1 25%	1 33%	1 33%	-	-	1 25%	-	1 50%	-	-	1 100%	1 33%	-	-	1 100%	-	1 50%	-	
Mean	7.20	-	7.33	7.00	-	-	7.00	7.33	7.67	-	6.33	7.00	8.00	7.50	7.00	6.33	9.00	7.33	-	6.75	9.00	-	7.50	7.00	
Standard deviation	1.30	-	1.53	1.41	-	-	1.41	1.53	1.53	-	0.58	1.41	-	2.12	1.00	0.58	-	1.53	-	0.96	-	-	2.12	1.00	
Standard error	0.58	-	0.88	1.00	-	-	0.71	0.88	0.88	-	0.33	0.71	-	1.50	0.58	0.33	-	0.88	-	0.48	-	-	1.50	0.58	

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 33

Q17. Please indicate whether you think the following statements are either true or false.**Summary III - Number of correct answers****Base: All respondents who rent out properties in Northern Ireland**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK					
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years			
	Flat/ house excl HMO	Investment/ pension	Accident	Business	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No		
	Total	1	2	3 to 5	6+	HMO	HMO	pension	Accident	Business	agents	agents	manage	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Base	1	-	-	1	-	-	1	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-	-	1	
6	1	-	-	1	-	-	1	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-	-	1	
	100%	-	-	100%	-	-	100%	100%	-	-	-	-	100%	-	100%	-	-	-	-	100%	-	-	-	-	100%	
Mean	6.00	-	-	6.00	-	-	6.00	6.00	-	-	-	-	6.00	-	6.00	-	-	-	-	6.00	-	-	-	-	6.00	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 34

Q17. Please indicate whether you think the following statements are either true or false.

Landlords must provide tenants with a valid gas safety certificate (if the property has gas appliances)

Base: All respondents

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use man- agement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
	Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168
True	848	479	199	138	32	7	823	575	137	57	482	642	206	180	668	370	272	547	30	531	317	204	152	492
	94%	96%	94%	92%	91%	88%	95%	95%	94%	89%	93%	94%	95%	88%	96%	93%	96%	94%	100%	94%	95%	91%	90%	97%
False	29	10	8	9	2	1	27	19	5	4	23	25	4	20	9	22	3	22	-	21	8	13	9	7
	3%	2%	4%	6%	6%	13%	3%	3%	3%	6%	4%	4%	2%	10%	1%	6%	1%	4%	-	4%	2%	6%	5%	1%
Don't know	21	12	5	3	1	-	19	9	3	3	13	15	6	5	16	7	8	11	-	14	7	6	7	8
	2%	2%	2%	2%	3%	-	2%	1%	2%	5%	3%	2%	3%	2%	2%	2%	3%	2%	-	2%	2%	3%	4%	2%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 35

Q17. Please indicate whether you think the following statements are either true or false.**Proof of electrical inspection valid within the last five years must be provided****Base: All respondents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
																					Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes				No
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
True	641	359	153	107	22	7	616	442	105	49	384	492	149	153	488	277	215	423	23	404	237	168	120	353
	71%	72%	72%	71%	63%	88%	71%	73%	72%	77%	74%	72%	69%	75%	70%	69%	76%	73%	77%	71%	71%	75%	71%	70%
False	139	64	34	31	10	-	138	97	22	10	76	108	31	39	100	74	34	92	2	92	47	37	28	74
	15%	13%	16%	21%	29%	-	16%	16%	15%	16%	15%	16%	14%	19%	14%	19%	12%	16%	7%	16%	14%	17%	17%	15%
Don't know	118	78	25	12	3	1	115	64	18	5	58	82	36	13	105	48	34	65	5	70	48	18	20	80
	13%	16%	12%	8%	9%	13%	13%	11%	12%	8%	11%	12%	17%	6%	15%	12%	12%	11%	17%	12%	14%	8%	12%	16%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 36

Q17. Please indicate whether you think the following statements are either true or false.

Landlords must provide new tenants with the government guide 'How to rent: The checklist for renting in England'

Base: All respondents who rent out properties in England

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use man- agement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
	Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168
True	348	169	83	76	20	8	337	221	65	46	188	253	95	140	208	177	76	227	5	224	124	109	56	183
	39%	34%	39%	51%	57%	100%	39%	37%	45%	72%	36%	37%	44%	68%	30%	44%	27%	39%	17%	40%	37%	49%	33%	36%
False	175	92	46	30	7	-	171	136	19	10	116	145	30	33	142	78	67	116	12	114	61	42	35	98
	19%	18%	22%	20%	20%	-	20%	23%	13%	16%	22%	21%	14%	16%	20%	20%	24%	20%	40%	20%	18%	19%	21%	19%
Don't know	375	240	83	44	8	-	361	246	61	8	214	284	91	32	343	144	140	237	13	228	147	72	77	226
	42%	48%	39%	29%	23%	-	42%	41%	42%	13%	41%	42%	42%	16%	49%	36%	49%	41%	43%	40%	44%	32%	46%	45%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 37

Q17. Please indicate whether you think the following statements are either true or false.**Landlords must provide tenants with an energy performance certificate****Base: All respondents who rent out properties in England, Wales & Northern Ireland**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
True	652	348	158	118	28	7	631	445	110	55	385	514	138	167	485	307	207	438	22	418	234	163	120	369
	73%	69%	75%	79%	80%	88%	73%	74%	76%	86%	74%	75%	64%	81%	70%	77%	73%	76%	73%	74%	70%	73%	71%	73%
False	129	71	32	21	5	1	125	86	19	5	81	95	34	27	102	57	38	84	5	80	49	28	26	75
	14%	14%	15%	14%	14%	13%	14%	14%	13%	8%	16%	14%	16%	13%	15%	14%	13%	14%	17%	14%	15%	13%	15%	15%
Don't know	117	82	22	11	2	-	113	72	16	4	52	73	44	11	106	35	38	58	3	68	49	32	22	63
	13%	16%	10%	7%	6%	-	13%	12%	11%	6%	10%	11%	20%	5%	15%	9%	13%	10%	10%	12%	15%	14%	13%	12%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 38

Q17. Please indicate whether you think the following statements are either true or false.

Landlords must place the security deposit in a Government approved deposit protection scheme

Base: All respondents

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
																					Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use man- agement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No			
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
True	708	385	158	134	31	7	687	486	112	53	391	538	170	157	551	312	226	454	27	463	245	161	127	420
	79%	77%	75%	89%	89%	88%	79%	81%	77%	83%	75%	79%	79%	77%	80%	78%	80%	78%	90%	82%	74%	72%	76%	83%
False	102	55	33	11	3	1	98	69	18	8	77	84	18	37	65	54	30	78	1	59	43	42	27	33
	11%	11%	16%	7%	9%	13%	11%	11%	12%	13%	15%	12%	8%	18%	9%	14%	11%	13%	3%	10%	13%	19%	16%	7%
Don't know	88	61	21	5	1	-	84	48	15	3	50	60	28	11	77	33	27	48	2	44	44	20	14	54
	10%	12%	10%	3%	3%	-	10%	8%	10%	5%	10%	9%	13%	5%	11%	8%	10%	8%	7%	8%	13%	9%	8%	11%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 39

Q17. Please indicate whether you think the following statements are either true or false.

Landlords are responsible for repairs to the exterior and structure of a property including problems with the roof, chimneys, walls, guttering and drains

Base: All respondents who rent out properties in England & Wales

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness				Yes	No	Yes	No	Yes	No	Yes	No			
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
True	832	467	195	136	34	7	808	562	136	58	473	626	206	180	652	364	262	535	29	520	312	200	154	478
	93%	93%	92%	91%	97%	88%	93%	93%	94%	91%	91%	92%	95%	88%	94%	91%	93%	92%	97%	92%	94%	90%	92%	94%
False	45	25	8	11	1	1	42	28	7	5	31	38	7	19	26	26	12	33	-	30	15	17	10	18
	5%	5%	4%	7%	3%	13%	5%	5%	5%	8%	6%	6%	3%	9%	4%	7%	4%	6%	-	5%	5%	8%	6%	4%
Don't know	21	9	9	3	-	-	19	13	2	1	14	18	3	6	15	9	9	12	1	16	5	6	4	11
	2%	2%	4%	2%	-	-	2%	2%	1%	2%	3%	3%	1%	3%	2%	2%	3%	2%	3%	3%	2%	3%	2%	2%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 40

Q17. Please indicate whether you think the following statements are either true or false.

Landlords must make sure the equipment for supplying water, gas and electricity is kept in good working order

Base: All respondents who rent out properties in England & Wales

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
	Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168
True	838	475	191	139	33	7	813	566	138	57	478	636	202	179	659	364	272	543	29	518	320	204	151	483
	93%	95%	90%	93%	94%	88%	94%	94%	95%	89%	92%	93%	94%	87%	95%	91%	96%	94%	97%	92%	96%	91%	90%	95%
False	37	13	13	9	2	1	36	23	4	6	24	28	9	20	17	24	4	24	-	30	7	13	11	13
	4%	3%	6%	6%	6%	13%	4%	4%	3%	9%	5%	4%	4%	10%	2%	6%	1%	4%	-	5%	2%	6%	7%	3%
Don't know	23	13	8	2	-	-	20	14	3	1	16	18	5	6	17	11	7	13	1	18	5	6	6	11
	3%	3%	4%	1%	-	-	2%	2%	2%	2%	3%	3%	2%	3%	2%	3%	2%	2%	3%	3%	2%	3%	4%	2%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 41

Q17. Please indicate whether you think the following statements are either true or false.
Landlords must give reasonable notice before visiting a property (except in an emergency)
Base: All respondents

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents				Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Less than 3 years									3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	Yes	No		Yes	No	Yes	No	Yes	No					
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
True	848	470	201	143	34	7	824	571	139	61	488	644	204	181	667	370	274	552	28	529	319	196	161	491
	94%	94%	95%	95%	97%	88%	95%	95%	96%	95%	94%	94%	94%	88%	96%	93%	97%	95%	93%	93%	96%	88%	96%	97%
False	32	19	8	4	1	1	29	20	3	2	17	22	10	19	13	20	2	19	1	23	9	20	5	7
	4%	4%	4%	3%	3%	13%	3%	3%	2%	3%	3%	3%	5%	9%	2%	5%	1%	3%	3%	4%	3%	9%	3%	1%
Don't know	18	12	3	3	-	-	16	12	3	1	13	16	2	5	13	9	7	9	1	14	4	7	2	9
	2%	2%	1%	2%	-	-	2%	2%	2%	2%	3%	2%	1%	2%	2%	2%	2%	2%	3%	2%	1%	3%	1%	2%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 42

Q17. Please indicate whether you think the following statements are either true or false.**Landlords must install working smoke alarms****Base: All respondents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents				Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Less than 3 years									3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	Yes	No		Yes	No	Yes	No	Yes	No					
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
True	814	463	189	129	33	7	789	545	133	56	462	611	203	170	644	352	259	519	30	506	308	187	154	473
	91%	92%	89%	86%	94%	88%	91%	90%	92%	88%	89%	90%	94%	83%	93%	88%	92%	89%	100%	89%	93%	84%	92%	93%
False	52	18	17	16	1	1	50	36	10	7	33	45	7	30	22	37	8	43	-	41	11	25	9	18
	6%	4%	8%	11%	3%	13%	6%	6%	7%	11%	6%	7%	3%	15%	3%	9%	3%	7%	-	7%	3%	11%	5%	4%
Don't know	32	20	6	5	1	-	30	22	2	1	23	26	6	5	27	10	16	18	-	19	13	11	5	16
	4%	4%	3%	3%	3%	-	3%	4%	1%	2%	4%	4%	3%	2%	4%	3%	6%	3%	-	3%	4%	5%	3%	3%

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Absolutes/col percents

Table 43

Q17. Please indicate whether you think the following statements are either true or false.**Carbon Monoxide detector must be installed if solid fuel appliances are installed****Base: All respondents**

	<u>Number of Properties Owned</u>					<u>Types of Property Owned</u>	<u>Motivations for Becoming a Landlord</u>				<u>Use of Agents</u>			<u>Member of Professional Body</u>		<u>Had Problem With Agent</u>		<u>Satisfied With Agent</u>		<u>Had Problems With a Tenant</u>		<u>Length of Time Letting Residential property in the UK</u>		
	<u>Total</u>	<u>1</u>	<u>2</u>	<u>3 to 5</u>	<u>6+</u>	<u>HMO</u>	<u>Flat/ house excl HMO</u>	<u>Investment/ pension</u>	<u>Accident</u>	<u>Business</u>	<u>NET: Use management agents</u>	<u>NET: Use letting agents</u>	<u>Self-let and self-manage</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	<u>Less than 3 years</u>	<u>3-5 years</u>	<u>More than 5 years</u>
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
True	739	413	177	119	30	7	714	496	117	52	424	562	177	157	582	324	238	475	27	464	275	178	136	425
	82%	82%	83%	79%	86%	88%	82%	82%	81%	81%	82%	82%	82%	77%	84%	81%	84%	82%	90%	82%	83%	80%	81%	84%
False	57	21	15	18	3	1	55	43	7	8	32	47	10	34	23	36	11	43	-	45	12	22	13	22
	6%	4%	7%	12%	9%	13%	6%	7%	5%	13%	6%	7%	5%	17%	3%	9%	4%	7%	-	8%	4%	10%	8%	4%
Don't know	102	67	20	13	2	-	100	64	21	4	62	73	29	14	88	39	34	62	3	57	45	23	19	60
	11%	13%	9%	9%	6%	-	12%	11%	14%	6%	12%	11%	13%	7%	13%	10%	12%	11%	10%	10%	14%	10%	11%	12%

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Absolutes/col percents

Table 44

Q18. Which of the following responsibilities for landlords/ letting agents regarding tenancy security deposits are you aware of?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
Schemes must refund money to the tenant(s) minus any agreed deductions	630 70%	362 72%	135 64%	102 68%	31 89%	6 75%	610 70%	429 71%	99 68%	40 63%	338 65%	463 68%	167 77%	120 59%	510 74%	253 63%	210 74%	393 68%	22 73%	398 70%	232 70%	137 61%	109 65%	384 76%
In England, Wales or Scotland deposits must be put into a protection scheme within 30 days	601 67%	330 66%	134 63%	107 71%	30 86%	7 88%	581 67%	412 68%	98 68%	42 66%	319 62%	450 66%	151 70%	136 66%	465 67%	257 64%	193 68%	382 66%	24 80%	393 69%	208 63%	135 61%	102 61%	364 72%
Tenants must be provided in writing with details of the amount paid and the property it relates to	578 64%	329 66%	123 58%	98 65%	28 80%	7 88%	564 65%	401 67%	99 68%	42 66%	317 61%	432 63%	146 68%	127 62%	451 65%	245 61%	187 66%	372 64%	22 73%	371 66%	207 62%	136 61%	95 57%	347 68%
Tenants must be provided with a leaflet from the deposit protection scheme explaining the rules	462 51%	254 51%	96 45%	90 60%	22 63%	6 75%	450 52%	314 52%	72 50%	30 47%	251 48%	346 51%	116 54%	106 52%	356 51%	196 49%	150 53%	291 50%	17 57%	303 54%	159 48%	106 48%	77 46%	279 55%
If a landlord/ letting agent uses a tenancy deposit protection insurance scheme, they need to renew the insurance if a tenant stays on after the end of the tenancy's fixed term	341 38%	189 38%	73 34%	63 42%	16 46%	3 38%	330 38%	235 39%	58 40%	31 48%	194 37%	261 38%	80 37%	96 47%	245 35%	153 38%	108 38%	229 39%	10 33%	219 39%	122 37%	84 38%	56 33%	201 40%
In Northern Ireland deposits must be put into a protection scheme within 14 days	1 *	-	-	1 1%	-	-	1 *	1 *	-	-	-	-	1 *	-	1 *	-	-	-	-	1 *	-	-	-	1 *
None of these	63 7%	43 9%	11 5%	8 5%	1 3%	-	62 7%	38 6%	12 8%	-	42 8%	46 7%	17 8%	2 1%	61 9%	20 5%	26 9%	32 6%	3 10%	23 4%	40 12%	13 6%	12 7%	38 7%

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Absolutes/col percents

Table 44

Q18. Which of the following responsibilities for landlords/ letting agents regarding tenancy security deposits are you aware of?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
Ticked 5	214 24%	126 25%	37 17%	40 27%	11 31%	2 25%	209 24%	141 23%	37 26%	13 20%	112 22%	160 23%	54 25%	45 22%	169 24%	78 20%	82 29%	137 24%	7 23%	127 22%	87 26%	45 20%	32 19%	137 27%
Ticked 4	150 17%	84 17%	34 16%	24 16%	8 23%	2 25%	146 17%	105 17%	22 15%	10 16%	69 13%	101 15%	49 23%	27 13%	123 18%	62 16%	39 14%	81 14%	7 23%	106 19%	44 13%	34 15%	21 13%	95 19%
Ticked 3	160 18%	88 18%	35 17%	26 17%	11 31%	3 38%	154 18%	126 21%	25 17%	11 17%	96 19%	125 18%	35 16%	41 20%	119 17%	77 19%	48 17%	111 19%	7 23%	108 19%	52 16%	32 14%	31 18%	97 19%
Ticked 2	147 16%	74 15%	40 19%	30 20%	3 9%	1 13%	142 16%	91 15%	29 20%	17 27%	96 19%	123 18%	24 11%	39 19%	108 16%	73 18%	50 18%	106 18%	5 17%	95 17%	52 16%	42 19%	30 18%	75 15%
Ticked 1	163 18%	86 17%	55 26%	21 14%	1 3%	- -	155 18%	101 17%	20 14%	13 20%	103 20%	127 19%	36 17%	51 25%	112 16%	89 22%	38 13%	113 19%	1 3%	106 19%	57 17%	57 26%	42 25%	64 13%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 45

Q19. Which of these do you think landlords can make deductions for from a deposit?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
Damage to the property	820 91%	471 94%	183 86%	133 89%	33 94%	6 75%	797 92%	555 92%	136 94%	49 77%	458 88%	612 90%	208 96%	155 76%	665 96%	341 85%	271 96%	520 90%	30 100%	506 89%	314 95%	186 83%	145 86%	489 96%
Missing items	711 79%	415 83%	153 72%	114 76%	29 83%	5 63%	693 80%	485 80%	120 83%	36 56%	394 76%	534 78%	177 82%	125 61%	586 85%	302 76%	232 82%	446 77%	29 97%	443 78%	268 81%	165 74%	119 71%	427 84%
Unpaid rent	680 76%	408 81%	141 67%	101 67%	30 86%	4 50%	659 76%	466 77%	111 77%	32 50%	371 72%	503 74%	177 82%	112 55%	568 82%	277 69%	226 80%	424 73%	24 80%	418 74%	262 79%	151 68%	120 71%	409 81%
Unpaid energy or water bills	554 62%	326 65%	121 57%	90 60%	17 49%	4 50%	535 62%	386 64%	94 65%	37 58%	317 61%	423 62%	131 61%	108 53%	446 64%	250 63%	173 61%	357 62%	21 70%	341 60%	213 64%	135 61%	104 62%	315 62%
Tenant having a pet if tenancy agreement stipulated this wasn't allowed	333 37%	192 38%	71 33%	58 39%	12 34%	5 63%	322 37%	227 38%	59 41%	24 38%	203 39%	257 38%	76 35%	80 39%	253 37%	154 39%	103 36%	228 39%	11 37%	208 37%	125 38%	86 39%	69 41%	178 35%
Wear and tear such as worn carpets, minor scuffs on wall	161 18%	84 17%	38 18%	34 23%	5 14%	2 25%	155 18%	110 18%	27 19%	19 30%	97 19%	122 18%	39 18%	54 26%	107 15%	83 21%	39 14%	103 18%	3 10%	103 18%	58 17%	45 20%	32 19%	84 17%
Costs for re-letting the property	72 8%	24 5%	23 11%	23 15%	2 6%	3 38%	67 8%	58 10%	12 8%	18 28%	54 10%	62 9%	10 5%	48 23%	24 3%	49 12%	13 5%	55 9%	- -	52 9%	20 6%	32 14%	12 7%	28 6%
None of these	15 2%	8 2%	3 1%	4 3%	- -	- -	15 2%	7 1%	- -	2 3%	9 2%	11 2%	4 2%	4 2%	11 2%	6 2%	5 2%	8 1%	- -	11 2%	4 1%	3 1%	5 3%	7 1%
7 correct	87 10%	46 9%	19 9%	15 10%	7 20%	- -	87 10%	54 9%	13 9%	5 8%	40 8%	57 8%	30 14%	13 6%	74 11%	28 7%	29 10%	49 8%	3 10%	53 9%	34 10%	16 7%	13 8%	58 11%
6 correct	325 36%	193 39%	73 34%	44 29%	15 43%	2 25%	318 37%	220 36%	55 38%	16 25%	180 35%	247 36%	78 36%	43 21%	282 41%	133 33%	114 40%	201 35%	16 53%	206 36%	119 36%	71 32%	52 31%	202 40%
5 correct	287 32%	171 34%	62 29%	47 31%	7 20%	2 25%	274 32%	197 33%	46 32%	7 11%	160 31%	215 32%	72 33%	54 26%	233 34%	117 29%	98 35%	187 32%	7 23%	171 30%	116 35%	65 29%	52 31%	170 34%
4 correct	121 13%	67 13%	29 14%	21 14%	4 11%	1 13%	117 13%	77 13%	18 12%	13 20%	77 15%	96 14%	25 12%	43 21%	78 11%	66 17%	30 11%	82 14%	4 13%	80 14%	41 12%	34 15%	33 20%	54 11%

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 45

Q19. Which of these do you think landlords can make deductions for from a deposit?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
3 correct	57 6%	21 4%	20 9%	14 9%	2 6%	2 25%	53 6%	42 7%	9 6%	16 25%	42 8%	47 7%	10 5%	35 17%	22 3%	35 9%	12 4%	41 7%	-	40 7%	17 5%	26 12%	12 7%	19 4%
2 correct	14 2%	3 1%	7 3%	4 3%	-	-	13 1%	8 1%	1 1%	3 5%	12 2%	13 2%	1 *	10 5%	4 1%	13 3%	-	13 2%	-	10 2%	4 1%	9 4%	2 1%	3 1%
1 correct	6 1%	-	1 *	5 3%	-	1 13%	6 1%	4 1%	3 2%	3 5%	6 1%	6 1%	-	6 3%	-	6 2%	-	6 1%	-	5 1%	1 *	1 *	4 2%	1 *
0 correct	1 *	-	1 *	-	-	-	1 *	1 *	-	1 2%	1 *	1 *	-	1 *	-	1 *	-	1 *	-	1 *	-	1 *	-	-

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 46

Q20a. Please select whether the below statements are true or false for you**Base: All respondents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
<u>I handle some or all of my tenants' security deposit schemes</u>																									
True	274 31%	121 24%	84 40%	54 36%	15 43%	6 75%	266 31%	185 31%	50 34%	42 66%	101 19%	170 25%	104 48%	111 54%	163 24%	123 31%	47 17%	147 25%	2 7%	198 35%	76 23%	76 34%	57 34%	141 28%	
False	588 65%	358 71%	120 57%	91 61%	19 54%	2 25%	569 65%	392 65%	91 63%	19 30%	399 77%	492 72%	96 44%	86 42%	502 72%	265 66%	227 80%	418 72%	28 93%	346 61%	242 73%	133 60%	105 63%	350 69%	
Not sure	36 4%	22 4%	8 4%	5 3%	1 3%	- -	34 4%	26 4%	4 3%	3 5%	18 3%	20 3%	16 7%	8 4%	28 4%	11 3%	9 3%	15 3%	- -	22 4%	14 4%	14 6%	6 4%	16 3%	
<u>I have had a deposit dispute with a tenant whose deposit was held in a security deposit scheme</u>																									
True	213 24%	83 17%	54 25%	61 41%	15 43%	4 50%	204 23%	142 24%	31 21%	31 48%	137 26%	177 26%	36 17%	97 47%	116 17%	137 34%	40 14%	144 25%	11 37%	185 33%	28 8%	66 30%	39 23%	108 21%	
False	654 73%	402 80%	151 71%	82 55%	19 54%	4 50%	634 73%	441 73%	110 76%	30 47%	359 69%	481 71%	173 80%	105 51%	549 79%	250 63%	231 82%	415 72%	18 60%	359 63%	295 89%	148 66%	126 75%	380 75%	
Not sure	31 3%	16 3%	7 3%	7 5%	1 3%	- -	31 4%	20 3%	4 3%	3 5%	22 4%	24 4%	7 3%	3 1%	28 4%	12 3%	12 4%	21 4%	1 3%	22 4%	9 3%	9 4%	3 2%	19 4%	

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 47

Q20. How much do you agree or disagree with each of the following statements regarding tenant deposit schemes?**Summary****Base: All respondents who handle some or all of their tenants' security deposit schemes**

		Statements			
		It is easy to deal with my scheme	It is easy to deposit money into my scheme	They are prompt when returning money from the scheme	I found it easy to decide between an insurance and a custodial scheme
Base		274	274	274	274
Base for % (Excl NA)		256	252	229	238
NET: Agree		203 79%	207 82%	169 74%	167 70%
Agree strongly	(+2)	114 45%	131 52%	94 41%	85 36%
Agree slightly	(+1)	89 35%	76 30%	75 33%	82 34%
Neither agree nor disagree	(0)	40 16%	36 14%	52 23%	60 25%
Disagree slightly	(-1)	8 3%	6 2%	4 2%	8 3%
Disagree strongly	(-2)	5 2%	3 1%	4 2%	3 1%
NET: Disagree		13 5%	9 4%	8 3%	11 5%
Not applicable		18	22	45	36
Mean		1.17	1.29	1.10	1.00
Standard deviation		0.94	0.88	0.93	0.93
Standard error		0.06	0.06	0.06	0.06

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 48

Q20. How much do you agree or disagree with each of the following statements regarding tenant deposit schemes?**It is easy to deal with my scheme****Base: All respondents who handle some or all of their tenants' security deposit schemes**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	274	121	84	54	15	6	266	185	50	42	101	170	104	111	163	123	47	147	2	198	76	76	57	141
Base for % (Excl NA)	256	108	80	53	15	6	249	173	44	42	100	166	90	111	145	119	47	145	1	189	67	71	55	130
NET: Agree	203 79%	79 73%	69 86%	43 81%	12 80%	4 67%	201 81%	139 80%	36 82%	37 88%	86 86%	138 83%	65 72%	100 90%	103 71%	97 82%	41 87%	128 88%	1 100%	154 81%	49 73%	54 76%	42 76%	107 82%
Agree strongly (+2)	114 45%	49 45%	34 43%	23 43%	8 53%	4 67%	113 45%	77 45%	18 41%	20 48%	47 47%	76 46%	38 42%	57 51%	57 39%	51 43%	25 53%	71 49%	- -	82 43%	32 48%	28 39%	20 36%	66 51%
Agree slightly (+1)	89 35%	30 28%	35 44%	20 38%	4 27%	- -	88 35%	62 36%	18 41%	17 40%	39 39%	62 37%	27 30%	43 39%	46 32%	46 39%	16 34%	57 39%	1 100%	72 38%	17 25%	26 37%	22 40%	41 32%
Neither agree nor disagree (0)	40 16%	25 23%	8 10%	7 13%	- -	- -	37 15%	23 13%	6 14%	3 7%	10 10%	21 13%	19 21%	9 8%	31 21%	17 14%	4 9%	13 9%	- -	24 13%	16 24%	14 20%	10 18%	16 12%
Disagree slightly (-1)	8 3%	3 3%	1 1%	2 4%	2 13%	1 17%	7 3%	6 3%	- -	2 5%	2 2%	5 3%	3 3%	1 1%	7 5%	3 3%	2 4%	2 1%	- -	6 3%	2 3%	3 4%	1 2%	4 3%
Disagree strongly (-2)	5 2%	1 1%	2 3%	1 2%	1 7%	1 17%	4 2%	5 3%	2 5%	- -	2 2%	2 1%	3 3%	1 1%	4 3%	2 2%	- -	2 1%	- -	5 3%	- -	- -	2 4%	3 2%
NET: Disagree	13 5%	4 4%	3 4%	3 6%	3 20%	2 33%	11 4%	11 6%	2 5%	2 5%	4 4%	7 4%	6 7%	2 2%	11 8%	5 4%	2 4%	4 3%	- -	11 6%	2 3%	3 4%	3 5%	7 5%
Not applicable	18	13	4	1	-	-	17	12	6	-	1	4	14	-	18	4	-	2	1	9	9	5	2	11
Mean	1.17	1.14	1.23	1.17	1.07	0.83	1.20	1.16	1.14	1.31	1.27	1.23	1.04	1.39	1.00	1.18	1.36	1.33	1.00	1.16	1.18	1.11	1.04	1.25
Standard deviation	0.94	0.93	0.87	0.94	1.33	1.83	0.91	0.98	0.98	0.81	0.87	0.87	1.04	0.75	1.03	0.89	0.82	0.81	-	0.95	0.90	0.87	0.98	0.95
Standard error	0.06	0.09	0.10	0.13	0.34	0.75	0.06	0.07	0.15	0.13	0.09	0.07	0.11	0.07	0.09	0.08	0.12	0.07	-	0.07	0.11	0.10	0.13	0.08

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Absolutes/col percents

Table 49

Q20. How much do you agree or disagree with each of the following statements regarding tenant deposit schemes?

It is easy to deposit money into my scheme

Base: All respondents who handle some or all of their tenants' security deposit schemes

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	274	121	84	54	15	6	266	185	50	42	101	170	104	111	163	123	47	147	2	198	76	76	57	141	
Base for % (Excl NA)	252	105	80	53	14	6	245	172	44	42	99	163	89	107	145	119	44	143	1	187	65	71	53	128	
NET: Agree	207 82%	76 72%	67 84%	50 94%	14 100%	6 100%	204 83%	144 84%	36 82%	40 95%	87 88%	142 87%	65 73%	98 92%	109 75%	104 87%	38 86%	129 90%	1 100%	161 86%	46 71%	54 76%	43 81%	110 86%	
Agree strongly	(+2)	131 52%	52 50%	35 44%	34 64%	10 71%	3 50%	130 53%	93 54%	21 48%	26 62%	48 48%	88 54%	43 48%	60 56%	71 49%	61 51%	27 61%	79 55%	- -	99 53%	32 49%	32 45%	23 43%	76 59%
Agree slightly	(+1)	76 30%	24 23%	32 40%	16 30%	4 29%	3 50%	74 30%	51 30%	15 34%	14 33%	39 39%	54 33%	22 25%	38 36%	38 26%	43 36%	11 25%	50 35%	1 100%	62 33%	14 22%	22 31%	20 38%	34 27%
Neither agree nor disagree	(0)	36 14%	25 24%	9 11%	2 4%	- -	- -	34 14%	20 12%	6 14%	2 5%	12 12%	19 12%	17 19%	9 8%	27 19%	14 12%	5 11%	13 9%	- -	21 11%	15 23%	14 20%	8 15%	14 11%
Disagree slightly	(-1)	6 2%	3 3%	2 3%	1 2%	- -	- -	4 2%	5 3%	1 2%	- -	- -	1 1%	5 6%	- -	6 4%	1 1%	- -	1 1%	- -	3 2%	3 5%	2 3%	- -	4 3%
Disagree strongly	(-2)	3 1%	1 1%	2 3%	- -	- -	- -	3 1%	3 2%	1 2%	- -	- -	1 1%	2 2%	- -	3 2%	- -	1 2%	- -	- -	2 1%	1 2%	1 1%	2 4%	- -
NET: Disagree		9 4%	4 4%	4 5%	1 2%	- -	- -	7 3%	8 5%	2 5%	- -	- -	2 1%	7 8%	- -	9 6%	1 1%	1 2%	1 1%	- -	5 3%	4 6%	3 4%	2 4%	4 3%
Not applicable		22	16	4	1	1	-	21	13	6	-	2	7	15	4	18	4	3	4	1	11	11	5	4	13
Mean		1.29	1.17	1.20	1.57	1.71	1.50	1.32	1.31	1.23	1.57	1.36	1.39	1.11	1.48	1.16	1.38	1.43	1.45	1.00	1.35	1.12	1.15	1.17	1.42
Standard deviation		0.88	0.96	0.92	0.67	0.47	0.55	0.86	0.91	0.94	0.59	0.69	0.77	1.05	0.65	1.00	0.72	0.87	0.69	-	0.83	1.02	0.94	0.96	0.81
Standard error		0.06	0.09	0.10	0.09	0.13	0.22	0.06	0.07	0.14	0.09	0.07	0.06	0.11	0.06	0.08	0.07	0.13	0.06	-	0.06	0.13	0.11	0.13	0.07

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Absolutes/col percents

Table 50

Q20. How much do you agree or disagree with each of the following statements regarding tenant deposit schemes?

They are prompt when returning money from the scheme

Base: All respondents who handle some or all of their tenants' security deposit schemes

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	274	121	84	54	15	6	266	185	50	42	101	170	104	111	163	123	47	147	2	198	76	76	57	141
Base for % (Excl NA)	229	93	74	49	13	6	223	154	43	41	96	152	77	105	124	110	42	135	1	175	54	67	48	114
NET: Agree	169 74%	61 66%	60 81%	38 78%	10 77%	4 67%	166 74%	110 71%	30 70%	34 83%	80 83%	118 78%	51 66%	95 90%	74 60%	88 80%	30 71%	111 82%	1 100%	134 77%	35 65%	55 82%	35 73%	79 69%
Agree strongly (+2)	94 41%	31 33%	35 47%	21 43%	7 54%	2 33%	93 42%	62 40%	21 49%	14 34%	45 47%	66 43%	28 36%	52 50%	42 34%	46 42%	20 48%	65 48%	- -	75 43%	19 35%	27 40%	20 42%	47 41%
Agree slightly (+1)	75 33%	30 32%	25 34%	17 35%	3 23%	2 33%	73 33%	48 31%	9 21%	20 49%	35 36%	52 34%	23 30%	43 41%	32 26%	42 38%	10 24%	46 34%	1 100%	59 34%	16 30%	28 42%	15 31%	32 28%
Neither agree nor disagree (0)	52 23%	30 32%	12 16%	9 18%	1 8%	- -	51 23%	36 23%	11 26%	6 15%	12 13%	30 20%	22 29%	8 8%	44 35%	19 17%	11 26%	20 15%	- -	35 20%	17 31%	11 16%	10 21%	31 27%
Disagree slightly (-1)	4 2%	2 2%	- -	2 4%	- -	- -	3 1%	4 3%	- -	- -	3 3%	3 2%	1 1%	1 1%	3 2%	2 2%	1 2%	3 2%	- -	2 1%	2 4%	1 1%	1 2%	2 2%
Disagree strongly (-2)	4 2%	- -	2 3%	- -	2 15%	2 33%	3 1%	4 3%	2 5%	1 2%	1 1%	1 1%	3 4%	1 1%	3 2%	1 1%	- -	1 1%	- -	4 2%	- -	- -	2 4%	2 2%
NET: Disagree	8 3%	2 2%	2 3%	2 4%	2 15%	2 33%	6 3%	8 5%	2 5%	1 2%	4 4%	4 3%	4 5%	2 2%	6 5%	3 3%	1 2%	4 3%	- -	6 3%	2 4%	1 1%	3 6%	4 4%
Not applicable	45	28	10	5	2	-	43	31	7	1	5	18	27	6	39	13	5	12	1	23	22	9	9	27
Mean	1.10	0.97	1.23	1.16	1.00	0.33	1.12	1.04	1.09	1.12	1.25	1.18	0.94	1.37	0.86	1.18	1.17	1.27	1.00	1.14	0.96	1.21	1.04	1.05
Standard deviation	0.93	0.87	0.91	0.87	1.47	1.86	0.90	0.99	1.09	0.84	0.87	0.86	1.03	0.75	1.00	0.85	0.91	0.85	-	0.93	0.91	0.77	1.05	0.96
Standard error	0.06	0.09	0.11	0.12	0.41	0.76	0.06	0.08	0.17	0.13	0.09	0.07	0.12	0.07	0.09	0.08	0.14	0.07	-	0.07	0.12	0.09	0.15	0.09

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Absolutes/col percents

Table 51

Q20. How much do you agree or disagree with each of the following statements regarding tenant deposit schemes?

I found it easy to decide between an insurance and a custodial scheme

Base: All respondents who handle some or all of their tenants' security deposit schemes

		Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		274	121	84	54	15	6	266	185	50	42	101	170	104	111	163	123	47	147	2	198	76	76	57	141
Base for % (Excl NA)		238	93	78	53	14	6	231	161	43	40	100	158	80	109	129	117	41	137	1	177	61	67	52	119
NET: Agree		167	56	61	37	13	5	163	117	32	35	81	122	45	94	73	93	29	111	-	129	38	51	39	77
		70%	60%	78%	70%	93%	83%	71%	73%	74%	88%	81%	77%	56%	86%	57%	79%	71%	81%	-	73%	62%	76%	75%	65%
Agree strongly	(+2)	85	29	28	23	5	1	85	62	13	26	39	61	24	46	39	45	16	57	-	66	19	27	14	44
		36%	31%	36%	43%	36%	17%	37%	39%	30%	65%	39%	39%	30%	42%	30%	38%	39%	42%	-	37%	31%	40%	27%	37%
Agree slightly	(+1)	82	27	33	14	8	4	78	55	19	9	42	61	21	48	34	48	13	54	-	63	19	24	25	33
		34%	29%	42%	26%	57%	67%	34%	34%	44%	23%	42%	39%	26%	44%	26%	41%	32%	39%	-	36%	31%	36%	48%	28%
Neither agree nor disagree	(0)	60	33	12	14	1	1	59	37	7	5	17	33	27	13	47	21	12	24	1	40	20	13	10	37
		25%	35%	15%	26%	7%	17%	26%	23%	16%	13%	17%	21%	34%	12%	36%	18%	29%	18%	100%	23%	33%	19%	19%	31%
Disagree slightly	(-1)	8	3	3	2	-	-	6	4	2	-	2	3	5	2	6	3	-	2	-	5	3	3	1	4
		3%	3%	4%	4%	-	-	3%	2%	5%	-	2%	2%	6%	2%	5%	3%	-	1%	-	3%	5%	4%	2%	3%
Disagree strongly	(-2)	3	1	2	-	-	-	3	3	2	-	-	-	3	-	3	-	-	-	-	3	-	-	2	1
		1%	1%	3%	-	-	-	1%	2%	5%	-	-	-	4%	-	2%	-	-	-	-	2%	-	-	4%	1%
NET: Disagree		11	4	5	2	-	-	9	7	4	-	2	3	8	2	9	3	-	2	-	8	3	3	3	5
		5%	4%	6%	4%	-	-	4%	4%	9%	-	2%	2%	10%	2%	7%	3%	-	1%	-	5%	5%	4%	6%	4%
Not applicable		36	28	6	1	1	-	35	24	7	2	1	12	24	2	34	6	6	10	1	21	15	9	5	22
Mean		1.00	0.86	1.05	1.09	1.29	1.00	1.02	1.05	0.91	1.52	1.18	1.14	0.73	1.27	0.78	1.15	1.10	1.21	0.00	1.04	0.89	1.12	0.92	0.97
Standard deviation		0.93	0.94	0.95	0.93	0.61	0.63	0.92	0.94	1.04	0.72	0.78	0.81	1.08	0.74	1.01	0.81	0.83	0.78	-	0.93	0.91	0.88	0.95	0.95
Standard error		0.06	0.10	0.11	0.13	0.16	0.26	0.06	0.07	0.16	0.11	0.08	0.06	0.12	0.07	0.09	0.07	0.13	0.07	-	0.07	0.12	0.11	0.13	0.09

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Absolutes/col percents

Table 52

Q21. How satisfied or dissatisfied are you with your current deposit scheme when resolving disputes?**Summary****Base: All respondents who have had a deposit dispute with a tenant whose deposit was held in a security deposit scheme**

		Statements				
		It was resolved within an acceptable timeframe	The basis for the dispute decision was clear	It was a transparent process	There was good communication from the scheme throughout	I was satisfied with the outcome of the decision
Base		213	213	213	213	213
NET: Agree		140 66%	150 70%	141 66%	139 65%	154 72%
Agree strongly	(+2)	73 34%	70 33%	62 29%	67 31%	82 38%
Agree slightly	(+1)	67 31%	80 38%	79 37%	72 34%	72 34%
Neither agree nor disagree	(0)	44 21%	42 20%	46 22%	48 23%	36 17%
Disagree slightly	(-1)	16 8%	10 5%	16 8%	13 6%	5 2%
Disagree strongly	(-2)	13 6%	11 5%	10 5%	13 6%	18 8%
NET: Disagree		29 14%	21 10%	26 12%	26 12%	23 11%
Mean		0.80	0.88	0.78	0.78	0.92
Standard deviation		1.17	1.08	1.09	1.14	1.19
Standard error		0.08	0.07	0.07	0.08	0.08

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 53

Q21. How satisfied or dissatisfied are you with your current deposit scheme when resolving disputes?**It was resolved within an acceptable timeframe****Base: All respondents who have had a deposit dispute with a tenant whose deposit was held in a security deposit scheme**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	213	83	54	61	15	4	204	142	31	31	137	177	36	97	116	137	40	144	11	185	28	66	39	108
NET: Agree	140 66%	49 59%	39 72%	43 70%	9 60%	2 50%	134 66%	96 68%	22 71%	26 84%	94 69%	116 66%	24 67%	84 87%	56 48%	96 70%	20 50%	106 74%	3 27%	123 66%	17 61%	50 76%	30 77%	60 56%
Agree strongly (+2)	73 34%	21 25%	23 43%	25 41%	4 27%	1 25%	69 34%	48 34%	10 32%	17 55%	50 36%	59 33%	14 39%	44 45%	29 25%	47 34%	12 30%	55 38%	1 9%	64 35%	9 32%	25 38%	15 38%	33 31%
Agree slightly (+1)	67 31%	28 34%	16 30%	18 30%	5 33%	1 25%	65 32%	48 34%	12 39%	9 29%	44 32%	57 32%	10 28%	40 41%	27 23%	49 36%	8 20%	51 35%	2 18%	59 32%	8 29%	25 38%	15 38%	27 25%
Neither agree nor disagree (0)	44 21%	20 24%	10 19%	13 21%	1 7%	- -	42 21%	28 20%	4 13%	4 13%	30 22%	39 22%	5 14%	8 8%	36 31%	23 17%	16 40%	25 17%	5 45%	33 18%	11 39%	11 17%	7 18%	26 24%
Disagree slightly (-1)	16 8%	8 10%	2 4%	3 5%	3 20%	1 25%	16 8%	10 7%	2 6%	1 3%	6 4%	12 7%	4 11%	3 3%	13 11%	9 7%	3 8%	7 5%	2 18%	16 9%	- -	4 6%	1 3%	11 10%
Disagree strongly (-2)	13 6%	6 7%	3 6%	2 3%	2 13%	1 25%	12 6%	8 6%	3 10%	- -	7 5%	10 6%	3 8%	2 2%	11 9%	9 7%	1 3%	6 4%	1 9%	13 7%	- -	1 2%	1 3%	11 10%
NET: Disagree	29 14%	14 17%	5 9%	5 8%	3 33%	2 50%	28 14%	18 13%	5 16%	1 3%	13 9%	22 12%	7 19%	5 5%	24 21%	18 13%	4 10%	13 9%	3 27%	29 16%	- -	5 8%	2 5%	22 20%
Mean	0.80	0.60	1.00	1.00	0.40	0.00	0.80	0.83	0.77	1.35	0.91	0.81	0.78	1.25	0.43	0.85	0.68	0.99	0.00	0.78	0.93	1.05	1.08	0.56
Standard deviation	1.17	1.18	1.13	1.06	1.45	1.83	1.16	1.14	1.26	0.84	1.10	1.14	1.31	0.89	1.25	1.16	1.07	1.06	1.10	1.21	0.86	0.97	0.96	1.30
Standard error	0.08	0.13	0.15	0.14	0.38	0.91	0.08	0.10	0.23	0.15	0.09	0.09	0.22	0.09	0.12	0.10	0.17	0.09	0.33	0.09	0.16	0.12	0.15	0.13

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Absolutes/col percents

Table 54

Q21. How satisfied or dissatisfied are you with your current deposit scheme when resolving disputes?**The basis for the dispute decision was clear****Base: All respondents who have had a deposit dispute with a tenant whose deposit was held in a security deposit scheme**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	213	83	54	61	15	4	204	142	31	31	137	177	36	97	116	137	40	144	11	185	28	66	39	108
NET: Agree	150 70%	52 63%	41 76%	47 77%	10 67%	3 75%	145 71%	103 73%	22 71%	26 84%	95 69%	121 68%	29 81%	83 86%	67 58%	98 72%	23 58%	109 76%	5 45%	134 72%	16 57%	54 82%	29 74%	67 62%
Agree strongly (+2)	70 33%	21 25%	19 35%	25 41%	5 33%	-	67 33%	50 35%	10 32%	9 29%	45 33%	59 33%	11 31%	37 38%	33 28%	46 34%	13 33%	54 38%	1 9%	66 36%	4 14%	22 33%	13 33%	35 32%
Agree slightly (+1)	80 38%	31 37%	22 41%	22 36%	5 33%	3 75%	78 38%	53 37%	12 39%	17 55%	50 36%	62 35%	18 50%	46 47%	34 29%	52 38%	10 25%	55 38%	4 36%	68 37%	12 43%	32 48%	16 41%	32 30%
Neither agree nor disagree (0)	42 20%	23 28%	9 17%	9 15%	1 7%	-	41 20%	25 18%	5 16%	3 10%	28 20%	38 21%	4 11%	9 9%	33 28%	24 18%	14 35%	26 18%	4 36%	30 16%	12 43%	7 11%	9 23%	26 24%
Disagree slightly (-1)	10 5%	4 5%	2 4%	3 5%	1 7%	-	9 4%	6 4%	1 3%	1 3%	8 6%	10 6%	-	4 4%	6 5%	8 6%	2 5%	6 4%	1 9%	10 5%	-	3 5%	1 3%	6 6%
Disagree strongly (-2)	11 5%	4 5%	2 4%	2 3%	3 20%	1 25%	9 4%	8 6%	3 10%	1 3%	6 4%	8 5%	3 8%	1 1%	10 9%	7 5%	1 3%	3 2%	1 9%	11 6%	-	2 3%	-	9 8%
NET: Disagree	21 10%	8 10%	4 7%	5 8%	4 27%	1 25%	18 9%	14 10%	4 13%	2 6%	14 10%	18 10%	3 8%	5 5%	16 14%	15 11%	3 8%	9 6%	2 18%	21 11%	-	5 8%	1 3%	15 14%
Mean	0.88	0.73	1.00	1.07	0.53	0.25	0.91	0.92	0.81	1.03	0.88	0.87	0.94	1.18	0.64	0.89	0.80	1.05	0.27	0.91	0.71	1.05	1.05	0.72
Standard deviation	1.08	1.05	1.01	1.03	1.55	1.50	1.05	1.10	1.22	0.91	1.07	1.08	1.09	0.84	1.20	1.10	1.04	0.96	1.10	1.13	0.71	0.95	0.83	1.21
Standard error	0.07	0.12	0.14	0.13	0.40	0.75	0.07	0.09	0.22	0.16	0.09	0.08	0.18	0.09	0.11	0.09	0.16	0.08	0.33	0.08	0.13	0.12	0.13	0.12

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Absolutes/col percents

Table 55

Q21. How satisfied or dissatisfied are you with your current deposit scheme when resolving disputes?**It was a transparent process****Base: All respondents who have had a deposit dispute with a tenant whose deposit was held in a security deposit scheme**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	213	83	54	61	15	4	204	142	31	31	137	177	36	97	116	137	40	144	11	185	28	66	39	108
NET: Agree	141 66%	48 58%	40 74%	45 74%	8 53%	2 50%	136 67%	94 66%	21 68%	26 84%	93 68%	117 66%	24 67%	83 86%	58 50%	94 69%	23 58%	105 73%	6 55%	121 65%	20 71%	53 80%	29 74%	59 55%
Agree strongly (+2)	62 29%	19 23%	17 31%	22 36%	4 27%	1 25%	61 30%	46 32%	9 29%	16 52%	39 28%	50 28%	12 33%	40 41%	22 19%	38 28%	12 30%	47 33%	1 9%	54 29%	8 29%	27 41%	9 23%	26 24%
Agree slightly (+1)	79 37%	29 35%	23 43%	23 38%	4 27%	1 25%	75 37%	48 34%	12 39%	10 32%	54 39%	67 38%	12 33%	43 44%	36 31%	56 41%	11 28%	58 40%	5 45%	67 36%	12 43%	26 39%	20 51%	33 31%
Neither agree nor disagree (0)	46 22%	22 27%	10 19%	10 16%	4 27%	1 25%	43 21%	34 24%	3 10%	2 6%	29 21%	40 23%	6 17%	11 11%	35 30%	26 19%	14 35%	28 19%	3 27%	38 21%	8 29%	7 11%	7 18%	32 30%
Disagree slightly (-1)	16 8%	9 11%	1 2%	6 10%	- -	- -	16 8%	8 6%	4 13%	3 10%	9 7%	12 7%	4 11%	2 2%	14 12%	10 7%	2 5%	6 4%	1 9%	16 9%	- -	5 8%	3 8%	8 7%
Disagree strongly (-2)	10 5%	4 5%	3 6%	- -	3 20%	1 25%	9 4%	6 4%	3 10%	- -	6 4%	8 5%	2 6%	1 1%	9 8%	7 5%	1 3%	5 3%	1 9%	10 5%	- -	1 2%	- -	9 8%
NET: Disagree	26 12%	13 16%	4 7%	6 10%	3 20%	1 25%	25 12%	14 10%	7 23%	3 10%	15 11%	20 11%	6 17%	3 3%	23 20%	17 12%	3 8%	11 8%	2 18%	26 14%	- -	6 9%	3 8%	17 16%
Mean	0.78	0.60	0.93	1.00	0.40	0.25	0.80	0.85	0.65	1.26	0.81	0.79	0.78	1.23	0.41	0.79	0.77	0.94	0.36	0.75	1.00	1.11	0.90	0.55
Standard deviation	1.09	1.10	1.04	0.97	1.45	1.71	1.09	1.07	1.31	0.96	1.06	1.07	1.20	0.81	1.16	1.09	1.03	1.00	1.12	1.13	0.77	0.98	0.85	1.18
Standard error	0.07	0.12	0.14	0.12	0.38	0.85	0.08	0.09	0.23	0.17	0.09	0.08	0.20	0.08	0.11	0.09	0.16	0.08	0.34	0.08	0.15	0.12	0.14	0.11

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Absolutes/col percents

Table 56

Q21. How satisfied or dissatisfied are you with your current deposit scheme when resolving disputes?**There was good communication from the scheme throughout****Base: All respondents who have had a deposit dispute with a tenant whose deposit was held in a security deposit scheme**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	213	83	54	61	15	4	204	142	31	31	137	177	36	97	116	137	40	144	11	185	28	66	39	108
NET: Agree	139 65%	50 60%	38 70%	44 72%	7 47%	2 50%	134 66%	92 65%	21 68%	27 87%	92 67%	114 64%	25 69%	83 86%	56 48%	92 67%	22 55%	105 73%	2 18%	121 65%	18 64%	52 79%	29 74%	58 54%
Agree strongly (+2)	67 31%	15 18%	25 46%	23 38%	4 27%	1 25%	63 31%	49 35%	9 29%	15 48%	45 33%	56 32%	11 31%	45 46%	22 19%	46 34%	10 25%	54 38%	1 9%	63 34%	4 14%	28 42%	11 28%	28 26%
Agree slightly (+1)	72 34%	35 42%	13 24%	21 34%	3 20%	1 25%	71 35%	43 30%	12 39%	12 39%	47 34%	58 33%	14 39%	38 39%	34 29%	46 34%	12 30%	51 35%	1 9%	58 31%	14 50%	24 36%	18 46%	30 28%
Neither agree nor disagree (0)	48 23%	21 25%	13 24%	10 16%	4 27%	- -	45 22%	31 22%	4 13%	2 6%	32 23%	42 24%	6 17%	10 10%	38 33%	26 19%	16 40%	28 19%	7 64%	38 21%	10 36%	10 15%	9 23%	29 27%
Disagree slightly (-1)	13 6%	7 8%	- -	5 8%	1 7%	1 25%	13 6%	10 7%	3 10%	1 3%	5 4%	11 6%	2 6%	2 2%	11 9%	10 7%	1 3%	6 4%	1 9%	13 7%	- -	2 3%	1 3%	10 9%
Disagree strongly (-2)	13 6%	5 6%	3 6%	2 3%	3 20%	1 25%	12 6%	9 6%	3 10%	1 3%	8 6%	10 6%	3 8%	2 2%	11 9%	9 7%	1 3%	5 3%	1 9%	13 7%	- -	2 3%	- -	11 10%
NET: Disagree	26 12%	12 14%	3 6%	7 11%	4 27%	2 50%	25 12%	19 13%	6 19%	2 6%	13 9%	21 12%	5 14%	4 4%	22 19%	19 14%	2 5%	11 8%	2 18%	26 14%	- -	4 6%	1 3%	21 19%
Mean	0.78	0.58	1.06	0.95	0.27	0.00	0.78	0.80	0.68	1.26	0.85	0.79	0.78	1.26	0.39	0.80	0.73	0.99	0.00	0.78	0.79	1.12	1.00	0.50
Standard deviation	1.14	1.07	1.11	1.09	1.49	1.83	1.13	1.18	1.28	0.96	1.10	1.13	1.20	0.88	1.18	1.17	0.96	1.03	1.00	1.19	0.69	0.98	0.79	1.26
Standard error	0.08	0.12	0.15	0.14	0.38	0.91	0.08	0.10	0.23	0.17	0.09	0.08	0.20	0.09	0.11	0.10	0.15	0.09	0.30	0.09	0.13	0.12	0.13	0.12

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Absolutes/col percents

Table 57

Q21. How satisfied or dissatisfied are you with your current deposit scheme when resolving disputes?**I was satisfied with the outcome of the decision****Base: All respondents who have had a deposit dispute with a tenant whose deposit was held in a security deposit scheme**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	213	83	54	61	15	4	204	142	31	31	137	177	36	97	116	137	40	144	11	185	28	66	39	108
NET: Agree	154 72%	52 63%	44 81%	48 79%	10 67%	3 75%	150 74%	106 75%	21 68%	28 90%	98 72%	125 71%	29 81%	83 86%	71 61%	102 74%	23 58%	114 79%	4 36%	136 74%	18 64%	53 80%	29 74%	72 67%
Agree strongly (+2)	82 38%	24 29%	25 46%	29 48%	4 27%	2 50%	80 39%	59 42%	9 29%	18 58%	54 39%	69 39%	13 36%	49 51%	33 28%	54 39%	15 38%	64 44%	1 9%	72 39%	10 36%	30 45%	14 36%	38 35%
Agree slightly (+1)	72 34%	28 34%	19 35%	19 31%	6 40%	1 25%	70 34%	47 33%	12 39%	10 32%	44 32%	56 32%	16 44%	34 35%	38 33%	48 35%	8 20%	50 35%	3 27%	64 35%	8 29%	23 35%	15 38%	34 31%
Neither agree nor disagree (0)	36 17%	19 23%	7 13%	8 13%	2 13%	- -	33 16%	25 18%	4 13%	2 6%	24 18%	34 19%	2 6%	10 10%	26 22%	21 15%	13 33%	20 14%	5 45%	26 14%	10 36%	9 14%	7 18%	20 19%
Disagree slightly (-1)	5 2%	4 5%	- -	1 2%	- -	- -	4 2%	2 1%	1 3%	- -	3 2%	3 2%	2 6%	2 2%	3 3%	2 1%	1 3%	2 1%	- -	5 3%	- -	1 2%	1 3%	3 3%
Disagree strongly (-2)	18 8%	8 10%	3 6%	4 7%	3 20%	1 25%	17 8%	9 6%	5 16%	1 3%	12 9%	15 8%	3 8%	2 2%	16 14%	12 9%	3 8%	8 6%	2 18%	18 10%	- -	3 5%	2 5%	13 12%
NET: Disagree	23 11%	12 14%	3 6%	5 8%	3 20%	1 25%	21 10%	11 8%	6 19%	1 3%	15 11%	18 10%	5 14%	4 4%	19 16%	14 10%	4 10%	10 7%	2 18%	23 12%	- -	4 6%	3 8%	16 15%
Mean	0.92	0.67	1.17	1.11	0.53	0.75	0.94	1.02	0.61	1.42	0.91	0.91	0.94	1.30	0.59	0.95	0.77	1.11	0.09	0.90	1.00	1.15	0.97	0.75
Standard deviation	1.19	1.22	1.04	1.13	1.46	1.89	1.18	1.11	1.38	0.89	1.20	1.19	1.19	0.89	1.31	1.18	1.21	1.07	1.22	1.23	0.86	1.03	1.06	1.30
Standard error	0.08	0.13	0.14	0.14	0.38	0.95	0.08	0.09	0.25	0.16	0.10	0.09	0.20	0.09	0.12	0.10	0.19	0.09	0.37	0.09	0.16	0.13	0.17	0.12

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Absolutes/col percents

Table 58

Q22. How confident are you that you are fulfilling all the legal obligations set out for landlords?**Base: All respondents who use letting agents but not for full letting & management of properties**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	362	236	64	46	16	1	349	230	49	20	-	146	216	59	303	67	79	109	7	217	145	83	59	220
NET: Confident	339	220	60	43	16	1	329	216	47	20	-	138	201	57	282	64	74	104	7	203	136	76	58	205
	94%	93%	94%	93%	100%	100%	94%	94%	96%	100%	-	95%	93%	97%	93%	96%	94%	95%	100%	94%	94%	92%	98%	93%
Very confident	(4) 105	61	19	14	11	1	100	63	17	8	-	34	71	19	86	13	21	28	1	65	40	19	15	71
	29%	26%	30%	30%	69%	100%	29%	27%	35%	40%	-	23%	33%	32%	28%	19%	27%	26%	14%	30%	28%	23%	25%	32%
Fairly confident	(3) 234	159	41	29	5	-	229	153	30	12	-	104	130	38	196	51	53	76	6	138	96	57	43	134
	65%	67%	64%	63%	31%	-	66%	67%	61%	60%	-	71%	60%	64%	65%	76%	67%	70%	86%	64%	66%	69%	73%	61%
Not very confident	(2) 17	11	3	3	-	-	15	13	1	-	-	6	11	2	15	3	3	5	-	12	5	6	-	11
	5%	5%	5%	7%	-	-	4%	6%	2%	-	-	4%	5%	3%	5%	4%	4%	5%	-	6%	3%	7%	-	5%
Not at all confident	2	2	-	-	-	-	2	-	1	-	-	-	2	-	2	-	-	-	-	1	1	-	-	2
	(1) 1%	1%	-	-	-	-	1%	-	2%	-	-	-	1%	-	1%	-	-	-	-	*	1%	-	-	1%
NET: Not confident	19	13	3	3	-	-	17	13	2	-	-	6	13	2	17	3	3	5	-	13	6	6	-	13
	5%	6%	5%	7%	-	-	5%	6%	4%	-	-	4%	6%	3%	6%	4%	4%	5%	-	6%	4%	7%	-	6%
Don't know	4	3	1	-	-	-	3	1	-	-	-	2	2	-	4	-	2	-	-	1	3	1	1	2
	1%	1%	2%	-	-	-	1%	*	-	-	-	1%	1%	-	1%	-	3%	-	-	*	2%	1%	2%	1%
Mean	3.23	3.20	3.25	3.24	3.69	4.00	3.23	3.22	3.29	3.40	-	3.19	3.26	3.29	3.22	3.15	3.23	3.21	3.14	3.24	3.23	3.16	3.26	3.26
Standard deviation	0.56	0.55	0.54	0.57	0.48	-	0.55	0.53	0.61	0.50	-	0.49	0.59	0.53	0.56	0.47	0.51	0.51	0.38	0.57	0.54	0.53	0.44	0.59
Standard error	0.03	0.04	0.07	0.08	0.12	-	0.03	0.04	0.09	0.11	-	0.04	0.04	0.07	0.03	0.06	0.06	0.05	0.14	0.04	0.05	0.06	0.06	0.04

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Absolutes/col percents

Table 59

Q23. You mentioned earlier that you do not use letting agents to let all or some of your properties. What are the reasons for this?

Base: All answering who do not use letting agents to let all or some of their properties

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No				
Base	291	176	53	46	16	1	281	189	40	21	-	164	127	64	227	84	80	125	7	177	114	67	50	174	
NET: Cost/ trust/ experience issues	172	92	36	33	11	1	165	121	23	15	-	105	67	44	128	58	47	75	6	122	50	42	28	102	
	59%	52%	68%	72%	69%	100%	59%	64%	58%	71%	-	64%	53%	69%	56%	69%	59%	60%	86%	69%	44%	63%	56%	59%	
They are too expensive	104	50	22	24	8	1	101	72	15	11	-	62	42	28	76	34	28	45	3	74	30	27	12	65	
	36%	28%	42%	52%	50%	100%	36%	38%	38%	52%	-	38%	33%	44%	33%	40%	35%	36%	43%	42%	26%	40%	24%	37%	
The service they offer is not worth the cost	100	56	20	20	4	-	95	76	12	6	-	57	43	22	78	32	25	39	4	72	28	20	18	62	
	34%	32%	38%	43%	25%	-	34%	40%	30%	29%	-	35%	34%	34%	34%	38%	31%	31%	57%	41%	25%	30%	36%	36%	
I have had a bad experience with a letting agent in the past	41	21	10	9	1	-	40	31	3	6	-	20	21	12	29	18	2	12	1	29	12	10	5	26	
	14%	12%	19%	20%	6%	-	14%	16%	8%	29%	-	12%	17%	19%	13%	21%	3%	10%	14%	16%	11%	15%	10%	15%	
I don't trust them	26	13	7	5	1	-	23	20	3	1	-	8	18	5	21	6	2	4	1	19	7	6	5	15	
	9%	7%	13%	11%	6%	-	8%	11%	8%	5%	-	5%	14%	8%	9%	7%	3%	3%	14%	11%	6%	9%	10%	9%	
I prefer to choose and deal with tenants directly	103	61	23	11	8	-	97	64	16	7	-	44	59	21	82	21	23	33	-	64	39	21	14	68	
	35%	35%	43%	24%	50%	-	35%	34%	40%	33%	-	27%	46%	33%	36%	25%	29%	26%	-	36%	34%	31%	28%	39%	
I let to family/ friends so I do not need letting services	49	41	4	3	1	1	49	23	4	4	-	18	31	6	43	10	8	17	-	19	30	17	12	20	
	17%	23%	8%	7%	6%	100%	17%	12%	10%	19%	-	11%	24%	9%	19%	12%	10%	14%	-	11%	26%	25%	24%	11%	
Other	34	20	5	7	2	-	34	25	7	1	-	26	8	3	31	12	14	22	1	17	17	2	6	26	
	12%	11%	9%	15%	13%	-	12%	13%	18%	5%	-	16%	6%	5%	14%	14%	18%	18%	14%	10%	15%	3%	12%	15%	

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Absolutes/col percents

Table 60

Q24. Why do you use an agent to manage some or all of your property(ies) rather than manage yourself?**Base: All respondents who use letting agents for full letting & management of properties**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	536	265	148	104	19	7	520	373	96	44	518	536	-	146	390	332	204	471	23	349	187	140	109	287
It's a good way to ensure that I am meeting legal requirements	341 64%	178 67%	93 63%	56 54%	14 74%	5 71%	334 64%	241 65%	64 67%	26 59%	334 64%	341 64%	-	70 48%	271 69%	197 59%	144 71%	304 65%	13 57%	215 62%	126 67%	79 56%	68 62%	194 68%
It's less hassle	327 61%	178 67%	78 53%	59 57%	12 63%	6 86%	314 60%	233 62%	58 60%	17 39%	319 62%	327 61%	-	64 44%	263 67%	189 57%	138 68%	294 62%	15 65%	205 59%	122 65%	79 56%	60 55%	188 66%
I prefer the distance it creates between me and the tenant(s)	271 51%	140 53%	67 45%	55 53%	9 47%	4 57%	262 50%	200 54%	44 46%	17 39%	265 51%	271 51%	-	56 38%	215 55%	161 48%	110 54%	236 50%	13 57%	181 52%	90 48%	65 46%	54 50%	152 53%
I don't have the time to manage the property myself	176 33%	88 33%	46 31%	36 35%	6 32%	3 43%	173 33%	133 36%	31 32%	2 5%	173 33%	176 33%	-	29 20%	147 38%	101 30%	75 37%	151 32%	14 61%	107 31%	69 37%	33 24%	31 28%	112 39%
I cannot manage the property because I don't live in the area	174 32%	82 31%	43 29%	41 39%	8 42%	3 43%	170 33%	114 31%	36 38%	12 27%	171 33%	174 32%	-	36 25%	138 35%	105 32%	69 34%	153 32%	11 48%	124 36%	50 27%	34 24%	23 21%	117 41%
Other	11 2%	2 1%	3 2%	4 4%	2 11%	1 14%	10 2%	9 2%	-	2 5%	11 2%	11 2%	-	4 3%	7 2%	6 2%	5 2%	9 2%	1 4%	9 3%	2 1%	1 1%	2 2%	8 3%

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Absolutes/col percents

Table 61

Q25. Why do you use an agent to let some or all of your property(ies)?**Base: All respondents who use letting agents to let properties**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No				
Base	664	333	175	128	28	7	645	473	107	46	518	664	-	165	499	382	282	564	30	433	231	156	125	383	
It's less hassle	360	193	87	66	14	3	350	266	56	9	293	360	-	59	301	200	160	317	19	229	131	73	65	222	
	54%	58%	50%	52%	50%	43%	54%	56%	52%	20%	57%	54%	-	36%	60%	52%	57%	56%	63%	53%	57%	47%	52%	58%	
It is a good way to market the property to a broad number of potential tenants	355	183	88	66	18	2	346	270	50	18	270	355	-	69	286	194	161	310	16	230	125	76	65	214	
	53%	55%	50%	52%	64%	29%	54%	57%	47%	39%	52%	53%	-	42%	57%	51%	57%	55%	53%	53%	54%	49%	52%	56%	
It's a good way to ensure I am getting reliable/ good tenants	352	186	85	66	15	5	346	255	65	17	286	352	-	61	291	183	169	321	12	220	132	68	71	213	
	53%	56%	49%	52%	54%	71%	54%	54%	61%	37%	55%	53%	-	37%	58%	48%	60%	57%	40%	51%	57%	44%	57%	56%	
I prefer the distance it creates between me and the tenant(s)	288	156	62	55	15	2	279	204	45	17	246	288	-	55	233	166	122	250	14	189	99	64	50	174	
	43%	47%	35%	43%	54%	29%	43%	43%	42%	37%	47%	43%	-	33%	47%	43%	43%	44%	47%	44%	43%	41%	40%	45%	
I don't have the time to arrange letting the property myself	237	112	65	47	13	3	234	172	43	13	198	237	-	46	191	141	96	202	15	153	84	42	42	153	
	36%	34%	37%	37%	46%	43%	36%	36%	40%	28%	38%	36%	-	28%	38%	37%	34%	36%	50%	35%	36%	27%	34%	40%	
I think they can achieve a better rent	181	84	50	37	10	2	174	138	30	17	150	181	-	46	135	107	74	163	10	126	55	40	33	108	
	27%	25%	29%	29%	36%	29%	27%	29%	28%	37%	29%	27%	-	28%	27%	28%	26%	29%	33%	29%	24%	26%	26%	28%	
I cannot let the property directly because I don't live in the area	171	83	44	33	11	5	165	110	35	10	151	171	-	35	136	103	68	149	11	125	46	25	26	120	
	26%	25%	25%	26%	39%	71%	26%	23%	33%	22%	29%	26%	-	21%	27%	27%	24%	26%	37%	29%	20%	16%	21%	31%	
Other	19	10	3	5	1	-	19	14	1	1	8	19	-	2	17	7	12	11	2	13	6	1	5	13	
	3%	3%	2%	4%	4%	-	3%	3%	1%	2%	2%	3%	-	1%	3%	2%	4%	2%	7%	3%	3%	1%	4%	3%	

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Absolutes/col percents

Table 62

Q26. How important or unimportant were each of the following factors when choosing your letting or management agent? If you are using more than one agency, please think about the agent that you do the most business with.

Summary

Base: All respondents who use letting agents

		Factors										
		Their location	Size of their fees	Their valuation of the property	Reputation/ brand	Marketing ability	Number of branches	Number of properties they let in my area	Used them before	Membership of a professional body	Recommended by friend or family member	Management service offer
Base		682	682	682	682	682	682	682	682	682	682	682
NET: Important		567 83%	625 92%	507 74%	585 86%	623 91%	237 35%	510 75%	418 61%	516 76%	344 50%	542 79%
Very important	(4)	250 37%	306 45%	172 25%	253 37%	303 44%	83 12%	147 22%	182 27%	226 33%	123 18%	267 39%
Fairly important	(3)	317 46%	319 47%	335 49%	332 49%	320 47%	154 23%	363 53%	236 35%	290 43%	221 32%	275 40%
Not very important	(2)	92 13%	49 7%	128 19%	77 11%	43 6%	285 42%	131 19%	149 22%	134 20%	190 28%	79 12%
Not at all important	(1)	16 2%	2 *	30 4%	10 1%	7 1%	132 19%	29 4%	25 4%	20 3%	71 10%	37 5%
NET: Not important		108 16%	51 7%	158 23%	87 13%	50 7%	417 61%	160 23%	174 26%	154 23%	261 38%	116 17%
Not applicable		7 1%	6 1%	17 2%	10 1%	9 1%	28 4%	12 2%	90 13%	12 2%	77 11%	24 4%
Mean		3.19	3.37	2.98	3.23	3.37	2.29	2.94	2.97	3.08	2.65	3.17
Standard deviation		0.75	0.63	0.79	0.71	0.65	0.93	0.76	0.85	0.81	0.93	0.85
Standard error		0.03	0.02	0.03	0.03	0.03	0.04	0.03	0.04	0.03	0.04	0.03

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Absolutes/col percents

Table 63

Q26. How important or unimportant were each of the following factors when choosing your letting or management agent? If you are using more than one agency, please think about the agent that you do the most business with.

Their location

Base: All respondents who use letting agents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Important	567	278	153	113	23	6	549	406	92	46	433	567	-	147	420	333	234	490	22	370	197	129	110	328
	83%	81%	86%	85%	82%	86%	83%	85%	81%	88%	84%	83%	-	83%	83%	83%	83%	84%	73%	82%	85%	79%	84%	85%
Very important	(4) 250	111	70	57	12	4	241	188	39	29	196	250	-	77	173	147	103	225	10	174	76	61	46	143
	37%	32%	39%	43%	43%	57%	36%	39%	35%	56%	38%	37%	-	44%	34%	37%	36%	39%	33%	39%	33%	37%	35%	37%
Fairly important	(3) 317	167	83	56	11	2	308	218	53	17	237	317	-	70	247	186	131	265	12	196	121	68	64	185
	46%	49%	47%	42%	39%	29%	47%	45%	47%	33%	46%	46%	-	40%	49%	47%	46%	46%	40%	44%	52%	41%	49%	48%
Not very important	(2) 92	52	21	15	4	1	90	57	20	6	70	92	-	24	68	55	37	75	5	65	27	27	21	44
	13%	15%	12%	11%	14%	14%	14%	12%	18%	12%	14%	13%	-	14%	13%	14%	13%	13%	17%	14%	12%	16%	16%	11%
Not at all important	16	8	3	4	1	-	15	13	1	-	11	16	-	6	10	9	7	13	2	11	5	7	-	9
	(1) 2%	2%	2%	3%	4%	-	2%	3%	1%	-	2%	2%	-	3%	2%	2%	2%	2%	7%	2%	2%	4%	-	2%
NET: Not important	108	60	24	19	5	1	105	70	21	6	81	108	-	30	78	64	44	88	7	76	32	34	21	53
	16%	17%	13%	14%	18%	14%	16%	15%	19%	12%	16%	16%	-	17%	15%	16%	16%	15%	23%	17%	14%	21%	16%	14%
Not applicable	7	5	1	1	-	-	7	4	-	-	4	7	-	-	7	2	5	2	1	3	4	1	-	6
	1%	1%	1%	1%	-	-	1%	1%	-	-	1%	1%	-	-	1%	1%	2%	*	3%	1%	2%	1%	-	2%
Mean	3.19	3.13	3.24	3.26	3.21	3.43	3.19	3.22	3.15	3.44	3.20	3.19	-	3.23	3.17	3.19	3.19	3.21	3.03	3.20	3.17	3.12	3.19	3.21
Standard deviation	0.75	0.75	0.73	0.78	0.83	0.79	0.75	0.76	0.73	0.70	0.75	0.75	-	0.81	0.73	0.75	0.76	0.75	0.91	0.77	0.71	0.84	0.69	0.74
Standard error	0.03	0.04	0.05	0.07	0.16	0.30	0.03	0.03	0.07	0.10	0.03	0.03	-	0.06	0.03	0.04	0.05	0.03	0.17	0.04	0.05	0.07	0.06	0.04

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Absolutes/col percents

Table 64

Q26. How important or unimportant were each of the following factors when choosing your letting or management agent? If you are using more than one agency, please think about the agent that you do the most business with.

Size of their fees

Base: All respondents who use letting agents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Important	625 92%	314 92%	160 90%	123 92%	28 100%	7 100%	608 92%	446 93%	102 90%	51 98%	469 91%	625 92%	-	163 92%	462 91%	366 92%	259 92%	540 93%	28 93%	414 92%	211 91%	145 88%	119 91%	361 93%
Very important	(4) 45%	306 42%	144 47%	84 49%	65 46%	13 29%	295 45%	224 47%	49 43%	27 52%	212 41%	306 45%	-	86 49%	220 44%	177 44%	129 46%	263 45%	15 50%	208 46%	98 42%	62 38%	59 45%	185 48%
Fairly important	(3) 47%	319 50%	170 43%	76 44%	58 54%	15 71%	313 47%	222 46%	53 47%	24 46%	257 50%	319 47%	-	77 44%	242 48%	189 47%	130 46%	277 48%	13 43%	206 46%	113 48%	83 51%	60 46%	176 45%
Not very important	(2) 7%	49 7%	23 7%	17 10%	9 7%	-	46 7%	28 6%	11 10%	1 2%	44 8%	49 7%	-	12 7%	37 7%	29 7%	20 7%	37 6%	1 3%	30 7%	19 8%	17 10%	12 9%	20 5%
Not at all important	(1) *	2 1%	-	-	-	-	1 *	2 *	-	-	2 *	2 *	-	2 1%	-	2 1%	-	2 *	-	2 *	-	2 1%	-	-
NET: Not important	51 7%	25 7%	17 10%	9 7%	-	-	47 7%	30 6%	11 10%	1 2%	46 9%	51 7%	-	14 8%	37 7%	31 8%	20 7%	39 7%	1 3%	32 7%	19 8%	19 12%	12 9%	20 5%
Not applicable	6 1%	4 1%	1 1%	1 1%	-	-	6 1%	4 1%	-	-	3 1%	6 1%	-	-	6 1%	2 1%	4 1%	1 *	1 3%	3 1%	3 1%	-	-	6 2%
Mean	3.37	3.35	3.38	3.42	3.46	3.29	3.38	3.40	3.34	3.50	3.32	3.37	-	3.40	3.37	3.36	3.39	3.38	3.48	3.39	3.34	3.25	3.36	3.43
Standard deviation	0.63	0.63	0.66	0.62	0.51	0.49	0.62	0.62	0.65	0.54	0.64	0.63	-	0.67	0.62	0.64	0.62	0.62	0.57	0.63	0.63	0.69	0.65	0.59
Standard error	0.02	0.03	0.05	0.05	0.10	0.18	0.02	0.03	0.06	0.08	0.03	0.02	-	0.05	0.03	0.03	0.04	0.03	0.11	0.03	0.04	0.05	0.06	0.03

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Absolutes/col percents

Table 65

Q26. How important or unimportant were each of the following factors when choosing your letting or management agent? If you are using more than one agency, please think about the agent that you do the most business with.

Their valuation of the property

Base: All respondents who use letting agents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Important	507 74%	246 72%	135 76%	106 80%	20 71%	6 86%	488 74%	365 76%	81 72%	46 88%	384 74%	507 74%	-	150 85%	357 71%	306 77%	201 71%	442 76%	24 80%	340 76%	167 72%	125 76%	105 80%	277 72%
Very important	(4) 172 25%	75 22%	45 25%	43 32%	9 32%	5 71%	163 25%	127 26%	26 23%	24 46%	130 25%	172 25%	-	73 41%	99 20%	104 26%	68 24%	159 27%	4 13%	126 28%	46 20%	44 27%	37 28%	91 24%
Fairly important	(3) 335 49%	171 50%	90 51%	63 47%	11 39%	1 14%	325 49%	238 50%	55 49%	22 42%	254 49%	335 49%	-	77 44%	258 51%	202 51%	133 47%	283 49%	20 67%	214 48%	121 52%	81 49%	68 52%	186 48%
Not very important	(2) 128 19%	74 22%	31 17%	18 14%	5 18%	1 14%	126 19%	82 17%	27 24%	5 10%	102 20%	128 19%	-	19 11%	109 22%	71 18%	57 20%	103 18%	4 13%	79 18%	49 21%	29 18%	22 17%	77 20%
Not at all important	(1) 30 4%	12 3%	9 5%	7 5%	2 7%	- -	30 5%	21 4%	4 4%	1 2%	21 4%	30 4%	-	8 5%	22 4%	14 4%	16 6%	25 4%	- -	20 4%	10 4%	8 5%	3 2%	19 5%
NET: Not important	158 23%	86 25%	40 22%	25 19%	7 25%	1 14%	156 24%	103 21%	31 27%	6 12%	123 24%	158 23%	-	27 15%	131 26%	85 21%	73 26%	128 22%	4 13%	99 22%	59 25%	37 23%	25 19%	96 25%
Not applicable	17 2%	11 3%	3 2%	2 2%	1 4%	- -	17 3%	12 3%	1 1%	- -	11 2%	17 2%	-	- -	17 3%	8 2%	9 3%	10 2%	2 7%	10 2%	7 3%	2 1%	1 1%	14 4%
Mean	2.98	2.93	2.98	3.08	3.00	3.57	2.96	3.01	2.92	3.33	2.97	2.98	-	3.21	2.89	3.01	2.92	3.01	3.00	3.02	2.90	2.99	3.07	2.94
Standard deviation	0.79	0.77	0.80	0.82	0.92	0.79	0.80	0.79	0.78	0.73	0.79	0.79	-	0.81	0.77	0.77	0.83	0.80	0.54	0.81	0.77	0.81	0.74	0.81
Standard error	0.03	0.04	0.06	0.07	0.18	0.30	0.03	0.04	0.07	0.10	0.04	0.03	-	0.06	0.03	0.04	0.05	0.03	0.10	0.04	0.05	0.06	0.06	0.04

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Absolutes/col percents

Table 66

Q26. How important or unimportant were each of the following factors when choosing your letting or management agent? If you are using more than one agency, please think about the agent that you do the most business with.

Reputation/ brand

Base: All respondents who use letting agents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Important	585 86%	288 84%	155 87%	116 87%	26 93%	7 100%	568 86%	417 87%	99 88%	51 98%	449 87%	585 86%	-	155 88%	430 85%	345 86%	240 85%	517 89%	23 77%	385 86%	200 86%	136 83%	114 87%	335 87%
Very important	(4) 253 37%	115 34%	72 40%	51 38%	15 54%	4 57%	242 37%	182 38%	34 30%	28 54%	208 40%	253 37%	-	81 46%	172 34%	136 34%	117 41%	234 40%	9 30%	163 36%	90 39%	53 32%	51 39%	149 39%
Fairly important	(3) 332 49%	173 50%	83 47%	65 49%	11 39%	3 43%	326 49%	235 49%	65 58%	23 44%	241 47%	332 49%	-	74 42%	258 51%	209 52%	123 43%	283 49%	14 47%	222 49%	110 47%	83 51%	63 48%	186 48%
Not very important	(2) 77 11%	46 13%	18 10%	12 9%	1 4%	-	75 11%	49 10%	14 12%	1 2%	57 11%	77 11%	-	18 10%	59 12%	43 11%	34 12%	53 9%	5 17%	51 11%	26 11%	24 15%	16 12%	37 10%
Not at all important	(1) 10 1%	4 1%	3 2%	2 2%	1 4%	-	9 1%	7 1%	-	-	7 1%	10 1%	-	3 2%	7 1%	7 2%	3 1%	6 1%	1 3%	7 2%	3 1%	2 1%	1 1%	7 2%
NET: Not important	87 13%	50 15%	21 12%	14 11%	2 7%	-	84 13%	56 12%	14 12%	1 2%	64 12%	87 13%	-	21 12%	66 13%	50 13%	37 13%	59 10%	6 20%	58 13%	29 12%	26 16%	17 13%	44 11%
Not applicable	10 1%	5 1%	2 1%	3 2%	-	-	9 1%	7 1%	-	-	5 1%	10 1%	-	1 1%	9 2%	4 1%	6 2%	4 1%	1 3%	6 1%	4 2%	2 1%	-	8 2%
Mean	3.23	3.18	3.27	3.27	3.43	3.57	3.23	3.25	3.18	3.52	3.27	3.23	-	3.32	3.20	3.20	3.28	3.29	3.07	3.22	3.25	3.15	3.25	3.26
Standard deviation	0.71	0.70	0.71	0.69	0.74	0.53	0.70	0.70	0.63	0.54	0.71	0.71	-	0.73	0.70	0.70	0.72	0.67	0.80	0.71	0.70	0.71	0.69	0.71
Standard error	0.03	0.04	0.05	0.06	0.14	0.20	0.03	0.03	0.06	0.08	0.03	0.03	-	0.05	0.03	0.04	0.04	0.03	0.15	0.03	0.05	0.06	0.06	0.04

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Absolutes/col percents

Table 67

Q26. How important or unimportant were each of the following factors when choosing your letting or management agent? If you are using more than one agency, please think about the agent that you do the most business with.

Marketing ability

Base: All respondents who use letting agents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Important	623 91%	305 89%	166 93%	126 95%	26 93%	7 100%	605 92%	444 93%	101 89%	51 98%	469 91%	623 91%	-	161 91%	462 91%	364 91%	259 92%	539 93%	28 93%	418 93%	205 88%	145 88%	122 93%	356 92%
Very important	(4) 303 44%	150 44%	76 43%	59 44%	18 64%	4 57%	294 44%	222 46%	39 35%	31 60%	222 43%	303 44%	-	79 45%	224 44%	162 41%	141 50%	268 46%	15 50%	206 46%	97 42%	61 37%	58 44%	184 48%
Fairly important	(3) 320 47%	155 45%	90 51%	67 50%	8 29%	3 43%	311 47%	222 46%	62 55%	20 38%	247 48%	320 47%	-	82 46%	238 47%	202 51%	118 42%	271 47%	13 43%	212 47%	108 46%	84 51%	64 49%	172 44%
Not very important	(2) 43 6%	27 8%	9 5%	6 5%	1 4%	-	42 6%	27 6%	10 9%	1 2%	36 7%	43 6%	-	12 7%	31 6%	27 7%	16 6%	31 5%	1 3%	23 5%	20 9%	15 9%	8 6%	20 5%
Not at all important	(1) 7 1%	4 1%	2 1%	-	1 4%	-	5 1%	4 1%	1 1%	-	7 1%	7 1%	-	4 2%	3 1%	5 1%	2 1%	6 1%	-	4 1%	3 1%	3 2%	1 1%	3 1%
NET: Not important	50 7%	31 9%	11 6%	6 5%	2 7%	-	47 7%	31 6%	11 10%	1 2%	43 8%	50 7%	-	16 9%	34 7%	32 8%	18 6%	37 6%	1 3%	27 6%	23 10%	18 11%	9 7%	23 6%
Not applicable	9 1%	7 2%	1 1%	1 1%	-	-	9 1%	5 1%	1 1%	-	6 1%	9 1%	-	-	9 2%	3 1%	6 2%	4 1%	1 3%	4 1%	5 2%	1 1%	-	8 2%
Mean	3.37	3.34	3.36	3.40	3.54	3.57	3.37	3.39	3.24	3.58	3.34	3.37	-	3.33	3.38	3.32	3.44	3.39	3.48	3.39	3.31	3.25	3.37	3.42
Standard deviation	0.65	0.68	0.63	0.58	0.74	0.53	0.64	0.64	0.65	0.54	0.67	0.65	-	0.70	0.63	0.66	0.64	0.64	0.57	0.63	0.69	0.69	0.63	0.63
Standard error	0.03	0.04	0.05	0.05	0.14	0.20	0.03	0.03	0.06	0.07	0.03	0.03	-	0.05	0.03	0.03	0.04	0.03	0.11	0.03	0.05	0.05	0.06	0.03

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Absolutes/col percents

Table 68

Q26. How important or unimportant were each of the following factors when choosing your letting or management agent? If you are using more than one agency, please think about the agent that you do the most business with.

Number of branches

Base: All respondents who use letting agents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Important	237 35%	92 27%	80 45%	55 41%	10 36%	4 57%	228 34%	169 35%	41 36%	40 77%	188 36%	237 35%	-	113 64%	124 25%	164 41%	73 26%	208 36%	8 27%	170 38%	67 29%	81 49%	53 40%	103 27%
Very important	(4) 83 12%	27 8%	29 16%	22 17%	5 18%	2 29%	76 11%	57 12%	10 9%	21 40%	68 13%	83 12%	-	60 34%	23 5%	64 16%	19 7%	76 13%	1 3%	61 14%	22 9%	36 22%	19 15%	28 7%
Fairly important	(3) 154 23%	65 19%	51 29%	33 25%	5 18%	2 29%	152 23%	112 23%	31 27%	19 37%	120 23%	154 23%	-	53 30%	101 20%	100 25%	54 19%	132 23%	7 23%	109 24%	45 19%	45 27%	34 26%	75 19%
Not very important	(2) 285 42%	162 47%	60 34%	53 40%	10 36%	3 43%	277 42%	205 43%	49 43%	10 19%	216 42%	285 42%	-	46 26%	239 47%	148 37%	137 48%	235 41%	14 47%	176 39%	109 47%	58 35%	49 37%	178 46%
Not at all important	(1) 132 19%	74 22%	31 17%	21 16%	6 21%	- -	129 20%	88 18%	21 19%	2 4%	96 19%	132 19%	-	18 10%	114 23%	73 18%	59 21%	116 20%	5 17%	85 19%	47 20%	23 14%	26 20%	83 21%
NET: Not important	417 61%	236 69%	91 51%	74 56%	16 57%	3 43%	406 61%	293 61%	70 62%	12 23%	312 60%	417 61%	-	64 36%	353 70%	221 55%	196 69%	351 61%	19 63%	261 58%	156 67%	81 49%	75 57%	261 67%
Not applicable	28 4%	15 4%	7 4%	4 3%	2 7%	- -	27 4%	18 4%	2 2%	- -	18 3%	28 4%	-	- -	28 6%	14 4%	14 5%	21 4%	3 10%	18 4%	10 4%	2 1%	3 2%	23 6%
Mean	2.29	2.14	2.46	2.43	2.35	2.86	2.28	2.30	2.27	3.13	2.32	2.29	-	2.88	2.07	2.40	2.12	2.30	2.15	2.34	2.19	2.58	2.36	2.13
Standard deviation	0.93	0.86	0.98	0.96	1.06	0.90	0.92	0.92	0.87	0.86	0.94	0.93	-	1.00	0.80	0.98	0.83	0.95	0.77	0.95	0.88	0.99	0.97	0.85
Standard error	0.04	0.05	0.07	0.08	0.21	0.34	0.04	0.04	0.08	0.12	0.04	0.04	-	0.08	0.04	0.05	0.05	0.04	0.15	0.05	0.06	0.08	0.09	0.04

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Absolutes/col percents

Table 69

Q26. How important or unimportant were each of the following factors when choosing your letting or management agent? If you are using more than one agency, please think about the agent that you do the most business with.

Number of properties they let in my area

Base: All respondents who use letting agents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Important	510	237	138	111	24	6	495	365	78	49	390	510	-	143	367	300	210	439	22	340	170	126	101	283
	75%	69%	78%	83%	86%	86%	75%	76%	69%	94%	75%	75%	-	81%	73%	75%	74%	76%	73%	76%	73%	77%	77%	73%
Very important	(4) 147	63	42	37	5	2	140	109	23	26	119	147	-	59	88	85	62	138	3	101	46	42	31	74
	22%	18%	24%	28%	18%	29%	21%	23%	20%	50%	23%	22%	-	33%	17%	21%	22%	24%	10%	22%	20%	26%	24%	19%
Fairly important	(3) 363	174	96	74	19	4	355	256	55	23	271	363	-	84	279	215	148	301	19	239	124	84	70	209
	53%	51%	54%	56%	68%	57%	54%	53%	49%	44%	52%	53%	-	47%	55%	54%	52%	52%	63%	53%	53%	51%	53%	54%
Not very important	(2) 131	77	32	19	3	-	127	90	26	3	101	131	-	29	102	82	49	108	7	85	46	27	26	78
	19%	22%	18%	14%	11%	-	19%	19%	23%	6%	19%	19%	-	16%	20%	21%	17%	19%	23%	19%	20%	16%	20%	20%
Not at all important	29	20	7	1	1	-	28	20	5	-	18	29	-	5	24	12	17	27	-	18	11	9	3	17
	(1) 4%	6%	4%	1%	4%	-	4%	4%	4%	-	3%	4%	-	3%	5%	3%	6%	5%	-	4%	5%	5%	2%	4%
NET: Not important	160	97	39	20	4	-	155	110	31	3	119	160	-	34	126	94	66	135	7	103	57	36	29	95
	23%	28%	22%	15%	14%	-	23%	23%	27%	6%	23%	23%	-	19%	25%	24%	23%	23%	23%	24%	24%	22%	22%	25%
Not applicable	12	9	1	2	-	1	11	5	4	-	9	12	-	-	12	5	7	6	1	6	6	2	1	9
	2%	3%	1%	2%	-	14%	2%	1%	4%	-	2%	2%	-	-	2%	1%	2%	1%	3%	1%	3%	1%	1%	2%
Mean	2.94	2.84	2.98	3.12	3.00	3.33	2.93	2.96	2.88	3.44	2.96	2.94	-	3.11	2.87	2.95	2.92	2.96	2.86	2.95	2.90	2.98	2.99	2.90
Standard deviation	0.76	0.80	0.76	0.67	0.67	0.52	0.76	0.77	0.79	0.61	0.76	0.76	-	0.78	0.75	0.74	0.80	0.78	0.58	0.76	0.77	0.81	0.73	0.76
Standard error	0.03	0.04	0.06	0.06	0.13	0.21	0.03	0.04	0.08	0.08	0.03	0.03	-	0.06	0.03	0.04	0.05	0.03	0.11	0.04	0.05	0.06	0.06	0.04

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 70

Q26. How important or unimportant were each of the following factors when choosing your letting or management agent? If you are using more than one agency, please think about the agent that you do the most business with.

Used them before

Base: All respondents who use letting agents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Important	418 61%	182 53%	118 66%	96 72%	22 79%	4 57%	405 61%	303 63%	68 60%	43 83%	304 59%	418 61%	-	137 77%	281 56%	256 64%	162 57%	374 64%	8 27%	291 65%	127 55%	92 56%	79 60%	247 64%
Very important	(4) 182 27%	72 21%	49 28%	49 37%	12 43%	3 43%	175 26%	131 27%	26 23%	23 44%	134 26%	182 27%	-	68 38%	114 23%	108 27%	74 26%	171 29%	2 7%	135 30%	47 20%	35 21%	28 21%	119 31%
Fairly important	(3) 236 35%	110 32%	69 39%	47 35%	10 36%	1 14%	230 35%	172 36%	42 37%	20 38%	170 33%	236 35%	-	69 39%	167 33%	148 37%	88 31%	203 35%	6 20%	156 35%	80 34%	57 35%	51 39%	128 33%
Not very important	(2) 149 22%	87 25%	38 21%	21 16%	3 11%	1 14%	144 22%	98 20%	25 22%	8 15%	122 24%	149 22%	-	30 17%	119 24%	86 22%	63 22%	120 21%	14 47%	92 20%	57 24%	42 26%	30 23%	77 20%
Not at all important	(1) 25 4%	15 4%	6 3%	4 3%	-	-	25 4%	20 4%	2 2%	-	16 3%	25 4%	-	5 3%	20 4%	11 3%	14 5%	19 3%	1 3%	14 3%	11 5%	9 5%	7 5%	9 2%
NET: Not important	174 26%	102 30%	44 25%	25 19%	3 11%	1 14%	169 26%	118 25%	27 24%	8 15%	138 27%	174 26%	-	35 20%	139 28%	97 24%	77 27%	139 24%	15 50%	106 24%	68 29%	51 31%	37 28%	86 22%
Not applicable	90 13%	59 17%	16 9%	12 9%	3 11%	2 29%	87 13%	59 12%	18 16%	1 2%	76 15%	90 13%	-	5 3%	85 17%	46 12%	44 16%	67 12%	7 23%	52 12%	38 16%	21 13%	15 11%	54 14%
Mean	2.97	2.84	2.99	3.17	3.36	3.40	2.97	2.98	2.97	3.29	2.95	2.97	-	3.16	2.89	3.00	2.93	3.03	2.39	3.04	2.84	2.83	2.86	3.07
Standard deviation	0.85	0.87	0.83	0.83	0.70	0.89	0.85	0.86	0.79	0.73	0.85	0.85	-	0.81	0.86	0.82	0.90	0.85	0.72	0.84	0.86	0.87	0.85	0.83
Standard error	0.04	0.05	0.07	0.08	0.14	0.40	0.04	0.04	0.08	0.10	0.04	0.04	-	0.06	0.04	0.04	0.06	0.04	0.15	0.04	0.06	0.07	0.08	0.05

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 71

Q26. How important or unimportant were each of the following factors when choosing your letting or management agent? If you are using more than one agency, please think about the agent that you do the most business with.

Membership of a professional body

Base: All respondents who use letting agents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Important	516	252	135	109	20	6	501	371	86	47	407	516	-	152	364	302	214	458	19	339	177	124	108	284
	76%	73%	76%	82%	71%	86%	76%	77%	76%	90%	79%	76%	-	86%	72%	76%	76%	79%	63%	76%	76%	76%	82%	73%
Very important	(4) 226	104	62	49	11	5	217	160	36	29	187	226	-	78	148	128	98	211	4	152	74	56	48	122
	33%	30%	35%	37%	39%	71%	33%	33%	32%	56%	36%	33%	-	44%	29%	32%	35%	36%	13%	34%	32%	34%	37%	32%
Fairly important	(3) 290	148	73	60	9	1	284	211	50	18	220	290	-	74	216	174	116	247	15	187	103	68	60	162
	43%	43%	41%	45%	32%	14%	43%	44%	44%	35%	42%	43%	-	42%	43%	44%	41%	43%	50%	42%	44%	41%	46%	42%
Not very important	(2) 134	72	35	20	7	1	130	90	23	5	89	134	-	22	112	80	54	102	8	91	43	35	19	80
	20%	21%	20%	15%	25%	14%	20%	19%	20%	10%	17%	20%	-	12%	22%	20%	19%	18%	27%	20%	18%	21%	15%	21%
Not at all important	20	12	5	2	1	-	18	11	3	-	15	20	-	3	17	12	8	15	1	13	7	4	3	13
	(1) 3%	3%	3%	2%	4%	-	3%	2%	3%	-	3%	3%	-	2%	3%	3%	3%	3%	3%	3%	3%	2%	2%	3%
NET: Not important	154	84	40	22	8	1	148	101	26	5	104	154	-	25	129	92	62	117	9	104	50	39	22	93
	23%	24%	22%	17%	29%	14%	22%	21%	23%	10%	20%	23%	-	14%	26%	23%	22%	20%	30%	23%	21%	24%	17%	24%
Not applicable	12	7	3	2	-	-	12	8	1	-	7	12	-	-	12	5	7	5	2	6	6	1	1	10
	2%	2%	2%	2%	-	-	2%	2%	1%	-	1%	2%	-	-	2%	1%	2%	1%	7%	1%	3%	1%	1%	3%
Mean	3.08	3.02	3.10	3.19	3.07	3.57	3.08	3.10	3.06	3.46	3.13	3.08	-	3.28	3.00	3.06	3.10	3.14	2.79	3.08	3.07	3.08	3.18	3.04
Standard deviation	0.81	0.82	0.81	0.75	0.90	0.79	0.80	0.78	0.80	0.67	0.80	0.81	-	0.75	0.82	0.80	0.81	0.79	0.74	0.81	0.80	0.81	0.76	0.82
Standard error	0.03	0.04	0.06	0.07	0.17	0.30	0.03	0.04	0.08	0.09	0.04	0.03	-	0.06	0.04	0.04	0.05	0.03	0.14	0.04	0.05	0.06	0.07	0.04

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 72

Q26. How important or unimportant were each of the following factors when choosing your letting or management agent? If you are using more than one agency, please think about the agent that you do the most business with.

Recommended by friend or family member

Base: All respondents who use letting agents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Important	344	163	96	75	10	6	329	237	57	42	260	344	-	128	216	212	132	304	12	224	120	105	65	174
	50%	48%	54%	56%	36%	86%	50%	49%	50%	81%	50%	50%	-	72%	43%	53%	47%	52%	40%	50%	52%	64%	50%	45%
Very important	(4) 123	58	33	30	2	2	113	82	23	21	94	123	-	60	63	83	40	117	-	89	34	44	25	54
	18%	17%	19%	23%	7%	29%	17%	17%	20%	40%	18%	18%	-	34%	12%	21%	14%	20%	-	20%	15%	27%	19%	14%
Fairly important	(3) 221	105	63	45	8	4	216	155	34	21	166	221	-	68	153	129	92	187	12	135	86	61	40	120
	32%	31%	35%	34%	29%	57%	33%	32%	30%	40%	32%	32%	-	38%	30%	32%	33%	32%	40%	30%	37%	37%	31%	31%
Not very important	(2) 190	100	46	34	10	1	185	131	36	8	148	190	-	38	152	108	82	156	9	127	63	37	33	120
	28%	29%	26%	26%	36%	14%	28%	27%	32%	15%	29%	28%	-	21%	30%	27%	29%	27%	30%	28%	27%	23%	25%	31%
Not at all important	71	38	17	10	6	-	71	56	10	1	49	71	-	9	62	38	33	59	5	53	18	12	13	46
	(1) 10%	11%	10%	8%	21%	-	11%	12%	9%	2%	9%	10%	-	5%	12%	10%	12%	10%	17%	12%	8%	7%	10%	12%
NET: Not important	261	138	63	44	16	1	256	187	46	9	197	261	-	47	214	146	115	215	14	180	81	49	46	166
	38%	40%	35%	33%	57%	14%	39%	39%	41%	17%	38%	38%	-	27%	42%	37%	41%	37%	47%	40%	35%	30%	35%	43%
Not applicable	77	42	19	14	2	-	76	56	10	1	61	77	-	2	75	41	36	61	4	45	32	10	20	47
	11%	12%	11%	11%	7%	-	11%	12%	9%	2%	12%	11%	-	1%	15%	10%	13%	11%	13%	10%	14%	6%	15%	12%
Mean	2.65	2.61	2.70	2.80	2.23	3.14	2.63	2.62	2.68	3.22	2.67	2.65	-	3.02	2.50	2.72	2.56	2.70	2.27	2.64	2.68	2.89	2.69	2.54
Standard deviation	0.93	0.94	0.92	0.92	0.91	0.69	0.93	0.94	0.93	0.78	0.92	0.93	-	0.88	0.91	0.94	0.92	0.94	0.78	0.97	0.86	0.91	0.95	0.92
Standard error	0.04	0.05	0.07	0.08	0.18	0.26	0.04	0.05	0.09	0.11	0.04	0.04	-	0.07	0.04	0.05	0.06	0.04	0.15	0.05	0.06	0.07	0.09	0.05

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 73

Q26. How important or unimportant were each of the following factors when choosing your letting or management agent? If you are using more than one agency, please think about the agent that you do the most business with.

Management service offer

Base: All respondents who use letting agents

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Important	542	263	145	111	23	7	524	384	90	47	474	542	-	148	394	326	216	480	20	361	181	131	116	295
	79%	77%	81%	83%	82%	100%	79%	80%	80%	90%	92%	79%	-	84%	78%	82%	76%	83%	67%	80%	78%	80%	89%	76%
Very important	(4) 267	125	78	49	15	6	258	188	42	25	238	267	-	78	189	151	116	249	11	172	95	65	56	146
	39%	36%	44%	37%	54%	86%	39%	39%	37%	48%	46%	39%	-	44%	37%	38%	41%	43%	37%	38%	41%	40%	43%	38%
Fairly important	(3) 275	138	67	62	8	1	266	196	48	22	236	275	-	70	205	175	100	231	9	189	86	66	60	149
	40%	40%	38%	47%	29%	14%	40%	41%	42%	42%	46%	40%	-	40%	41%	44%	35%	40%	30%	42%	37%	40%	46%	39%
Not very important	(2) 79	49	18	9	3	-	77	51	15	2	36	79	-	19	60	42	37	61	3	44	35	22	11	46
	12%	14%	10%	7%	11%	-	12%	11%	13%	4%	7%	12%	-	11%	12%	11%	13%	11%	10%	10%	15%	13%	8%	12%
Not at all important	37	19	10	6	2	-	37	26	5	3	3	37	-	7	30	18	19	24	4	25	12	7	3	27
	(1) 5%	6%	6%	5%	7%	-	6%	5%	4%	6%	1%	5%	-	4%	6%	5%	7%	4%	13%	6%	5%	4%	2%	7%
NET: Not important	116	68	28	15	5	-	114	77	20	5	39	116	-	26	90	60	56	85	7	69	47	29	14	73
	17%	20%	16%	11%	18%	-	17%	16%	18%	10%	8%	17%	-	15%	18%	15%	20%	15%	23%	15%	20%	18%	11%	19%
Not applicable	24	12	5	7	-	-	23	19	3	-	5	24	-	3	21	13	11	15	3	19	5	4	1	19
	4%	3%	3%	5%	-	-	3%	4%	3%	-	1%	4%	-	2%	4%	3%	4%	3%	10%	4%	2%	2%	1%	5%
Mean	3.17	3.11	3.23	3.22	3.29	3.86	3.17	3.18	3.15	3.33	3.38	3.17	-	3.26	3.14	3.19	3.15	3.25	3.00	3.18	3.16	3.18	3.30	3.13
Standard deviation	0.85	0.86	0.86	0.78	0.94	0.38	0.85	0.84	0.83	0.81	0.64	0.85	-	0.81	0.86	0.81	0.91	0.81	1.07	0.84	0.87	0.83	0.72	0.90
Standard error	0.03	0.05	0.07	0.07	0.18	0.14	0.03	0.04	0.08	0.11	0.03	0.03	-	0.06	0.04	0.04	0.05	0.03	0.21	0.04	0.06	0.07	0.06	0.05

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 74

Q27a. How much do you agree or disagree with each of the following statements?**Summary****Base: All respondents who use letting agents**

		Statements							
		I feel confident that I was well informed during the process of choosing an agent	I trust that my agent is ensuring I am meeting my legal requirements e.g. protection of tenancy deposit	I trust that my agent is meeting wider terms agreed in the contract e.g. tenant checks, routine checks of the property	I feel confident to make a complaint to my agent if I'm not happy with something	I feel confident that my agent is securing good value for money on repairs	My agent follows a code of practice	I am able to make an independent complaint about my letting agent, through a letting agent redress scheme if I am not satisfied with the service they are providing	I am able to move to another agent if I am dissatisfied with the service that my agent is providing
Base		682	682	682	682	682	682	682	682
NET: Agree		537 79%	622 91%	599 88%	606 89%	399 59%	575 84%	441 65%	575 84%
Agree strongly	(+2)	276 40%	428 63%	381 56%	370 54%	182 27%	361 53%	221 32%	352 52%
Agree slightly	(+1)	261 38%	194 28%	218 32%	236 35%	217 32%	214 31%	220 32%	223 33%
Neither agree nor disagree	(0)	131 19%	53 8%	69 10%	64 9%	90 13%	100 15%	222 33%	92 13%
Disagree slightly	(-1)	10 1%	5 1%	11 2%	11 2%	36 5%	7 1%	14 2%	12 2%
Disagree strongly	(-2)	4 1%	2 *	3 *	1 *	11 2%	- -	5 1%	3 *
NET: Disagree		14 2%	7 1%	14 2%	12 2%	47 7%	7 1%	19 3%	15 2%
Don't know		- -	- -	- -	- -	146 21%	- -	- -	- -
Mean		1.17	1.53	1.41	1.41	0.98	1.36	0.94	1.33
Standard deviation		0.83	0.70	0.77	0.74	0.98	0.77	0.89	0.81
Standard error		0.03	0.03	0.03	0.03	0.04	0.03	0.03	0.03

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Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 75

Q27a. How much do you agree or disagree with each of the following statements?**I feel confident that I was well informed during the process of choosing an agent****Base: All respondents who use letting agents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Agree	537 79%	266 78%	137 77%	110 83%	24 86%	7 100%	519 79%	389 81%	89 79%	47 90%	413 80%	537 79%	-	148 84%	389 77%	304 76%	233 82%	490 84%	14 47%	355 79%	182 78%	130 79%	98 75%	309 80%
Agree strongly (+2)	276 40%	130 38%	71 40%	62 47%	13 46%	5 71%	265 40%	210 44%	46 41%	26 50%	218 42%	276 40%	-	76 43%	200 40%	138 35%	138 49%	263 45%	3 10%	180 40%	96 41%	63 38%	42 32%	171 44%
Agree slightly (+1)	261 38%	136 40%	66 37%	48 36%	11 39%	2 29%	254 38%	179 37%	43 38%	21 40%	195 38%	261 38%	-	72 41%	189 37%	166 42%	95 34%	227 39%	11 37%	175 39%	86 37%	67 41%	56 43%	138 36%
Neither agree nor disagree (0)	131 19%	67 20%	39 22%	22 17%	3 11%	-	128 19%	84 18%	21 19%	4 8%	96 19%	131 19%	-	27 15%	104 21%	82 21%	49 17%	86 15%	10 33%	83 18%	48 21%	30 18%	31 24%	70 18%
Disagree slightly (-1)	10 1%	9 3%	1 1%	- -	- -	-	10 2%	4 1%	2 2%	-	6 1%	10 1%	-	1 1%	9 2%	9 2%	1 *	2 *	4 13%	7 2%	3 1%	4 2%	2 2%	4 1%
Disagree strongly (-2)	4 1%	1 *	1 1%	1 1%	1 4%	-	4 1%	3 1%	1 1%	1 2%	3 1%	4 1%	-	1 1%	3 1%	4 1%	-	2 *	2 7%	4 1%	-	-	-	4 1%
NET: Disagree	14 2%	10 3%	2 1%	1 1%	1 4%	-	14 2%	7 1%	3 3%	1 2%	9 2%	14 2%	-	2 1%	12 2%	13 3%	1 *	4 1%	6 20%	11 2%	3 1%	4 2%	2 2%	8 2%
Mean	1.17	1.12	1.15	1.28	1.25	1.71	1.16	1.23	1.16	1.37	1.19	1.17	-	1.25	1.14	1.07	1.31	1.29	0.30	1.16	1.18	1.15	1.05	1.21
Standard deviation	0.83	0.83	0.82	0.79	0.93	0.49	0.83	0.81	0.85	0.79	0.82	0.83	-	0.77	0.84	0.85	0.76	0.75	1.06	0.84	0.80	0.80	0.79	0.85
Standard error	0.03	0.04	0.06	0.07	0.18	0.18	0.03	0.04	0.08	0.11	0.04	0.03	-	0.06	0.04	0.04	0.05	0.03	0.19	0.04	0.05	0.06	0.07	0.04

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Absolutes/col percents

Table 76

Q27a. How much do you agree or disagree with each of the following statements?**I trust that my agent is ensuring I am meeting my legal requirements e.g. protection of tenancy deposit****Base: All respondents who use letting agents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Agree	622 91%	312 91%	163 92%	120 90%	27 96%	6 86%	605 92%	442 92%	105 93%	48 92%	487 94%	622 91%	-	159 90%	463 92%	365 91%	257 91%	553 95%	24 80%	408 91%	214 92%	144 88%	122 93%	356 92%
Agree strongly (+2)	428 63%	211 62%	104 58%	94 71%	19 68%	4 57%	417 63%	301 63%	67 59%	34 65%	346 67%	428 63%	-	94 53%	334 66%	236 59%	192 68%	391 67%	15 50%	279 62%	149 64%	90 55%	81 62%	257 66%
Agree slightly (+1)	194 28%	101 29%	59 33%	26 20%	8 29%	2 29%	188 28%	141 29%	38 34%	14 27%	141 27%	194 28%	-	65 37%	129 26%	129 32%	65 23%	162 28%	9 30%	129 29%	65 28%	54 33%	41 31%	99 26%
Neither agree nor disagree (0)	53 8%	28 8%	13 7%	11 8%	1 4%	1 14%	50 8%	37 8%	7 6%	3 6%	27 5%	53 8%	-	17 10%	36 7%	28 7%	25 9%	25 4%	4 13%	37 8%	16 7%	18 11%	9 7%	26 7%
Disagree slightly (-1)	5 1%	2 1%	1 1%	2 2%	-	-	4 1%	1 *	1 1%	-	3 1%	5 1%	-	1 1%	4 1%	4 1%	1 *	2 *	1 3%	4 1%	1 *	1 1%	-	4 1%
Disagree strongly (-2)	2 *	1 *	1 1%	-	-	-	2 *	-	-	1 2%	1 *	2 *	-	-	2 *	2 1%	-	-	1 3%	-	2 1%	1 1%	-	1 *
NET: Disagree	7 1%	3 1%	2 1%	2 2%	-	-	6 1%	1 *	1 1%	1 2%	4 1%	7 1%	-	1 1%	6 1%	6 2%	1 *	2 *	2 7%	4 1%	3 1%	2 1%	-	5 1%
Mean	1.53	1.51	1.48	1.59	1.64	1.43	1.53	1.55	1.51	1.54	1.60	1.53	-	1.42	1.56	1.49	1.58	1.62	1.20	1.52	1.54	1.41	1.55	1.57
Standard deviation	0.70	0.70	0.71	0.71	0.56	0.79	0.69	0.64	0.66	0.78	0.64	0.70	-	0.69	0.70	0.72	0.67	0.58	1.03	0.68	0.72	0.76	0.62	0.69
Standard error	0.03	0.04	0.05	0.06	0.11	0.30	0.03	0.03	0.06	0.11	0.03	0.03	-	0.05	0.03	0.04	0.04	0.02	0.19	0.03	0.05	0.06	0.05	0.03

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Absolutes/col percents

Table 77

Q27a. How much do you agree or disagree with each of the following statements?**I trust that my agent is meeting wider terms agreed in the contract e.g. tenant checks, routine checks of the property****Base: All respondents who use letting agents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Agree	599 88%	299 87%	155 87%	120 90%	25 89%	7 100%	581 88%	426 89%	100 88%	52 100%	473 91%	599 88%	-	158 89%	441 87%	350 88%	249 88%	537 93%	15 50%	397 88%	202 87%	144 88%	114 87%	341 88%
Agree strongly (+2)	381 56%	187 55%	93 52%	82 62%	19 68%	4 57%	370 56%	282 59%	58 51%	30 58%	307 59%	381 56%	-	92 52%	289 57%	199 50%	182 64%	359 62%	7 23%	250 56%	131 56%	80 49%	75 57%	226 58%
Agree slightly (+1)	218 32%	112 33%	62 35%	38 29%	6 21%	3 43%	211 32%	144 30%	42 37%	22 42%	166 32%	218 32%	-	66 37%	152 30%	151 38%	67 24%	178 31%	8 27%	147 33%	71 30%	64 39%	39 30%	115 30%
Neither agree nor disagree (0)	69 10%	40 12%	17 10%	10 8%	2 7%	-	66 10%	45 9%	10 9%	-	36 7%	69 10%	-	17 10%	52 10%	36 9%	33 12%	39 7%	8 27%	42 9%	27 12%	17 10%	16 12%	36 9%
Disagree slightly (-1)	11 2%	3 1%	5 3%	2 2%	1 4%	-	11 2%	9 2%	2 2%	-	7 1%	11 2%	-	2 1%	9 2%	11 3%	-	3 1%	5 17%	9 2%	2 1%	3 2%	1 1%	7 2%
Disagree strongly (-2)	3 *	1 *	1 1%	1 1%	-	-	3 *	-	1 1%	-	2 *	3 *	-	-	3 1%	2 1%	1 *	1 *	2 7%	1 *	2 1%	-	-	3 1%
NET: Disagree	14 2%	4 1%	6 3%	3 2%	1 4%	-	14 2%	9 2%	3 3%	-	9 2%	14 2%	-	2 1%	12 2%	13 3%	1 *	4 1%	7 23%	10 2%	4 2%	3 2%	1 1%	10 3%
Mean	1.41	1.40	1.35	1.49	1.54	1.57	1.41	1.46	1.36	1.58	1.48	1.41	-	1.40	1.42	1.34	1.52	1.54	0.43	1.42	1.40	1.35	1.44	1.43
Standard deviation	0.77	0.75	0.81	0.76	0.79	0.53	0.77	0.74	0.79	0.50	0.72	0.77	-	0.71	0.79	0.79	0.73	0.66	1.22	0.76	0.79	0.74	0.73	0.80
Standard error	0.03	0.04	0.06	0.07	0.15	0.20	0.03	0.03	0.07	0.07	0.03	0.03	-	0.05	0.04	0.04	0.04	0.03	0.22	0.04	0.05	0.06	0.06	0.04

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Absolutes/col percents

Table 78

Q27a. How much do you agree or disagree with each of the following statements?**I feel confident to make a complaint to my agent if I'm not happy with something****Base: All respondents who use letting agents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Agree	606 89%	299 87%	160 90%	120 90%	27 96%	6 86%	588 89%	434 90%	101 89%	49 94%	470 91%	606 89%	-	154 87%	452 90%	347 87%	259 92%	540 93%	22 73%	394 88%	212 91%	142 87%	116 89%	348 90%
Agree strongly (+2)	370 54%	170 50%	94 53%	87 65%	19 68%	2 29%	359 54%	271 56%	57 50%	30 58%	290 56%	370 54%	-	97 55%	273 54%	206 52%	164 58%	337 58%	11 37%	252 56%	118 51%	76 46%	67 51%	227 59%
Agree slightly (+1)	236 35%	129 38%	66 37%	33 25%	8 29%	4 57%	229 35%	163 34%	44 39%	19 37%	180 35%	236 35%	-	57 32%	179 35%	141 35%	95 34%	203 35%	11 37%	142 32%	94 40%	66 40%	49 37%	121 31%
Neither agree nor disagree (0)	64 9%	34 10%	17 10%	12 9%	1 4%	1 14%	61 9%	41 9%	9 8%	3 6%	41 8%	64 9%	-	20 11%	44 9%	40 10%	24 8%	35 6%	4 13%	44 10%	20 9%	19 12%	14 11%	31 8%
Disagree slightly (-1)	11 2%	9 3%	1 1%	1 1%	-	-	11 2%	5 1%	3 3%	-	6 1%	11 2%	-	3 2%	8 2%	11 3%	-	5 1%	3 10%	11 2%	-	3 2%	1 1%	7 2%
Disagree strongly (-2)	1 *	1 *	-	-	-	-	1 *	-	-	-	1 *	1 *	-	-	1 *	1 *	-	-	1 3%	-	1 *	-	-	1 *
NET: Disagree	12 2%	10 3%	1 1%	1 1%	-	-	12 2%	5 1%	3 3%	-	7 1%	12 2%	-	3 2%	9 2%	12 3%	-	5 1%	4 13%	11 2%	1 *	3 2%	1 1%	8 2%
Mean	1.41	1.34	1.42	1.55	1.64	1.14	1.41	1.46	1.37	1.52	1.45	1.41	-	1.40	1.42	1.35	1.49	1.50	0.93	1.41	1.41	1.31	1.39	1.46
Standard deviation	0.74	0.78	0.69	0.69	0.56	0.69	0.74	0.69	0.75	0.61	0.71	0.74	-	0.76	0.73	0.79	0.65	0.65	1.11	0.77	0.68	0.75	0.71	0.74
Standard error	0.03	0.04	0.05	0.06	0.11	0.26	0.03	0.03	0.07	0.08	0.03	0.03	-	0.06	0.03	0.04	0.04	0.03	0.20	0.04	0.04	0.06	0.06	0.04

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Absolutes/col percents

Table 79

Q27a. How much do you agree or disagree with each of the following statements?**I feel confident that my agent is securing good value for money on repairs****Base: All respondents who use letting agents**

						Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK							
						Number of Properties Owned					Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Total						1	2	3 to 5	6+	HMO	HMO	pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base						682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Agree						399	190	118	77	14	5	390	280	72	39	385	399	-	123	276	226	173	381	1	253	146	104	84	211
						59%	55%	66%	58%	50%	71%	59%	58%	64%	75%	74%	59%	-	69%	55%	57%	61%	66%	3%	56%	63%	63%	64%	55%
Agree strongly (+2)						182	76	59	40	7	2	178	129	30	21	177	182	-	66	116	93	89	178	-	115	67	43	37	102
						27%	22%	33%	30%	25%	29%	27%	27%	20%	40%	34%	27%	-	37%	23%	23%	31%	31%	-	26%	29%	26%	28%	26%
Agree slightly (+1)						217	114	59	37	7	3	212	151	42	18	208	217	-	57	160	133	84	203	1	138	79	61	47	109
						32%	33%	33%	28%	25%	43%	32%	31%	37%	35%	40%	32%	-	32%	32%	33%	30%	35%	3%	31%	34%	37%	36%	28%
Neither agree nor disagree (0)						90	54	18	16	2	1	88	62	15	4	87	90	-	14	76	63	27	64	9	61	29	28	16	46
						13%	16%	10%	12%	7%	14%	13%	13%	13%	8%	17%	13%	-	8%	15%	16%	10%	11%	30%	14%	12%	17%	12%	12%
Disagree slightly (-1)						36	16	10	7	3	1	31	24	8	1	35	36	-	9	27	32	4	23	7	27	9	8	7	21
						5%	5%	6%	5%	11%	14%	5%	5%	7%	2%	7%	5%	-	5%	5%	8%	1%	4%	23%	6%	4%	5%	5%	5%
Disagree strongly (-2)						11	5	2	4	-	-	11	7	1	-	11	11	-	-	11	11	-	3	6	8	3	-	2	9
						2%	1%	1%	3%	-	-	2%	1%	1%	-	2%	2%	-	-	2%	3%	-	1%	20%	2%	1%	-	2%	2%
NET: Disagree						47	21	12	11	3	1	42	31	9	1	46	47	-	9	38	43	4	26	13	35	12	8	9	30
						7%	6%	7%	8%	11%	14%	6%	6%	8%	2%	9%	7%	-	5%	8%	11%	1%	4%	43%	8%	5%	5%	7%	8%
Don't know						146	78	30	29	9	-	141	107	17	8	-	146	-	31	115	67	79	109	7	100	46	24	22	100
						21%	23%	17%	22%	32%	-	21%	22%	15%	15%	-	21%	-	18%	23%	17%	28%	19%	23%	22%	20%	15%	17%	26%
Mean						0.98	0.91	1.10	0.98	0.95	0.86	0.99	0.99	0.96	1.34	0.97	0.98	-	1.23	0.88	0.80	1.26	1.13	-0.78	0.93	1.06	0.99	1.01	0.95
Standard deviation						0.98	0.95	0.95	1.08	1.08	1.07	0.97	0.97	0.95	0.75	0.99	0.98	-	0.86	1.01	1.06	0.76	0.87	0.90	1.01	0.92	0.86	0.96	1.05
Standard error						0.04	0.06	0.08	0.11	0.25	0.40	0.04	0.05	0.10	0.11	0.04	0.04	-	0.07	0.05	0.06	0.05	0.04	0.19	0.05	0.07	0.07	0.09	0.06

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Absolutes/col percents

Table 80

Q27a. How much do you agree or disagree with each of the following statements?**My agent follows a code of practice****Base: All respondents who use letting agents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Agree	575 84%	286 83%	147 83%	117 88%	25 89%	5 71%	559 85%	409 85%	92 81%	48 92%	448 86%	575 84%	-	155 88%	420 83%	332 83%	243 86%	517 89%	16 53%	378 84%	197 85%	138 84%	111 85%	326 84%
Agree strongly (+2)	361 53%	174 51%	94 53%	75 56%	18 64%	4 57%	351 53%	260 54%	60 53%	30 58%	288 56%	361 53%	-	93 53%	268 53%	183 46%	178 63%	338 58%	9 30%	231 51%	130 56%	77 47%	62 47%	222 57%
Agree slightly (+1)	214 31%	112 33%	53 30%	42 32%	7 25%	1 14%	208 31%	149 31%	32 28%	18 35%	160 31%	214 31%	-	62 35%	152 30%	149 37%	65 23%	179 31%	7 23%	147 33%	67 29%	61 37%	49 37%	104 27%
Neither agree nor disagree (0)	100 15%	52 15%	30 17%	16 12%	2 7%	1 14%	96 15%	68 14%	18 16%	4 8%	66 13%	100 15%	-	19 11%	81 16%	61 15%	39 14%	62 11%	12 40%	66 15%	34 15%	22 13%	20 15%	58 15%
Disagree slightly (-1)	7 1%	5 1%	1 1%	- -	1 4%	1 14%	6 1%	3 1%	3 3%	- -	4 1%	7 1%	-	3 2%	4 1%	6 2%	1 *	1 *	2 7%	5 1%	2 1%	4 2%	- -	3 1%
Disagree strongly (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Disagree	7 1%	5 1%	1 1%	- -	1 4%	1 14%	6 1%	3 1%	3 3%	- -	4 1%	7 1%	-	3 2%	4 1%	6 2%	1 *	1 *	2 7%	5 1%	2 1%	4 2%	- -	3 1%
Mean	1.36	1.33	1.35	1.44	1.50	1.14	1.37	1.39	1.32	1.50	1.41	1.36	-	1.38	1.35	1.28	1.48	1.47	0.77	1.35	1.39	1.29	1.32	1.41
Standard deviation	0.77	0.78	0.78	0.70	0.79	1.21	0.76	0.75	0.84	0.64	0.74	0.77	-	0.75	0.77	0.77	0.74	0.69	0.97	0.77	0.76	0.79	0.73	0.77
Standard error	0.03	0.04	0.06	0.06	0.15	0.46	0.03	0.03	0.08	0.09	0.03	0.03	-	0.06	0.03	0.04	0.04	0.03	0.18	0.04	0.05	0.06	0.06	0.04

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Absolutes/col percents

Table 81

Q27a. How much do you agree or disagree with each of the following statements?**I am able to make an independent complaint about my letting agent, through a letting agent redress scheme if I am not satisfied with the service they are providing****Base: All respondents who use letting agents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Agree	441 65%	212 62%	120 67%	94 71%	15 54%	6 86%	425 64%	315 66%	74 65%	46 88%	340 66%	441 65%	-	148 84%	293 58%	268 67%	173 61%	394 68%	12 40%	290 65%	151 65%	124 76%	86 66%	231 60%
Agree strongly (+2)	221 32%	91 27%	62 35%	62 47%	6 21%	2 29%	212 32%	159 33%	40 35%	26 50%	177 34%	221 32%	-	83 47%	138 27%	131 33%	90 32%	209 36%	4 13%	151 34%	70 30%	53 32%	42 32%	126 33%
Agree slightly (+1)	220 32%	121 35%	58 33%	32 24%	9 32%	4 57%	213 32%	156 33%	34 30%	20 38%	163 31%	220 32%	-	65 37%	155 31%	137 34%	83 29%	185 32%	8 27%	139 31%	81 35%	71 43%	44 34%	105 27%
Neither agree nor disagree (0)	222 33%	122 36%	55 31%	34 26%	11 39%	-	218 33%	154 32%	34 30%	6 12%	166 32%	222 33%	-	23 13%	199 39%	113 28%	109 39%	177 31%	11 37%	143 32%	79 34%	35 21%	44 34%	143 37%
Disagree slightly (-1)	14 2%	5 1%	2 1%	5 4%	2 7%	1 14%	13 2%	7 1%	3 3%	-	7 1%	14 2%	-	4 2%	10 2%	13 3%	1 *	7 1%	4 13%	13 3%	1 *	3 2%	1 1%	10 3%
Disagree strongly (-2)	5 1%	4 1%	1 1%	-	-	-	5 1%	4 1%	2 2%	-	5 1%	5 1%	-	2 1%	3 1%	5 1%	-	2 *	3 10%	3 1%	2 1%	2 1%	-	3 1%
NET: Disagree	19 3%	9 3%	3 2%	5 4%	2 7%	1 14%	18 3%	11 2%	5 4%	-	12 2%	19 3%	-	6 3%	13 3%	18 5%	1 *	9 2%	7 23%	16 4%	3 1%	5 3%	1 1%	13 3%
Mean	0.94	0.85	1.00	1.14	0.68	1.00	0.93	0.96	0.95	1.38	0.97	0.94	-	1.26	0.82	0.94	0.93	1.02	0.20	0.94	0.93	1.04	0.97	0.88
Standard deviation	0.89	0.87	0.87	0.93	0.90	1.00	0.89	0.89	0.96	0.69	0.90	0.89	-	0.85	0.88	0.92	0.85	0.86	1.16	0.91	0.86	0.85	0.83	0.93
Standard error	0.03	0.05	0.07	0.08	0.17	0.38	0.03	0.04	0.09	0.10	0.04	0.03	-	0.06	0.04	0.05	0.05	0.04	0.21	0.04	0.06	0.07	0.07	0.05

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Absolutes/col percents

Table 82

Q27a. How much do you agree or disagree with each of the following statements?**I am able to move to another agent if I am dissatisfied with the service that my agent is providing****Base: All respondents who use letting agents**

						Types of Property Owned		Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
						Number of Properties Owned					HMO	Flat/ house excl HMO	Invest-ment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes
Base		682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387
NET: Agree		575 84%	281 82%	150 84%	122 92%	22 79%	4 57%	560 85%	407 85%	94 83%	48 92%	438 85%	575 84%	-	152 86%	423 84%	342 86%	233 82%	502 87%	21 70%	382 85%	193 83%	139 85%	111 85%	325 84%
Agree strongly	(+2)	352 52%	169 49%	84 47%	82 62%	17 61%	3 43%	342 52%	255 53%	59 52%	25 48%	266 51%	352 52%	-	87 49%	265 52%	200 50%	152 54%	317 55%	11 37%	231 51%	121 52%	69 42%	57 44%	226 58%
Agree slightly	(+1)	223 33%	112 33%	66 37%	40 30%	5 18%	1 14%	218 33%	152 32%	35 31%	23 44%	172 33%	223 33%	-	65 37%	158 31%	142 36%	81 29%	185 32%	10 33%	151 34%	72 31%	70 43%	54 41%	99 26%
Neither agree nor disagree	(0)	92 13%	53 15%	24 13%	9 7%	6 21%	3 43%	86 13%	64 13%	15 13%	4 8%	67 13%	92 13%	-	22 12%	70 14%	46 12%	46 16%	69 12%	5 17%	58 13%	34 15%	20 12%	19 15%	53 14%
Disagree slightly	(-1)	12 2%	6 2%	4 2%	2 2%	-	-	12 2%	7 1%	4 4%	-	10 2%	12 2%	-	3 2%	9 2%	9 2%	3 1%	8 1%	2 7%	9 2%	3 1%	4 2%	1 1%	7 2%
Disagree strongly	(-2)	3 *	3 1%	-	-	-	-	3 *	2 *	-	-	3 1%	3 *	-	-	3 1%	2 1%	1 *	1 *	2 7%	-	3 1%	1 1%	-	2 1%
NET: Disagree		15 2%	9 3%	4 2%	2 2%	-	-	15 2%	9 2%	4 4%	-	13 3%	15 2%	-	3 2%	12 2%	11 3%	4 1%	9 2%	4 13%	9 2%	6 3%	5 3%	1 1%	9 2%
Mean		1.33	1.28	1.29	1.52	1.39	1.00	1.34	1.36	1.32	1.40	1.33	1.33	-	1.33	1.33	1.33	1.34	1.39	0.87	1.35	1.31	1.23	1.27	1.40
Standard deviation		0.81	0.85	0.78	0.69	0.83	1.00	0.81	0.80	0.84	0.63	0.82	0.81	-	0.76	0.82	0.80	0.81	0.76	1.20	0.78	0.86	0.80	0.73	0.83
Standard error		0.03	0.05	0.06	0.06	0.16	0.38	0.03	0.04	0.08	0.09	0.04	0.03	-	0.06	0.04	0.04	0.05	0.03	0.22	0.04	0.06	0.06	0.06	0.04

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Absolutes/col percents

Table 83

Q27b. Why do you disagree that you are able to move to another agent if you are dissatisfied with the service provided?**Base: All respondents who use letting agents and disagree with the statement "I am able to move to another agent if I am dissatisfied with the service that my agent is providing"**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	15	9	4	2	-	-	15	9	4	-	13	15	-	3	12	11	4	9	4	9	6	5	1	9
It will be too costly to exit my contract with them	6 40%	2 22%	2 50%	2 100%	-	-	6 40%	3 33%	3 75%	-	5 38%	6 40%	-	2 67%	4 33%	5 45%	1 25%	3 33%	2 50%	5 56%	1 17%	3 60%	1 100%	2 22%
I can't exit the contract with the agent until the end of the current tenancy	5 33%	5 56%	-	-	-	-	5 33%	2 22%	-	-	4 31%	5 33%	-	-	5 42%	4 36%	1 25%	2 22%	2 50%	3 33%	2 33%	1 20%	-	4 44%
It is too complicated to change letting agents	4 27%	-	3 75%	1 50%	-	-	4 27%	3 33%	1 25%	-	4 31%	4 27%	-	1 33%	3 25%	4 36%	-	2 22%	1 25%	3 33%	1 17%	-	-	4 44%
I am not aware of my options for changing agents	3 20%	2 22%	-	1 50%	-	-	3 20%	1 11%	-	-	2 15%	3 20%	-	-	3 25%	3 27%	-	-	1 25%	2 22%	1 17%	1 20%	-	2 22%
Other	4 27%	3 33%	1 25%	-	-	-	4 27%	4 44%	1 25%	-	4 31%	4 27%	-	-	4 33%	2 18%	2 50%	3 33%	1 25%	-	4 67%	3 60%	-	1 11%

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Absolutes/col percents

Table 84

Q28. Which of the following issues, if any, have you ever experienced with a letting agent?**Base: All respondents who use letting agents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	agents	agents	manage	Yes	No	Yes	No	Yes	No	Yes	No	years	years	years	
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387	
Being slow to respond to issues and queries from either me or the tenant	155 23%	75 22%	37 21%	36 27%	7 25%	3 43%	149 23%	103 21%	29 26%	19 37%	123 24%	155 23%	- -	37 21%	118 23%	155 39%	- -	114 20%	24 80%	126 28%	29 12%	33 20%	32 24%	90 23%	
Lack of communication about property maintenance issues	129 19%	66 19%	30 17%	28 21%	5 18%	2 29%	126 19%	85 18%	25 22%	13 25%	112 22%	129 19%	- -	37 21%	92 18%	129 32%	- -	94 16%	16 53%	107 24%	22 9%	27 16%	23 18%	79 20%	
Rent payments being delayed	125 18%	61 18%	28 16%	31 23%	5 18%	3 43%	118 18%	82 17%	19 17%	18 35%	101 19%	125 18%	- -	39 22%	86 17%	125 31%	- -	95 16%	14 47%	116 26%	9 4%	29 18%	16 12%	80 21%	
Lack of communication about tenant issues	121 18%	58 17%	28 16%	28 21%	7 25%	2 29%	116 18%	86 18%	26 23%	17 33%	94 18%	121 18%	- -	33 19%	88 17%	121 30%	- -	89 15%	14 47%	105 23%	16 7%	26 16%	28 21%	67 17%	
Unreasonable costs of repairs and maintenance	106 16%	44 13%	30 17%	28 21%	4 14%	1 14%	102 15%	77 16%	16 14%	14 27%	82 16%	106 16%	- -	30 17%	76 15%	106 27%	- -	79 14%	12 40%	90 20%	16 7%	13 8%	21 16%	72 19%	
Failing to conduct inspections	83 12%	39 11%	20 11%	20 15%	4 14%	3 43%	78 12%	56 12%	20 18%	7 13%	73 14%	83 12%	- -	28 16%	55 11%	83 21%	- -	57 10%	12 40%	72 16%	11 5%	18 11%	17 13%	48 12%	
Failure to resolve maintenance issues they are responsible for managing	80 12%	29 8%	20 11%	27 20%	4 14%	1 14%	76 11%	56 12%	15 13%	12 23%	61 12%	80 12%	- -	30 17%	50 10%	80 20%	- -	51 9%	13 43%	72 16%	8 3%	19 12%	17 13%	44 11%	
Lack of information and explanation of fees	77 11%	29 8%	16 9%	28 21%	4 14%	3 43%	73 11%	55 11%	17 15%	10 19%	59 11%	77 11%	- -	31 18%	46 9%	77 19%	- -	53 9%	12 40%	66 15%	11 5%	20 12%	14 11%	43 11%	
Being unable to exit the contract I have with the agent even though I was dissatisfied with their service	46 7%	16 5%	12 7%	15 11%	3 11%	2 29%	43 7%	34 7%	11 10%	13 25%	35 7%	46 7%	- -	29 16%	17 3%	46 12%	- -	33 6%	4 13%	42 9%	4 2%	18 11%	8 6%	20 5%	
Failure to share issues disclosed from the tenant referencing process	43 6%	14 4%	15 8%	12 9%	2 7%	- -	41 6%	30 6%	7 6%	9 17%	33 6%	43 6%	- -	23 13%	20 4%	43 11%	- -	33 6%	4 13%	39 9%	4 2%	14 9%	10 8%	19 5%	

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Absolutes/col percents

Table 84

Q28. Which of the following issues, if any, have you ever experienced with a letting agent?**Base: All respondents who use letting agents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
																							Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387	
Failure to collect references for tenants	42 6%	12 3%	13 7%	14 11%	3 11%	3 43%	38 6%	30 6%	8 7%	10 19%	30 6%	42 6%	-	29 16%	13 3%	42 11%	-	35 6%	1 3%	40 9%	2 1%	18 11%	8 6%	16 4%	
Unfair terms in contract e.g. charging maintenance fee for tenants even if they aren't managing the property	34 5%	11 3%	8 4%	13 10%	2 7%	2 29%	32 5%	28 6%	8 7%	10 19%	23 4%	34 5%	-	23 13%	11 2%	34 9%	-	26 4%	2 7%	33 7%	1 *	6 4%	10 8%	18 5%	
Agents inaccurately advertising a property	27 4%	12 3%	5 3%	7 5%	3 11%	2 29%	24 4%	20 4%	5 4%	4 8%	19 4%	27 4%	-	16 9%	11 2%	27 7%	-	21 4%	3 10%	26 6%	1 *	10 6%	3 2%	14 4%	
Other	28 4%	16 5%	4 2%	6 5%	2 7%	-	28 4%	19 4%	2 2%	-	18 3%	28 4%	-	3 2%	25 5%	28 7%	-	23 4%	3 10%	23 5%	5 2%	3 2%	3 2%	22 6%	
NET: Any	399 59%	175 51%	115 65%	92 69%	17 61%	6 86%	384 58%	272 57%	73 65%	48 92%	315 61%	399 59%	-	143 81%	256 51%	399 100%	-	319 55%	29 97%	324 72%	75 32%	102 62%	83 63%	214 55%	
NET: Contractual	126 18%	46 13%	31 17%	42 32%	7 25%	5 71%	120 18%	92 19%	27 24%	24 46%	94 18%	126 18%	-	63 36%	63 12%	126 32%	-	91 16%	15 50%	111 25%	15 6%	35 21%	28 21%	63 16%	
NET: Communication	255 37%	122 36%	66 37%	56 42%	11 39%	5 71%	247 37%	172 36%	52 46%	33 63%	206 40%	255 37%	-	79 45%	176 35%	255 64%	-	197 34%	26 87%	209 47%	46 20%	59 36%	54 41%	142 37%	
NET: Maintenance	198 29%	83 24%	56 31%	49 37%	10 36%	5 71%	188 28%	138 29%	36 32%	26 50%	163 31%	198 29%	-	68 38%	130 26%	198 50%	-	147 25%	21 70%	170 38%	28 12%	37 23%	42 32%	119 31%	
NET: Tenant checks	77 11%	20 6%	27 15%	25 19%	5 18%	3 43%	73 11%	55 11%	13 12%	19 37%	58 11%	77 11%	-	46 26%	31 6%	77 19%	-	62 11%	4 13%	71 16%	6 3%	29 18%	17 13%	31 8%	
None of these	283 41%	168 49%	63 35%	41 31%	11 39%	1 14%	277 42%	208 43%	40 35%	4 8%	203 39%	283 41%	-	34 19%	249 49%	-	283 100%	261 45%	1 3%	125 28%	158 68%	62 38%	48 37%	173 45%	

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Absolutes/col percents

Table 85

Q29. When was the most recent time you experienced these issues with a letting agent?**Summary****Base: All respondents who have experienced each**

	Issues													
	Unfair terms in contract	Lack of communicatio n about tenant issues	Lack of communicatio n about property maintenance issues	Lack of information and explanation of fees	Failure to resolve maintenance issues they are responsible for managing	Failing to conduct inspections	Failure to collect references for tenants	Failure to share issues disclosed from the tenant referencing process	Rent payments being delayed	Unreasonable costs of repairs and maintenance	Agents inaccurately advertising a property	Being slow to respond to issues and queries from either me or the tenant	Being unable to exit the contract I have with the agent even though I was dissatisfied with their service	Other issues
Base	34	121	129	77	80	83	42	43	125	106	27	155	46	28
Within the last 12 months	5 15%	38 31%	45 35%	23 30%	21 26%	28 34%	10 24%	11 26%	48 38%	34 32%	6 22%	62 40%	13 28%	8 29%
Between 1 and 2 years ago	12 35%	35 29%	39 30%	24 31%	30 38%	18 22%	17 40%	7 16%	24 19%	24 23%	7 26%	44 28%	17 37%	7 25%
Between 2 and 3 years ago	6 18%	19 16%	18 14%	10 13%	15 19%	16 19%	9 21%	9 21%	17 14%	15 14%	3 11%	16 10%	7 15%	2 7%
Between 3 and 4 years ago	9 26%	8 7%	15 12%	10 13%	7 9%	10 12%	5 12%	9 21%	16 13%	13 12%	5 19%	13 8%	6 13%	2 7%
Between 4 and 5 years ago	- -	4 3%	4 3%	2 3%	- -	2 2%	- -	2 5%	2 2%	8 8%	2 7%	3 2%	- -	1 4%
5 years or more	1 3%	13 11%	7 5%	4 5%	5 6%	7 8%	1 2%	1 2%	16 13%	10 9%	2 7%	12 8%	2 4%	8 29%
Can't remember	1 3%	4 3%	1 1%	4 5%	2 3%	2 2%	- -	4 9%	2 2%	2 2%	2 7%	5 3%	1 2%	- -

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Absolutes/col percents

Table 86

Q29. When was the most recent time you experienced these issues with a letting agent?**NET: Experienced any issue in the last 12 months****Base: All respondents who use letting agents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
							HMO																		
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387	
NET: Experienced any issue in the last 12 months	179 26%	81 24%	48 27%	43 32%	7 25%	2 29%	173 26%	124 26%	30 27%	32 62%	154 30%	179 26%	- -	68 38%	111 22%	179 45%	- -	133 23%	24 80%	142 32%	37 16%	65 40%	37 28%	77 20%	

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Absolutes/col percents

Table 87

Q29. When was the most recent time you experienced these issues with a letting agent?**Unfair terms in contract e.g. charging maintenance fee for tenants even if they aren't managing the property****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	34	11	8	13	2	2	32	28	8	10	23	34	-	23	11	34	-	26	2	33	1	6	10	18	
Within the last 12 months	5	1	3	1	-	-	5	5	2	2	4	5	-	4	1	5	-	4	1	5	-	-	2	3	
	15%	9%	38%	8%	-	-	16%	18%	25%	20%	17%	15%	-	17%	9%	15%	-	15%	50%	15%	-	-	20%	17%	
Between 1 and 2 years ago	12	3	1	8	-	-	10	9	1	4	11	12	-	10	2	12	-	11	-	12	-	5	4	3	
	35%	27%	13%	62%	-	-	31%	32%	13%	40%	48%	35%	-	43%	18%	35%	-	42%	-	36%	-	83%	40%	17%	
Between 2 and 3 years ago	6	1	2	3	-	-	6	5	-	2	1	6	-	4	2	6	-	5	1	6	-	-	2	4	
	18%	9%	25%	23%	-	-	19%	18%	-	20%	4%	18%	-	17%	18%	18%	-	19%	50%	18%	-	-	20%	22%	
Between 3 and 4 years ago	9	4	2	1	2	2	9	8	4	2	7	9	-	5	4	9	-	5	-	8	1	1	2	6	
	26%	36%	25%	8%	100%	100%	28%	29%	50%	20%	30%	26%	-	22%	36%	26%	-	19%	-	24%	100%	17%	20%	33%	
Between 4 and 5 years ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
5 years or more	1	1	-	-	-	-	1	1	-	-	-	1	-	-	1	1	-	1	-	1	-	-	-	1	
	3%	9%	-	-	-	-	3%	4%	-	-	-	3%	-	-	9%	3%	-	4%	-	3%	-	-	-	6%	
Can't remember	1	1	-	-	-	-	1	-	1	-	-	1	-	-	1	1	-	-	-	1	-	-	-	1	
	3%	9%	-	-	-	-	3%	-	13%	-	-	3%	-	-	9%	3%	-	-	-	3%	-	-	-	6%	

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Absolutes/col percents

Table 88

Q29. When was the most recent time you experienced these issues with a letting agent?**Lack of communication about tenant issues****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	121	58	28	28	7	2	116	86	26	17	94	121	-	33	88	121	-	89	14	105	16	26	28	67	
Within the last 12 months	38	17	12	8	1	-	37	28	9	7	32	38	-	12	26	38	-	24	8	29	9	14	8	16	
	31%	29%	43%	29%	14%	-	32%	33%	35%	41%	34%	31%	-	36%	30%	31%	-	27%	57%	28%	56%	54%	29%	24%	
Between 1 and 2 years ago	35	16	7	11	1	1	34	26	8	8	26	35	-	13	22	35	-	29	1	32	3	7	12	16	
	29%	28%	25%	39%	14%	50%	29%	30%	31%	47%	28%	29%	-	39%	25%	29%	-	33%	7%	30%	19%	27%	43%	24%	
Between 2 and 3 years ago	19	6	7	4	2	-	18	13	2	2	16	19	-	6	13	19	-	17	1	18	1	2	4	13	
	16%	10%	25%	14%	29%	-	16%	15%	8%	12%	17%	16%	-	18%	15%	16%	-	19%	7%	17%	6%	8%	14%	19%	
Between 3 and 4 years ago	8	5	2	1	-	-	7	4	2	-	7	8	-	1	7	8	-	4	2	7	1	1	2	5	
	7%	9%	7%	4%	-	-	6%	5%	8%	-	7%	7%	-	3%	8%	7%	-	4%	14%	7%	6%	4%	7%	7%	
Between 4 and 5 years ago	4	3	-	1	-	-	4	2	1	-	3	4	-	-	4	4	-	3	-	3	1	-	1	3	
	3%	5%	-	4%	-	-	3%	2%	4%	-	3%	3%	-	-	5%	3%	-	3%	-	3%	6%	-	4%	4%	
5 years or more	13	9	-	2	2	1	12	12	2	-	8	13	-	1	12	13	-	10	1	13	-	1	1	11	
	11%	16%	-	7%	29%	50%	10%	14%	8%	-	9%	11%	-	3%	14%	11%	-	11%	7%	12%	-	4%	4%	16%	
Can't remember	4	2	-	1	1	-	4	1	2	-	2	4	-	-	4	4	-	2	1	3	1	1	-	3	
	3%	3%	-	4%	14%	-	3%	1%	8%	-	2%	3%	-	-	5%	3%	-	2%	7%	3%	6%	4%	-	4%	

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Table 89

Q29. When was the most recent time you experienced these issues with a letting agent?**Lack of communication about property maintenance issues****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	129	66	30	28	5	2	126	85	25	13	112	129	-	37	92	129	-	94	16	107	22	27	23	79	
Within the last 12 months	45 35%	24 36%	12 40%	7 25%	2 40%	-	45 36%	30 35%	9 36%	7 54%	43 38%	45 35%	-	15 41%	30 33%	45 35%	-	29 31%	11 69%	34 32%	11 50%	14 52%	10 43%	21 27%	
Between 1 and 2 years ago	39 30%	18 27%	11 37%	10 36%	-	1 50%	37 29%	25 29%	5 20%	4 31%	32 29%	39 30%	-	12 32%	27 29%	39 30%	-	30 32%	2 13%	34 32%	5 23%	7 26%	9 39%	23 29%	
Between 2 and 3 years ago	18 14%	10 15%	2 7%	5 18%	1 20%	-	18 14%	12 14%	3 12%	1 8%	17 15%	18 14%	-	4 11%	14 15%	18 14%	-	16 17%	1 6%	16 15%	2 9%	3 11%	1 4%	14 18%	
Between 3 and 4 years ago	15 12%	8 12%	5 17%	2 7%	-	-	14 11%	9 11%	6 24%	-	12 11%	15 12%	-	4 11%	11 12%	15 12%	-	10 11%	1 6%	13 12%	2 9%	2 7%	2 9%	11 14%	
Between 4 and 5 years ago	4 3%	2 3%	-	1 4%	1 20%	1 50%	4 3%	3 4%	1 4%	1 8%	3 3%	4 3%	-	2 5%	2 2%	4 3%	-	3 3%	-	3 3%	1 5%	-	1 4%	3 4%	
5 years or more	7 5%	4 6%	-	2 7%	1 20%	-	7 6%	6 7%	-	-	4 4%	7 5%	-	-	7 8%	7 5%	-	6 6%	-	7 7%	-	-	-	7 9%	
Can't remember	1 1%	-	-	1 4%	-	-	1 1%	-	1 4%	-	1 1%	1 1%	-	-	1 1%	1 1%	-	-	1 6%	-	1 5%	1 4%	-	-	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 90

Q29. When was the most recent time you experienced these issues with a letting agent?**Lack of information and explanation of fees****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	77	29	16	28	4	3	73	55	17	10	59	77	-	31	46	77	-	53	12	66	11	20	14	43
Within the last 12 months	23 30%	9 31%	2 13%	12 43%	-	1 33%	23 32%	16 29%	7 41%	7 70%	18 31%	23 30%	-	11 35%	12 26%	23 30%	-	16 30%	6 50%	21 32%	2 18%	8 40%	3 21%	12 28%
Between 1 and 2 years ago	24 31%	12 41%	3 19%	8 29%	1 25%	-	23 32%	17 31%	5 29%	1 10%	19 32%	24 31%	-	9 29%	15 33%	24 31%	-	18 34%	3 25%	21 32%	3 27%	8 40%	5 36%	11 26%
Between 2 and 3 years ago	10 13%	-	5 31%	5 18%	-	-	10 14%	10 18%	1 6%	1 10%	7 12%	10 13%	-	6 19%	4 9%	10 13%	-	7 13%	2 17%	7 11%	3 27%	1 5%	4 29%	5 12%
Between 3 and 4 years ago	10 13%	3 10%	4 25%	3 11%	-	1 33%	8 11%	6 11%	3 18%	-	8 14%	10 13%	-	4 13%	6 13%	10 13%	-	4 8%	1 8%	9 14%	1 9%	2 10%	2 14%	6 14%
Between 4 and 5 years ago	2 3%	2 7%	-	-	-	-	2 3%	-	-	-	1 2%	2 3%	-	-	2 4%	2 3%	-	2 4%	-	2 3%	-	-	-	2 5%
5 years or more	4 5%	3 10%	-	-	1 25%	1 33%	3 4%	4 7%	1 6%	-	4 7%	4 5%	-	1 3%	3 7%	4 5%	-	4 8%	-	3 5%	1 9%	-	-	4 9%
Can't remember	4 5%	-	2 13%	-	2 50%	-	4 5%	2 4%	-	1 10%	2 3%	4 5%	-	-	4 9%	4 5%	-	2 4%	-	3 5%	1 9%	1 5%	-	3 7%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 91

Q29. When was the most recent time you experienced these issues with a letting agent?**Failure to resolve maintenance issues they are responsible for managing****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness				Yes	No	Yes	No	Yes	No	Yes	No				
Base	80	29	20	27	4	1	76	56	15	12	61	80	-	30	50	80	-	51	13	72	8	19	17	44	
Within the last 12 months	21 26%	8 28%	7 35%	5 19%	1 25%	-	21 28%	13 23%	5 33%	3 25%	19 31%	21 26%	-	7 23%	14 28%	21 26%	-	11 22%	7 54%	18 25%	3 38%	4 21%	4 24%	13 30%	
Between 1 and 2 years ago	30 38%	9 31%	12 60%	8 30%	1 25%	-	29 38%	22 39%	6 40%	6 50%	22 36%	30 38%	-	16 53%	14 28%	30 38%	-	24 47%	2 15%	28 39%	2 25%	9 47%	8 47%	13 30%	
Between 2 and 3 years ago	15 19%	6 21%	-	8 30%	1 25%	1 100%	14 18%	10 18%	2 13%	2 17%	12 20%	15 19%	-	4 13%	11 22%	15 19%	-	7 14%	2 15%	13 18%	2 25%	2 11%	4 24%	9 20%	
Between 3 and 4 years ago	7 9%	3 10%	1 5%	3 11%	-	-	6 8%	5 9%	1 7%	1 8%	4 7%	7 9%	-	3 10%	4 8%	7 9%	-	4 8%	1 8%	7 10%	-	1 5%	1 6%	5 11%	
Between 4 and 5 years ago	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
5 years or more	5 6%	3 10%	-	1 4%	1 25%	-	5 7%	5 9%	-	-	3 5%	5 6%	-	-	5 10%	5 6%	-	4 8%	-	5 7%	-	1 5%	-	4 9%	
Can't remember	2 3%	-	-	2 7%	-	-	1 1%	1 2%	1 7%	-	1 2%	2 3%	-	-	2 4%	2 3%	-	1 2%	1 8%	1 1%	1 13%	2 11%	-	-	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 92

Q29. When was the most recent time you experienced these issues with a letting agent?**Failing to conduct inspections****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	83	39	20	20	4	3	78	56	20	7	73	83	-	28	55	83	-	57	12	72	11	18	17	48
Within the last 12 months	28 34%	12 31%	8 40%	8 40%	-	1 33%	26 33%	18 32%	2 10%	4 57%	26 36%	28 34%	-	15 54%	13 24%	28 34%	-	17 30%	6 50%	23 32%	5 45%	8 44%	8 47%	12 25%
Between 1 and 2 years ago	18 22%	6 15%	4 20%	7 35%	1 25%	-	18 23%	11 20%	8 40%	1 14%	14 19%	18 22%	-	3 11%	15 27%	18 22%	-	13 23%	1 8%	18 25%	-	5 28%	3 18%	10 21%
Between 2 and 3 years ago	16 19%	8 21%	4 20%	3 15%	1 25%	1 33%	15 19%	13 23%	5 25%	1 14%	13 18%	16 19%	-	6 21%	10 18%	16 19%	-	13 23%	2 17%	12 17%	4 36%	2 11%	3 18%	11 23%
Between 3 and 4 years ago	10 12%	5 13%	4 20%	1 5%	-	-	9 12%	6 11%	2 10%	1 14%	9 12%	10 12%	-	2 7%	8 15%	10 12%	-	6 11%	2 17%	10 14%	-	1 6%	2 12%	7 15%
Between 4 and 5 years ago	2 2%	1 3%	-	-	1 25%	-	2 3%	2 4%	-	-	2 3%	2 2%	-	1 4%	1 2%	2 2%	-	2 4%	-	2 3%	-	-	1 6%	1 2%
5 years or more	7 8%	6 15%	-	-	1 25%	1 33%	6 8%	5 9%	2 10%	-	7 10%	7 8%	-	1 4%	6 11%	7 8%	-	6 11%	-	7 10%	-	1 6%	-	6 13%
Can't remember	2 2%	1 3%	-	1 5%	-	-	2 3%	1 2%	1 5%	-	2 3%	2 2%	-	-	2 4%	2 2%	-	-	1 8%	-	2 18%	1 6%	-	1 2%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 93

Q29. When was the most recent time you experienced these issues with a letting agent?**Failure to collect references for tenants****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	42	12	13	14	3	3	38	30	8	10	30	42	-	29	13	42	-	35	1	40	2	18	8	16
Within the last 12 months	10 24%	3 25%	4 31%	2 14%	1 33%	-	8 21%	9 30%	2 25%	3 30%	5 17%	10 24%	-	8 28%	2 15%	10 24%	-	8 23%	-	10 25%	-	8 44%	-	2 13%
Between 1 and 2 years ago	17 40%	5 42%	6 46%	6 43%	-	-	17 45%	11 37%	3 38%	5 50%	15 50%	17 40%	-	10 34%	7 54%	17 40%	-	15 43%	-	15 38%	2 100%	6 33%	5 63%	6 38%
Between 2 and 3 years ago	9 21%	1 8%	2 15%	5 36%	1 33%	2 67%	8 21%	6 20%	1 13%	2 20%	7 23%	9 21%	-	7 24%	2 15%	9 21%	-	8 23%	-	9 23%	-	3 17%	2 25%	4 25%
Between 3 and 4 years ago	5 12%	3 25%	1 8%	1 7%	-	-	5 13%	3 10%	1 13%	-	2 7%	5 12%	-	3 10%	2 15%	5 12%	-	3 9%	1 100%	5 13%	-	1 6%	1 13%	3 19%
Between 4 and 5 years ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 years or more	1 2%	-	-	-	1 33%	1 33%	-	1 3%	1 13%	-	1 3%	1 2%	-	1 3%	-	1 2%	-	1 3%	-	1 3%	-	-	-	1 6%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 94

Q29. When was the most recent time you experienced these issues with a letting agent?**Failure to share issues disclosed from the tenant referencing process****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	43	14	15	12	2	-	41	30	7	9	33	43	-	23	20	43	-	33	4	39	4	14	10	19
Within the last 12 months	11 26%	1 7%	7 47%	2 17%	1 50%	-	10 24%	9 30%	1 14%	4 44%	10 30%	11 26%	-	8 35%	3 15%	11 26%	-	9 27%	1 25%	9 23%	2 50%	5 36%	1 10%	5 26%
Between 1 and 2 years ago	7 16%	1 7%	4 27%	2 17%	-	-	7 17%	3 10%	1 14%	1 11%	7 21%	7 16%	-	4 17%	3 15%	7 16%	-	7 21%	-	6 15%	1 25%	3 21%	3 30%	1 5%
Between 2 and 3 years ago	9 21%	2 14%	3 20%	4 33%	-	-	9 22%	8 27%	3 43%	2 22%	5 15%	9 21%	-	5 22%	4 20%	9 21%	-	7 21%	2 50%	9 23%	-	2 14%	3 30%	4 21%
Between 3 and 4 years ago	9 21%	7 50%	1 7%	1 8%	-	-	8 20%	5 17%	1 14%	-	6 18%	9 21%	-	4 17%	5 25%	9 21%	-	7 21%	1 25%	8 21%	1 25%	3 21%	2 20%	4 21%
Between 4 and 5 years ago	2 5%	1 7%	-	1 8%	-	-	2 5%	1 3%	-	1 11%	1 3%	2 5%	-	-	2 10%	2 5%	-	1 3%	-	2 5%	-	-	-	2 11%
5 years or more	1 2%	-	-	-	1 50%	-	1 2%	1 3%	-	-	-	1 2%	-	-	1 5%	1 2%	-	1 3%	-	1 3%	-	-	-	1 5%
Can't remember	4 9%	2 14%	-	2 17%	-	-	4 10%	3 10%	1 14%	1 11%	4 12%	4 9%	-	2 9%	2 10%	4 9%	-	1 3%	-	4 10%	-	1 7%	1 10%	2 11%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 95

Q29. When was the most recent time you experienced these issues with a letting agent?**Rent payments being delayed****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness				Yes	No	Yes	No	Yes	No	Yes	No				
Base	125	61	28	31	5	3	118	82	19	18	101	125	-	39	86	125	-	95	14	116	9	29	16	80	
Within the last 12 months	48 38%	24 39%	13 46%	10 32%	1 20%	-	46 39%	33 40%	8 42%	9 50%	39 39%	48 38%	-	15 38%	33 38%	48 38%	-	32 34%	7 50%	43 37%	5 56%	14 48%	8 50%	26 33%	
Between 1 and 2 years ago	24 19%	8 13%	8 29%	8 26%	-	1 33%	24 20%	17 21%	3 16%	4 22%	20 20%	24 19%	-	10 26%	14 16%	24 19%	-	21 22%	2 14%	23 20%	1 11%	9 31%	3 19%	12 15%	
Between 2 and 3 years ago	17 14%	9 15%	1 4%	5 16%	2 40%	1 33%	15 13%	12 15%	1 5%	4 22%	13 13%	17 14%	-	6 15%	11 13%	17 14%	-	13 14%	1 7%	16 14%	1 11%	3 10%	2 13%	12 15%	
Between 3 and 4 years ago	16 13%	10 16%	4 14%	2 6%	-	-	15 13%	7 9%	3 16%	1 6%	12 12%	16 13%	-	4 10%	12 14%	16 13%	-	11 12%	2 14%	16 14%	-	1 3%	2 13%	13 16%	
Between 4 and 5 years ago	2 2%	1 2%	-	-	1 20%	-	2 2%	2 2%	-	-	2 2%	2 2%	-	1 3%	1 1%	2 2%	-	2 2%	-	2 2%	-	-	-	2 3%	
5 years or more	16 13%	8 13%	2 7%	5 16%	1 20%	1 33%	14 12%	11 13%	3 16%	-	13 13%	16 13%	-	3 8%	13 15%	16 13%	-	15 16%	1 7%	16 14%	-	1 3%	1 6%	14 18%	
Can't remember	2 2%	1 2%	-	1 3%	-	-	2 2%	-	1 5%	-	2 2%	2 2%	-	-	2 2%	2 2%	-	1 1%	1 7%	-	2 22%	1 3%	-	1 1%	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 96

Q29. When was the most recent time you experienced these issues with a letting agent?**Unreasonable costs of repairs and maintenance****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	106	44	30	28	4	1	102	77	16	14	82	106	-	30	76	106	-	79	12	90	16	13	21	72	
Within the last 12 months	34 32%	14 32%	9 30%	9 32%	2 50%	-	33 32%	26 34%	4 25%	6 43%	30 37%	34 32%	-	8 27%	26 34%	34 32%	-	25 32%	6 50%	28 31%	6 38%	4 31%	9 43%	21 29%	
Between 1 and 2 years ago	24 23%	10 23%	5 17%	8 29%	1 25%	-	24 24%	18 23%	3 19%	4 29%	19 23%	24 23%	-	5 17%	19 25%	24 23%	-	18 23%	-	20 22%	4 25%	2 15%	6 29%	16 22%	
Between 2 and 3 years ago	15 14%	3 7%	8 27%	3 11%	1 25%	1 100%	13 13%	11 14%	4 25%	3 21%	12 15%	15 14%	-	8 27%	7 9%	15 14%	-	11 14%	2 17%	13 14%	2 13%	1 8%	6 29%	8 11%	
Between 3 and 4 years ago	13 12%	9 20%	4 13%	-	-	-	13 13%	9 12%	2 13%	-	9 11%	13 12%	-	6 20%	7 9%	13 12%	-	10 13%	2 17%	11 12%	2 13%	3 23%	-	10 14%	
Between 4 and 5 years ago	8 8%	3 7%	2 7%	3 11%	-	-	7 7%	5 6%	1 6%	1 7%	4 5%	8 8%	-	2 7%	6 8%	8 8%	-	6 8%	-	8 9%	-	2 15%	-	6 8%	
5 years or more	10 9%	5 11%	2 7%	3 11%	-	-	10 10%	7 9%	1 6%	-	6 7%	10 9%	-	1 3%	9 12%	10 9%	-	8 10%	1 8%	9 10%	1 6%	-	-	10 14%	
Can't remember	2 2%	-	-	2 7%	-	-	2 2%	1 1%	1 6%	-	2 2%	2 2%	-	-	2 3%	2 2%	-	1 1%	1 8%	1 1%	1 6%	1 8%	-	1 1%	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 97

Q29. When was the most recent time you experienced these issues with a letting agent?**Agents inaccurately advertising a property****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	27	12	5	7	3	2	24	20	5	4	19	27	-	16	11	27	-	21	3	26	1	10	3	14
Within the last 12 months	6 22%	4 33%	2 40%	-	-	-	4 17%	5 25%	1 20%	2 50%	4 21%	6 22%	-	5 31%	1 9%	6 22%	-	5 24%	1 33%	6 23%	-	5 50%	-	1 7%
Between 1 and 2 years ago	7 26%	2 17%	2 40%	3 43%	-	-	7 29%	6 30%	1 20%	-	6 32%	7 26%	-	5 31%	2 18%	7 26%	-	6 29%	-	7 27%	-	3 30%	1 33%	3 21%
Between 2 and 3 years ago	3 11%	1 8%	-	2 29%	-	-	3 13%	3 15%	-	-	1 5%	3 11%	-	1 6%	2 18%	3 11%	-	1 5%	1 33%	3 12%	-	1 10%	-	2 14%
Between 3 and 4 years ago	5 19%	2 17%	1 20%	1 14%	1 33%	1 50%	5 21%	3 15%	2 40%	1 25%	4 21%	5 19%	-	3 19%	2 18%	5 19%	-	3 14%	1 33%	5 19%	-	1 10%	1 33%	3 21%
Between 4 and 5 years ago	2 7%	2 17%	-	-	-	-	2 8%	1 5%	-	-	2 11%	2 7%	-	-	2 18%	2 7%	-	2 10%	-	1 4%	1 100%	-	-	2 14%
5 years or more	2 7%	1 8%	-	-	1 33%	1 50%	1 4%	2 10%	1 20%	-	2 11%	2 7%	-	1 6%	1 9%	2 7%	-	2 10%	-	2 8%	-	-	-	2 14%
Can't remember	2 7%	-	-	1 14%	1 33%	-	2 8%	-	-	1 25%	-	2 7%	-	1 6%	1 9%	2 7%	-	2 10%	-	2 8%	-	-	1 33%	1 7%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 98

Q29. When was the most recent time you experienced these issues with a letting agent?**Being slow to respond to issues and queries from either me or the tenant****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	155	75	37	36	7	3	149	103	29	19	123	155	-	37	118	155	-	114	24	126	29	33	32	90	
Within the last 12 months	62 40%	35 47%	11 30%	13 36%	3 43%	-	62 42%	43 42%	12 41%	8 42%	54 44%	62 40%	-	9 24%	53 45%	62 40%	-	37 32%	17 71%	45 36%	17 59%	17 52%	16 50%	29 32%	
Between 1 and 2 years ago	44 28%	12 16%	14 38%	16 44%	2 29%	2 67%	41 28%	31 30%	9 31%	5 26%	37 30%	44 28%	-	13 35%	31 26%	44 28%	-	35 31%	4 17%	37 29%	7 24%	7 21%	9 28%	28 31%	
Between 2 and 3 years ago	16 10%	6 8%	7 19%	3 8%	-	-	16 11%	12 12%	3 10%	4 21%	11 9%	16 10%	-	10 27%	6 5%	16 10%	-	15 13%	1 4%	14 11%	2 7%	5 15%	5 16%	6 7%	
Between 3 and 4 years ago	13 8%	10 13%	2 5%	1 3%	-	-	11 7%	5 5%	1 3%	2 11%	7 6%	13 8%	-	3 8%	10 8%	13 8%	-	9 8%	1 4%	13 10%	-	3 9%	2 6%	8 9%	
Between 4 and 5 years ago	3 2%	1 1%	1 3%	1 3%	-	-	3 2%	2 2%	-	-	2 2%	3 2%	-	1 3%	2 2%	3 2%	-	3 3%	-	2 2%	1 3%	-	-	3 3%	
5 years or more	12 8%	10 13%	-	1 3%	1 14%	1 33%	11 7%	8 8%	2 7%	-	10 8%	12 8%	-	1 3%	11 9%	12 8%	-	12 11%	-	12 10%	-	-	-	12 13%	
Can't remember	5 3%	1 1%	2 5%	1 3%	1 14%	-	5 3%	2 2%	2 7%	-	2 2%	5 3%	-	-	5 4%	5 3%	-	3 3%	1 4%	3 2%	2 7%	1 3%	-	4 4%	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 99

Q29. When was the most recent time you experienced these issues with a letting agent?**Being unable to exit the contract I have with the agent even though I was dissatisfied with their service****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	46	16	12	15	3	2	43	34	11	13	35	46	-	29	17	46	-	33	4	42	4	18	8	20
Within the last 12 months	13 28%	3 19%	5 42%	5 33%	-	-	12 28%	10 29%	3 27%	5 38%	11 31%	13 28%	-	10 34%	3 18%	13 28%	-	10 30%	2 50%	11 26%	2 50%	8 44%	-	5 25%
Between 1 and 2 years ago	17 37%	6 38%	3 25%	7 47%	1 33%	-	17 40%	13 38%	1 9%	5 38%	12 34%	17 37%	-	9 31%	8 47%	17 37%	-	11 33%	1 25%	16 38%	1 25%	5 28%	4 50%	8 40%
Between 2 and 3 years ago	7 15%	3 19%	2 17%	2 13%	-	-	6 14%	4 12%	2 18%	2 15%	5 14%	7 15%	-	5 17%	2 12%	7 15%	-	6 18%	-	6 14%	1 25%	2 11%	3 38%	2 10%
Between 3 and 4 years ago	6 13%	3 19%	2 17%	-	1 33%	1 50%	6 14%	5 15%	3 27%	1 8%	4 11%	6 13%	-	3 10%	3 18%	6 13%	-	3 9%	1 25%	6 14%	-	2 11%	1 13%	3 15%
Between 4 and 5 years ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 years or more	2 4%	1 6%	-	-	1 33%	1 50%	1 2%	1 3%	2 18%	-	2 6%	2 4%	-	1 3%	1 6%	2 4%	-	2 6%	-	2 5%	-	1 6%	-	1 5%
Can't remember	1 2%	-	-	1 7%	-	-	1 2%	1 3%	-	-	1 3%	1 2%	-	1 3%	-	1 2%	-	1 3%	-	1 2%	-	-	-	1 5%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 100

Q29. When was the most recent time you experienced these issues with a letting agent?**Other issues****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	28	16	4	6	2	-	28	19	2	-	18	28	-	3	25	28	-	23	3	23	5	3	3	22
Within the last 12 months	8 29%	4 25%	1 25%	3 50%	-	-	8 29%	6 32%	1 50%	-	5 28%	8 29%	-	1 33%	7 28%	8 29%	-	6 26%	1 33%	7 30%	1 20%	2 67%	1 33%	5 23%
Between 1 and 2 years ago	7 25%	5 31%	1 25%	1 17%	-	-	7 25%	6 32%	-	-	5 28%	7 25%	-	-	7 28%	7 25%	-	6 26%	1 33%	4 17%	3 60%	1 33%	2 67%	4 18%
Between 2 and 3 years ago	2 7%	-	1 25%	-	1 50%	-	2 7%	2 11%	-	-	2 11%	2 7%	-	-	2 8%	2 7%	-	1 4%	1 33%	2 9%	-	-	-	2 9%
Between 3 and 4 years ago	2 7%	2 13%	-	-	-	-	2 7%	1 5%	-	-	1 6%	2 7%	-	1 33%	1 4%	2 7%	-	1 4%	-	2 9%	-	-	-	2 9%
Between 4 and 5 years ago	1 4%	-	1 25%	-	-	-	1 4%	1 5%	-	-	-	1 4%	-	-	1 4%	1 4%	-	1 4%	-	-	1 20%	-	-	1 5%
5 years or more	8 29%	5 31%	-	2 33%	1 50%	-	8 29%	3 16%	1 50%	-	5 28%	8 29%	-	1 33%	7 28%	8 29%	-	8 35%	-	8 35%	-	-	-	8 36%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 101

Q30. What was the approximate cost/ financial loss to you for the following issues?**Summary****Base: All respondents who have experienced each in the last 12 months**

	Issues													
	Unfair terms in contract	Lack of communicatio n about tenant issues	Lack of communicatio n about property maintenance issues	Lack of information and explanation of fees	Failure to resolve maintenance issues they are responsible for managing	Failing to conduct inspections	Failure to collect references for tenants	Failure to share issues disclosed from the tenant referencing process	Rent payments being delayed	Unreasonable costs of repairs and maintenance	Agents inaccurately advertising a property	Being slow to respond to issues and queries from either me or the tenant	Being unable to exit the contract I have with the agent even though I was dissatisfied with their service	Other issues
Base	5	38	45	23	21	28	10	11	48	34	6	62	13	8
No cost/ £0	-	13	18	6	5	9	3	1	24	6	1	40	-	3
	-	34%	40%	26%	24%	32%	30%	9%	50%	18%	17%	65%	-	38%
£1-£50	-	-	-	-	-	-	-	-	1	1	-	-	-	-
	-	-	-	-	-	-	-	-	2%	3%	-	-	-	-
£51-£100	-	-	2	2	1	2	1	1	4	6	1	-	3	-
	-	-	4%	9%	5%	7%	10%	9%	8%	18%	17%	-	23%	-
£101-£250	2	1	1	3	4	4	2	4	2	4	2	2	2	1
	40%	3%	2%	13%	19%	14%	20%	36%	4%	12%	33%	3%	15%	13%
£251-£500	1	6	5	-	1	1	2	2	6	3	-	-	4	-
	20%	16%	11%	-	5%	4%	20%	18%	13%	9%	-	-	31%	-
£501-£1000	-	1	-	1	1	-	1	-	1	2	1	-	-	1
	-	3%	-	4%	5%	-	10%	-	2%	6%	17%	-	-	13%
£1001+	1	4	2	4	1	2	1	-	6	3	-	-	-	-
	20%	11%	4%	17%	5%	7%	10%	-	13%	9%	-	-	-	-
Don't know	1	13	17	7	8	10	-	3	4	9	1	20	4	3
	20%	34%	38%	30%	38%	36%	-	27%	8%	26%	17%	32%	31%	38%
Mean	558.0	461.4	219.8	2708.4	395.7	1265.3	1037.3	195.9	560.3	413.0	206.4	8.4	283.0	240.0
Standard deviation	660	826	520	8724	827	4687	2467	107	1464	663	200	38	188	434
Standard error	329.9	165.2	98.3	2181.0	229.5	1104.8	780.2	37.8	220.7	132.5	89.4	5.9	62.8	193.9
Median	283.5	0.0	0.0	112.5	111.0	50.0	136.5	177.3	0.0	97.5	125.0	0.0	173.5	0.0

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 102

Q30. What was the approximate cost/ financial loss to you for the following issues?**Unfair terms in contract e.g. charging maintenance fee for tenants even if they aren't managing the property****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	5	1	3	1	-	-	5	5	2	2	4	5	-	4	1	5	-	4	1	5	-	-	2	3
No cost/ £0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£101-£250	2 40%	-	2 67%	-	-	-	2 40%	2 40%	1 50%	2 100%	1 25%	2 40%	-	2 50%	-	2 40%	-	2 50%	-	2 40%	-	-	-	2 67%
£251-£500	1 20%	-	1 33%	-	-	-	1 20%	1 20%	-	-	1 25%	1 20%	-	1 25%	-	1 20%	-	1 25%	-	1 20%	-	-	-	1 33%
£501-£1000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£1001+	1 20%	1 100%	-	-	-	-	1 20%	1 20%	-	-	1 25%	1 20%	-	-	1 100%	1 20%	-	-	1 100%	1 20%	-	-	1 50%	-
Don't know	1 20%	-	-	1 100%	-	-	1 20%	1 20%	1 50%	-	1 25%	1 20%	-	1 25%	-	1 20%	-	1 25%	-	1 20%	-	-	1 50%	-
Mean	558.0	1540.0	230.7	-	-	-	558.0	558.0	125.0	183.5	702.3	558.0	-	230.7	1540.0	558.0	-	230.7	1540.0	558.0	-	-	1540.0	230.7
Standard deviation	660	-	100	-	-	-	660	660	-	83	727	660	-	100	-	660	-	100	-	660	-	-	-	100
Standard error	329.9	-	58.0	-	-	-	329.9	329.9	-	58.5	419.5	329.9	-	58.0	-	329.9	-	58.0	-	329.9	-	-	-	58.0
Median	283.5	1540.0	183.5	-1.0	-1.0	-1.0	283.5	283.5	125.0	183.5	283.5	283.5	-1.0	183.5	1540.0	283.5	-1.0	183.5	1540.0	283.5	-1.0	-1.0	1540.0	183.5

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 103

Q30. What was the approximate cost/ financial loss to you for the following issues?**Lack of communication about tenant issues****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No			
Base	38	17	12	8	1	-	37	28	9	7	32	38	-	12	26	38	-	24	8	29	9	14	8	16
No cost/ £0	13	7	3	3	-	-	13	8	2	3	9	13	-	2	11	13	-	6	3	7	6	3	4	6
	34%	41%	25%	38%	-	-	35%	29%	22%	43%	28%	34%	-	17%	42%	34%	-	25%	38%	24%	67%	21%	50%	38%
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£101-£250	1	-	1	-	-	-	1	1	-	1	1	1	-	1	-	1	-	1	-	1	-	-	-	1
	3%	-	8%	-	-	-	3%	4%	-	14%	3%	3%	-	8%	-	3%	-	4%	-	3%	-	-	-	6%
£251-£500	6	1	5	-	-	-	5	6	2	2	5	6	-	5	1	6	-	5	1	6	-	3	-	3
	16%	6%	42%	-	-	-	14%	21%	22%	29%	16%	16%	-	42%	4%	16%	-	21%	13%	21%	-	21%	-	19%
£501-£1000	1	-	-	-	1	-	1	1	-	-	1	1	-	-	1	1	-	-	1	1	-	-	-	1
	3%	-	-	-	100%	-	3%	4%	-	-	3%	3%	-	-	4%	3%	-	-	13%	3%	-	-	-	6%
£1001+	4	1	1	2	-	-	4	4	2	1	4	4	-	3	1	4	-	3	-	4	-	4	-	-
	11%	6%	8%	25%	-	-	11%	14%	22%	14%	13%	11%	-	25%	4%	11%	-	13%	-	14%	-	29%	-	-
Don't know	13	8	2	3	-	-	13	8	3	-	12	13	-	1	12	13	-	9	3	10	3	4	4	5
	34%	47%	17%	38%	-	-	35%	29%	33%	-	38%	34%	-	8%	46%	34%	-	38%	38%	34%	33%	29%	50%	31%
Mean	461.4	255.6	346.6	1004.0	750.0	-	468.2	576.8	943.7	612.3	560.8	461.4	-	753.3	232.1	461.4	-	552.4	250.0	607.2	0.0	952.0	0.0	183.3
Standard deviation	826	662	367	1549	-	-	843	890	1379	1290	898	826	-	1032	559	826	-	938	354	904	0	1136	0	258
Standard error	165.2	220.5	116.0	692.8	-	-	172.1	199.0	562.8	487.6	200.7	165.2	-	311.2	149.3	165.2	-	242.2	158.1	207.3	0.0	359.1	0.0	77.7
Median	0.0	0.0	222.5	0.0	750.0	-1.0	0.0	310.5	160.5	62.0	212.0	0.0	-1.0	315.8	0.0	0.0	-1.0	212.0	0.0	305.3	0.0	400.0	0.0	0.0

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 104

Q30. What was the approximate cost/ financial loss to you for the following issues?**Lack of communication about property maintenance issues****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	45	24	12	7	2	-	45	30	9	7	43	45	-	15	30	45	-	29	11	34	11	14	10	21
No cost/ £0	18 40%	11 46%	1 8%	4 57%	2 100%	-	18 40%	12 40%	2 22%	4 57%	17 40%	18 40%	-	3 20%	15 50%	18 40%	-	11 38%	5 45%	11 32%	7 64%	4 29%	4 40%	10 48%
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£100	2 4%	-	2 17%	-	-	-	2 4%	1 3%	-	1 14%	2 5%	2 4%	-	2 13%	-	2 4%	-	1 3%	-	2 6%	-	2 14%	-	-
£101-£250	1 2%	-	1 8%	-	-	-	1 2%	1 3%	-	-	1 2%	1 2%	-	-	1 3%	1 2%	-	1 3%	-	-	1 9%	-	1 10%	-
£251-£500	5 11%	2 8%	3 25%	-	-	-	5 11%	2 7%	-	-	5 12%	5 11%	-	4 27%	1 3%	5 11%	-	4 14%	1 9%	5 15%	-	3 21%	-	2 10%
£501-£1000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£1001+	2 4%	-	1 8%	1 14%	-	-	2 4%	1 3%	2 22%	1 14%	2 5%	2 4%	-	2 13%	-	2 4%	-	2 7%	-	2 6%	-	1 7%	1 10%	-
Don't know	17 38%	11 46%	4 33%	2 29%	-	-	17 38%	13 43%	5 56%	1 14%	16 37%	17 38%	-	4 27%	13 43%	17 38%	-	10 34%	5 45%	14 41%	3 27%	4 29%	4 40%	9 43%
Mean	219.8	58.1	362.5	500.0	0.0	-	219.8	209.1	925.0	216.7	228.0	219.8	-	495.9	41.2	219.8	-	292.4	83.3	297.8	25.0	395.5	233.3	66.7
Standard deviation	520	150	385	1118	0	-	520	606	1193	483	528	520	-	752	128	520	-	613	204	600	71	765	480	161
Standard error	98.3	41.7	136.2	500.0	0.0	-	98.3	146.9	596.3	197.3	101.6	98.3	-	226.8	31.0	98.3	-	140.7	83.3	134.2	25.0	242.0	196.1	46.6
Median	0.0	0.0	250.0	0.0	0.0	-1.0	0.0	0.0	600.0	0.0	0.0	0.0	-1.0	177.5	0.0	0.0	-1.0	0.0	0.0	0.0	0.0	50.0	0.0	0.0

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 105

Q30. What was the approximate cost/ financial loss to you for the following issues?**Lack of information and explanation of fees****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	23	9	2	12	-	1	23	16	7	7	18	23	-	11	12	23	-	16	6	21	2	8	3	12
No cost/ £0	6 26%	4 44%	-	2 17%	-	-	6 26%	5 31%	2 29%	-	4 22%	6 26%	-	-	6 50%	6 26%	-	2 13%	4 67%	5 24%	1 50%	1 13%	-	5 42%
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£100	2 9%	1 11%	-	1 8%	-	-	2 9%	2 13%	-	-	2 11%	2 9%	-	2 18%	-	2 9%	-	2 13%	-	2 10%	-	2 25%	-	-
£101-£250	3 13%	1 11%	1 50%	1 8%	-	-	3 13%	2 13%	2 29%	2 29%	2 11%	3 13%	-	2 18%	1 8%	3 13%	-	2 13%	-	3 14%	-	1 13%	-	2 17%
£251-£500	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£501-£1000	1 4%	-	-	1 8%	-	-	1 4%	-	-	-	1 6%	1 4%	-	-	1 8%	1 4%	-	-	1 17%	1 5%	-	-	-	1 8%
£1001+	4 17%	-	1 50%	3 25%	-	1 100%	4 17%	2 13%	2 29%	4 57%	4 22%	4 17%	-	4 36%	-	4 17%	-	4 25%	-	4 19%	-	2 25%	-	2 17%
Don't know	7 30%	3 33%	-	4 33%	-	-	7 30%	5 31%	1 14%	1 14%	5 28%	7 30%	-	3 27%	4 33%	7 30%	-	6 38%	1 17%	6 29%	1 50%	2 25%	3 100%	2 17%
Mean	2708.4	50.0	2012.5	4876.3	-	1500.0	2708.4	3375.9	6155.8	7055.8	3318.1	2708.4	-	5316.9	100.0	2708.4	-	4253.5	120.0	2889.0	0.0	6168.3	-	632.5
Standard deviation	8724	84	2669	12268	-	-	8724	10563	14239	13855	9643	8724	-	12144	214	8724	-	10942	268	8999	-	14232	-	1242
Standard error	2181.0	34.2	1887.5	4337.3	-	-	2181.0	3184.8	5813.0	5656.4	2674.4	2181.0	-	4293.7	75.6	2181.0	-	3460.3	120.0	2323.6	-	5810.3	-	392.6
Median	112.5	0.0	2012.5	400.0	-1.0	1500.0	112.5	25.0	162.5	1455.0	112.5	112.5	-1.0	805.0	0.0	112.5	-1.0	162.5	0.0	112.5	0.0	150.0	-1.0	62.5

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 106

Q30. What was the approximate cost/ financial loss to you for the following issues?**Failure to resolve maintenance issues they are responsible for managing****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No				
Base	21	8	7	5	1	-	21	13	5	3	19	21	-	7	14	21	-	11	7	18	3	4	4	13	
No cost/ £0	5 24%	3 38%	2 29%	-	-	-	5 24%	1 8%	2 40%	-	4 21%	5 24%	-	1 14%	4 29%	5 24%	-	2 18%	2 29%	5 28%	-	2 50%	-	3 23%	
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
£51-£100	1 5%	-	-	1 20%	-	-	1 5%	1 8%	-	1 33%	1 5%	1 5%	-	-	1 7%	1 5%	-	-	1 14%	1 6%	-	-	1 25%	-	
£101-£250	4 19%	2 25%	1 14%	1 20%	-	-	4 19%	3 23%	1 20%	1 33%	3 16%	4 19%	-	1 14%	3 21%	4 19%	-	3 27%	1 14%	3 17%	1 33%	-	-	4 31%	
£251-£500	1 5%	-	1 14%	-	-	-	1 5%	1 8%	-	-	1 5%	1 5%	-	1 14%	-	1 5%	-	1 9%	-	1 6%	-	-	-	1 8%	
£501-£1000	1 5%	-	1 14%	-	-	-	1 5%	1 8%	1 20%	-	1 5%	1 5%	-	-	1 7%	1 5%	-	-	1 14%	1 6%	-	-	-	1 8%	
£1001+	1 5%	-	1 14%	-	-	-	1 5%	-	-	1 33%	1 5%	1 5%	-	1 14%	-	1 5%	-	1 9%	-	1 6%	-	1 25%	-	-	
Don't know	8 38%	3 38%	1 14%	3 60%	1 100%	-	8 38%	6 46%	1 20%	-	8 42%	8 38%	-	3 43%	5 36%	8 38%	-	4 36%	2 29%	6 33%	2 67%	1 25%	3 75%	4 31%	
Mean	395.7	80.0	740.7	150.0	-	-	395.7	277.7	280.5	1074.0	449.5	395.7	-	861.0	188.9	395.7	-	549.1	260.0	412.0	200.0	1000.0	100.0	227.1	
Standard deviation	827	110	1169	71	-	-	827	334	483	1668	894	827	-	1432	318	827	-	1087	422	862	-	1732	-	311	
Standard error	229.5	49.0	477.0	50.0	-	-	229.5	126.2	241.6	963.0	269.5	229.5	-	716.1	106.0	229.5	-	410.8	188.7	248.8	-	1000.0	-	103.7	
Median	111.0	0.0	222.0	150.0	-1.0	-1.0	111.0	141.5	61.0	111.0	111.0	111.0	-1.0	222.0	50.0	111.0	-1.0	141.5	50.0	111.0	200.0	0.0	100.0	135.0	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 107

Q30. What was the approximate cost/ financial loss to you for the following issues?**Failing to conduct inspections****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Base	28	12	8	8	-	1	26	18	2	4	26	28	-	15	13	28	-	17	6	23	5	8	8	12	
No cost/ £0	9 32%	4 33%	2 25%	3 38%	-	1 100%	9 35%	6 33%	1 50%	1 25%	9 35%	9 32%	-	4 27%	5 38%	9 32%	-	6 35%	1 17%	7 30%	2 40%	1 13%	3 38%	5 42%	
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
£51-£100	2 7%	1 8%	-	1 13%	-	-	2 8%	2 11%	-	-	2 8%	2 7%	-	2 13%	-	2 7%	-	2 12%	-	2 9%	-	2 25%	-	-	
£101-£250	4 14%	2 17%	2 25%	-	-	-	3 12%	3 17%	1 50%	-	3 12%	4 14%	-	4 27%	-	4 14%	-	3 18%	-	4 17%	-	3 38%	-	1 8%	
£251-£500	1 4%	1 8%	-	-	-	-	-	-	-	-	1 4%	1 4%	-	1 7%	-	1 4%	-	1 6%	-	1 4%	-	1 13%	-	-	
£501-£1000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
£1001+	2 7%	-	1 13%	1 13%	-	-	2 8%	2 11%	-	1 25%	2 8%	2 7%	-	2 13%	-	2 7%	-	1 6%	-	2 9%	-	-	2 25%	-	
Don't know	10 36%	4 33%	3 38%	3 38%	-	-	10 38%	5 28%	-	2 50%	9 35%	10 36%	-	2 13%	8 62%	10 36%	-	4 24%	5 83%	7 30%	3 60%	1 13%	3 38%	6 50%	
Mean	1265.3	118.8	4065.0	300.0	-	0.0	1382.8	1698.1	100.0	700.0	1327.9	1265.3	-	1751.9	0.0	1265.3	-	1628.8	0.0	1423.4	0.0	178.6	4280.0	20.8	
Standard deviation	4687	173	8908	616	-	-	4976	5512	141	990	4824	4687	-	5496	0	4687	-	5522	-	4966	0	158	8809	51	
Standard error	1104.8	61.2	3983.9	275.7	-	-	1244.1	1528.7	100.0	700.0	1170.0	1104.8	-	1524.3	0.0	1104.8	-	1531.4	-	1241.5	0.0	59.6	3939.3	20.8	
Median	50.0	50.0	62.5	0.0	-1.0	0.0	0.0	25.0	100.0	700.0	0.0	50.0	-1.0	112.5	0.0	50.0	-1.0	25.0	0.0	50.0	0.0	125.0	0.0	0.0	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 108

Q30. What was the approximate cost/ financial loss to you for the following issues?**Failure to collect references for tenants****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
							Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Less than 3 years	3-5 years									More than 5 years		
	Total	1	2	3 to 5	6+	HMO									Flat/ house excl HMO	Yes	No	Yes	No	Yes	No	Yes		No	
Base	10	3	4	2	1	-	8	9	2	3	5	10	-	8	2	10	-	8	-	10	-	8	-	2	
No cost/ £0	3	-	1	1	1	-	3	2	1	1	1	3	-	2	1	3	-	3	-	3	-	2	-	1	
	30%	-	25%	50%	100%	-	38%	22%	50%	33%	20%	30%	-	25%	50%	30%	-	38%	-	30%	-	25%	-	50%	
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
£51-£100	1	-	1	-	-	-	1	1	-	-	1	1	-	1	-	1	-	-	-	1	-	1	-	-	
	10%	-	25%	-	-	-	13%	11%	-	-	20%	10%	-	13%	-	10%	-	-	-	10%	-	13%	-	-	
£101-£250	2	1	1	-	-	-	1	2	1	1	1	2	-	2	-	2	-	2	-	2	-	1	-	1	
	20%	33%	25%	-	-	-	13%	22%	50%	33%	20%	20%	-	25%	-	20%	-	25%	-	20%	-	13%	-	50%	
£251-£500	2	1	1	-	-	-	1	2	-	-	2	2	-	2	-	2	-	2	-	2	-	2	-	-	
	20%	33%	25%	-	-	-	13%	22%	-	-	40%	20%	-	25%	-	20%	-	25%	-	20%	-	25%	-	-	
£501-£1000	1	-	-	1	-	-	1	1	-	1	-	1	-	1	-	1	-	1	-	1	-	1	-	-	
	10%	-	-	50%	-	-	13%	11%	-	33%	-	10%	-	13%	-	10%	-	13%	-	10%	-	13%	-	-	
£1001+	1	1	-	-	-	-	1	1	-	-	-	1	-	-	1	1	-	-	-	1	-	1	-	-	
	10%	33%	-	-	-	-	13%	11%	-	-	-	10%	-	-	50%	10%	-	-	-	10%	-	13%	-	-	
Mean	1037.3	2883.3	180.8	500.0	0.0	-	1215.4	1152.6	61.5	374.3	250.0	1037.3	-	296.6	4000.0	1037.3	-	284.1	-	1037.3	-	1281.3	-	61.5	
Standard deviation	2467	4435	219	707	-	-	2763	2588	87	545	235	2467	-	347	5657	2467	-	357	-	2467	-	2736	-	87	
Standard error	780.2	2560.3	109.7	500.0	-	-	977.0	862.7	61.5	314.8	104.9	780.2	-	122.7	4000.0	780.2	-	126.2	-	780.2	-	967.3	-	61.5	
Median	136.5	325.0	111.5	500.0	0.0	-1.0	111.5	136.5	61.5	61.5	125.0	136.5	-1.0	136.5	4000.0	136.5	-1.0	136.5	-1.0	136.5	-1.0	325.0	-1.0	61.5	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 109

Q30. What was the approximate cost/ financial loss to you for the following issues?**Failure to share issues disclosed from the tenant referencing process****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	11	1	7	2	1	-	10	9	1	4	10	11	-	8	3	11	-	9	1	9	2	5	1	5		
No cost/ £0	1 9%	-	-	-	1 100%	-	1 10%	1 11%	-	-	1 10%	1 9%	-	-	1 33%	1 9%	-	-	1 100%	1 11%	-	-	-	1 20%		
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
£51-£100	1 9%	-	-	1 50%	-	-	1 10%	1 11%	-	-	1 10%	1 9%	-	1 13%	-	1 9%	-	1 11%	-	1 11%	-	1 20%	-	-		
£101-£250	4 36%	1 100%	3 43%	-	-	-	3 30%	4 44%	-	2 50%	4 40%	4 36%	-	4 50%	-	4 36%	-	4 44%	-	4 44%	-	1 20%	-	3 60%		
£251-£500	2 18%	-	2 29%	-	-	-	2 20%	2 22%	1 100%	1 25%	2 20%	2 18%	-	2 25%	-	2 18%	-	2 22%	-	1 11%	1 50%	1 20%	-	1 20%		
£501-£1000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
£1001+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Don't know	3 27%	-	2 29%	1 50%	-	-	3 30%	1 11%	-	1 25%	2 20%	3 27%	-	1 13%	2 67%	3 27%	-	2 22%	-	2 22%	1 50%	2 40%	1 100%	-		
Mean	195.9	150.0	263.4	100.0	0.0	-	202.4	195.9	321.0	261.7	195.9	195.9	-	223.9	0.0	195.9	-	223.9	0.0	181.0	300.0	183.3	-	203.4		
Standard deviation	107	-	44	-	-	-	114	107	-	51	107	107	-	78	-	107	-	78	-	106	-	104	-	120		
Standard error	37.8	-	19.5	-	-	-	43.0	37.8	-	29.7	37.8	37.8	-	29.4	-	37.8	-	29.4	-	40.1	-	60.1	-	53.7		
Median	177.3	150.0	232.0	100.0	0.0	-1.0	166.0	177.3	321.0	232.0	177.3	177.3	-1.0	191.0	0.0	177.3	-1.0	191.0	0.0	163.7	300.0	125.0	-1.0	116.0		

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 110

Q30. What was the approximate cost/ financial loss to you for the following issues?**Rent payments being delayed****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Flat/ house excl HMO	Investment/ pension	Accident	Business	Yes	No	Yes	No	Yes	No	Yes	No													
	Total	1	2	3 to 5	6+	HMO	HMO	pension	Accident	Business	agents	agents	manage	Yes	No	Yes	No	Yes	No	Yes	No	years	years	years	
Base	48	24	13	10	1	-	46	33	8	9	39	48	-	15	33	48	-	32	7	43	5	14	8	26	
No cost/ £0	24	16	4	3	1	-	23	19	3	2	20	24	-	2	22	24	-	17	5	19	5	6	3	15	
	50%	67%	31%	30%	100%	-	50%	58%	38%	22%	51%	50%	-	13%	67%	50%	-	53%	71%	44%	100%	43%	38%	58%	
£1-£50	1	-	-	1	-	-	1	-	-	-	1	1	-	-	1	1	-	-	-	1	-	-	-	1	
	2%	-	-	10%	-	-	2%	-	-	-	3%	2%	-	-	3%	2%	-	-	-	2%	-	-	-	4%	
£51-£100	4	1	2	1	-	-	4	2	-	2	4	4	-	4	-	4	-	4	-	4	-	2	2	-	
	8%	4%	15%	10%	-	-	9%	6%	-	22%	10%	8%	-	27%	-	8%	-	13%	-	9%	-	14%	25%	-	
£101-£250	2	1	1	-	-	-	2	1	1	1	1	2	-	2	-	2	-	2	-	2	-	1	-	1	
	4%	4%	8%	-	-	-	4%	3%	13%	11%	3%	4%	-	13%	-	4%	-	6%	-	5%	-	7%	-	4%	
£251-£500	6	1	3	2	-	-	5	4	2	3	5	6	-	5	1	6	-	3	1	6	-	2	3	1	
	13%	4%	23%	20%	-	-	11%	12%	25%	33%	13%	13%	-	33%	3%	13%	-	9%	14%	14%	-	14%	38%	4%	
£501-£1000	1	-	1	-	-	-	1	-	1	-	1	1	-	-	1	1	-	1	-	1	-	-	-	1	
	2%	-	8%	-	-	-	2%	-	13%	-	3%	2%	-	-	3%	2%	-	3%	-	2%	-	-	-	4%	
£1001+	6	3	2	1	-	-	6	4	1	-	5	6	-	1	5	6	-	2	1	6	-	2	-	4	
	13%	13%	15%	10%	-	-	13%	12%	13%	-	13%	13%	-	7%	15%	13%	-	6%	14%	14%	-	14%	-	15%	
Don't know	4	2	-	2	-	-	4	3	-	1	2	4	-	1	3	4	-	3	-	4	-	1	-	3	
	8%	8%	-	20%	-	-	9%	9%	-	11%	5%	8%	-	7%	9%	8%	-	9%	-	9%	-	7%	-	12%	
Mean	560.3	673.6	556.5	325.0	0.0	-	579.9	546.1	904.3	210.5	435.7	560.3	-	326.0	669.7	560.3	-	195.0	285.7	632.2	0.0	836.9	181.3	535.8	
Standard deviation	1464	1957	861	517	-	-	1496	1549	1691	194	984	1464	-	385	1753	1464	-	375	567	1543	0	2193	207	1207	
Standard error	220.7	417.1	238.7	182.7	-	-	230.9	282.8	597.8	68.5	161.7	220.7	-	103.0	320.1	220.7	-	69.7	214.3	247.0	0.0	608.2	73.2	251.6	
Median	0.0	0.0	167.0	75.0	0.0	-1.0	0.0	0.0	367.0	167.0	0.0	0.0	-1.0	207.0	0.0	0.0	-1.0	0.0	0.0	25.0	0.0	25.0	50.0	0.0	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 111

Q30. What was the approximate cost/ financial loss to you for the following issues?**Unreasonable costs of repairs and maintenance****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	34	14	9	9	2	-	33	26	4	6	30	34	-	8	26	34	-	25	6	28	6	4	9	21
No cost/ £0	6 18%	3 21%	1 11%	2 22%	-	-	5 15%	5 19%	-	1 17%	5 17%	6 18%	-	1 13%	5 19%	6 18%	-	6 24%	-	5 18%	1 17%	-	1 11%	5 24%
£1-£50	1 3%	1 7%	-	-	-	-	1 3%	1 4%	-	-	1 3%	1 3%	-	-	1 4%	1 3%	-	1 4%	-	-	1 17%	-	1 11%	-
£51-£100	6 18%	3 21%	1 11%	2 22%	-	-	6 18%	6 23%	-	-	5 17%	6 18%	-	2 25%	4 15%	6 18%	-	4 16%	-	4 14%	2 33%	2 50%	3 33%	1 5%
£101-£250	4 12%	-	2 22%	2 22%	-	-	4 12%	4 15%	1 25%	2 33%	3 10%	4 12%	-	2 25%	2 8%	4 12%	-	3 12%	-	4 14%	-	-	-	4 19%
£251-£500	3 9%	2 14%	-	-	1 50%	-	3 9%	1 4%	-	-	3 10%	3 9%	-	-	3 12%	3 9%	-	1 4%	2 33%	3 11%	-	-	-	3 14%
£501-£1000	2 6%	-	-	1 11%	1 50%	-	2 6%	2 8%	-	-	2 7%	2 6%	-	-	2 8%	2 6%	-	1 4%	1 17%	2 7%	-	-	-	2 10%
£1001+	3 9%	1 7%	2 22%	-	-	-	3 9%	2 8%	1 25%	1 17%	3 10%	3 9%	-	1 13%	2 8%	3 9%	-	1 4%	2 33%	3 11%	-	1 25%	-	2 10%
Don't know	9 26%	4 29%	3 33%	2 22%	-	-	9 27%	5 19%	2 50%	2 33%	8 27%	9 26%	-	2 25%	7 27%	9 26%	-	8 32%	1 17%	7 25%	2 33%	1 25%	4 44%	4 19%
Mean	413.0	275.0	804.2	221.4	600.0	-	430.2	377.4	812.5	687.5	458.0	413.0	-	491.7	388.2	413.0	-	260.3	1100.0	479.8	62.5	900.0	65.0	429.4
Standard deviation	663	464	1132	351	141	-	671	676	972	1210	695	663	-	985	560	663	-	604	652	705	48	1386	42	579
Standard error	132.5	146.7	462.1	132.7	100.0	-	137.0	147.6	687.5	604.9	148.3	132.5	-	402.1	128.4	132.5	-	146.5	291.5	153.9	23.9	800.0	18.7	140.5
Median	97.5	66.7	100.0	75.0	600.0	-1.0	112.5	92.5	812.5	62.5	112.5	97.5	-1.0	112.5	95.8	97.5	-1.0	79.2	750.0	118.8	75.0	100.0	62.5	137.5

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 112

Q30. What was the approximate cost/ financial loss to you for the following issues?**Agents inaccurately advertising a property****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use let-ting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	6	4	2	-	-	-	4	5	1	2	4	6	-	5	1	6	-	5	1	6	-	5	-	1
No cost/ £0	1 17%	1 25%	-	-	-	-	1 25%	1 20%	-	-	-	1 17%	-	-	1 100%	1 17%	-	-	1 100%	1 17%	-	1 20%	-	-
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£100	1 17%	1 25%	-	-	-	-	1 25%	1 20%	-	-	1 25%	1 17%	-	1 20%	-	1 17%	-	1 20%	-	1 17%	-	1 20%	-	-
£101-£250	2 33%	2 50%	-	-	-	-	-	2 40%	-	-	2 50%	2 33%	-	2 40%	-	2 33%	-	2 40%	-	2 33%	-	2 40%	-	-
£251-£500	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£501-£1000	1 17%	-	1 50%	-	-	-	1 25%	1 20%	1 100%	1 50%	-	1 17%	-	1 20%	-	1 17%	-	1 20%	-	1 17%	-	-	-	1 100%
£1001+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1 17%	-	1 50%	-	-	-	1 25%	-	-	1 50%	1 25%	1 17%	-	1 20%	-	1 17%	-	1 20%	-	1 17%	-	1 20%	-	-
Mean	206.4	125.0	532.0	-	-	-	210.7	206.4	532.0	532.0	166.7	206.4	-	258.0	0.0	206.4	-	258.0	0.0	206.4	-	125.0	-	532.0
Standard deviation	200	96	-	-	-	-	283	200	-	-	58	200	-	189	-	200	-	189	-	200	-	96	-	-
Standard error	89.4	47.9	-	-	-	-	163.2	89.4	-	-	33.3	89.4	-	94.3	-	89.4	-	94.3	-	89.4	-	47.9	-	-
Median	125.0	150.0	532.0	-1.0	-1.0	-1.0	50.0	125.0	532.0	532.0	125.0	125.0	-1.0	150.0	0.0	125.0	-1.0	150.0	0.0	125.0	-1.0	150.0	-1.0	532.0

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 113

Q30. What was the approximate cost/ financial loss to you for the following issues?**Being slow to respond to issues and queries from either me or the tenant****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Flat/ house excl HMO	Investment/ pension	Accident	Business	Yes	No	Yes	No	Yes	No	Yes	No												
	Total	1	2	3 to 5	6+	HMO	HMO	pension	Accident	Business	agents	agents	manage	Yes	No	Yes	No	Yes	No	Yes	No	years	years	years
Base	62	35	11	13	3	-	62	43	12	8	54	62	-	9	53	62	-	37	17	45	17	17	16	29
No cost/ £0	40	23	5	10	2	-	40	29	8	5	34	40	-	4	36	40	-	24	11	28	12	13	8	19
	65%	66%	45%	77%	67%	-	65%	67%	67%	63%	63%	65%	-	44%	68%	65%	-	65%	65%	62%	71%	76%	50%	66%
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£101-£250	2	1	1	-	-	-	2	2	1	1	1	2	-	1	1	2	-	1	-	1	1	-	1	1
	3%	3%	9%	-	-	-	3%	5%	8%	13%	2%	3%	-	11%	2%	3%	-	3%	-	2%	6%	-	6%	3%
£251-£500	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£501-£1000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£1001+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	20	11	5	3	1	-	20	12	3	2	19	20	-	4	16	20	-	12	6	16	4	4	7	9
	32%	31%	45%	23%	33%	-	32%	28%	25%	25%	35%	32%	-	44%	30%	32%	-	32%	35%	36%	24%	24%	44%	31%
Mean	8.4	8.3	25.3	0.0	0.0	-	8.4	11.4	16.9	25.3	4.3	8.4	-	30.4	5.4	8.4	-	6.1	0.0	5.2	15.4	0.0	22.2	7.6
Standard deviation	38	41	62	0	0	-	38	44	51	62	26	38	-	68	33	38	-	30	0	28	55	0	67	34
Standard error	5.9	8.3	25.3	0.0	0.0	-	5.9	8.0	16.9	25.3	4.3	5.9	-	30.4	5.4	5.9	-	6.1	0.0	5.2	15.4	0.0	22.2	7.6
Median	0.0	0.0	0.0	0.0	0.0	-1.0	0.0	0.0	0.0	0.0	0.0	0.0	-1.0	0.0	0.0	0.0	-1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 114

Q30. What was the approximate cost/ financial loss to you for the following issues?**Being unable to exit the contract I have with the agent even though I was dissatisfied with their service****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	13	3	5	5	-	-	12	10	3	5	11	13	-	10	3	13	-	10	2	11	2	8	-	5	
No cost/ £0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
£51-£100	3 23%	1 33%	-	2 40%	-	-	3 25%	3 30%	-	1 20%	3 27%	3 23%	-	3 30%	-	3 23%	-	3 30%	-	3 27%	-	2 25%	-	1 20%	
£101-£250	2 15%	-	2 40%	-	-	-	2 17%	2 20%	1 33%	2 40%	2 18%	2 15%	-	2 20%	-	2 15%	-	2 20%	-	2 18%	-	-	-	2 40%	
£251-£500	4 31%	1 33%	1 20%	2 40%	-	-	3 25%	4 40%	1 33%	1 20%	4 36%	4 31%	-	4 40%	-	4 31%	-	4 40%	-	4 36%	-	4 50%	-	-	
£501-£1000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
£1001+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Don't know	4 31%	1 33%	2 40%	1 20%	-	-	4 33%	1 10%	1 33%	1 20%	2 18%	4 31%	-	1 10%	3 100%	4 31%	-	1 10%	2 100%	2 18%	2 100%	2 25%	-	2 40%	
Mean	283.0	300.0	282.3	275.0	-	-	255.9	283.0	361.0	211.8	283.0	283.0	-	283.0	-	283.0	-	283.0	-	283.0	-	350.0	-	149.0	
Standard deviation	188	283	195	206	-	-	182	188	197	136	188	188	-	188	-	188	-	188	-	188	-	197	-	64	
Standard error	62.8	200.0	112.4	103.1	-	-	64.2	62.8	139.0	68.0	62.8	62.8	-	62.8	-	62.8	-	62.8	-	62.8	-	80.6	-	37.2	
Median	173.5	300.0	173.5	250.0	-1.0	-1.0	173.5	173.5	361.0	173.5	173.5	173.5	-1.0	173.5	-1.0	173.5	-1.0	173.5	-1.0	173.5	-1.0	450.0	-1.0	112.5	

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Absolutes/col percents

Table 115

Q30. What was the approximate cost/ financial loss to you for the following issues?**Other issues****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
											NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Base	8	4	1	3	-	-	8	6	1	-	5	8	-	1	7	8	-	6	1	7	1	2	1	5
No cost/ £0	3 38%	2 50%	-	1 33%	-	-	3 38%	3 50%	1 100%	-	1 20%	3 38%	-	-	3 43%	3 38%	-	3 50%	-	2 29%	1 100%	1 50%	-	2 40%
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£101-£250	1 13%	-	-	1 33%	-	-	1 13%	-	-	-	1 20%	1 13%	-	-	1 14%	1 13%	-	-	1 100%	1 14%	-	-	-	1 20%
£251-£500	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£501-£1000	1 13%	1 25%	-	-	-	-	1 13%	-	-	-	1 20%	1 13%	-	1 100%	-	1 13%	-	-	-	1 14%	-	1 50%	-	-
£1001+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 38%	1 25%	1 100%	1 33%	-	-	3 38%	3 50%	-	-	2 40%	3 38%	-	-	3 43%	3 38%	-	3 50%	-	3 43%	-	-	1 100%	2 40%
Mean	240.0	333.3	-	100.0	-	-	240.0	0.0	0.0	-	400.0	240.0	-	1000.0	50.0	240.0	-	0.0	200.0	300.0	0.0	500.0	-	66.7
Standard deviation	434	577	-	141	-	-	434	0	-	-	529	434	-	-	100	434	-	0	-	476	-	707	-	115
Standard error	193.9	333.3	-	100.0	-	-	193.9	0.0	-	-	305.5	193.9	-	-	50.0	193.9	-	0.0	-	238.0	-	500.0	-	66.7
Median	0.0	0.0	-1.0	100.0	-1.0	-1.0	0.0	0.0	0.0	-1.0	100.0	0.0	-1.0	1000.0	0.0	0.0	-1.0	0.0	200.0	100.0	0.0	500.0	-1.0	0.0

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Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 116

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Summary****Base: All respondents who have experienced each in the last 12 months**

		Issues												Being unable to exit the contract I have with the agent even though I was dissatisfied with their service	Other issues
		Unfair terms in contract	Lack of communication about tenant issues	Lack of communication about property maintenance issues	Lack of information and explanation of fees	Failure to resolve maintenance issues they are responsible for managing	Failing to conduct inspections	Failure to collect references for tenants	Failure to share issues disclosed from the tenant referencing process	Rent payments being delayed	Unreasonable costs of repairs and maintenance	Agents inaccurately advertising a property	Being slow to respond to issues and queries from either me or the tenant		
Base		5	38	45	23	21	28	10	11	48	34	6	62	13	8
NET: Extremely/ quite a lot		4 80%	20 53%	24 53%	16 70%	11 52%	17 61%	8 80%	8 73%	24 50%	18 53%	5 83%	31 50%	11 85%	2 25%
Extremely	(4)	3 60%	11 29%	8 18%	9 39%	7 33%	8 29%	6 60%	7 64%	12 25%	7 21%	3 50%	13 21%	9 69%	-
Quite a lot	(3)	1 20%	9 24%	16 36%	7 30%	4 19%	9 32%	2 20%	1 9%	12 25%	11 32%	2 33%	18 29%	2 15%	2 25%
Moderately	(2)	1 20%	13 34%	14 31%	5 22%	8 38%	6 21%	2 20%	2 18%	18 38%	12 35%	- -	21 34%	1 8%	4 50%
Not at all or only a little	(1)	- -	5 13%	7 16%	2 9%	2 10%	5 18%	- -	1 9%	6 13%	4 12%	1 17%	9 15%	1 8%	2 25%
NET: Moderately/ a little/ not at all		1 20%	18 47%	21 47%	7 30%	10 48%	11 39%	2 20%	3 27%	24 50%	16 47%	1 17%	30 48%	2 15%	6 75%
Don't know		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -	- -
Mean		3.40	2.68	2.56	3.00	2.76	2.71	3.40	3.27	2.63	2.62	3.17	2.57	3.46	2.00
Standard deviation		0.89	1.04	0.97	1.00	1.04	1.08	0.84	1.10	1.00	0.95	1.17	0.99	0.97	0.76
Standard error		0.40	0.17	0.14	0.21	0.23	0.20	0.27	0.33	0.14	0.16	0.48	0.13	0.27	0.27

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Absolutes/col percents

Table 117

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Unfair terms in contract e.g. charging maintenance fee for tenants even if they aren't managing the property****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	5	1	3	1	-	-	5	5	2	2	4	5	-	4	1	5	-	4	1	5	-	-	2	3	
NET: Extremely/ quite a lot	4	1	3	-	-	-	4	4	1	2	3	4	-	3	1	4	-	3	1	4	-	-	1	3	
	80%	100%	100%	-	-	-	80%	80%	50%	100%	75%	80%	-	75%	100%	80%	-	75%	100%	80%	-	-	50%	100%	
Extremely	(4)	3	-	3	-	-	3	3	1	2	2	3	-	3	-	3	-	3	-	3	-	-	-	3	
	60%	-	100%	-	-	-	60%	60%	50%	100%	50%	60%	-	75%	-	60%	-	75%	-	60%	-	-	-	100%	
Quite a lot	(3)	1	1	-	-	-	1	1	-	-	1	1	-	-	1	1	-	-	1	1	-	-	1	-	
	20%	100%	-	-	-	-	20%	20%	-	-	25%	20%	-	-	100%	20%	-	-	100%	20%	-	-	50%	-	
Moderately	(2)	1	-	-	1	-	1	1	1	-	1	1	-	1	-	1	-	1	-	1	-	-	1	-	
	20%	-	-	100%	-	-	20%	20%	50%	-	25%	20%	-	25%	-	20%	-	25%	-	20%	-	-	50%	-	
Not at all or only a little	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: Moderately/ a little/ not at all	1	-	-	1	-	-	1	1	1	-	1	1	-	1	-	1	-	1	-	1	-	-	1	-	
	20%	-	-	100%	-	-	20%	20%	50%	-	25%	20%	-	25%	-	20%	-	25%	-	20%	-	-	50%	-	
Mean	3.40	3.00	4.00	2.00	-	-	3.40	3.40	3.00	4.00	3.25	3.40	-	3.50	3.00	3.40	-	3.50	3.00	3.40	-	-	2.50	4.00	
Standard deviation	0.89	-	0.00	-	-	-	0.89	0.89	1.41	0.00	0.96	0.89	-	1.00	-	0.89	-	1.00	-	0.89	-	-	0.71	0.00	
Standard error	0.40	-	0.00	-	-	-	0.40	0.40	1.00	0.00	0.48	0.40	-	0.50	-	0.40	-	0.50	-	0.40	-	-	0.50	0.00	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 118

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?

Lack of communication about tenant issues

Base: All respondents who have experienced each in the last 12 months

						Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
						Number of Properties Owned					Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No
		Total	1	2	3 to 5	6+	HMO	HMO						Yes	No	Yes	No	Yes	No	Yes	No				
Base		38	17	12	8	1	-	37	28	9	7	32	38	-	12	26	38	-	24	8	29	9	14	8	16
NET: Extremely/ quite a lot		20	10	5	4	1	-	19	14	7	4	18	20	-	8	12	20	-	14	4	17	3	8	3	9
		53%	59%	42%	50%	100%	-	51%	50%	78%	57%	56%	53%	-	67%	46%	53%	-	58%	50%	59%	33%	57%	38%	56%
Extremely	(4)	11	4	4	2	1	-	11	8	5	4	9	11	-	6	5	11	-	8	3	9	2	3	-	8
		29%	24%	33%	25%	100%	-	30%	29%	56%	57%	28%	29%	-	50%	19%	29%	-	33%	38%	31%	22%	21%	-	50%
Quite a lot	(3)	9	6	1	2	-	-	8	6	2	-	9	9	-	2	7	9	-	6	1	8	1	5	3	1
		24%	35%	8%	25%	-	-	22%	21%	22%	-	28%	24%	-	17%	27%	24%	-	25%	13%	28%	11%	36%	38%	6%
Moderately	(2)	13	5	6	2	-	-	13	11	-	2	10	13	-	3	10	13	-	7	3	9	4	6	2	5
		34%	29%	50%	25%	-	-	35%	39%	-	29%	31%	34%	-	25%	38%	34%	-	29%	38%	31%	44%	43%	25%	31%
Not at all or only a little	(1)	5	2	1	2	-	-	5	3	2	1	4	5	-	1	4	5	-	3	1	3	2	-	3	2
		13%	12%	8%	25%	-	-	14%	11%	22%	14%	13%	13%	-	8%	15%	13%	-	13%	13%	10%	22%	-	38%	13%
NET: Moderately/ a little/ not at all		18	7	7	4	-	-	18	14	2	3	14	18	-	4	14	18	-	10	4	12	6	6	5	7
		47%	41%	58%	50%	-	-	49%	50%	22%	43%	44%	47%	-	33%	54%	47%	-	42%	50%	41%	67%	43%	63%	44%
Mean		2.68	2.71	2.67	2.50	4.00	-	2.68	2.68	3.11	3.00	2.72	2.68	-	3.08	2.50	2.68	-	2.79	2.75	2.79	2.33	2.79	2.00	2.94
Standard deviation		1.04	0.99	1.07	1.20	-	-	1.06	1.02	1.27	1.29	1.02	1.04	-	1.08	0.99	1.04	-	1.06	1.16	1.01	1.12	0.80	0.93	1.18
Standard error		0.17	0.24	0.31	0.42	-	-	0.17	0.19	0.42	0.49	0.18	0.17	-	0.31	0.19	0.17	-	0.22	0.41	0.19	0.37	0.21	0.33	0.30

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 119

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Lack of communication about property maintenance issues****Base: All respondents who have experienced each in the last 12 months**

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base		45	24	12	7	2	-	45	30	9	7	43	45	-	15	30	45	-	29	11	34	11	14	10	21	
NET: Extremely/ quite a lot		24	10	9	4	1	-	24	16	6	4	23	24	-	8	16	24	-	14	8	21	3	7	6	11	
		53%	42%	75%	57%	50%	-	53%	53%	67%	57%	53%	53%	-	53%	53%	53%	-	48%	73%	62%	27%	50%	60%	52%	
Extremely	(4)	8	2	5	1	-	-	8	4	3	1	8	8	-	5	3	8	-	5	3	7	1	5	-	3	
		18%	8%	42%	14%	-	-	18%	13%	33%	14%	19%	18%	-	33%	10%	18%	-	17%	27%	21%	9%	36%	-	14%	
Quite a lot	(3)	16	8	4	3	1	-	16	12	3	3	15	16	-	3	13	16	-	9	5	14	2	2	6	8	
		36%	33%	33%	43%	50%	-	36%	40%	33%	43%	35%	36%	-	20%	43%	36%	-	31%	45%	41%	18%	14%	60%	38%	
Moderately	(2)	14	9	3	2	-	-	14	11	1	1	13	14	-	5	9	14	-	10	2	9	5	4	3	7	
		31%	38%	25%	29%	-	-	31%	37%	11%	14%	30%	31%	-	33%	30%	31%	-	34%	18%	26%	45%	29%	30%	33%	
Not at all or only a little	(1)	7	5	-	1	1	-	7	3	2	2	7	7	-	2	5	7	-	5	1	4	3	3	1	3	
		16%	21%	-	14%	50%	-	16%	10%	22%	29%	16%	16%	-	13%	17%	16%	-	17%	9%	12%	27%	21%	10%	14%	
NET: Moderately/ a little/ not at all		21	14	3	3	1	-	21	14	3	3	20	21	-	7	14	21	-	15	3	13	8	7	4	10	
		47%	58%	25%	43%	50%	-	47%	47%	33%	43%	47%	47%	-	47%	47%	47%	-	52%	27%	38%	73%	50%	40%	48%	
Mean		2.56	2.29	3.17	2.57	2.00	-	2.56	2.57	2.78	2.43	2.56	2.56	-	2.73	2.47	2.56	-	2.48	2.91	2.71	2.09	2.64	2.50	2.52	
Standard deviation		0.97	0.91	0.83	0.98	1.41	-	0.97	0.86	1.20	1.13	0.98	0.97	-	1.10	0.90	0.97	-	0.99	0.94	0.94	0.94	1.22	0.71	0.93	
Standard error		0.14	0.19	0.24	0.37	1.00	-	0.14	0.16	0.40	0.43	0.15	0.14	-	0.28	0.16	0.14	-	0.18	0.28	0.16	0.28	0.32	0.22	0.20	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 120

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Lack of information and explanation of fees****Base: All respondents who have experienced each in the last 12 months**

		Number of Properties Owned				Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		23	9	2	12	-	1	23	16	7	7	18	23	-	11	12	23	-	16	6	21	2	8	3	12
NET: Extremely/ quite a lot		16	6	1	9	-	1	16	11	6	6	14	16	-	10	6	16	-	12	3	15	1	8	2	6
		70%	67%	50%	75%	-	100%	70%	69%	86%	86%	78%	70%	-	91%	50%	70%	-	75%	50%	71%	50%	100%	67%	50%
Extremely	(4)	9	3	1	5	-	-	9	6	4	4	8	9	-	7	2	9	-	7	1	9	-	5	1	3
		39%	33%	50%	42%	-	-	39%	38%	57%	57%	44%	39%	-	64%	17%	39%	-	44%	17%	43%	-	63%	33%	25%
Quite a lot	(3)	7	3	-	4	-	1	7	5	2	2	6	7	-	3	4	7	-	5	2	6	1	3	1	3
		30%	33%	-	33%	-	100%	30%	31%	29%	29%	33%	30%	-	27%	33%	30%	-	31%	33%	29%	50%	38%	33%	25%
Moderately	(2)	5	2	1	2	-	-	5	4	1	1	2	5	-	1	4	5	-	3	2	5	-	-	-	5
		22%	22%	50%	17%	-	-	22%	25%	14%	14%	11%	22%	-	9%	33%	22%	-	19%	33%	24%	-	-	-	42%
Not at all or only a little	(1)	2	1	-	1	-	-	2	1	-	-	2	2	-	-	2	2	-	1	1	1	1	-	1	1
		9%	11%	-	8%	-	-	9%	6%	-	-	11%	9%	-	-	17%	9%	-	6%	17%	5%	50%	-	33%	8%
NET: Moderately/ a little/ not at all		7	3	1	3	-	-	7	5	1	1	4	7	-	1	6	7	-	4	3	6	1	-	1	6
		30%	33%	50%	25%	-	-	30%	31%	14%	14%	22%	30%	-	9%	50%	30%	-	25%	50%	29%	50%	-	33%	50%
Mean		3.00	2.89	3.00	3.08	-	3.00	3.00	3.00	3.43	3.43	3.11	3.00	-	3.55	2.50	3.00	-	3.13	2.50	3.10	2.00	3.63	2.67	2.67
Standard deviation		1.00	1.05	1.41	1.00	-	-	1.00	0.97	0.79	0.79	1.02	1.00	-	0.69	1.00	1.00	-	0.96	1.05	0.94	1.41	0.52	1.53	0.98
Standard error		0.21	0.35	1.00	0.29	-	-	0.21	0.24	0.30	0.30	0.24	0.21	-	0.21	0.29	0.21	-	0.24	0.43	0.21	1.00	0.18	0.88	0.28

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 121

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?

Failure to resolve maintenance issues they are responsible for managing

Base: All respondents who have experienced each in the last 12 months

						Types of Property Owned	Motivations for Becoming a Landlord						Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
						HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years		
						Total	1	2	3 to 5	6+																
Base		21	8	7	5	1	-	21	13	5	3	19	21	-	7	14	21	-	11	7	18	3	4	4	13	
NET: Extremely/ quite a lot		11	5	5	-	1	-	11	7	4	1	11	11	-	5	6	11	-	7	4	9	2	2	3	6	
		52%	63%	71%	-	100%	-	52%	54%	80%	33%	58%	52%	-	71%	43%	52%	-	64%	57%	50%	67%	50%	75%	46%	
Extremely	(4)	7	2	4	-	1	-	7	5	4	1	7	7	-	4	3	7	-	4	3	7	-	1	1	5	
		33%	25%	57%	-	100%	-	33%	38%	80%	33%	37%	33%	-	57%	21%	33%	-	36%	43%	39%	-	25%	25%	38%	
Quite a lot	(3)	4	3	1	-	-	-	4	2	-	-	4	4	-	1	3	4	-	3	1	2	2	1	2	1	
		19%	38%	14%	-	-	-	19%	15%	-	-	21%	19%	-	14%	21%	19%	-	27%	14%	11%	67%	25%	50%	8%	
Moderately	(2)	8	2	1	5	-	-	8	5	-	2	7	8	-	2	6	8	-	4	2	7	1	2	1	5	
		38%	25%	14%	100%	-	-	38%	38%	-	67%	37%	38%	-	29%	43%	38%	-	36%	29%	39%	33%	50%	25%	38%	
Not at all or only a little	(1)	2	1	1	-	-	-	2	1	1	-	1	2	-	-	2	2	-	-	1	2	-	-	-	2	
		10%	13%	14%	-	-	-	10%	8%	20%	-	5%	10%	-	-	14%	10%	-	-	14%	11%	-	-	-	15%	
NET: Moderately/ a little/ not at all		10	3	2	5	-	-	10	6	1	2	8	10	-	2	8	10	-	4	3	9	1	2	1	7	
		48%	38%	29%	100%	-	-	48%	46%	20%	67%	42%	48%	-	29%	57%	48%	-	36%	43%	50%	33%	50%	25%	54%	
Mean		2.76	2.75	3.14	2.00	4.00	-	2.76	2.85	3.40	2.67	2.89	2.76	-	3.29	2.50	2.76	-	3.00	2.86	2.78	2.67	2.75	3.00	2.69	
Standard deviation		1.04	1.04	1.21	0.00	-	-	1.04	1.07	1.34	1.15	0.99	1.04	-	0.95	1.02	1.04	-	0.89	1.21	1.11	0.58	0.96	0.82	1.18	
Standard error		0.23	0.37	0.46	0.00	-	-	0.23	0.30	0.60	0.67	0.23	0.23	-	0.36	0.27	0.23	-	0.27	0.46	0.26	0.33	0.48	0.41	0.33	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 122

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Failing to conduct inspections****Base: All respondents who have experienced each in the last 12 months**

		Number of Properties Owned				Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		28	12	8	8	-	1	26	18	2	4	26	28	-	15	13	28	-	17	6	23	5	8	8	12
NET: Extremely/ quite a lot		17	7	5	5	-	-	16	12	2	4	15	17	-	11	6	17	-	12	2	14	3	6	4	7
		61%	58%	63%	63%	-	-	62%	67%	100%	100%	58%	61%	-	73%	46%	61%	-	71%	33%	61%	60%	75%	50%	58%
Extremely	(4)	8	4	2	2	-	-	7	5	2	1	6	8	-	7	1	8	-	7	1	7	1	3	1	4
		29%	33%	25%	25%	-	-	27%	28%	100%	25%	23%	29%	-	47%	8%	29%	-	41%	17%	30%	20%	38%	13%	33%
Quite a lot	(3)	9	3	3	3	-	-	9	7	-	3	9	9	-	4	5	9	-	5	1	7	2	3	3	3
		32%	25%	38%	38%	-	-	35%	39%	-	75%	35%	32%	-	27%	38%	32%	-	29%	17%	30%	40%	38%	38%	25%
Moderately	(2)	6	2	2	2	-	1	6	4	-	-	6	6	-	2	4	6	-	2	2	5	1	1	1	4
		21%	17%	25%	25%	-	100%	23%	22%	-	-	23%	21%	-	13%	31%	21%	-	12%	33%	22%	20%	13%	13%	33%
Not at all or only a little	(1)	5	3	1	1	-	-	4	2	-	-	5	5	-	2	3	5	-	3	2	4	1	1	3	1
		18%	25%	13%	13%	-	-	15%	11%	-	-	19%	18%	-	13%	23%	18%	-	18%	33%	17%	20%	13%	38%	8%
NET: Moderately/ a little/ not at all		11	5	3	3	-	1	10	6	-	-	11	11	-	4	7	11	-	5	4	9	2	2	4	5
		39%	42%	38%	38%	-	100%	38%	33%	-	-	42%	39%	-	27%	54%	39%	-	29%	67%	39%	40%	25%	50%	42%
Mean		2.71	2.67	2.75	2.75	-	2.00	2.73	2.83	4.00	3.25	2.62	2.71	-	3.07	2.31	2.71	-	2.94	2.17	2.74	2.60	3.00	2.25	2.83
Standard deviation		1.08	1.23	1.04	1.04	-	-	1.04	0.99	0.00	0.50	1.06	1.08	-	1.10	0.95	1.08	-	1.14	1.17	1.10	1.14	1.07	1.16	1.03
Standard error		0.20	0.36	0.37	0.37	-	-	0.20	0.23	0.00	0.25	0.21	0.20	-	0.28	0.26	0.20	-	0.28	0.48	0.23	0.51	0.38	0.41	0.30

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 123

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Failure to collect references for tenants****Base: All respondents who have experienced each in the last 12 months**

						Types of Property Owned	Motivations for Becoming a Landlord						Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
Number of Properties Owned												NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage												
						HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness					Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+																					
Base	10	3	4	2	1	-	8	9	2	3	5	10	-	8	2	10	-	8	-	10	-	8	-	2		
NET: Extremely/ quite a lot	8	3	3	1	1	-	6	7	1	3	4	8	-	6	2	8	-	7	-	8	-	6	-	2		
	80%	100%	75%	50%	100%	-	75%	78%	50%	100%	80%	80%	-	75%	100%	80%	-	88%	-	80%	-	75%	-	100%		
Extremely	(4)	6	2	2	1	1	-	4	5	1	3	3	6	-	5	1	6	-	6	-	6	-	4	-	2	
	60%	67%	50%	50%	100%	-	50%	56%	50%	100%	60%	60%	-	63%	50%	60%	-	75%	-	60%	-	50%	-	100%		
Quite a lot	(3)	2	1	1	-	-	-	2	2	-	-	1	2	-	1	1	2	-	1	-	2	-	2	-	-	
	20%	33%	25%	-	-	-	25%	22%	-	-	20%	20%	-	13%	50%	20%	-	13%	-	20%	-	25%	-	-		
Moderately	(2)	2	-	1	1	-	-	2	2	1	-	1	2	-	2	-	2	-	1	-	2	-	2	-	-	
	20%	-	25%	50%	-	-	25%	22%	50%	-	20%	20%	-	25%	-	20%	-	13%	-	20%	-	25%	-	-		
Not at all or only a little	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
NET: Moderately/ a little/ not at all	2	-	1	1	-	-	2	2	1	-	1	2	-	2	-	2	-	1	-	2	-	2	-	-		
	20%	-	25%	50%	-	-	25%	22%	50%	-	20%	20%	-	25%	-	20%	-	13%	-	20%	-	25%	-	-		
Mean	3.40	3.67	3.25	3.00	4.00	-	3.25	3.33	3.00	4.00	3.40	3.40	-	3.38	3.50	3.40	-	3.63	-	3.40	-	3.25	-	4.00		
Standard deviation	0.84	0.58	0.96	1.41	-	-	0.89	0.87	1.41	0.00	0.89	0.84	-	0.92	0.71	0.84	-	0.74	-	0.84	-	0.89	-	0.00		
Standard error	0.27	0.33	0.48	1.00	-	-	0.31	0.29	1.00	0.00	0.40	0.27	-	0.32	0.50	0.27	-	0.26	-	0.27	-	0.31	-	0.00		

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 124

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Failure to share issues disclosed from the tenant referencing process****Base: All respondents who have experienced each in the last 12 months**

						Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
											NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage									Less than 3 years	3-5 years	More than 5 years	
						HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness				Yes	No	Yes	No	Yes	No	Yes	No				
						Total	1	2	3 to 5	6+															
Base		11	1	7	2	1	-	10	9	1	4	10	11	-	8	3	11	-	9	1	9	2	5	1	5
NET: Extremely/ quite a lot		8	1	5	2	-	-	7	8	1	3	8	8	-	8	-	8	-	8	-	7	1	3	1	4
		73%	100%	71%	100%	-	-	70%	89%	100%	75%	80%	73%	-	100%	-	73%	-	89%	-	78%	50%	60%	100%	80%
Extremely	(4)	7	-	5	2	-	-	7	7	1	3	7	7	-	7	-	7	-	7	-	6	1	2	1	4
		64%	-	71%	100%	-	-	70%	78%	100%	75%	70%	64%	-	88%	-	64%	-	78%	-	67%	50%	40%	100%	80%
Quite a lot	(3)	1	1	-	-	-	-	-	1	-	-	1	1	-	1	-	1	-	1	-	1	-	1	-	-
		9%	100%	-	-	-	-	-	11%	-	-	10%	9%	-	13%	-	9%	-	11%	-	11%	-	20%	-	-
Moderately	(2)	2	-	1	-	1	-	2	1	-	1	1	2	-	-	2	2	-	-	1	1	1	1	-	1
		18%	-	14%	-	100%	-	20%	11%	-	25%	10%	18%	-	-	67%	18%	-	-	100%	11%	50%	20%	-	20%
Not at all or only a little	(1)	1	-	1	-	-	-	1	-	-	-	1	1	-	-	1	1	-	1	-	1	-	1	-	-
		9%	-	14%	-	-	-	10%	-	-	-	10%	9%	-	-	33%	9%	-	11%	-	11%	-	20%	-	-
NET: Moderately/ a little/ not at all		3	-	2	-	1	-	3	1	-	1	2	3	-	-	3	3	-	1	1	2	1	2	-	1
		27%	-	29%	-	100%	-	30%	11%	-	25%	20%	27%	-	-	100%	27%	-	11%	100%	22%	50%	40%	-	20%
Mean		3.27	3.00	3.29	4.00	2.00	-	3.30	3.67	4.00	3.50	3.40	3.27	-	3.88	1.67	3.27	-	3.56	2.00	3.33	3.00	2.80	4.00	3.60
Standard deviation		1.10	-	1.25	0.00	-	-	1.16	0.71	-	1.00	1.07	1.10	-	0.35	0.58	1.10	-	1.01	-	1.12	1.41	1.30	-	0.89
Standard error		0.33	-	0.47	0.00	-	-	0.37	0.24	-	0.50	0.34	0.33	-	0.13	0.33	0.33	-	0.34	-	0.37	1.00	0.58	-	0.40

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 125

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?

Rent payments being delayed

Base: All respondents who have experienced each in the last 12 months

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		48	24	13	10	1	-	46	33	8	9	39	48	-	15	33	48	-	32	7	43	5	14	8	26
NET: Extremely/ quite a lot		24 50%	13 54%	6 46%	5 50%	- -	- -	24 52%	16 48%	6 75%	6 67%	19 49%	24 50%	- -	10 67%	14 42%	24 50%	- -	18 56%	3 43%	23 53%	1 20%	9 64%	3 38%	12 46%
Extremely	(4)	12 25%	8 33%	3 23%	1 10%	- -	- -	12 26%	10 30%	3 38%	3 33%	9 23%	12 25%	- -	5 33%	7 21%	12 25%	- -	7 22%	2 29%	11 26%	1 20%	4 29%	1 13%	7 27%
Quite a lot	(3)	12 25%	5 21%	3 23%	4 40%	- -	- -	12 26%	6 18%	3 38%	3 33%	10 26%	12 25%	- -	5 33%	7 21%	12 25%	- -	11 34%	1 14%	12 28%	- -	5 36%	2 25%	5 19%
Moderately	(2)	18 38%	10 42%	4 31%	4 40%	- -	- -	16 35%	12 36%	2 25%	2 22%	15 38%	18 38%	- -	5 33%	13 39%	18 38%	- -	10 31%	3 43%	16 37%	2 40%	4 29%	5 63%	9 35%
Not at all or only a little	(1)	6 13%	1 4%	3 23%	1 10%	1 100%	- -	6 13%	5 15%	- -	1 11%	5 13%	6 13%	- -	- -	6 18%	6 13%	- -	4 13%	1 14%	4 9%	2 40%	1 7%	- -	5 19%
NET: Moderately/ a little/ not at all		24 50%	11 46%	7 54%	5 50%	1 100%	- -	22 48%	17 52%	2 25%	3 33%	20 51%	24 50%	- -	5 33%	19 58%	24 50%	- -	14 44%	4 57%	20 47%	4 80%	5 36%	5 63%	14 54%
Mean		2.63	2.83	2.46	2.50	1.00	-	2.65	2.64	3.13	2.89	2.59	2.63	-	3.00	2.45	2.63	-	2.66	2.57	2.70	2.00	2.86	2.50	2.54
Standard deviation		1.00	0.96	1.13	0.85	-	-	1.02	1.08	0.83	1.05	0.99	1.00	-	0.85	1.03	1.00	-	0.97	1.13	0.96	1.22	0.95	0.76	1.10
Standard error		0.14	0.20	0.31	0.27	-	-	0.15	0.19	0.30	0.35	0.16	0.14	-	0.22	0.18	0.14	-	0.17	0.43	0.15	0.55	0.25	0.27	0.22

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 126

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Unreasonable costs of repairs and maintenance****Base: All respondents who have experienced each in the last 12 months**

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base		34	14	9	9	2	-	33	26	4	6	30	34	-	8	26	34	-	25	6	28	6	4	9	21	
NET: Extremely/ quite a lot		18	6	4	6	2	-	18	12	4	4	17	18	-	5	13	18	-	12	5	16	2	2	4	12	
		53%	43%	44%	67%	100%	-	55%	46%	100%	67%	57%	53%	-	63%	50%	53%	-	48%	83%	57%	33%	50%	44%	57%	
Extremely	(4)	7	3	2	1	1	-	7	4	4	2	7	7	-	4	3	7	-	5	2	7	-	1	1	5	
		21%	21%	22%	11%	50%	-	21%	15%	100%	33%	23%	21%	-	50%	12%	21%	-	20%	33%	25%	-	25%	11%	24%	
Quite a lot	(3)	11	3	2	5	1	-	11	8	-	2	10	11	-	1	10	11	-	7	3	9	2	1	3	7	
		32%	21%	22%	56%	50%	-	33%	31%	-	33%	33%	32%	-	13%	38%	32%	-	28%	50%	32%	33%	25%	33%	33%	
Moderately	(2)	12	4	5	3	-	-	11	10	-	2	9	12	-	3	9	12	-	9	1	11	1	2	3	7	
		35%	29%	56%	33%	-	-	33%	38%	-	33%	30%	35%	-	38%	35%	35%	-	36%	17%	39%	17%	50%	33%	33%	
Not at all or only a little	(1)	4	4	-	-	-	-	4	4	-	-	4	4	-	-	4	4	-	4	-	1	3	-	2	2	
		12%	29%	-	-	-	-	12%	15%	-	-	13%	12%	-	-	15%	12%	-	16%	-	4%	50%	-	22%	10%	
NET: Moderately/ a little/ not at all		16	8	5	3	-	-	15	14	-	2	13	16	-	3	13	16	-	13	1	12	4	2	5	9	
		47%	57%	56%	33%	-	-	45%	54%	-	33%	43%	47%	-	38%	50%	47%	-	52%	17%	43%	67%	50%	56%	43%	
Mean		2.62	2.36	2.67	2.78	3.50	-	2.64	2.46	4.00	3.00	2.67	2.62	-	3.13	2.46	2.62	-	2.52	3.17	2.79	1.83	2.75	2.33	2.71	
Standard deviation		0.95	1.15	0.87	0.67	0.71	-	0.96	0.95	0.00	0.89	0.99	0.95	-	0.99	0.90	0.95	-	1.00	0.75	0.88	0.98	0.96	1.00	0.96	
Standard error		0.16	0.31	0.29	0.22	0.50	-	0.17	0.19	0.00	0.37	0.18	0.16	-	0.35	0.18	0.16	-	0.20	0.31	0.17	0.40	0.48	0.33	0.21	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 127

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?

Agents inaccurately advertising a property

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	6	4	2	-	-	-	4	5	1	2	4	6	-	5	1	6	-	5	1	6	-	5	-	1	
NET: Extremely/ quite a lot	5 83%	3 75%	2 100%	-	-	-	3 75%	4 80%	1 100%	2 100%	4 100%	5 83%	-	5 100%	-	5 83%	-	5 100%	-	5 83%	-	4 80%	-	1 100%	
Extremely	(4) 50%	3 25%	2 100%	-	-	-	2 50%	2 40%	1 100%	2 100%	2 50%	3 50%	-	3 60%	-	3 50%	-	3 60%	-	3 50%	-	2 40%	-	1 100%	
Quite a lot	(3) 33%	2 50%	-	-	-	-	1 25%	2 40%	-	-	2 50%	2 33%	-	2 40%	-	2 33%	-	2 40%	-	2 33%	-	2 40%	-	-	
Moderately	(2) -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Not at all or only a little	(1) 17%	1 25%	-	-	-	-	1 25%	1 20%	-	-	-	1 17%	-	-	1 100%	1 17%	-	-	1 100%	1 17%	-	1 20%	-	-	
NET: Moderately/ a little/ not at all	1 17%	1 25%	-	-	-	-	1 25%	1 20%	-	-	-	1 17%	-	-	1 100%	1 17%	-	-	1 100%	1 17%	-	1 20%	-	-	
Mean	3.17	2.75	4.00	-	-	-	3.00	3.00	4.00	4.00	3.50	3.17	-	3.60	1.00	3.17	-	3.60	1.00	3.17	-	3.00	-	4.00	
Standard deviation	1.17	1.26	0.00	-	-	-	1.41	1.22	-	0.00	0.58	1.17	-	0.55	-	1.17	-	0.55	-	1.17	-	1.22	-	-	
Standard error	0.48	0.63	0.00	-	-	-	0.71	0.55	-	0.00	0.29	0.48	-	0.24	-	0.48	-	0.24	-	0.48	-	0.55	-	-	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 128

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Being slow to respond to issues and queries from either me or the tenant****Base: All respondents who have experienced each in the last 12 months**

						Types of Property Owned	Motivations for Becoming a Landlord						Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
											NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage													
						HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness				Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years		
						Total	1	2	3 to 5	6+																
Base		62	35	11	13	3	-	62	43	12	8	54	62	-	9	53	62	-	37	17	45	17	17	16	29	
NET: Extremely/ quite a lot		31	19	6	5	1	-	31	19	9	3	28	31	-	5	26	31	-	17	12	24	7	8	7	16	
		50%	54%	55%	38%	33%	-	50%	44%	75%	38%	52%	50%	-	56%	49%	50%	-	46%	71%	53%	41%	47%	44%	55%	
Extremely	(4)	13	7	3	2	1	-	13	7	6	2	13	13	-	5	8	13	-	9	4	9	4	5	2	6	
		21%	20%	27%	15%	33%	-	21%	16%	50%	25%	24%	21%	-	56%	15%	21%	-	24%	24%	20%	24%	29%	13%	21%	
Quite a lot	(3)	18	12	3	3	-	-	18	12	3	1	15	18	-	-	18	18	-	8	8	15	3	3	5	10	
		29%	34%	27%	23%	-	-	29%	28%	25%	13%	28%	29%	-	-	34%	29%	-	22%	47%	33%	18%	18%	31%	34%	
Moderately	(2)	21	10	4	6	1	-	21	17	1	3	17	21	-	3	18	21	-	13	3	15	6	4	6	11	
		34%	29%	36%	46%	33%	-	34%	40%	8%	38%	31%	34%	-	33%	34%	34%	-	35%	18%	33%	35%	24%	38%	38%	
Not at all or only a little	(1)	9	5	1	2	1	-	9	6	2	2	9	9	-	1	8	9	-	6	2	6	3	5	2	2	
		15%	14%	9%	15%	33%	-	15%	14%	17%	25%	17%	15%	-	11%	15%	15%	-	16%	12%	13%	18%	29%	13%	7%	
NET: Moderately/ a little/ not at all		30	15	5	8	2	-	30	23	3	5	26	30	-	4	26	30	-	19	5	21	9	9	8	13	
		48%	43%	45%	62%	67%	-	48%	53%	25%	63%	48%	48%	-	44%	49%	48%	-	51%	29%	47%	53%	53%	50%	45%	
Don't know		1	1	-	-	-	-	1	1	-	-	-	1	-	-	1	1	-	1	-	-	1	-	1	-	
		2%	3%	-	-	-	-	2%	2%	-	-	-	2%	-	-	2%	2%	-	3%	-	-	6%	-	6%	-	
Mean		2.57	2.62	2.73	2.38	2.33	-	2.57	2.48	3.08	2.38	2.59	2.57	-	3.00	2.50	2.57	-	2.56	2.82	2.60	2.50	2.47	2.47	2.69	
Standard deviation		0.99	0.99	1.01	0.96	1.53	-	0.99	0.94	1.16	1.19	1.04	0.99	-	1.22	0.94	0.99	-	1.05	0.95	0.96	1.10	1.23	0.92	0.89	
Standard error		0.13	0.17	0.30	0.27	0.88	-	0.13	0.15	0.34	0.42	0.14	0.13	-	0.41	0.13	0.13	-	0.18	0.23	0.14	0.27	0.30	0.24	0.17	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 129

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?

Being unable to exit the contract I have with the agent even though I was dissatisfied with their service

Base: All respondents who have experienced each in the last 12 months

		Number of Properties Owned				Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		13	3	5	5	-	-	12	10	3	5	11	13	-	10	3	13	-	10	2	11	2	8	-	5
NET: Extremely/ quite a lot		11	3	4	4	-	-	10	9	3	4	10	11	-	9	2	11	-	9	2	10	1	6	-	5
		85%	100%	80%	80%	-	-	83%	90%	100%	80%	91%	85%	-	90%	67%	85%	-	90%	100%	91%	50%	75%	-	100%
Extremely	(4)	9	3	3	3	-	-	8	7	1	4	9	9	-	8	1	9	-	8	1	8	1	5	-	4
		69%	100%	60%	60%	-	-	67%	70%	33%	80%	82%	69%	-	80%	33%	69%	-	80%	50%	73%	50%	63%	-	80%
Quite a lot	(3)	2	-	1	1	-	-	2	2	2	-	1	2	-	1	1	2	-	1	1	2	-	1	-	1
		15%	-	20%	20%	-	-	17%	20%	67%	-	9%	15%	-	10%	33%	15%	-	10%	50%	18%	-	13%	-	20%
Moderately	(2)	1	-	-	1	-	-	1	1	-	-	1	1	-	1	-	1	-	1	-	1	-	1	-	-
		8%	-	-	20%	-	-	8%	10%	-	-	9%	8%	-	10%	-	8%	-	10%	-	9%	-	13%	-	-
Not at all or only a little	(1)	1	-	1	-	-	-	1	-	-	1	-	1	-	-	1	1	-	-	-	-	1	1	-	-
		8%	-	20%	-	-	-	8%	-	-	20%	-	8%	-	-	33%	8%	-	-	-	-	50%	13%	-	-
NET: Moderately/ a little/ not at all		2	-	1	1	-	-	2	1	-	1	1	2	-	1	1	2	-	1	-	1	1	2	-	-
		15%	-	20%	20%	-	-	17%	10%	-	20%	9%	15%	-	10%	33%	15%	-	10%	-	9%	50%	25%	-	-
Mean		3.46	4.00	3.20	3.40	-	-	3.42	3.60	3.33	3.40	3.73	3.46	-	3.70	2.67	3.46	-	3.70	3.50	3.64	2.50	3.25	-	3.80
Standard deviation		0.97	0.00	1.30	0.89	-	-	1.00	0.70	0.58	1.34	0.65	0.97	-	0.67	1.53	0.97	-	0.67	0.71	0.67	2.12	1.16	-	0.45
Standard error		0.27	0.00	0.58	0.40	-	-	0.29	0.22	0.33	0.60	0.19	0.27	-	0.21	0.88	0.27	-	0.21	0.50	0.20	1.50	0.41	-	0.20

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 130

Q31. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Other issues****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	8	4	1	3	-	-	8	6	1	-	5	8	-	1	7	8	-	6	1	7	1	2	1	5
NET: Extremely/ quite a lot	2 25%	1 25%	1 100%	-	-	-	2 25%	1 17%	-	-	2 40%	2 25%	-	1 100%	1 14%	2 25%	-	1 17%	-	2 29%	-	1 50%	1 100%	-
Extremely	(4)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quite a lot	(3)	2 25%	1 25%	1 100%	-	-	2 25%	1 17%	-	-	2 40%	2 25%	-	1 100%	1 14%	2 25%	-	1 17%	-	2 29%	-	1 50%	1 100%	-
Moderately	(2)	4 50%	3 75%	-	1 33%	-	4 50%	4 67%	1 100%	-	1 20%	4 50%	-	-	4 57%	4 50%	-	4 67%	-	4 57%	-	1 50%	-	3 60%
Not at all or only a little	(1)	2 25%	-	-	2 67%	-	2 25%	1 17%	-	-	2 40%	2 25%	-	-	2 29%	2 25%	-	1 17%	1 100%	1 14%	1 100%	-	-	2 40%
NET: Moderately/ a little/ not at all		6 75%	3 75%	-	3 100%	-	6 75%	5 83%	1 100%	-	3 60%	6 75%	-	-	6 86%	6 75%	-	5 83%	1 100%	5 71%	1 100%	1 50%	-	5 100%
Mean	2.00	2.25	3.00	1.33	-	-	2.00	2.00	2.00	-	2.00	2.00	-	3.00	1.86	2.00	-	2.00	1.00	2.14	1.00	2.50	3.00	1.60
Standard deviation	0.76	0.50	-	0.58	-	-	0.76	0.63	-	-	1.00	0.76	-	-	0.69	0.76	-	0.63	-	0.69	-	0.71	-	0.55
Standard error	0.27	0.25	-	0.33	-	-	0.27	0.26	-	-	0.45	0.27	-	-	0.26	0.27	-	0.26	-	0.26	-	0.50	-	0.24

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 131

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Summary

Base: All respondents who have experienced each in the last 12 months

		Issues												Being unable to exit the contract I have with the agent even though I was dissatisfied with their service	Other issues
		Unfair terms in contract	Lack of communication about tenant issues	Lack of communication about property maintenance issues	Lack of information and explanation of fees	Failure to resolve maintenance issues they are responsible for managing	Failing to conduct inspections	Failure to collect references for tenants	Failure to share issues disclosed from the tenant referencing process	Rent payments being delayed	Unreasonable costs of repairs and maintenance	Agents inaccurately advertising a property	Being slow to respond to issues and queries from either me or the tenant		
Base		5	38	45	23	21	28	10	11	48	34	6	62	13	8
Less than one hour	(0.5)	-	4	6	5	2	4	1	-	10	7	2	7	5	2
		-	11%	13%	22%	10%	14%	10%	-	21%	21%	33%	11%	38%	25%
1 to 2 hours	(1.5)	-	8	14	4	3	10	2	3	12	9	3	16	2	2
		-	21%	31%	17%	14%	36%	20%	27%	25%	26%	50%	26%	15%	25%
3 to 4 hours	(3.5)	1	7	9	3	6	9	3	-	12	8	-	15	1	1
		20%	18%	20%	13%	29%	32%	30%	-	25%	24%	-	24%	8%	13%
5 to 10 hours	(7.5)	-	5	5	5	3	3	1	3	6	5	-	9	1	-
		-	13%	11%	22%	14%	11%	10%	27%	13%	15%	-	15%	8%	-
11 to 20 hours	(15.5)	3	4	6	2	5	1	2	4	2	2	1	5	2	-
		60%	11%	13%	9%	24%	4%	20%	36%	4%	6%	17%	8%	15%	-
More than 20 hours	(25)	1	3	2	1	1	-	1	-	6	-	-	3	1	3
		20%	8%	4%	4%	5%	-	10%	-	13%	-	-	5%	8%	38%
Don't remember		-	7	3	3	1	1	-	1	-	3	-	7	1	-
		-	18%	7%	13%	5%	4%	-	9%	-	9%	-	11%	8%	-
Mean		15.00	6.87	5.62	5.63	7.57	3.20	7.75	8.90	6.06	3.66	3.50	5.45	6.04	10.31
Standard deviation		7.63	7.66	6.61	6.49	6.99	3.20	8.18	6.19	7.96	3.94	5.90	6.34	8.21	12.20
Standard error		3.41	1.38	1.02	1.45	1.56	0.62	2.59	1.96	1.15	0.71	2.41	0.85	2.37	4.31

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 132

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Unfair terms in contract e.g. charging maintenance fee for tenants even if they aren't managing the property

Base: All respondents who have experienced each in the last 12 months

		Number of Properties Owned				Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		5	1	3	1	-	-	5	5	2	2	4	5	-	4	1	5	-	4	1	5	-	-	2	3
Less than one hour	(0.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1 to 2 hours	(1.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3 to 4 hours	(3.5)	1	-	-	1	-	-	1	1	1	-	1	1	-	1	-	1	-	1	-	1	-	-	1	-
		20%	-	-	100%	-	-	20%	20%	50%	-	25%	20%	-	25%	-	20%	-	25%	-	20%	-	-	50%	-
5 to 10 hours	(7.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11 to 20 hours	(15.5)	3	-	3	-	-	-	3	3	1	2	2	3	-	3	-	3	-	3	-	3	-	-	-	3
		60%	-	100%	-	-	-	60%	60%	50%	100%	50%	60%	-	75%	-	60%	-	75%	-	60%	-	-	-	100%
More than 20 hours	(25)	1	1	-	-	-	-	1	1	-	-	1	1	-	-	1	1	-	-	1	1	-	-	1	-
		20%	100%	-	-	-	-	20%	20%	-	-	25%	20%	-	-	100%	20%	-	-	100%	20%	-	-	50%	-
Mean		15.00	25.00	15.50	3.50	-	-	15.00	15.00	9.50	15.50	14.88	15.00	-	12.50	25.00	15.00	-	12.50	25.00	15.00	-	-	14.25	15.50
Standard deviation		7.63	-	0.00	-	-	-	7.63	7.63	8.49	0.00	8.81	7.63	-	6.00	-	7.63	-	6.00	-	7.63	-	-	15.20	0.00
Standard error		3.41	-	0.00	-	-	-	3.41	3.41	6.00	0.00	4.40	3.41	-	3.00	-	3.41	-	3.00	-	3.41	-	-	10.75	0.00

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 133

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Lack of communication about tenant issues

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	38	17	12	8	1	-	37	28	9	7	32	38	-	12	26	38	-	24	8	29	9	14	8	16	
Less than one hour	(0.5)	4	2	-	2	-	3	4	-	2	3	4	-	2	2	4	-	3	1	4	-	1	2	1	
		11%	12%	-	25%	-	8%	14%	-	29%	9%	11%	-	17%	8%	11%	-	13%	13%	14%	-	7%	25%	6%	
1 to 2 hours	(1.5)	8	4	2	2	-	8	3	5	-	8	8	-	4	4	8	-	6	2	7	1	2	3	3	
		21%	24%	17%	25%	-	22%	11%	56%	-	25%	21%	-	33%	15%	21%	-	25%	25%	24%	11%	14%	38%	19%	
3 to 4 hours	(3.5)	7	3	2	2	-	7	6	1	1	6	7	-	1	6	7	-	3	3	6	1	3	1	3	
		18%	18%	17%	25%	-	19%	21%	11%	14%	19%	18%	-	8%	23%	18%	-	13%	38%	21%	11%	21%	13%	19%	
5 to 10 hours	(7.5)	5	3	1	-	1	5	3	1	-	5	5	-	1	4	5	-	2	2	4	1	2	-	3	
		13%	18%	8%	-	100%	14%	11%	11%	-	16%	13%	-	8%	15%	13%	-	8%	25%	14%	11%	14%	-	19%	
11 to 20 hours	(15.5)	4	-	4	-	-	4	4	2	3	3	4	-	4	-	4	-	4	-	4	-	1	-	3	
		11%	-	33%	-	-	11%	14%	22%	43%	9%	11%	-	33%	-	11%	-	17%	-	14%	-	7%	-	19%	
More than 20 hours	(25)	3	1	2	-	-	3	3	-	-	3	3	-	-	3	3	-	2	-	2	1	2	1	-	
		8%	6%	17%	-	-	8%	11%	-	-	9%	8%	-	-	12%	8%	-	8%	-	7%	11%	14%	13%	-	
Don't remember		7	4	1	2	-	7	5	-	1	4	7	-	-	7	7	-	4	-	2	5	3	1	3	
		18%	24%	8%	25%	-	19%	18%	-	14%	13%	18%	-	-	27%	18%	-	17%	-	7%	56%	21%	13%	19%	
Mean		6.87	5.00	11.77	1.83	7.50	-	7.08	8.13	5.50	8.50	6.91	6.87	-	6.67	7.00	6.87	-	7.40	3.63	6.50	9.38	8.59	4.86	6.50
Standard deviation		7.66	6.55	8.78	1.37	-	-	7.69	8.44	6.00	7.75	7.77	7.66	-	6.78	8.34	7.66	-	8.21	2.64	7.30	10.71	9.12	8.94	5.66
Standard error		1.38	1.82	2.65	0.56	-	-	1.40	1.76	2.00	3.16	1.47	1.38	-	1.96	1.91	1.38	-	1.83	0.93	1.40	5.36	2.75	3.38	1.57

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 134

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Lack of communication about property maintenance issues

Base: All respondents who have experienced each in the last 12 months

Number of Properties Owned						Types of Property Owned		Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
						Flat/ house excl HMO		Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years		
Total						1	2	3 to 5	6+																	
Base		45	24	12	7	2	-	45	30	9	7	43	45	-	15	30	45	-	29	11	34	11	14	10	21	
Less than one hour	(0.5)	6	3	1	2	-	-	6	6	1	2	5	6	-	2	4	6	-	4	1	6	-	2	2	2	
		13%	13%	8%	29%	-	-	13%	20%	11%	29%	12%	13%	-	13%	13%	13%	-	14%	9%	18%	-	14%	20%	10%	
1 to 2 hours	(1.5)	14	10	3	-	1	-	14	9	2	-	14	14	-	4	10	14	-	8	5	8	6	7	2	5	
		31%	42%	25%	-	50%	-	31%	30%	22%	-	33%	31%	-	27%	33%	31%	-	28%	45%	24%	55%	50%	20%	24%	
3 to 4 hours	(3.5)	9	5	2	1	1	-	9	5	3	1	9	9	-	3	6	9	-	7	2	7	2	2	3	4	
		20%	21%	17%	14%	50%	-	20%	17%	33%	14%	21%	20%	-	20%	20%	20%	-	24%	18%	21%	18%	14%	30%	19%	
5 to 10 hours	(7.5)	5	3	1	1	-	-	5	2	1	1	5	5	-	2	3	5	-	3	1	4	1	-	1	4	
		11%	13%	8%	14%	-	-	11%	7%	11%	14%	12%	11%	-	13%	10%	11%	-	10%	9%	12%	9%	-	10%	19%	
11 to 20 hours	(15.5)	6	-	3	3	-	-	6	3	1	3	5	6	-	4	2	6	-	5	-	6	-	2	1	3	
		13%	-	25%	43%	-	-	13%	10%	11%	43%	12%	13%	-	27%	7%	13%	-	17%	-	18%	-	14%	10%	14%	
More than 20 hours	(25)	2	-	2	-	-	-	2	2	1	-	2	2	-	-	2	2	-	1	1	2	-	-	1	1	
		4%	-	17%	-	-	-	4%	7%	11%	-	5%	4%	-	-	7%	4%	-	3%	9%	6%	-	-	10%	5%	
Don't remember		3	3	-	-	-	-	3	3	-	-	3	3	-	-	3	3	-	1	1	1	2	1	-	2	
		7%	13%	-	-	-	-	7%	10%	-	-	7%	7%	-	-	10%	7%	-	3%	9%	3%	18%	7%	-	10%	
Mean		5.62	2.69	9.67	8.36	2.50	-	5.62	5.39	6.89	8.36	5.50	5.62	-	6.30	5.24	5.62	-	5.84	4.75	6.44	2.61	3.81	6.25	6.53	
Standard deviation		6.61	2.25	9.23	7.08	1.41	-	6.61	7.29	8.18	7.08	6.53	6.61	-	6.12	6.95	6.61	-	6.51	7.39	7.19	2.03	5.27	7.98	6.76	
Standard error		1.02	0.49	2.66	2.68	1.00	-	1.02	1.40	2.73	2.68	1.03	1.02	-	1.58	1.34	1.02	-	1.23	2.34	1.25	0.68	1.46	2.52	1.55	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 135

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Lack of information and explanation of fees

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	23	9	2	12	-	1	23	16	7	7	18	23	-	11	12	23	-	16	6	21	2	8	3	12
Less than one hour	(0.5)	5	2	1	2	-	-	5	4	-	2	4	5	3	2	5	-	4	1	5	-	1	-	4
		22%	22%	50%	17%	-	-	22%	25%	-	29%	22%	22%	27%	17%	22%	-	25%	17%	24%	-	13%	-	33%
1 to 2 hours	(1.5)	4	2	-	2	-	1	4	1	2	1	4	4	2	2	4	-	3	1	4	-	1	1	2
		17%	22%	-	17%	-	100%	17%	6%	29%	14%	22%	17%	18%	17%	17%	-	19%	17%	19%	-	13%	33%	17%
3 to 4 hours	(3.5)	3	1	-	2	-	-	3	3	1	1	3	3	2	1	3	-	3	-	3	-	2	-	1
		13%	11%	-	17%	-	-	13%	19%	14%	14%	17%	13%	18%	8%	13%	-	19%	-	14%	-	25%	-	8%
5 to 10 hours	(7.5)	5	1	-	4	-	-	5	3	1	1	4	5	2	3	5	-	2	3	4	1	2	1	2
		22%	11%	-	33%	-	-	22%	19%	14%	14%	22%	22%	18%	25%	22%	-	13%	50%	19%	50%	25%	33%	17%
11 to 20 hours	(15.5)	2	1	1	-	-	-	2	1	2	1	1	2	1	1	2	-	1	-	2	-	1	-	1
		9%	11%	50%	-	-	-	9%	6%	29%	14%	6%	9%	9%	8%	9%	-	6%	-	10%	-	13%	-	8%
More than 20 hours	(25)	1	1	-	-	-	1	1	-	-	-	1	-	-	1	1	-	1	-	1	-	-	-	1
		4%	11%	-	-	-	4%	6%	-	-	-	4%	-	-	8%	4%	-	6%	-	5%	-	-	-	8%
Don't remember		3	1	-	2	-	-	3	3	1	1	2	3	1	2	3	-	2	1	2	1	1	1	1
		13%	11%	-	17%	-	-	13%	19%	14%	14%	11%	13%	9%	17%	13%	-	13%	17%	10%	50%	13%	33%	8%
Mean		5.63	6.94	8.00	4.10	-	1.50	5.63	5.92	7.50	4.83	4.00	5.63	4.20	7.05	5.63	-	5.18	4.90	5.53	7.50	5.64	4.50	5.82
Standard deviation		6.49	8.89	10.61	3.10	-	-	6.49	7.18	6.57	5.85	4.13	6.49	4.79	7.85	6.49	-	7.05	3.58	6.66	-	5.11	4.24	7.89
Standard error		1.45	3.14	7.50	0.98	-	-	1.45	1.99	2.68	2.39	1.03	1.45	1.51	2.48	1.45	-	1.89	1.60	1.53	-	1.93	3.00	2.38

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 136

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Failure to resolve maintenance issues they are responsible for managing

Base: All respondents who have experienced each in the last 12 months

						Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK				
Number of Properties Owned						HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Total	1	2	3 to 5	6+																					
Base	21	8	7	5	1	-	21	13	5	3	19	21	-	7	14	21	-	11	7	18	3	4	4	13	
Less than one hour	(0.5)	2	1	-	1	-	2	1	1	1	2	2	-	-	2	2	-	-	2	2	-	-	1	1	
		10%	13%	-	20%	-	10%	8%	20%	33%	11%	10%	-	-	14%	10%	-	-	29%	11%	-	-	25%	8%	
1 to 2 hours	(1.5)	3	2	-	1	-	3	2	-	-	3	3	-	-	3	3	-	1	2	2	1	-	-	3	
		14%	25%	-	20%	-	14%	15%	-	-	16%	14%	-	-	21%	14%	-	9%	29%	11%	33%	-	-	23%	
3 to 4 hours	(3.5)	6	3	2	1	-	6	2	1	1	5	6	-	2	4	6	-	4	-	5	1	2	1	3	
		29%	38%	29%	20%	-	29%	15%	20%	33%	26%	29%	-	29%	29%	29%	-	36%	-	28%	33%	50%	25%	23%	
5 to 10 hours	(7.5)	3	1	1	1	-	3	2	1	-	2	3	-	-	3	3	-	1	2	3	-	-	1	2	
		14%	13%	14%	20%	-	14%	15%	20%	-	11%	14%	-	-	21%	14%	-	9%	29%	17%	-	-	25%	15%	
11 to 20 hours	(15.5)	5	-	4	1	-	5	4	2	1	5	5	-	4	1	5	-	3	1	5	-	1	-	4	
		24%	-	57%	20%	-	24%	31%	40%	33%	26%	24%	-	57%	7%	24%	-	27%	14%	28%	-	25%	-	31%	
More than 20 hours	(25)	1	-	-	-	1	1	1	-	-	1	1	-	1	-	1	-	1	-	1	-	1	-	-	
		5%	-	-	-	100%	5%	8%	-	-	5%	5%	-	14%	-	5%	-	9%	-	6%	-	25%	-	-	
Don't remember		1	1	-	-	-	1	1	-	-	1	1	-	-	1	1	-	1	-	-	1	-	1	-	
		5%	13%	-	-	-	5%	8%	-	-	5%	5%	-	-	7%	5%	-	9%	-	-	33%	-	25%	-	
Mean		7.57	3.07	10.93	5.70	25.00	-	7.57	9.38	8.50	6.50	7.81	7.57	-	13.43	4.42	7.57	-	9.45	4.93	8.14	2.50	11.88	3.83	7.12
Standard deviation		6.99	2.30	5.86	6.10	-	-	6.99	7.82	6.86	7.94	7.32	6.99	-	7.62	4.19	6.99	-	7.89	5.59	7.15	1.41	10.42	3.51	6.19
Standard error		1.56	0.87	2.21	2.73	-	-	1.56	2.26	3.07	4.58	1.73	1.56	-	2.88	1.16	1.56	-	2.49	2.11	1.69	1.00	5.21	2.03	1.72

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 137

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Failing to conduct inspections

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	28	12	8	8	-	1	26	18	2	4	26	28	-	15	13	28	-	17	6	23	5	8	8	12	
Less than one hour	(0.5)	4	3	1	-	-	3	3	-	-	4	4	-	1	3	4	-	3	-	2	2	2	1	1	
		14%	25%	13%	-	-	12%	17%	-	-	15%	14%	-	7%	23%	14%	-	18%	-	9%	40%	25%	13%	8%	
1 to 2 hours	(1.5)	10	4	2	4	-	1	9	6	-	10	10	-	5	5	10	-	6	3	8	2	3	2	5	
		36%	33%	25%	50%	-	100%	35%	33%	-	38%	36%	-	33%	38%	36%	-	35%	50%	35%	40%	38%	25%	42%	
3 to 4 hours	(3.5)	9	3	4	2	-	-	9	6	2	7	9	-	6	3	9	-	7	1	9	-	3	2	4	
		32%	25%	50%	25%	-	-	35%	33%	100%	27%	32%	-	40%	23%	32%	-	41%	17%	39%	-	38%	25%	33%	
5 to 10 hours	(7.5)	3	1	-	2	-	-	3	2	-	3	3	-	2	1	3	-	-	1	2	1	-	2	1	
		11%	8%	-	25%	-	-	12%	11%	-	12%	11%	-	13%	8%	11%	-	-	17%	9%	20%	-	25%	8%	
11 to 20 hours	(15.5)	1	-	1	-	-	1	1	-	-	1	1	-	1	-	1	-	1	-	1	-	-	-	1	
		4%	-	13%	-	-	4%	6%	-	-	4%	4%	-	7%	-	4%	-	6%	-	4%	-	-	-	8%	
More than 20 hours	(25)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't remember		1	1	-	-	-	1	-	-	-	1	1	-	-	1	1	-	-	1	1	-	-	1	-	
		4%	8%	-	-	-	4%	-	-	-	4%	4%	-	-	8%	4%	-	-	17%	4%	-	-	13%	-	
Mean		3.20	2.32	4.13	3.50	-	1.50	3.38	3.44	3.50	3.18	3.20	-	3.97	2.25	3.20	-	2.97	3.10	3.41	2.30	2.00	3.64	3.75	
Standard deviation		3.20	2.09	4.75	2.62	-	3.26	3.65	0.00	2.00	3.33	3.20	-	3.80	2.01	3.20	-	3.45	2.61	3.28	2.95	1.31	2.85	4.14	
Standard error		0.62	0.63	1.68	0.93	-	0.65	0.86	0.00	1.00	0.67	0.62	-	0.98	0.58	0.62	-	0.84	1.17	0.70	1.32	0.46	1.08	1.19	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 138

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Failure to collect references for tenants

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	10	3	4	2	1	-	8	9	2	3	5	10	-	8	2	10	-	8	-	10	-	8	-	2
Less than one hour	1	1	-	-	-	-	-	1	-	-	1	1	-	1	-	1	-	1	-	1	-	1	-	-
(0.5)	10%	33%	-	-	-	-	-	11%	-	-	20%	10%	-	13%	-	10%	-	13%	-	10%	-	13%	-	-
1 to 2 hours	2	1	1	-	-	-	1	2	-	-	2	2	-	2	-	2	-	2	-	2	-	2	-	-
(1.5)	20%	33%	25%	-	-	-	13%	22%	-	-	40%	20%	-	25%	-	20%	-	25%	-	20%	-	25%	-	-
3 to 4 hours	3	-	1	2	-	-	3	3	1	1	1	3	-	3	-	3	-	2	-	3	-	3	-	-
(3.5)	30%	-	25%	100%	-	-	38%	33%	50%	33%	20%	30%	-	38%	-	30%	-	25%	-	30%	-	38%	-	-
5 to 10 hours	1	-	-	-	1	-	1	1	-	1	-	1	-	-	1	1	-	1	-	1	-	-	-	1
(7.5)	10%	-	-	-	100%	-	13%	11%	-	33%	-	10%	-	-	50%	10%	-	13%	-	10%	-	-	-	50%
11 to 20 hours	2	-	2	-	-	-	2	1	1	1	1	2	-	2	-	2	-	2	-	2	-	1	-	1
(15.5)	20%	-	50%	-	-	-	25%	11%	50%	33%	20%	20%	-	25%	-	20%	-	25%	-	20%	-	13%	-	50%
More than 20 hours	1	1	-	-	-	-	1	1	-	-	-	1	-	-	1	1	-	-	-	1	-	1	-	-
(25)	10%	33%	-	-	-	-	13%	11%	-	-	-	10%	-	-	50%	10%	-	-	-	10%	-	13%	-	-
Mean	7.75	9.00	9.00	3.50	7.50	-	9.44	6.89	9.50	8.83	4.50	7.75	-	5.63	16.25	7.75	-	6.13	-	7.75	-	6.81	-	11.50
Standard deviation	8.18	13.87	7.55	0.00	-	-	8.35	8.18	8.49	6.11	6.24	8.18	-	6.20	12.37	8.18	-	6.16	-	8.18	-	8.75	-	5.66
Standard error	2.59	8.01	3.77	0.00	-	-	2.95	2.73	6.00	3.53	2.79	2.59	-	2.19	8.75	2.59	-	2.18	-	2.59	-	3.09	-	4.00

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 139

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Failure to share issues disclosed from the tenant referencing process

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	11	1	7	2	1	-	10	9	1	4	10	11	-	8	3	11	-	9	1	9	2	5	1	5
Less than one hour	(0.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1 to 2 hours	(1.5)	3	1	-	1	1	-	2	3	-	-	3	3	2	1	3	-	2	1	3	-	2	-	1
		27%	100%	-	50%	100%	-	20%	33%	-	-	30%	27%	25%	33%	27%	-	22%	100%	33%	-	40%	-	20%
3 to 4 hours	(3.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 to 10 hours	(7.5)	3	-	2	1	-	-	3	2	-	-	3	3	2	1	3	-	3	-	2	1	2	1	-
		27%	-	29%	50%	-	-	30%	22%	-	-	30%	27%	25%	33%	27%	-	33%	-	22%	50%	40%	100%	-
11 to 20 hours	(15.5)	4	-	4	-	-	-	4	4	1	3	4	4	4	-	4	-	4	-	4	-	-	-	4
		36%	-	57%	-	-	-	40%	44%	100%	75%	40%	36%	50%	-	36%	-	44%	-	44%	-	-	-	80%
More than 20 hours	(25)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't remember	1	-	1	-	-	-	1	-	-	1	-	1	-	-	1	1	-	-	-	-	1	1	-	-
	9%	-	14%	-	-	-	10%	-	-	25%	-	9%	-	-	33%	9%	-	-	-	-	50%	20%	-	-
Mean	8.90	1.50	12.83	4.50	1.50	-	9.72	9.06	15.50	15.50	8.90	8.90	-	10.00	4.50	8.90	-	9.72	1.50	9.06	7.50	4.50	7.50	12.70
Standard deviation	6.19	-	4.13	4.24	-	-	5.95	6.54	-	0.00	6.19	6.19	-	6.30	4.24	6.19	-	5.95	-	6.54	-	3.46	-	6.26
Standard error	1.96	-	1.69	3.00	-	-	1.98	2.18	-	0.00	1.96	1.96	-	2.23	3.00	1.96	-	1.98	-	2.18	-	1.73	-	2.80

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 140

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Rent payments being delayed

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	48	24	13	10	1	-	46	33	8	9	39	48	-	15	33	48	-	32	7	43	5	14	8	26
Less than one hour	10	6	2	1	1	-	10	7	3	3	8	10	-	2	8	10	-	7	1	8	2	2	1	7
(0.5)	21%	25%	15%	10%	100%	-	22%	21%	38%	33%	21%	21%	-	13%	24%	21%	-	22%	14%	19%	40%	14%	13%	27%
1 to 2 hours	12	8	3	1	-	-	11	9	1	1	12	12	-	3	9	12	-	8	2	11	1	3	3	6
(1.5)	25%	33%	23%	10%	-	-	24%	27%	13%	11%	31%	25%	-	20%	27%	25%	-	25%	29%	26%	20%	21%	38%	23%
3 to 4 hours	12	4	3	5	-	-	12	8	1	1	10	12	-	4	8	12	-	9	1	11	1	4	3	5
(3.5)	25%	17%	23%	50%	-	-	26%	24%	13%	11%	26%	25%	-	27%	24%	25%	-	28%	14%	26%	20%	29%	38%	19%
5 to 10 hours	6	3	1	2	-	-	6	4	1	-	6	6	-	2	4	6	-	3	3	5	1	3	-	3
(7.5)	13%	13%	8%	20%	-	-	13%	12%	13%	-	15%	13%	-	13%	12%	13%	-	9%	43%	12%	20%	21%	-	12%
11 to 20 hours	2	-	1	1	-	-	2	2	1	2	-	2	-	2	-	2	-	2	-	2	-	-	-	2
(15.5)	4%	-	8%	10%	-	-	4%	6%	13%	22%	-	4%	-	13%	-	4%	-	6%	-	5%	-	-	-	8%
More than 20 hours	6	3	3	-	-	-	5	3	1	2	3	6	-	2	4	6	-	3	-	6	-	2	1	3
(25)	13%	13%	23%	-	-	-	11%	9%	13%	22%	8%	13%	-	13%	12%	13%	-	9%	-	14%	-	14%	13%	12%
Mean	6.06	5.27	8.77	5.00	0.50	-	5.75	5.48	6.81	9.72	4.54	6.06	-	7.70	5.32	6.06	-	5.48	4.21	6.45	2.70	6.57	5.06	6.10
Standard deviation	7.96	7.93	10.07	4.30	-	-	7.60	7.31	8.99	10.58	6.41	7.96	-	8.49	7.73	7.96	-	7.39	3.20	8.28	2.95	8.18	8.14	8.09
Standard error	1.15	1.62	2.79	1.36	-	-	1.12	1.27	3.18	3.53	1.03	1.15	-	2.19	1.35	1.15	-	1.31	1.21	1.26	1.32	2.19	2.88	1.59

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 141

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Unreasonable costs of repairs and maintenance

Base: All respondents who have experienced each in the last 12 months

Number of Properties Owned						Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
							Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Total																									
Base		34	14	9	9	2	-	33	26	4	6	30	34	-	8	26	34	-	25	6	28	6	4	9	21
Less than one hour	(0.5)	7	4	2	1	-	-	7	6	-	1	6	7	-	1	6	7	-	6	1	5	2	-	2	5
		21%	29%	22%	11%	-	-	21%	23%	-	17%	20%	21%	-	13%	23%	21%	-	24%	17%	18%	33%	-	22%	24%
1 to 2 hours	(1.5)	9	6	1	2	-	-	8	4	2	-	8	9	-	2	7	9	-	7	1	6	3	2	4	3
		26%	43%	11%	22%	-	-	24%	15%	50%	-	27%	26%	-	25%	27%	26%	-	28%	17%	21%	50%	50%	44%	14%
3 to 4 hours	(3.5)	8	2	2	3	1	-	8	7	1	1	8	8	-	1	7	8	-	4	3	8	-	1	-	7
		24%	14%	22%	33%	50%	-	24%	27%	25%	17%	27%	24%	-	13%	27%	24%	-	16%	50%	29%	-	25%	-	33%
5 to 10 hours	(7.5)	5	-	2	2	1	-	5	4	-	1	4	5	-	2	3	5	-	3	1	5	-	1	2	2
		15%	-	22%	22%	50%	-	15%	15%	-	17%	13%	15%	-	25%	12%	15%	-	12%	17%	18%	-	25%	22%	10%
11 to 20 hours	(15.5)	2	-	2	-	-	-	2	2	1	2	2	2	-	2	-	2	-	2	-	2	-	-	-	2
		6%	-	22%	-	-	-	6%	8%	25%	33%	7%	6%	-	25%	-	6%	-	8%	-	7%	-	-	-	10%
More than 20 hours	(25)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't remember		3	2	-	1	-	-	3	3	-	1	2	3	-	-	3	3	-	3	-	2	1	-	1	2
		9%	14%	-	11%	-	-	9%	12%	-	17%	7%	9%	-	-	12%	9%	-	12%	-	7%	17%	-	11%	10%
Mean		3.66	1.50	6.17	3.63	5.50	-	3.73	4.11	5.50	8.50	3.71	3.66	-	6.63	2.63	3.66	-	3.68	3.33	4.15	1.10	3.50	2.75	4.08
Standard deviation		3.94	1.04	5.89	2.64	2.83	-	3.99	4.34	6.73	6.86	4.02	3.94	-	6.08	2.26	3.94	-	4.46	2.40	4.13	0.55	2.83	2.96	4.54
Standard error		0.71	0.30	1.96	0.93	2.00	-	0.73	0.90	3.37	3.07	0.76	0.71	-	2.15	0.47	0.71	-	0.95	0.98	0.81	0.24	1.41	1.05	1.04

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 142

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Agents inaccurately advertising a property

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	6	4	2	-	-	-	4	5	1	2	4	6	-	5	1	6	-	5	1	6	-	5	-	5	-	1
Less than one hour	(0.5)	2	2	-	-	-	1	2	-	-	1	2	-	1	1	2	-	1	1	2	-	2	-	2	-	-
		33%	50%	-	-	-	25%	40%	-	-	25%	33%	-	20%	100%	33%	-	20%	100%	33%	-	40%	-	-	-	-
1 to 2 hours	(1.5)	3	2	1	-	-	2	2	-	1	3	3	-	3	-	3	-	3	-	3	-	3	-	3	-	-
		50%	50%	50%	-	-	50%	40%	-	50%	75%	50%	-	60%	-	50%	-	60%	-	50%	-	60%	-	-	-	-
3 to 4 hours	(3.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 to 10 hours	(7.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11 to 20 hours	(15.5)	1	-	1	-	-	1	1	1	1	-	1	-	1	-	1	-	1	-	1	-	1	-	-	-	1
		17%	-	50%	-	-	25%	20%	100%	50%	-	17%	-	20%	-	17%	-	20%	-	17%	-	-	-	-	-	100%
More than 20 hours	(25)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	3.50	1.00	8.50	-	-	-	4.75	3.90	15.50	8.50	1.25	3.50	-	4.10	0.50	3.50	-	4.10	0.50	3.50	-	1.10	-	15.50		
Standard deviation	5.90	0.58	9.90	-	-	-	7.18	6.50	-	9.90	0.50	5.90	-	6.39	-	5.90	-	6.39	-	5.90	-	0.55	-	-		
Standard error	2.41	0.29	7.00	-	-	-	3.59	2.91	-	7.00	0.25	2.41	-	2.86	-	2.41	-	2.86	-	2.41	-	0.24	-	-		

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 143

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Being slow to respond to issues and queries from either me or the tenant

Base: All respondents who have experienced each in the last 12 months

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		62	35	11	13	3	-	62	43	12	8	54	62	-	9	53	62	-	37	17	45	17	17	16	29		
Less than one hour	(0.5)	7	5	-	2	-	-	7	6	1	2	6	7	-	1	6	7	-	4	2	7	-	2	3	2		
		11%	14%	-	15%	-	-	11%	14%	8%	25%	11%	11%	-	11%	11%	11%	-	11%	12%	16%	-	12%	19%	7%		
1 to 2 hours	(1.5)	16	12	3	1	-	-	16	12	3	-	15	16	-	-	16	16	-	10	6	8	8	6	4	6		
		26%	34%	27%	8%	-	-	26%	28%	25%	-	28%	26%	-	-	30%	26%	-	27%	35%	18%	47%	35%	25%	21%		
3 to 4 hours	(3.5)	15	10	2	2	1	-	15	7	2	2	13	15	-	4	11	15	-	9	3	11	4	3	5	7		
		24%	29%	18%	15%	33%	-	24%	16%	17%	25%	24%	24%	-	44%	21%	24%	-	24%	18%	24%	24%	18%	31%	24%		
5 to 10 hours	(7.5)	9	2	1	6	-	-	9	6	2	2	7	9	-	2	7	9	-	4	4	8	1	2	2	5		
		15%	6%	9%	46%	-	-	15%	14%	17%	25%	13%	15%	-	22%	13%	15%	-	11%	24%	18%	6%	12%	13%	17%		
11 to 20 hours	(15.5)	5	1	3	1	-	-	5	4	3	1	5	5	-	1	4	5	-	3	1	5	-	1	-	4		
		8%	3%	27%	8%	-	-	8%	9%	25%	13%	9%	8%	-	11%	8%	8%	-	8%	6%	11%	-	6%	-	14%		
More than 20 hours	(25)	3	2	-	-	1	-	3	2	-	-	2	3	-	1	2	3	-	3	-	2	1	1	1	1		
		5%	6%	-	-	33%	-	5%	5%	-	-	4%	5%	-	11%	4%	5%	-	8%	-	4%	6%	6%	6%	3%		
Don't remember		7	3	2	1	1	-	7	6	1	1	6	7	-	-	7	7	-	4	1	4	3	2	1	4		
		11%	9%	18%	8%	33%	-	11%	14%	8%	13%	11%	11%	-	-	13%	11%	-	11%	6%	9%	18%	12%	6%	14%		
Mean		5.45	4.25	7.28	5.83	14.25	-	5.45	5.47	6.68	5.50	5.23	5.45	-	7.78	5.00	5.45	-	6.06	4.13	5.89	4.18	5.07	4.33	6.36		
Standard deviation		6.34	6.16	6.44	4.23	15.20	-	6.34	6.57	6.11	5.26	6.06	6.34	-	7.77	6.01	6.34	-	7.38	4.03	6.39	6.23	6.78	6.13	6.31		
Standard error		0.85	1.09	2.15	1.22	10.75	-	0.85	1.08	1.84	1.99	0.87	0.85	-	2.59	0.89	0.85	-	1.28	1.01	1.00	1.66	1.75	1.58	1.26		

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 144

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Being unable to exit the contract I have with the agent even though I was dissatisfied with their service

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	13	3	5	5	-	-	12	10	3	5	11	13	-	10	3	13	-	10	2	11	2	8	-	5
Less than one hour	(0.5)	5	2	1	2	-	4	4	-	2	5	5	-	5	-	5	-	5	-	5	-	4	-	1
		38%	67%	20%	40%	-	33%	40%	-	40%	45%	38%	-	50%	-	38%	-	50%	-	45%	-	50%	-	20%
1 to 2 hours	(1.5)	2	-	-	2	-	2	2	-	-	2	2	-	2	-	2	-	2	-	2	-	2	-	-
		15%	-	-	40%	-	17%	20%	-	-	18%	15%	-	20%	-	15%	-	20%	-	18%	-	25%	-	-
3 to 4 hours	(3.5)	1	-	-	1	-	1	1	1	-	-	1	-	-	1	1	-	-	1	1	-	-	-	1
		8%	-	-	20%	-	8%	10%	33%	-	-	8%	-	-	33%	8%	-	-	50%	9%	-	-	-	20%
5 to 10 hours	(7.5)	1	-	1	-	-	1	1	1	-	1	1	-	1	-	1	-	1	-	1	-	1	-	-
		8%	-	20%	-	-	8%	10%	33%	-	9%	8%	-	10%	-	8%	-	10%	-	9%	-	13%	-	-
11 to 20 hours	(15.5)	2	-	2	-	-	2	2	1	2	2	2	-	2	-	2	-	2	-	2	-	-	-	2
		15%	-	40%	-	-	17%	20%	33%	40%	18%	15%	-	20%	-	15%	-	20%	-	18%	-	-	-	40%
More than 20 hours	(25)	1	1	-	-	-	1	-	-	-	1	1	-	-	1	1	-	-	1	-	1	-	1	-
		8%	33%	-	-	-	8%	-	-	-	9%	8%	-	-	33%	8%	-	-	50%	-	50%	-	-	20%
Don't remember		1	1	-	-	-	1	-	-	1	-	1	-	-	1	1	-	-	-	-	1	1	-	-
		8%	-	20%	-	-	8%	-	-	20%	-	8%	-	-	33%	8%	-	-	-	-	50%	13%	-	-
Mean	6.04	8.67	9.75	1.50	-	-	6.55	4.70	8.83	8.00	6.27	6.04	-	4.40	14.25	6.04	-	4.40	14.25	4.32	25.00	1.79	-	12.00
Standard deviation	8.21	14.15	7.23	1.22	-	-	8.42	6.09	6.11	8.66	8.57	8.21	-	6.23	15.20	8.21	-	6.23	15.20	5.91	-	2.56	-	9.97
Standard error	2.37	8.17	3.61	0.55	-	-	2.54	1.93	3.53	4.33	2.58	2.37	-	1.97	10.75	2.37	-	1.97	10.75	1.78	-	0.97	-	4.46

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 145

Q32. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/ court, getting the problem resolved.

Other issues

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	8	4	1	3	-	-	8	6	1	-	5	8	-	1	7	8	-	6	1	7	1	2	1	5
Less than one hour	(0.5)	2	1	-	1	-	2	2	-	-	1	2	-	-	2	2	-	2	-	2	-	1	-	1
		25%	25%	-	33%	-	25%	33%	-	-	20%	25%	-	-	29%	25%	-	33%	-	29%	-	50%	-	20%
1 to 2 hours	(1.5)	2	1	-	1	-	2	2	1	-	1	2	-	-	2	2	-	2	-	1	1	-	-	2
		25%	25%	-	33%	-	25%	33%	100%	-	20%	25%	-	-	29%	25%	-	33%	-	14%	100%	-	-	40%
3 to 4 hours	(3.5)	1	-	1	-	-	1	1	-	-	1	1	-	-	1	1	-	1	-	1	-	-	1	-
		13%	-	100%	-	-	13%	17%	-	-	20%	13%	-	-	14%	13%	-	17%	-	14%	-	-	100%	-
5 to 10 hours	(7.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11 to 20 hours	(15.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than 20 hours	(25)	3	2	-	1	-	3	1	-	-	2	3	-	1	2	3	-	1	1	3	-	1	-	2
		38%	50%	-	33%	-	38%	17%	-	-	40%	38%	-	100%	29%	38%	-	17%	100%	43%	-	50%	-	40%
Mean	10.31	13.00	3.50	9.00	-	-	10.31	5.42	1.50	-	11.10	10.31	-	25.00	8.21	10.31	-	5.42	25.00	11.57	1.50	12.75	3.50	10.70
Standard deviation	12.20	13.86	-	13.87	-	-	12.20	9.66	-	-	12.73	12.20	-	-	11.51	12.20	-	9.66	-	12.60	-	17.32	-	13.06
Standard error	4.31	6.93	-	8.01	-	-	4.31	3.94	-	-	5.70	4.31	-	-	4.35	4.31	-	3.94	-	4.76	-	12.25	-	5.84

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 146

Q33. In the last three years, have you complained to an independent redress scheme about a letting agent? There are three letting agent redress schemes in the UK: The Property Ombudsman (TPO); The Property Redress Scheme; Ombudsman Service Property
Base: All respondents who use letting agents

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Base	682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387	
Yes	55 8%	10 3%	25 14%	17 13%	3 11%	3 43%	49 7%	40 8%	14 12%	24 46%	53 10%	55 8%	- -	50 28%	5 1%	53 13%	2 1%	52 9%	- -	53 12%	2 1%	29 18%	10 8%	16 4%	
No - but I have complained more than three years ago	32 5%	10 3%	11 6%	11 8%	- -	- -	31 5%	18 4%	6 5%	4 8%	27 5%	32 5%	- -	20 11%	12 2%	32 8%	- -	26 4%	1 3%	29 6%	3 1%	15 9%	8 6%	9 2%	
No - never	584 86%	315 92%	140 79%	104 78%	25 89%	4 57%	572 87%	415 86%	92 81%	23 44%	436 84%	584 86%	- -	105 59%	479 95%	312 78%	272 96%	498 86%	29 97%	360 80%	224 96%	117 71%	112 85%	355 92%	
NET: No	616 90%	325 95%	151 85%	115 86%	25 89%	4 57%	603 91%	433 90%	98 87%	27 52%	463 89%	616 90%	- -	125 71%	491 97%	344 86%	272 96%	524 90%	30 100%	389 87%	227 97%	132 80%	120 92%	364 94%	
Not applicable - I have not used a letting agent in the last three years	11 2%	8 2%	2 1%	1 1%	- -	- -	9 1%	7 1%	1 1%	1 2%	2 *	11 2%	- -	2 1%	9 2%	2 1%	9 3%	4 1%	- -	7 2%	4 2%	3 2%	1 1%	7 2%	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 147

Q34. How satisfied were you with the outcome of your complaint?**Base: All respondents who use letting agents and have complained to an independent redress scheme about a letting agent in the last three years**

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	years	years	years	
Base		55	10	25	17	3	3	49	40	14	24	53	55	-	50	5	53	2	52	-	53	2	29	10	16
NET: Satisfied		50	9	22	16	3	3	44	36	12	23	48	50	-	47	3	48	2	50	-	48	2	27	9	14
		91%	90%	88%	94%	100%	100%	90%	90%	86%	96%	91%	91%	-	94%	60%	91%	100%	96%	-	91%	100%	93%	90%	88%
Very satisfied	(+2)	31	5	14	9	3	3	28	24	7	15	29	31	-	30	1	29	2	31	-	29	2	14	4	13
		56%	50%	56%	53%	100%	100%	57%	60%	50%	63%	55%	56%	-	60%	20%	55%	100%	60%	-	55%	100%	48%	40%	81%
Fairly satisfied	(+1)	19	4	8	7	-	-	16	12	5	8	19	19	-	17	2	19	-	19	-	19	-	13	5	1
		35%	40%	32%	41%	-	-	33%	30%	36%	33%	36%	35%	-	34%	40%	36%	-	37%	-	36%	-	45%	50%	6%
Neither satisfied nor dissatisfied	(0)	2	-	2	-	-	-	2	2	1	-	2	2	-	2	-	2	-	-	-	2	-	1	1	-
		4%	-	8%	-	-	-	4%	5%	7%	-	4%	4%	-	4%	-	4%	-	-	-	4%	-	3%	10%	-
Fairly dissatisfied (-1)		1	-	1	-	-	-	1	1	-	1	1	1	-	1	-	1	-	1	-	1	-	1	-	-
		2%	-	4%	-	-	-	2%	3%	-	4%	2%	2%	-	2%	-	2%	-	2%	-	2%	-	3%	-	-
Very dissatisfied	(-2)	1	1	-	-	-	-	1	-	1	-	1	1	-	-	1	1	-	-	-	1	-	-	-	1
		2%	10%	-	-	-	-	2%	-	7%	-	2%	2%	-	-	20%	2%	-	-	-	2%	-	-	-	6%
NET: Dissatisfied		2	1	1	-	-	-	2	1	1	1	2	2	-	1	1	2	-	1	-	2	-	1	-	1
		4%	10%	4%	-	-	-	4%	3%	7%	4%	4%	4%	-	2%	20%	4%	-	2%	-	4%	-	3%	-	6%
Not applicable - Not yet resolved		1	-	-	1	-	-	1	1	-	-	1	1	-	-	1	1	-	1	-	1	-	-	-	1
		2%	-	-	6%	-	-	2%	3%	-	-	2%	2%	-	-	20%	2%	-	2%	-	2%	-	-	-	6%
Mean		1.44	1.20	1.40	1.56	2.00	2.00	1.44	1.51	1.21	1.54	1.42	1.44	-	1.52	0.50	1.42	2.00	1.57	-	1.42	2.00	1.38	1.30	1.67
Standard deviation		0.82	1.23	0.82	0.51	0.00	0.00	0.85	0.72	1.12	0.72	0.82	0.82	-	0.68	1.73	0.82	0.00	0.61	-	0.82	0.00	0.73	0.67	1.05
Standard error		0.11	0.39	0.16	0.13	0.00	0.00	0.12	0.12	0.30	0.15	0.11	0.11	-	0.10	0.87	0.11	0.00	0.09	-	0.11	0.00	0.14	0.21	0.27

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 148

Q34. How satisfied were you with the outcome of your complaint?**Base: All respondents who use letting agents and have complained to an independent redress scheme about a letting agent in the last three years (Excl N/A)**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	54	10	25	16	3	3	48	39	14	24	52	54	-	50	4	52	2	51	-	52	2	29	10	15
NET: Satisfied	50	9	22	16	3	3	44	36	12	23	48	50	-	47	3	48	2	50	-	48	2	27	9	14
	93%	90%	88%	100%	100%	100%	92%	92%	86%	96%	92%	93%	-	94%	75%	92%	100%	98%	-	92%	100%	93%	90%	93%
Very satisfied	(+2)	31	5	14	9	3	28	24	7	15	29	31	-	30	1	29	2	31	-	29	2	14	4	13
		57%	50%	56%	56%	100%	58%	62%	50%	63%	56%	57%	-	60%	25%	56%	100%	61%	-	56%	100%	48%	40%	87%
Fairly satisfied	(+1)	19	4	8	7	-	16	12	5	8	19	19	-	17	2	19	-	19	-	19	-	13	5	1
		35%	40%	32%	44%	-	33%	31%	36%	33%	37%	35%	-	34%	50%	37%	-	37%	-	37%	-	45%	50%	7%
Neither satisfied nor dissatisfied	(0)	2	-	2	-	-	2	2	1	-	2	2	-	2	-	2	-	-	-	2	-	1	1	-
		4%	-	8%	-	-	4%	5%	7%	-	4%	4%	-	4%	-	4%	-	-	-	4%	-	3%	10%	-
Fairly dissatisfied (-1)	1	-	1	-	-	-	1	1	-	1	1	1	-	1	-	1	-	1	-	1	-	1	-	-
		2%	-	4%	-	-	2%	3%	-	4%	2%	2%	-	2%	-	2%	-	2%	-	2%	-	3%	-	-
Very dissatisfied	(-2)	1	1	-	-	-	1	-	1	-	1	1	-	-	1	1	-	-	-	1	-	-	-	1
		2%	10%	-	-	-	2%	-	7%	-	2%	2%	-	-	25%	2%	-	-	-	2%	-	-	-	7%
NET: Dissatisfied	2	1	1	-	-	-	2	1	1	1	2	2	-	1	1	2	-	1	-	2	-	1	-	1
	4%	10%	4%	-	-	-	4%	3%	7%	4%	4%	4%	-	2%	25%	4%	-	2%	-	4%	-	3%	-	7%
Mean	1.44	1.20	1.40	1.56	2.00	2.00	1.44	1.51	1.21	1.54	1.42	1.44	-	1.52	0.50	1.42	2.00	1.57	-	1.42	2.00	1.38	1.30	1.67
Standard deviation	0.82	1.23	0.82	0.51	0.00	0.00	0.85	0.72	1.12	0.72	0.82	0.82	-	0.68	1.73	0.82	0.00	0.61	-	0.82	0.00	0.73	0.67	1.05
Standard error	0.11	0.39	0.16	0.13	0.00	0.00	0.12	0.12	0.30	0.15	0.11	0.11	-	0.10	0.87	0.11	0.00	0.09	-	0.11	0.00	0.14	0.21	0.27

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 149

Q35. Overall how satisfied or dissatisfied are you with the service the agent you are using to let/manage your property(ies) is currently providing?

If you are using more than one agency, please think about the agent that you do the most business with.

Base: All respondents who use letting agents

		Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
														NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
		Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		682	343	178	133	28	7	661	480	113	52	518	682	-	177	505	399	283	580	30	449	233	164	131	387		
NET: Satisfied		580	288	157	109	26	6	564	414	92	47	455	580	-	160	420	319	261	580	-	376	204	137	111	332		
		85%	84%	88%	82%	93%	86%	85%	86%	81%	90%	88%	85%	-	90%	83%	80%	92%	100%	-	84%	88%	84%	85%	86%		
Very satisfied	(+2)	272	126	78	52	16	5	266	198	39	18	219	272	-	74	198	115	157	272	-	163	109	65	40	167		
		40%	37%	44%	39%	57%	71%	40%	41%	35%	35%	42%	40%	-	42%	39%	29%	55%	47%	-	36%	47%	40%	31%	43%		
Fairly satisfied	(+1)	308	162	79	57	10	1	298	216	53	29	236	308	-	86	222	204	104	308	-	213	95	72	71	165		
		45%	47%	44%	43%	36%	14%	45%	45%	47%	56%	46%	45%	-	49%	44%	51%	37%	53%	-	47%	41%	44%	54%	43%		
Neither satisfied nor dissatisfied	(0)	69	39	14	15	1	1	64	42	15	4	39	69	-	15	54	51	18	-	-	46	23	20	15	34		
		10%	11%	8%	11%	4%	14%	10%	9%	13%	8%	8%	10%	-	8%	11%	13%	6%	-	-	10%	10%	12%	11%	9%		
Fairly dissatisfied (-1)		22	11	5	5	1	-	22	18	3	1	16	22	-	2	20	21	1	-	22	20	2	4	5	13		
		3%	3%	3%	4%	4%	-	3%	4%	3%	2%	3%	3%	-	1%	4%	5%	*	-	73%	4%	1%	2%	4%	3%		
Very dissatisfied	(-2)	8	4	1	3	-	-	8	4	3	-	7	8	-	-	8	8	-	-	8	5	3	2	-	6		
		1%	1%	1%	2%	-	-	1%	1%	3%	-	1%	1%	-	-	2%	2%	-	-	27%	1%	1%	1%	-	2%		
NET: Dissatisfied		30	15	6	8	1	-	30	22	6	1	23	30	-	2	28	29	1	-	30	25	5	6	5	19		
		4%	4%	3%	6%	4%	-	5%	5%	5%	2%	4%	4%	-	1%	6%	7%	*	-	100%	6%	2%	4%	4%	5%		
Don't know		3	1	1	1	-	-	3	2	-	-	1	3	-	-	3	-	3	-	-	2	1	1	-	2		
		*	*	1%	1%	-	-	*	*	-	-	*	*	-	-	1%	-	1%	-	-	*	*	1%	-	1%		
Mean		1.20	1.15	1.29	1.14	1.46	1.57	1.20	1.23	1.08	1.23	1.25	1.20	-	1.31	1.16	0.99	1.49	1.47	-1.27	1.14	1.31	1.19	1.11	1.23		
Standard deviation		0.84	0.83	0.78	0.92	0.74	0.79	0.84	0.82	0.91	0.67	0.83	0.84	-	0.67	0.88	0.90	0.63	0.50	0.45	0.85	0.79	0.84	0.75	0.86		
Standard error		0.03	0.05	0.06	0.08	0.14	0.30	0.03	0.04	0.09	0.09	0.04	0.03	-	0.05	0.04	0.05	0.04	0.02	0.08	0.04	0.05	0.07	0.07	0.04		

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 150

Q36. You said you are dissatisfied with the service your letting agent is currently providing. What are the reasons for this?**Base: All respondents who use letting agents and are dissatisfied with the service their letting agent is currently providing**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	30	15	6	8	1	-	30	22	6	1	23	30	-	2	28	29	1	-	30	25	5	6	5	19
Their level of service is inconsistent	23 77%	11 73%	5 83%	6 75%	1 100%	-	23 77%	17 77%	5 83%	1 100%	19 83%	23 77%	-	1 50%	22 79%	23 79%	-	-	23 77%	19 76%	4 80%	4 67%	4 80%	15 79%
They are slow to respond when I contact them	21 70%	10 67%	5 83%	6 75%	-	-	21 70%	15 68%	5 83%	1 100%	18 78%	21 70%	-	-	21 75%	21 72%	-	-	21 70%	17 68%	4 80%	3 50%	3 60%	15 79%
They do not keep in regular contact with me regarding issues and problems	18 60%	9 60%	4 67%	4 50%	1 100%	-	18 60%	12 55%	4 67%	-	15 65%	18 60%	-	-	18 64%	18 62%	-	-	18 60%	15 60%	3 60%	3 50%	2 40%	13 68%
They do not adequately deal with complaints that I have raised with them	15 50%	7 47%	4 67%	3 38%	1 100%	-	15 50%	10 45%	5 83%	-	14 61%	15 50%	-	-	15 54%	15 52%	-	-	15 50%	13 52%	2 40%	2 33%	1 20%	12 63%
It is hard to get hold of them when I need to	11 37%	4 27%	2 33%	5 63%	-	-	11 37%	7 32%	2 33%	-	8 35%	11 37%	-	-	11 39%	11 38%	-	-	11 37%	9 36%	2 40%	2 33%	1 20%	8 42%
I don't have a named contact who deals with my property(ies)	8 27%	3 20%	2 33%	3 38%	-	-	8 27%	3 14%	5 83%	-	7 30%	8 27%	-	-	8 29%	8 28%	-	-	8 27%	7 28%	1 20%	1 17%	1 20%	6 32%
Other	3 10%	1 7%	1 17%	1 13%	-	-	3 10%	2 9%	-	-	2 9%	3 10%	-	1 50%	2 7%	2 7%	1 100%	-	3 10%	2 8%	1 20%	1 17%	1 20%	1 5%
NET: Communication	26 87%	13 87%	5 83%	7 88%	1 100%	-	26 87%	19 86%	5 83%	1 100%	21 91%	26 87%	-	-	26 93%	26 90%	-	-	26 87%	22 88%	4 80%	4 67%	4 80%	18 95%
NET: Customer service	27 90%	14 93%	5 83%	7 88%	1 100%	-	27 90%	19 86%	6 100%	1 100%	22 96%	27 90%	-	1 50%	26 93%	27 93%	-	-	27 90%	23 92%	4 80%	5 83%	4 80%	18 95%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 151

Q37. How likely would you be to let it to tenants with the following characteristics?**Summary****Base: All respondents**

		Characteristics				
		Tenants in permanent full time employment	Self-employed tenants	Tenants in zero-hour contracts	Tenants employed on a fixed term contract	Tenants claiming housing benefit/ local housing allowance
Base		898	898	898	898	898
NET: Likely		856 95%	693 77%	286 32%	682 76%	289 32%
Very likely	(4)	731 81%	186 21%	63 7%	220 24%	93 10%
Fairly likely	(3)	125 14%	507 56%	223 25%	462 51%	196 22%
Not very likely	(2)	18 2%	138 15%	352 39%	127 14%	236 26%
Not at all likely	(1)	12 1%	26 3%	191 21%	33 4%	344 38%
NET: Not likely		30 3%	164 18%	543 60%	160 18%	580 65%
Don't know		12 1%	41 5%	69 8%	56 6%	29 3%
Mean		3.78	3.00	2.19	3.03	2.04
Standard deviation		0.54	0.71	0.88	0.75	1.02
Standard error		0.02	0.02	0.03	0.03	0.03

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 152

Q37. How likely would you be to let it to tenants with the following characteristics?**Tenants in permanent full time employment****Base: All respondents**

						Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
Number of Properties Owned							Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage													
						HMO								Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years		
	Total	1	2	3 to 5	6+																					
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507		
NET: Likely	856 95%	477 95%	200 94%	144 96%	35 100%	6 75%	832 96%	580 96%	137 94%	63 98%	495 96%	653 96%	203 94%	190 93%	666 96%	376 94%	277 98%	560 97%	29 97%	541 96%	315 95%	204 91%	159 95%	493 97%		
Very likely	(4) 81%	731 83%	414 80%	170 78%	117 86%	30 86%	3 38%	714 82%	504 84%	116 80%	47 73%	426 82%	569 83%	162 75%	138 67%	593 86%	310 78%	259 92%	488 84%	27 90%	454 80%	277 83%	161 72%	129 77%	441 87%	
Fairly likely	(3) 14%	125 13%	63 14%	30 14%	27 18%	5 14%	3 38%	118 14%	76 13%	21 14%	16 25%	69 13%	84 12%	41 19%	52 25%	73 11%	66 17%	18 6%	72 12%	2 7%	87 15%	38 11%	43 19%	30 18%	52 10%	
Not very likely	(2) 2%	18 2%	10 2%	7 3%	1 1%	-	1 13%	17 2%	11 2%	4 3%	-	12 2%	14 2%	4 2%	9 4%	9 1%	13 3%	1 *	10 2%	-	11 2%	7 2%	10 4%	4 2%	4 1%	
Not at all likely	(1) 1%	12 1%	5 1%	2 1%	5 3%	-	1 13%	11 1%	8 1%	2 1%	1 2%	7 1%	9 1%	3 1%	6 3%	6 1%	7 2%	2 1%	7 1%	-	7 1%	5 2%	6 3%	2 1%	4 1%	
NET: Not likely	30 3%	15 3%	9 4%	6 4%	-	2 25%	28 3%	19 3%	6 4%	1 2%	19 4%	23 3%	7 3%	15 7%	15 2%	20 5%	3 1%	17 3%	-	18 3%	12 4%	16 7%	6 4%	8 2%		
Don't know	12 1%	9 2%	3 1%	-	-	-	9 1%	4 1%	2 1%	-	4 1%	6 1%	6 3%	-	12 2%	3 1%	3 1%	3 1%	1 3%	7 1%	5 2%	3 1%	3 2%	6 1%		
Mean	3.78	3.80	3.76	3.71	3.86	3.00	3.78	3.80	3.76	3.70	3.78	3.79	3.72	3.57	3.84	3.71	3.91	3.80	3.93	3.77	3.80	3.63	3.73	3.86		
Standard deviation	0.54	0.51	0.55	0.65	0.36	1.07	0.53	0.53	0.57	0.55	0.55	0.53	0.57	0.71	0.46	0.61	0.37	0.52	0.26	0.54	0.55	0.70	0.56	0.43		
Standard error	0.02	0.02	0.04	0.05	0.06	0.38	0.02	0.02	0.05	0.07	0.02	0.02	0.04	0.05	0.02	0.03	0.02	0.02	0.05	0.02	0.03	0.05	0.04	0.02		

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 153

Q37. How likely would you be to let it to tenants with the following characteristics?**Self-employed tenants****Base: All respondents**

						Types of Property Owned	Motivations for Becoming a Landlord						Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
						HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years		
						Total	1	2	3 to 5	6+																
Base		898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
NET: Likely		693	385	166	113	29	5	673	470	104	59	398	528	165	166	527	313	215	458	24	446	247	167	127	399	
		77%	77%	78%	75%	83%	63%	77%	78%	72%	92%	77%	77%	76%	81%	76%	78%	76%	79%	80%	79%	74%	75%	76%	79%	
Very likely	(4)	186	92	45	38	11	1	177	127	28	29	113	149	37	60	126	90	59	133	4	131	55	50	30	106	
		21%	18%	21%	25%	31%	13%	20%	21%	19%	45%	22%	22%	17%	29%	18%	23%	21%	23%	13%	23%	17%	22%	18%	21%	
Fairly likely	(3)	507	293	121	75	18	4	496	343	76	30	285	379	128	106	401	223	156	325	20	315	192	117	97	293	
		56%	58%	57%	50%	51%	50%	57%	57%	52%	47%	55%	56%	59%	52%	58%	56%	55%	56%	67%	56%	58%	52%	58%	58%	
Not very likely	(2)	138	71	33	30	4	2	133	100	23	3	86	110	28	27	111	61	49	88	3	84	54	38	26	74	
		15%	14%	16%	20%	11%	25%	15%	17%	16%	5%	17%	16%	13%	13%	16%	15%	17%	15%	10%	15%	16%	17%	15%	15%	
Not at all likely	(1)	26	15	5	4	2	1	25	14	7	1	13	15	11	6	20	10	5	11	1	16	10	5	7	14	
		3%	3%	2%	3%	6%	13%	3%	2%	5%	2%	3%	2%	5%	3%	3%	3%	2%	2%	3%	3%	2%	2%	4%	3%	
NET: Not likely		164	86	38	34	6	3	158	114	30	4	99	125	39	33	131	71	54	99	4	100	64	43	33	88	
		18%	17%	18%	23%	17%	38%	18%	19%	21%	6%	19%	18%	18%	16%	19%	18%	19%	17%	13%	18%	19%	19%	20%	17%	
Don't know		41	30	8	3	-	-	38	19	11	1	21	29	12	6	35	15	14	23	2	20	21	13	8	20	
		5%	6%	4%	2%	-	-	4%	3%	8%	2%	4%	4%	6%	3%	5%	4%	5%	4%	7%	4%	6%	6%	5%	4%	
Mean		3.00	2.98	3.01	3.00	3.09	2.63	2.99	3.00	2.93	3.38	3.00	3.01	2.94	3.11	2.96	3.02	3.00	3.04	2.96	3.03	2.94	3.01	2.94	3.01	
Standard deviation		0.71	0.69	0.69	0.76	0.82	0.92	0.70	0.70	0.77	0.66	0.71	0.70	0.73	0.74	0.69	0.71	0.69	0.69	0.64	0.71	0.69	0.72	0.72	0.70	
Standard error		0.02	0.03	0.05	0.06	0.14	0.32	0.02	0.03	0.07	0.08	0.03	0.03	0.05	0.05	0.03	0.04	0.04	0.03	0.12	0.03	0.04	0.05	0.06	0.03	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 154

Q37. How likely would you be to let it to tenants with the following characteristics?**Tenants in zero-hour contracts****Base: All respondents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
NET: Likely	286 32%	127 25%	82 39%	62 41%	15 43%	3 38%	276 32%	185 31%	49 34%	43 67%	177 34%	226 33%	60 28%	112 55%	174 25%	157 39%	69 24%	209 36%	6 20%	196 35%	90 27%	90 40%	57 34%	139 27%
Very likely	(4) 63 7%	19 4%	20 9%	19 13%	5 14%	2 25%	60 7%	44 7%	10 7%	19 30%	48 9%	55 8%	8 4%	44 21%	19 3%	45 11%	10 4%	52 9%	1 3%	49 9%	14 4%	28 13%	14 8%	21 4%
Fairly likely	(3) 223 25%	108 22%	62 29%	43 29%	10 29%	1 13%	216 25%	141 23%	39 27%	24 38%	129 25%	171 25%	52 24%	68 33%	155 22%	112 28%	59 21%	157 27%	5 17%	147 26%	76 23%	62 28%	43 26%	118 23%
Not very likely	(2) 352 39%	213 43%	80 38%	50 33%	9 26%	3 38%	340 39%	248 41%	52 36%	14 22%	210 41%	264 39%	88 41%	56 27%	296 43%	142 36%	122 43%	218 38%	13 43%	220 39%	132 40%	83 37%	59 35%	210 41%
Not at all likely	(1) 191 21%	117 23%	34 16%	31 21%	9 26%	2 25%	187 22%	132 22%	26 18%	5 8%	99 19%	144 21%	47 22%	29 14%	162 23%	76 19%	68 24%	118 20%	8 27%	113 20%	78 23%	36 16%	36 21%	119 23%
NET: Not likely	543 60%	330 66%	114 54%	81 54%	18 51%	5 63%	527 61%	380 63%	78 54%	19 30%	309 60%	408 60%	135 63%	85 41%	458 66%	218 55%	190 67%	336 58%	21 70%	333 59%	210 63%	119 53%	95 57%	329 65%
Don't know	69 8%	44 9%	16 8%	7 5%	2 6%	-	66 8%	38 6%	18 12%	2 3%	32 6%	48 7%	21 10%	8 4%	61 9%	24 6%	24 8%	35 6%	3 10%	37 7%	32 10%	14 6%	16 10%	39 8%
Mean	2.19	2.06	2.35	2.35	2.33	2.38	2.19	2.17	2.26	2.92	2.26	2.22	2.11	2.64	2.05	2.34	2.04	2.26	1.96	2.25	2.09	2.39	2.23	2.09
Standard deviation	0.88	0.81	0.88	0.97	1.05	1.19	0.88	0.88	0.87	0.93	0.89	0.89	0.81	0.99	0.79	0.93	0.80	0.90	0.81	0.90	0.83	0.92	0.92	0.82
Standard error	0.03	0.04	0.06	0.08	0.18	0.42	0.03	0.04	0.08	0.12	0.04	0.04	0.06	0.07	0.03	0.05	0.05	0.04	0.16	0.04	0.05	0.06	0.07	0.04

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Absolutes/col percents

Table 155

Q37. How likely would you be to let it to tenants with the following characteristics?**Tenants employed on a fixed term contract****Base: All respondents**

						Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
Number of Properties Owned							Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage													
						HMO								Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years		
	Total	1	2	3 to 5	6+																					
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507		
NET: Likely	682 76%	370 74%	162 76%	120 80%	30 86%	6 75%	665 77%	469 78%	101 70%	60 94%	394 76%	523 77%	159 74%	167 81%	515 74%	315 79%	208 73%	455 78%	19 63%	440 78%	242 73%	169 76%	127 76%	386 76%		
Very likely	(4) 220 24%	105 21%	59 28%	42 28%	14 40%	3 38%	211 24%	150 25%	34 23%	29 45%	141 27%	176 26%	44 20%	64 31%	156 23%	101 25%	75 27%	155 27%	6 20%	154 27%	66 20%	60 27%	41 24%	119 23%		
Fairly likely	(3) 462 51%	265 53%	103 49%	78 52%	16 46%	3 38%	454 52%	319 53%	67 46%	31 48%	253 49%	347 51%	115 53%	103 50%	359 52%	214 54%	133 47%	300 52%	13 43%	286 51%	176 53%	109 49%	86 51%	267 53%		
Not very likely	(2) 127 14%	77 15%	28 13%	18 12%	4 11%	1 13%	121 14%	86 14%	24 17%	3 5%	69 13%	93 14%	34 16%	25 12%	102 15%	51 13%	42 15%	73 13%	7 23%	82 14%	45 14%	31 14%	21 13%	75 15%		
Not at all likely	(1) 33 4%	18 4%	9 4%	6 4%	- -	1 13%	32 4%	19 3%	8 6%	1 2%	19 4%	24 4%	9 4%	6 3%	27 4%	12 3%	12 4%	21 4%	- -	18 3%	15 5%	9 4%	8 5%	16 3%		
NET: Not likely	160 18%	95 19%	37 17%	24 16%	4 11%	2 25%	153 18%	105 17%	32 22%	4 6%	88 17%	117 17%	43 20%	31 15%	129 19%	63 16%	54 19%	94 16%	7 23%	100 18%	60 18%	40 18%	29 17%	91 18%		
Don't know	56 6%	36 7%	13 6%	6 4%	1 3%	- -	51 6%	29 5%	12 8%	- -	36 7%	42 6%	14 6%	7 3%	49 7%	21 5%	21 7%	31 5%	4 13%	26 5%	30 9%	14 6%	12 7%	30 6%		
Mean	3.03	2.98	3.07	3.08	3.29	3.00	3.03	3.05	2.95	3.38	3.07	3.05	2.96	3.14	3.00	3.07	3.03	3.07	2.96	3.07	2.97	3.05	3.03	3.03		
Standard deviation	0.75	0.74	0.79	0.76	0.68	1.07	0.75	0.74	0.82	0.65	0.77	0.75	0.75	0.74	0.75	0.73	0.79	0.75	0.72	0.75	0.75	0.78	0.78	0.74		
Standard error	0.03	0.03	0.06	0.06	0.12	0.38	0.03	0.03	0.07	0.08	0.03	0.03	0.05	0.05	0.03	0.04	0.05	0.03	0.14	0.03	0.04	0.05	0.06	0.03		

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Absolutes/col percents

Table 156

Q37. How likely would you be to let it to tenants with the following characteristics?**Tenants claiming housing benefit/ local housing allowance****Base: All respondents**

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base		898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
NET: Likely		289 32%	125 25%	84 40%	64 43%	16 46%	3 38%	278 32%	190 32%	50 34%	45 70%	169 33%	214 31%	75 35%	121 59%	168 24%	148 37%	66 23%	195 34%	5 17%	200 35%	89 27%	86 39%	57 34%	146 29%	
Very likely	(4)	93 10%	31 6%	26 12%	29 19%	7 20%	2 25%	87 10%	65 11%	17 12%	23 36%	59 11%	70 10%	23 11%	56 27%	37 5%	60 15%	10 4%	67 12%	1 3%	72 13%	21 6%	34 15%	21 13%	38 7%	
Fairly likely	(3)	196 22%	94 19%	58 27%	35 23%	9 26%	1 13%	191 22%	125 21%	33 23%	22 34%	110 21%	144 21%	52 24%	65 32%	131 19%	88 22%	56 20%	128 22%	4 13%	128 23%	68 20%	52 23%	36 21%	108 21%	
Not very likely	(2)	236 26%	151 30%	49 23%	29 19%	7 20%	3 38%	228 26%	156 26%	35 24%	8 13%	137 26%	183 27%	53 25%	33 16%	203 29%	109 27%	74 26%	155 27%	5 17%	148 26%	88 27%	65 29%	43 26%	128 25%	
Not at all likely	(1)	344 38%	205 41%	72 34%	55 37%	12 34%	2 25%	338 39%	244 40%	54 37%	11 17%	197 38%	266 39%	78 36%	50 24%	294 42%	132 33%	134 47%	219 38%	16 53%	205 36%	139 42%	64 29%	63 38%	217 43%	
NET: Not likely		580 65%	356 71%	121 57%	84 56%	19 54%	5 63%	566 65%	400 66%	89 61%	19 30%	334 64%	449 66%	131 61%	83 40%	497 72%	241 60%	208 73%	374 64%	21 70%	353 62%	227 68%	129 58%	106 63%	345 68%	
Don't know		29 3%	20 4%	7 3%	2 1%	- -	- -	25 3%	13 2%	6 4%	- -	15 3%	19 3%	10 5%	1 *	28 4%	10 3%	9 3%	11 2%	4 13%	13 2%	16 5%	8 4%	5 3%	16 3%	
Mean		2.04	1.90	2.19	2.26	2.31	2.38	2.03	2.02	2.09	2.89	2.06	2.03	2.10	2.62	1.87	2.20	1.79	2.08	1.62	2.12	1.91	2.26	2.09	1.93	
Standard deviation		1.02	0.93	1.05	1.16	1.16	1.19	1.02	1.03	1.06	1.09	1.04	1.02	1.04	1.13	0.92	1.07	0.89	1.04	0.90	1.05	0.96	1.05	1.06	0.98	
Standard error		0.03	0.04	0.07	0.09	0.20	0.42	0.04	0.04	0.09	0.14	0.05	0.04	0.07	0.08	0.04	0.05	0.05	0.04	0.18	0.04	0.05	0.07	0.08	0.04	

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Absolutes/col percents

Table 157

Q37. How likely would you be to let it to tenants with the following characteristics?**Students****Base: All respondents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
NET: Likely	244 27%	104 21%	73 34%	57 38%	10 29%	6 75%	229 26%	163 27%	36 25%	41 64%	150 29%	191 28%	53 25%	116 57%	128 18%	141 35%	50 18%	176 30%	3 10%	168 30%	76 23%	98 44%	45 27%	101 20%
Very likely	(4) 77 9%	21 4%	26 12%	26 17%	4 11%	5 63%	69 8%	57 9%	10 7%	22 34%	48 9%	62 9%	15 7%	50 24%	27 4%	49 12%	13 5%	59 10%	- -	60 11%	17 5%	32 14%	13 8%	32 6%
Fairly likely	(3) 167 19%	83 17%	47 22%	31 21%	6 17%	1 13%	160 18%	106 18%	26 18%	19 30%	102 20%	129 19%	38 18%	66 32%	101 15%	92 23%	37 13%	117 20%	3 10%	108 19%	59 18%	66 30%	32 19%	69 14%
Not very likely	(2) 279 31%	162 32%	66 31%	42 28%	9 26%	1 13%	272 31%	188 31%	53 37%	8 13%	150 29%	201 29%	78 36%	48 23%	231 33%	108 27%	93 33%	165 28%	13 43%	183 32%	96 29%	49 22%	53 32%	177 35%
Not at all likely	(1) 353 39%	217 43%	70 33%	50 33%	16 46%	1 13%	348 40%	245 41%	51 35%	14 22%	207 40%	275 40%	78 36%	40 20%	313 45%	141 35%	134 47%	231 40%	11 37%	203 36%	150 45%	69 31%	67 40%	217 43%
NET: Not likely	632 70%	379 76%	136 64%	92 61%	25 71%	2 25%	620 71%	433 72%	104 72%	22 34%	357 69%	476 70%	156 72%	88 43%	544 78%	249 62%	227 80%	396 68%	24 80%	386 68%	246 74%	118 53%	120 71%	394 78%
Don't know	22 2%	18 4%	3 1%	1 1%	- -	- -	20 2%	7 1%	5 3%	1 2%	11 2%	15 2%	7 3%	1 *	21 3%	9 2%	6 2%	8 1%	3 10%	12 2%	10 3%	7 3%	3 2%	12 2%
Mean	1.96	1.81	2.14	2.22	1.94	3.25	1.94	1.96	1.96	2.78	1.98	1.97	1.95	2.62	1.76	2.13	1.74	2.01	1.70	2.05	1.82	2.28	1.95	1.83
Standard deviation	0.97	0.87	1.02	1.10	1.06	1.16	0.96	0.99	0.92	1.16	0.99	0.99	0.92	1.06	0.85	1.04	0.86	1.01	0.67	1.00	0.91	1.07	0.96	0.90
Standard error	0.03	0.04	0.07	0.09	0.18	0.41	0.03	0.04	0.08	0.15	0.04	0.04	0.06	0.07	0.03	0.05	0.05	0.04	0.13	0.04	0.05	0.07	0.07	0.04

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Absolutes/col percents

Table 158

Q38. You said it would not be at all likely you would rent out a property to a tenant with the following characteristics. Which of the following best describes your reasons for this?

Summary

Base: All respondents who would be unlikely to rent out a property to a tenant with each characteristic

	Characteristics					
	Tenants in permanent full time employment	Self-employed tenants	Tenants in zero-hour contracts	Tenants employed on a fixed term contract	Tenants claiming housing benefit/ local housing allowance	Students
Base	12	26	191	33	344	353
I have had issues with non-payment of rent from this type of tenant in the past	2 17%	2 8%	12 6%	1 3%	55 16%	21 6%
I would be too worried about non-payment of rent from this type of tenant	2 17%	12 46%	137 72%	15 45%	213 62%	186 53%
I would be concerned they wouldn't look after my property sufficiently	- -	3 12%	38 20%	4 12%	167 49%	258 73%
That type of tenant wouldn't be able to afford my property	1 8%	5 19%	100 52%	8 24%	174 51%	153 43%
My mortgage provider forbids me from renting to this type of tenant	1 8%	1 4%	7 4%	4 12%	32 9%	28 8%
My insurance provider prevents me from renting to this type of tenant or my premium increases if I have this type of tenant	3 25%	2 8%	9 5%	2 6%	46 13%	44 12%
None of these	6 50%	10 38%	18 9%	12 36%	20 6%	37 10%

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Absolutes/col percents

Table 159

Q38. You said it would not be at all likely you would rent out a property to a tenant with the following characteristics.

Which of the following best describes your reasons for this?

Tenants in permanent full time employment

Base: All respondents who would be unlikely to rent out a property to a tenant with each characteristic

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	12	5	2	5	-	1	11	8	2	1	7	9	3	6	6	7	2	7	-	7	5	6	2	4
I have had issues with non-payment of rent from this type of tenant in the past	2 17%	-	-	2 40%	-	-	2 18%	1 13%	1 50%	1 100%	1 14%	2 22%	-	1 17%	1 17%	2 29%	-	2 29%	-	2 29%	-	2 33%	-	-
I would be too worried about non-payment of rent from this type of tenant	2 17%	-	1 50%	1 20%	-	-	2 18%	1 13%	-	1 100%	1 14%	2 22%	-	2 33%	-	2 29%	-	2 29%	-	2 29%	-	2 33%	-	-
I would be concerned they wouldn't look after my property sufficiently	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
That type of tenant wouldn't be able to afford my property	1 8%	1 20%	-	-	-	-	1 9%	1 13%	-	-	-	1 11%	-	1 17%	-	1 14%	-	-	-	1 14%	-	1 17%	-	-
My mortgage provider forbids me from renting to this type of tenant	1 8%	-	-	1 20%	-	-	1 9%	1 13%	-	-	1 14%	1 11%	-	1 17%	-	1 14%	-	1 14%	-	1 14%	-	-	-	1 25%
My insurance provider prevents me from renting to this type of tenant or my premium increases if I have this type of tenant	3 25%	2 40%	-	1 20%	-	-	3 27%	1 13%	-	1 100%	1 14%	3 33%	-	2 33%	1 17%	3 43%	-	2 29%	-	2 29%	1 20%	2 33%	-	1 25%
None of these	6 50%	3 60%	1 50%	2 40%	-	1 100%	5 45%	4 50%	1 50%	-	3 43%	3 33%	3 100%	2 33%	4 67%	1 14%	2 100%	2 29%	-	2 29%	4 80%	2 33%	2 100%	2 50%

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Absolutes/col percents

Table 160

Q38. You said it would not be at all likely you would rent out a property to a tenant with the following characteristics.

Which of the following best describes your reasons for this?

Self-employed tenants

Base: All respondents who would be unlikely to rent out a property to a tenant with each characteristic

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	26	15	5	4	2	1	25	14	7	1	13	15	11	6	20	10	5	11	1	16	10	5	7	14
I have had issues with non-payment of rent from this type of tenant in the past	2 8%	2 13%	-	-	-	-	2 8%	-	-	-	1 8%	1 7%	1 9%	1 17%	1 5%	1 10%	-	1 9%	-	2 13%	-	1 20%	-	1 7%
I would be too worried about non-payment of rent from this type of tenant	12 46%	7 47%	3 60%	-	2 100%	-	12 48%	7 50%	2 29%	-	4 31%	6 40%	6 55%	2 33%	10 50%	4 40%	2 40%	4 36%	-	11 69%	1 10%	1 20%	2 29%	9 64%
I would be concerned they wouldn't look after my property sufficiently	3 12%	2 13%	-	1 25%	-	-	3 12%	2 14%	1 14%	-	3 23%	3 20%	-	1 17%	2 10%	3 30%	-	3 27%	-	3 19%	-	2 40%	-	1 7%
That type of tenant wouldn't be able to afford my property	5 19%	3 20%	-	2 50%	-	-	5 20%	4 29%	1 14%	-	4 31%	4 27%	1 9%	2 33%	3 15%	4 40%	-	4 36%	-	4 25%	1 10%	2 40%	1 14%	2 14%
My mortgage provider forbids me from renting to this type of tenant	1 4%	-	-	-	1 50%	-	1 4%	1 7%	-	-	-	-	1 9%	1 17%	-	-	-	-	-	1 6%	-	-	-	1 7%
My insurance provider prevents me from renting to this type of tenant or my premium increases if I have this type of tenant	2 8%	1 7%	1 20%	-	-	-	2 8%	-	1 14%	1 100%	1 8%	1 7%	1 9%	1 17%	1 5%	1 10%	-	1 9%	-	2 13%	-	-	1 14%	1 7%
None of these	10 38%	7 47%	1 20%	2 50%	-	1 100%	9 36%	5 36%	3 43%	-	5 38%	5 33%	5 45%	1 17%	9 45%	2 20%	3 60%	3 27%	1 100%	2 13%	8 80%	2 40%	3 43%	5 36%

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Absolutes/col percents

Table 161

Q38. You said it would not be at all likely you would rent out a property to a tenant with the following characteristics.**Which of the following best describes your reasons for this?****Tenants in zero-hour contracts****Base: All respondents who would be unlikely to rent out a property to a tenant with each characteristic**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	191	117	34	31	9	2	187	132	26	5	99	144	47	29	162	76	68	118	8	113	78	36	36	119
I have had issues with non-payment of rent from this type of tenant in the past	12 6%	6 5%	1 3%	5 16%	- -	1 50%	10 5%	6 5%	3 12%	- -	4 4%	8 6%	4 9%	4 14%	8 5%	6 8%	2 3%	7 6%	- -	11 10%	1 1%	3 8%	- -	9 8%
I would be too worried about non-payment of rent from this type of tenant	137 72%	89 76%	20 59%	25 81%	3 33%	1 50%	135 72%	98 74%	19 73%	4 80%	67 68%	106 74%	31 66%	14 48%	123 76%	57 75%	49 72%	87 74%	7 88%	87 77%	50 64%	25 69%	28 78%	84 71%
I would be concerned they wouldn't look after my property sufficiently	38 20%	22 19%	7 21%	8 26%	1 11%	- -	38 20%	27 20%	2 8%	2 40%	25 25%	31 22%	7 15%	5 17%	33 20%	19 25%	12 18%	26 22%	1 13%	24 21%	14 18%	4 11%	11 31%	23 19%
That type of tenant wouldn't be able to afford my property	100 52%	61 52%	18 53%	15 48%	6 67%	- -	98 52%	73 55%	13 50%	3 60%	50 51%	72 50%	28 60%	20 69%	80 49%	37 49%	35 51%	64 54%	4 50%	64 57%	36 46%	20 56%	20 56%	60 50%
My mortgage provider forbids me from renting to this type of tenant	7 4%	4 3%	1 3%	2 6%	- -	- -	7 4%	4 3%	1 4%	1 20%	4 4%	7 5%	- -	3 10%	4 2%	3 4%	4 6%	7 6%	- -	4 4%	3 4%	- -	2 6%	5 4%
My insurance provider prevents me from renting to this type of tenant or my premium increases if I have this type of tenant	9 5%	8 7%	1 3%	- -	- -	- -	8 4%	5 4%	1 4%	1 20%	5 5%	7 5%	2 4%	2 7%	7 4%	5 7%	2 3%	6 5%	- -	6 5%	3 4%	1 3%	4 11%	4 3%
None of these	18 9%	12 10%	3 9%	2 6%	1 11%	1 50%	17 9%	10 8%	3 12%	- -	8 8%	11 8%	7 15%	2 7%	16 10%	4 5%	7 10%	5 4%	1 13%	6 5%	12 15%	4 11%	3 8%	11 9%

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ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 162

Q38. You said it would not be at all likely you would rent out a property to a tenant with the following characteristics.

Which of the following best describes your reasons for this?

Tenants employed on a fixed term contract

Base: All respondents who would be unlikely to rent out a property to a tenant with each characteristic

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	33	18	9	6	-	1	32	19	8	1	19	24	9	6	27	12	12	21	-	18	15	9	8	16
I have had issues with non-payment of rent from this type of tenant in the past	1 3%	-	1 11%	-	-	-	1 3%	1 5%	-	1 100%	1 5%	1 4%	-	1 17%	-	1 8%	-	1 5%	-	1 6%	-	1 11%	-	-
I would be too worried about non-payment of rent from this type of tenant	15 45%	9 50%	3 33%	3 50%	-	-	15 47%	8 42%	4 50%	-	8 42%	12 50%	3 33%	1 17%	14 52%	6 50%	6 50%	11 52%	-	8 44%	7 47%	1 11%	3 38%	11 69%
I would be concerned they wouldn't look after my property sufficiently	4 12%	1 6%	-	3 50%	-	-	4 13%	4 21%	-	-	3 16%	4 17%	-	2 33%	2 7%	1 8%	3 25%	3 14%	-	2 11%	2 13%	1 11%	-	3 19%
That type of tenant wouldn't be able to afford my property	8 24%	3 17%	2 22%	3 50%	-	-	8 25%	7 37%	-	-	7 37%	8 33%	-	2 33%	6 22%	2 17%	6 50%	8 38%	-	6 33%	2 13%	1 11%	1 13%	6 38%
My mortgage provider forbids me from renting to this type of tenant	4 12%	-	3 33%	1 17%	-	-	4 13%	3 16%	-	1 100%	4 21%	4 17%	-	3 50%	1 4%	3 25%	1 8%	4 19%	-	3 17%	1 7%	2 22%	1 13%	1 6%
My insurance provider prevents me from renting to this type of tenant or my premium increases if I have this type of tenant	2 6%	-	2 22%	-	-	-	2 6%	1 5%	-	1 100%	2 11%	2 8%	-	2 33%	-	2 17%	-	2 10%	-	2 11%	-	2 22%	-	-
None of these	12 36%	7 39%	2 22%	3 50%	-	1 100%	11 34%	6 32%	4 50%	-	6 32%	6 25%	6 67%	1 17%	11 41%	2 17%	4 33%	5 24%	-	4 22%	8 53%	4 44%	4 50%	4 25%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 163

Q38. You said it would not be at all likely you would rent out a property to a tenant with the following characteristics.

Which of the following best describes your reasons for this?

Tenants claiming housing benefit/ local housing allowance

Base: All respondents who would be unlikely to rent out a property to a tenant with each characteristic

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	344	205	72	55	12	2	338	244	54	11	197	266	78	50	294	132	134	219	16	205	139	64	63	217
I have had issues with non-payment of rent from this type of tenant in the past	55 16%	27 13%	11 15%	15 27%	2 17%	1 50%	53 16%	41 17%	10 19%	1 9%	30 15%	40 15%	15 19%	10 20%	45 15%	27 20%	13 10%	31 14%	- -	51 25%	4 3%	6 9%	5 8%	44 20%
I would be too worried about non-payment of rent from this type of tenant	213 62%	130 63%	36 50%	41 75%	6 50%	1 50%	209 62%	150 61%	37 69%	7 64%	119 60%	162 61%	51 65%	27 54%	186 63%	86 65%	76 57%	135 62%	10 63%	131 64%	82 59%	41 64%	43 68%	129 59%
I would be concerned they wouldn't look after my property sufficiently	167 49%	104 51%	32 44%	28 51%	3 25%	1 50%	164 49%	119 49%	29 54%	6 55%	97 49%	131 49%	36 46%	19 38%	148 50%	74 56%	57 43%	109 50%	7 44%	108 53%	59 42%	31 48%	31 49%	105 48%
That type of tenant wouldn't be able to afford my property	174 51%	97 47%	39 54%	30 55%	8 67%	1 50%	171 51%	131 54%	27 50%	8 73%	99 50%	132 50%	42 54%	27 54%	147 50%	62 47%	70 52%	114 52%	9 56%	105 51%	69 50%	34 53%	30 48%	110 51%
My mortgage provider forbids me from renting to this type of tenant	32 9%	21 10%	5 7%	5 9%	1 8%	- -	32 9%	17 7%	3 6%	5 45%	15 8%	26 10%	6 8%	6 12%	26 9%	16 12%	10 7%	20 9%	1 6%	26 13%	6 4%	8 13%	3 5%	21 10%
My insurance provider prevents me from renting to this type of tenant or my premium increases if I have this type of tenant	46 13%	23 11%	11 15%	10 18%	2 17%	1 50%	44 13%	33 14%	10 19%	3 27%	33 17%	41 15%	5 6%	9 18%	37 13%	23 17%	18 13%	36 16%	1 6%	33 16%	13 9%	9 14%	9 14%	28 13%
None of these	20 6%	13 6%	4 6%	3 5%	- -	1 50%	19 6%	10 4%	4 7%	- -	11 6%	13 5%	7 9%	2 4%	18 6%	4 3%	9 7%	8 4%	1 6%	5 2%	15 11%	4 6%	6 10%	10 5%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 164

Q38. You said it would not be at all likely you would rent out a property to a tenant with the following characteristics. Which of the following best describes your reasons for this?

Students

Base: All respondents who would be unlikely to rent out a property to a tenant with each characteristic

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	353	217	70	50	16	1	348	245	51	14	207	275	78	40	313	141	134	231	11	203	150	69	67	217	
I have had issues with non-payment of rent from this type of tenant in the past	21 6%	10 5%	2 3%	5 10%	4 25%	1 100%	20 6%	17 7%	2 4%	4 29%	11 5%	17 6%	4 5%	5 13%	16 5%	9 6%	8 6%	14 6%	- -	20 10%	1 1%	3 4%	2 3%	16 7%	
I would be too worried about non-payment of rent from this type of tenant	186 53%	116 53%	33 47%	31 62%	6 38%	- -	183 53%	138 56%	23 45%	9 64%	105 51%	146 53%	40 51%	14 35%	172 55%	76 54%	70 52%	124 54%	7 64%	113 56%	73 49%	33 48%	35 52%	118 54%	
I would be concerned they wouldn't look after my property sufficiently	258 73%	160 74%	49 70%	38 76%	11 69%	1 100%	254 73%	187 76%	36 71%	12 86%	151 73%	203 74%	55 71%	29 73%	229 73%	110 78%	93 69%	169 73%	8 73%	157 77%	101 67%	45 65%	53 79%	160 74%	
That type of tenant wouldn't be able to afford my property	153 43%	87 40%	34 49%	24 48%	8 50%	- -	150 43%	113 46%	17 33%	8 57%	91 44%	117 43%	36 46%	18 45%	135 43%	58 41%	59 44%	99 43%	6 55%	85 42%	68 45%	25 36%	29 43%	99 46%	
My mortgage provider forbids me from renting to this type of tenant	28 8%	16 7%	3 4%	5 10%	4 25%	1 100%	28 8%	18 7%	5 10%	5 36%	17 8%	22 8%	6 8%	5 13%	23 7%	12 9%	10 7%	18 8%	1 9%	16 8%	12 8%	5 7%	5 7%	18 8%	
My insurance provider prevents me from renting to this type of tenant or my premium increases if I have this type of tenant	44 12%	25 12%	8 11%	8 16%	3 19%	- -	44 13%	31 13%	8 16%	3 21%	30 14%	38 14%	6 8%	5 13%	39 12%	25 18%	13 10%	33 14%	1 9%	30 15%	14 9%	6 9%	10 15%	28 13%	
None of these	37 10%	24 11%	10 14%	3 6%	- -	- -	37 11%	18 7%	9 18%	- -	18 9%	23 8%	14 18%	3 8%	34 11%	7 5%	16 12%	17 7%	1 9%	14 7%	23 15%	11 16%	6 9%	20 9%	

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Absolutes/col percents

Table 165

Q39. Do you currently offer tenancies for longer than a 12 month period on any of your properties?**Base: All respondents who rent out properties in England, Wales or Northern Ireland**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
NET: Yes	486	257	120	87	22	4	465	320	83	51	274	358	128	151	335	233	125	303	14	323	163	133	92	261
	54%	51%	57%	58%	63%	50%	54%	53%	57%	80%	53%	52%	59%	74%	48%	58%	44%	52%	47%	57%	49%	60%	55%	51%
Yes - I offer it and I currently have tenants on longer-term tenancies	326	171	78	60	17	3	308	209	65	36	179	230	96	109	217	156	74	198	8	210	116	85	57	184
	36%	34%	37%	40%	49%	38%	35%	35%	45%	56%	35%	34%	44%	53%	31%	39%	26%	34%	27%	37%	35%	38%	34%	36%
Yes - I offer it but don't currently have tenants on longer-term tenancies	160	86	42	27	5	1	157	111	18	15	95	128	32	42	118	77	51	105	6	113	47	48	35	77
	18%	17%	20%	18%	14%	13%	18%	18%	12%	23%	18%	19%	15%	20%	17%	19%	18%	18%	20%	20%	14%	22%	21%	15%
No	412	244	92	63	13	4	404	283	62	13	244	324	88	54	358	166	158	277	16	243	169	90	76	246
	46%	49%	43%	42%	37%	50%	46%	47%	43%	20%	47%	48%	41%	26%	52%	42%	56%	48%	53%	43%	51%	40%	45%	49%

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Absolutes/col percents

Table 166

Q40. You said you wouldn't offer a tenancy period of more than 12 months. What, if any, are the reasons for this?**Base: All respondents who rent out properties in England, Wales or Northern Ireland and who wouldn't offer a tenancy period of more than 12 months**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	412	244	92	63	13	4	404	283	62	13	244	324	88	54	358	166	158	277	16	243	169	90	76	246
I would be too worried about my ability to evict bad tenants on long term tenancies	190 46%	119 49%	40 43%	26 41%	5 38%	1 25%	187 46%	133 47%	33 53%	7 54%	102 42%	146 45%	44 50%	25 46%	165 46%	78 47%	68 43%	122 44%	9 56%	120 49%	70 41%	45 50%	33 43%	112 46%
I don't believe there is demand for it from tenants	137 33%	75 31%	31 34%	24 38%	7 54%	3 75%	135 33%	96 34%	16 26%	5 38%	89 36%	115 35%	22 25%	12 22%	125 35%	54 33%	61 39%	99 36%	8 50%	86 35%	51 30%	32 36%	20 26%	85 35%
I think it would limit my ability to maintain a good rate of return on the property	108 26%	67 27%	18 20%	21 33%	2 15%	1 25%	106 26%	83 29%	13 21%	3 23%	71 29%	87 27%	21 24%	12 22%	96 27%	44 27%	43 27%	76 27%	4 25%	65 27%	43 25%	22 24%	20 26%	66 27%
My mortgage provider restricts me from doing so	31 8%	16 7%	9 10%	5 8%	1 8%	- -	31 8%	17 6%	7 11%	2 15%	19 8%	25 8%	6 7%	8 15%	23 6%	11 7%	14 9%	20 7%	1 6%	21 9%	10 6%	9 10%	6 8%	16 7%
Other	63 15%	38 16%	15 16%	7 11%	3 23%	1 25%	62 15%	39 14%	10 16%	1 8%	34 14%	47 15%	16 18%	6 11%	57 16%	23 14%	24 15%	42 15%	3 19%	34 14%	29 17%	7 8%	17 22%	39 16%

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Absolutes/col percents

Table 167

Q41. Which of the following problems with tenants have you ever experienced?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
NET: Any issue	566 63%	268 53%	143 67%	125 83%	30 86%	8 100%	542 62%	385 64%	93 64%	55 86%	333 64%	449 66%	117 54%	153 75%	413 60%	324 81%	125 44%	376 65%	25 83%	566 100%	-	117 52%	88 52%	361 71%
Damage done to a property by tenants	312 35%	146 29%	79 37%	67 45%	20 57%	4 50%	299 34%	214 35%	57 39%	22 34%	176 34%	243 36%	69 32%	64 31%	248 36%	167 42%	76 27%	194 33%	18 60%	312 55%	-	43 19%	49 29%	220 43%
Rent paid irregularly	298 33%	141 28%	67 32%	72 48%	18 51%	5 63%	283 33%	204 34%	47 32%	29 45%	156 30%	226 33%	72 33%	66 32%	232 33%	164 41%	62 22%	191 33%	9 30%	298 53%	-	53 24%	30 18%	215 42%
Tenants not reporting a serious maintenance issue	140 16%	60 12%	38 18%	35 23%	7 20%	2 25%	134 15%	97 16%	24 17%	15 23%	73 14%	99 15%	41 19%	42 20%	98 14%	81 20%	18 6%	83 14%	5 17%	140 25%	-	29 13%	11 7%	100 20%
Having to serve an eviction notice due to consistent non-payment of rent	133 15%	52 10%	28 13%	40 27%	13 37%	3 38%	128 15%	92 15%	23 16%	16 25%	81 16%	109 16%	24 11%	39 19%	94 14%	79 20%	30 11%	93 16%	4 13%	133 23%	-	21 9%	13 8%	99 20%
Non-payment of utility bills when tenants were responsible	120 13%	47 9%	32 15%	32 21%	9 26%	2 25%	114 13%	87 14%	16 11%	12 19%	73 14%	100 15%	20 9%	28 14%	92 13%	73 18%	27 10%	80 14%	6 20%	120 21%	-	18 8%	15 9%	87 17%
Tenants having pet(s) in violation of lease arrangement	117 13%	50 10%	22 10%	36 24%	9 26%	3 38%	110 13%	77 13%	27 19%	14 22%	66 13%	87 13%	30 14%	40 20%	77 11%	74 19%	13 5%	70 12%	5 17%	117 21%	-	27 12%	18 11%	72 14%
Difficulties being able to evict tenants when you have needed to	92 10%	41 8%	22 10%	22 15%	7 20%	3 38%	86 10%	74 12%	15 10%	8 13%	53 10%	74 11%	18 8%	26 13%	66 10%	55 14%	19 7%	59 10%	3 10%	92 16%	-	16 7%	6 4%	70 14%
Tenants disputing valid security deposit deductions	92 10%	40 8%	21 10%	23 15%	8 23%	2 25%	88 10%	65 11%	15 10%	13 20%	67 13%	80 12%	12 6%	30 15%	62 9%	68 17%	12 4%	65 11%	8 27%	92 16%	-	15 7%	14 8%	63 12%
Tenants not allowing access to the property for repairs or safety checks to be carried out	81 9%	33 7%	20 9%	21 14%	7 20%	2 25%	76 9%	60 10%	16 11%	14 22%	49 9%	66 10%	15 7%	25 12%	56 8%	58 15%	8 3%	56 10%	4 13%	81 14%	-	21 9%	13 8%	47 9%

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Table 167

Q41. Which of the following problems with tenants have you ever experienced?**Base: All respondents**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness				Yes	No	Yes	No	Yes	No	Yes	No				
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
Illegal sub-letting of property by tenants	69 8%	24 5%	17 8%	20 13%	8 23%	3 38%	64 7%	53 9%	13 9%	17 27%	51 10%	59 9%	10 5%	30 15%	39 6%	49 12%	10 4%	52 9%	1 3%	69 12%	- -	14 6%	11 7%	44 9%	
Tenants conducting illegal activity in your property	61 7%	27 5%	14 7%	14 9%	6 17%	2 25%	57 7%	43 7%	15 10%	5 8%	32 6%	43 6%	18 8%	20 10%	41 6%	35 9%	8 3%	34 6%	3 10%	61 11%	- -	10 4%	12 7%	39 8%	
Other	33 4%	23 5%	4 2%	4 3%	2 6%	- -	32 4%	21 3%	4 3%	- -	14 3%	23 3%	10 5%	2 1%	31 4%	18 5%	5 2%	18 3%	2 7%	33 6%	- -	6 3%	4 2%	23 5%	
None of these	332 37%	233 47%	69 33%	25 17%	5 14%	- -	327 38%	218 36%	52 36%	9 14%	185 36%	233 34%	99 46%	52 25%	280 40%	75 19%	158 56%	204 35%	5 17%	- -	332 100%	106 48%	80 48%	146 29%	

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Table 168

Q42. When was the most recent time you experienced these issues with a tenant?**Summary****Base: All respondents who have experienced each**

	Issues											
	Having to serve an eviction notice due to consistent non-payment of rent	Difficulties being able to evict tenants when you have needed to	Rent paid irregularly	Damage done to a property by tenants	Illegal sub-letting of property by tenants	Tenants not reporting a serious maintenance issue	Tenants not allowing access to the property for repairs or safety checks to be carried out	Tenants disputing valid security deposit deductions	Tenants having pet(s) in violation of lease arrangement	Non-payment of utility bills when tenants were responsible	Tenants conducting illegal activity in your property	Other issues
Base	133	92	298	312	69	140	81	92	117	120	61	33
Within the last 12 months	19 14%	19 21%	97 33%	54 17%	10 14%	32 23%	20 25%	21 23%	24 21%	25 21%	3 5%	7 21%
Between 1 and 2 years ago	28 21%	16 17%	58 19%	68 22%	15 22%	51 36%	24 30%	28 30%	28 24%	18 15%	13 21%	8 24%
Between 2 and 3 years ago	27 20%	16 17%	42 14%	61 20%	17 25%	20 14%	16 20%	15 16%	17 15%	19 16%	7 11%	3 9%
Between 3 and 4 years ago	18 14%	13 14%	31 10%	45 14%	9 13%	18 13%	9 11%	9 10%	16 14%	20 17%	13 21%	3 9%
Between 4 and 5 years ago	9 7%	2 2%	15 5%	20 6%	1 1%	9 6%	3 4%	5 5%	12 10%	11 9%	5 8%	2 6%
5 years or more	31 23%	25 27%	52 17%	63 20%	15 22%	10 7%	6 7%	10 11%	18 15%	24 20%	19 31%	10 30%
Can't remember	1 1%	1 1%	3 1%	1 *	2 3%	- -	3 4%	4 4%	2 2%	3 3%	1 2%	- -

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 169

Q42. When was the most recent time you experienced these issues with a tenant?**Having to serve an eviction notice due to consistent non-payment of rent****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	133	52	28	40	13	3	128	92	23	16	81	109	24	39	94	79	30	93	4	133	-	21	13	99
Within the last 12 months	19 14%	6 12%	6 21%	5 13%	2 15%	1 33%	18 14%	16 17%	2 9%	1 6%	13 16%	15 14%	4 17%	7 18%	12 13%	10 13%	5 17%	13 14%	-	19 14%	-	6 29%	-	13 13%
Between 1 and 2 years ago	28 21%	6 12%	11 39%	10 25%	1 8%	1 33%	27 21%	20 22%	5 22%	7 44%	20 25%	27 25%	1 4%	13 33%	15 16%	23 29%	4 13%	22 24%	1 25%	28 21%	-	7 33%	7 54%	14 14%
Between 2 and 3 years ago	27 20%	11 21%	4 14%	8 20%	4 31%	-	27 21%	17 18%	9 39%	4 25%	18 22%	22 20%	5 21%	10 26%	17 18%	16 20%	6 20%	21 23%	1 25%	27 20%	-	6 29%	2 15%	19 19%
Between 3 and 4 years ago	18 14%	8 15%	-	7 18%	3 23%	-	16 13%	15 16%	-	2 13%	10 12%	15 14%	3 13%	3 8%	15 16%	11 14%	4 13%	11 12%	-	18 14%	-	1 5%	2 15%	15 15%
Between 4 and 5 years ago	9 7%	5 10%	1 4%	2 5%	1 8%	1 33%	9 7%	5 5%	1 4%	1 6%	5 6%	8 7%	1 4%	2 5%	7 7%	6 8%	2 7%	8 9%	-	9 7%	-	-	-	9 9%
5 years or more	31 23%	15 29%	6 21%	8 20%	2 15%	-	30 23%	18 20%	6 26%	1 6%	15 19%	21 19%	10 42%	4 10%	27 29%	13 16%	8 27%	17 18%	2 50%	31 23%	-	1 5%	1 8%	29 29%
Can't remember	1 1%	1 2%	-	-	-	-	1 1%	1 1%	-	-	-	1 1%	-	-	1 1%	-	1 3%	1 1%	-	1 1%	-	-	1 8%	-

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 170

Q42. When was the most recent time you experienced these issues with a tenant?**Difficulties being able to evict tenants when you have needed to****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	92	41	22	22	7	3	86	74	15	8	53	74	18	26	66	55	19	59	3	92	-	16	6	70
Within the last 12 months	19 21%	12 29%	2 9%	4 18%	1 14%	- -	17 20%	16 22%	2 13%	- -	13 25%	16 22%	3 17%	8 31%	11 17%	12 22%	4 21%	14 24%	- -	19 21%	- -	7 44%	- -	12 17%
Between 1 and 2 years ago	16 17%	3 7%	8 36%	4 18%	1 14%	1 33%	14 16%	14 19%	3 20%	3 38%	9 17%	13 18%	3 17%	7 27%	9 14%	11 20%	2 11%	10 17%	- -	16 17%	- -	5 31%	2 33%	9 13%
Between 2 and 3 years ago	16 17%	3 7%	6 27%	3 14%	4 57%	1 33%	16 19%	13 18%	4 27%	3 38%	12 23%	14 19%	2 11%	5 19%	11 17%	11 20%	3 16%	12 20%	2 67%	16 17%	- -	3 19%	2 33%	11 16%
Between 3 and 4 years ago	13 14%	6 15%	1 5%	6 27%	- -	- -	13 15%	11 15%	- -	1 13%	7 13%	10 14%	3 17%	2 8%	11 17%	8 15%	2 11%	7 12%	- -	13 14%	- -	- -	2 33%	11 16%
Between 4 and 5 years ago	2 2%	1 2%	1 5%	- -	- -	- -	2 2%	1 1%	- -	- -	- -	2 3%	- -	1 4%	1 2%	1 2%	1 5%	1 2%	- -	2 2%	- -	- -	- -	2 3%
5 years or more	25 27%	15 37%	4 18%	5 23%	1 14%	1 33%	23 27%	18 24%	6 40%	- -	11 21%	18 24%	7 39%	3 12%	22 33%	11 20%	7 37%	14 24%	1 33%	25 27%	- -	1 6%	- -	24 34%
Can't remember	1 1%	1 2%	- -	- -	- -	- -	1 1%	1 1%	- -	1 13%	1 2%	1 1%	- -	- -	1 2%	1 2%	- -	1 2%	- -	1 1%	- -	- -	- -	1 1%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 171

Q42. When was the most recent time you experienced these issues with a tenant?**Rent paid irregularly****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	298	141	67	72	18	5	283	204	47	29	156	226	72	66	232	164	62	191	9	298	-	53	30	215
Within the last 12 months	97 33%	36 26%	20 30%	32 44%	9 50%	2 40%	93 33%	66 32%	14 30%	14 48%	48 31%	66 29%	31 43%	26 39%	71 31%	46 28%	20 32%	54 28%	2 22%	97 33%	-	23 43%	11 37%	63 29%
Between 1 and 2 years ago	58 19%	23 16%	18 27%	13 18%	4 22%	2 40%	50 18%	37 18%	10 21%	7 24%	35 22%	47 21%	11 15%	20 30%	38 16%	38 23%	9 15%	45 24%	1 11%	58 19%	-	16 30%	7 23%	35 16%
Between 2 and 3 years ago	42 14%	20 14%	9 13%	12 17%	1 6%	1 20%	41 14%	30 15%	10 21%	5 17%	21 13%	32 14%	10 14%	7 11%	35 15%	22 13%	10 16%	24 13%	2 22%	42 14%	-	9 17%	6 20%	27 13%
Between 3 and 4 years ago	31 10%	21 15%	3 4%	5 7%	2 11%	-	31 11%	22 11%	1 2%	2 7%	15 10%	26 12%	5 7%	4 6%	27 12%	21 13%	5 8%	21 11%	1 11%	31 10%	-	1 2%	2 7%	28 13%
Between 4 and 5 years ago	15 5%	8 6%	3 4%	3 4%	1 6%	-	14 5%	9 4%	3 6%	-	10 6%	14 6%	1 1%	2 3%	13 6%	12 7%	2 3%	12 6%	1 11%	15 5%	-	1 2%	1 3%	13 6%
5 years or more	52 17%	31 22%	13 19%	7 10%	1 6%	-	52 18%	38 19%	8 17%	-	27 17%	38 17%	14 19%	6 9%	46 20%	24 15%	14 23%	34 18%	2 22%	52 17%	-	2 4%	2 7%	48 22%
Can't remember	3 1%	2 1%	1 1%	-	-	-	2 1%	2 1%	1 2%	1 3%	-	3 1%	-	1 2%	2 1%	1 1%	2 3%	1 1%	-	3 1%	-	1 2%	1 3%	1 *

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 172

Q42. When was the most recent time you experienced these issues with a tenant?**Damage done to a property by tenants****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	312	146	79	67	20	4	299	214	57	22	176	243	69	64	248	167	76	194	18	312	-	43	49	220
Within the last 12 months	54 17%	22 15%	17 22%	11 16%	4 20%	-	54 18%	38 18%	9 16%	7 32%	29 16%	38 16%	16 23%	17 27%	37 15%	31 19%	7 9%	27 14%	4 22%	54 17%	-	13 30%	12 24%	29 13%
Between 1 and 2 years ago	68 22%	34 23%	20 25%	10 15%	4 20%	1 25%	61 20%	48 22%	9 16%	6 27%	42 24%	56 23%	12 17%	15 23%	53 21%	44 26%	12 16%	45 23%	4 22%	68 22%	-	14 33%	11 22%	43 20%
Between 2 and 3 years ago	61 20%	21 14%	14 18%	22 33%	4 20%	1 25%	61 20%	41 19%	14 25%	7 32%	35 20%	47 19%	14 20%	14 22%	47 19%	36 22%	11 14%	36 19%	6 33%	61 20%	-	8 19%	13 27%	40 18%
Between 3 and 4 years ago	45 14%	21 14%	8 10%	12 18%	4 20%	-	43 14%	30 14%	4 7%	1 5%	28 16%	39 16%	6 9%	9 14%	36 15%	25 15%	14 18%	33 17%	2 11%	45 14%	-	3 7%	7 14%	35 16%
Between 4 and 5 years ago	20 6%	11 8%	5 6%	2 3%	2 10%	-	19 6%	13 6%	5 9%	-	9 5%	15 6%	5 7%	4 6%	16 6%	6 4%	9 12%	13 7%	-	20 6%	-	2 5%	4 8%	14 6%
5 years or more	63 20%	36 25%	15 19%	10 15%	2 10%	2 50%	60 20%	44 21%	16 28%	1 5%	32 18%	47 19%	16 23%	5 8%	58 23%	24 14%	23 30%	39 20%	2 11%	63 20%	-	3 7%	2 4%	58 26%
Can't remember	1 *	1 1%	-	-	-	-	1 *	-	-	-	1 1%	1 *	-	-	1 *	1 1%	-	1 1%	-	1 *	-	-	-	1 *

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 173

Q42. When was the most recent time you experienced these issues with a tenant?**Illegal sub-letting of property by tenants****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	69	24	17	20	8	3	64	53	13	17	51	59	10	30	39	49	10	52	1	69	-	14	11	44	
Within the last 12 months	10 14%	3 13%	3 18%	3 15%	1 13%	1 33%	10 16%	8 15%	4 31%	6 35%	8 16%	9 15%	1 10%	8 27%	2 5%	9 18%	-	9 17%	-	10 14%	-	4 29%	1 9%	5 11%	
Between 1 and 2 years ago	15 22%	4 17%	6 35%	3 15%	2 25%	1 33%	13 20%	11 21%	4 31%	4 24%	11 22%	13 22%	2 20%	10 33%	5 13%	13 27%	-	11 21%	-	15 22%	-	8 57%	1 9%	6 14%	
Between 2 and 3 years ago	17 25%	5 21%	4 24%	6 30%	2 25%	-	16 25%	11 21%	3 23%	5 29%	13 25%	16 27%	1 10%	7 23%	10 26%	14 29%	2 20%	14 27%	1 100%	17 25%	-	1 7%	6 55%	10 23%	
Between 3 and 4 years ago	9 13%	3 13%	2 12%	3 15%	1 13%	-	9 14%	7 13%	1 8%	2 12%	7 14%	7 12%	2 20%	2 7%	7 18%	6 12%	1 10%	5 10%	-	9 13%	-	-	-	9 20%	
Between 4 and 5 years ago	1 1%	-	-	1 5%	-	-	-	1 2%	-	-	1 2%	1 2%	-	-	1 3%	1 2%	-	-	-	1 1%	-	-	-	1 2%	
5 years or more	15 22%	8 33%	2 12%	3 15%	2 25%	1 33%	14 22%	13 25%	1 8%	-	10 20%	11 19%	4 40%	2 7%	13 33%	5 10%	6 60%	11 21%	-	15 22%	-	1 7%	1 9%	13 30%	
Can't remember	2 3%	1 4%	-	1 5%	-	-	2 3%	2 4%	-	-	1 2%	2 3%	-	1 3%	1 3%	1 2%	1 10%	2 4%	-	2 3%	-	-	2 18%	-	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 174

Q42. When was the most recent time you experienced these issues with a tenant?**Tenants not reporting a serious maintenance issue****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	140	60	38	35	7	2	134	97	24	15	73	99	41	42	98	81	18	83	5	140	-	29	11	100
Within the last 12 months	32 23%	10 17%	10 26%	11 31%	1 14%	1 50%	28 21%	24 25%	6 25%	6 40%	12 16%	19 19%	13 32%	15 36%	17 17%	18 22%	1 6%	16 19%	- -	32 23%	- -	12 41%	- -	20 20%
Between 1 and 2 years ago	51 36%	26 43%	11 29%	11 31%	3 43%	1 50%	50 37%	33 34%	5 21%	6 40%	29 40%	38 38%	13 32%	15 36%	36 37%	31 38%	7 39%	31 37%	3 60%	51 36%	- -	12 41%	4 36%	35 35%
Between 2 and 3 years ago	20 14%	7 12%	10 26%	2 6%	1 14%	- -	20 15%	12 12%	5 21%	2 13%	13 18%	16 16%	4 10%	6 14%	14 14%	13 16%	3 17%	14 17%	1 20%	20 14%	- -	3 10%	3 27%	14 14%
Between 3 and 4 years ago	18 13%	8 13%	4 11%	5 14%	1 14%	- -	18 13%	14 14%	3 13%	1 7%	8 11%	11 11%	7 17%	4 10%	14 14%	9 11%	2 11%	10 12%	- -	18 13%	- -	1 3%	2 18%	15 15%
Between 4 and 5 years ago	9 6%	4 7%	2 5%	3 9%	- -	- -	9 7%	4 4%	4 17%	- -	6 8%	6 6%	3 7%	1 2%	8 8%	4 5%	2 11%	4 5%	1 20%	9 6%	- -	- -	2 18%	7 7%
5 years or more	10 7%	5 8%	1 3%	3 9%	1 14%	- -	9 7%	10 10%	1 4%	- -	5 7%	9 9%	1 2%	1 2%	9 9%	6 7%	3 17%	8 10%	- -	10 7%	- -	1 3%	- -	9 9%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 175

Q42. When was the most recent time you experienced these issues with a tenant?**Tenants not allowing access to the property for repairs or safety checks to be carried out****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	81	33	20	21	7	2	76	60	16	14	49	66	15	25	56	58	8	56	4	81	-	21	13	47
Within the last 12 months	20 25%	11 33%	3 15%	4 19%	2 29%	- -	19 25%	13 22%	3 19%	3 21%	9 18%	14 21%	6 40%	5 20%	15 27%	11 19%	3 38%	12 21%	1 25%	20 25%	-	7 33%	3 23%	10 21%
Between 1 and 2 years ago	24 30%	4 12%	8 40%	9 43%	3 43%	1 50%	22 29%	20 33%	6 38%	8 57%	17 35%	23 35%	1 7%	10 40%	14 25%	21 36%	2 25%	19 34%	1 25%	24 30%	-	4 19%	6 46%	14 30%
Between 2 and 3 years ago	16 20%	6 18%	5 25%	4 19%	1 14%	1 50%	15 20%	10 17%	5 31%	2 14%	11 22%	12 18%	4 27%	6 24%	10 18%	12 21%	-	9 16%	2 50%	16 20%	-	7 33%	2 15%	7 15%
Between 3 and 4 years ago	9 11%	4 12%	2 10%	2 10%	1 14%	-	8 11%	8 13%	-	-	6 12%	8 12%	1 7%	2 8%	7 13%	7 12%	1 13%	7 13%	-	9 11%	-	1 5%	1 8%	7 15%
Between 4 and 5 years ago	3 4%	1 3%	2 10%	-	-	-	3 4%	2 3%	-	-	2 4%	2 3%	1 7%	-	3 5%	2 3%	-	2 4%	-	3 4%	-	-	1 8%	2 4%
5 years or more	6 7%	5 15%	-	1 5%	-	-	6 8%	5 8%	2 13%	-	1 2%	4 6%	2 13%	1 4%	5 9%	3 5%	1 13%	4 7%	-	6 7%	-	1 5%	-	5 11%
Can't remember	3 4%	2 6%	-	1 5%	-	-	3 4%	2 3%	-	1 7%	3 6%	3 5%	-	1 4%	2 4%	2 3%	1 13%	3 5%	-	3 4%	-	1 5%	-	2 4%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 176

Q42. When was the most recent time you experienced these issues with a tenant?**Tenants disputing valid security deposit deductions****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	92	40	21	23	8	2	88	65	15	13	67	80	12	30	62	68	12	65	8	92	-	15	14	63
Within the last 12 months	21 23%	5 13%	8 38%	7 30%	1 13%	-	20 23%	17 26%	2 13%	7 54%	16 24%	18 23%	3 25%	13 43%	8 13%	18 26%	-	13 20%	2 25%	21 23%	-	6 40%	3 21%	12 19%
Between 1 and 2 years ago	28 30%	9 23%	7 33%	7 30%	5 63%	2 100%	26 30%	19 29%	8 53%	6 46%	22 33%	27 34%	1 8%	12 40%	16 26%	23 34%	4 33%	25 38%	2 25%	28 30%	-	7 47%	5 36%	16 25%
Between 2 and 3 years ago	15 16%	9 23%	2 10%	2 9%	2 25%	-	15 17%	11 17%	1 7%	-	11 16%	15 19%	-	5 17%	10 16%	12 18%	3 25%	11 17%	2 25%	15 16%	-	2 13%	4 29%	9 14%
Between 3 and 4 years ago	9 10%	5 13%	1 5%	3 13%	-	-	9 10%	6 9%	-	-	6 9%	7 9%	2 17%	-	9 15%	5 7%	2 17%	5 8%	1 13%	9 10%	-	-	1 7%	8 13%
Between 4 and 5 years ago	5 5%	2 5%	1 5%	2 9%	-	-	4 5%	3 5%	1 7%	-	2 3%	2 3%	3 25%	-	5 8%	2 3%	-	2 3%	-	5 5%	-	-	-	5 8%
5 years or more	10 11%	8 20%	-	2 9%	-	-	10 11%	7 11%	3 20%	-	7 10%	8 10%	2 17%	-	10 16%	6 9%	2 17%	6 9%	1 13%	10 11%	-	-	1 7%	9 14%
Can't remember	4 4%	2 5%	2 10%	-	-	-	4 5%	2 3%	-	-	3 4%	3 4%	1 8%	-	4 6%	2 3%	1 8%	3 5%	-	4 4%	-	-	-	4 6%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 177

Q42. When was the most recent time you experienced these issues with a tenant?**Tenants having pet(s) in violation of lease arrangement****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	117	50	22	36	9	3	110	77	27	14	66	87	30	40	77	74	13	70	5	117	-	27	18	72	
Within the last 12 months	24	9	5	8	2	-	22	10	6	5	13	15	9	12	12	15	-	12	1	24	-	9	3	12	
	21%	18%	23%	22%	22%	-	20%	13%	22%	36%	20%	17%	30%	30%	16%	20%	-	17%	20%	21%	-	33%	17%	17%	
Between 1 and 2 years ago	28	10	8	9	1	-	26	21	4	1	19	24	4	11	17	21	3	21	1	28	-	8	5	15	
	24%	20%	36%	25%	11%	-	24%	27%	15%	7%	29%	28%	13%	28%	22%	28%	23%	30%	20%	24%	-	30%	28%	21%	
Between 2 and 3 years ago	17	4	3	10	-	-	16	13	5	5	10	13	4	7	10	11	2	11	-	17	-	2	4	11	
	15%	8%	14%	28%	-	-	15%	17%	19%	36%	15%	15%	13%	18%	13%	15%	15%	16%	-	15%	-	7%	22%	15%	
Between 3 and 4 years ago	16	11	3	-	2	1	16	11	2	1	9	12	4	4	12	9	3	6	3	16	-	4	3	9	
	14%	22%	14%	-	22%	33%	15%	14%	7%	7%	14%	14%	13%	10%	16%	12%	23%	9%	60%	14%	-	15%	17%	13%	
Between 4 and 5 years ago	12	5	2	3	2	1	12	9	2	1	6	8	4	3	9	7	1	6	-	12	-	1	3	8	
	10%	10%	9%	8%	22%	33%	11%	12%	7%	7%	9%	9%	13%	8%	12%	9%	8%	9%	-	10%	-	4%	17%	11%	
5 years or more	18	10	1	5	2	1	16	12	8	-	7	13	5	2	16	9	4	12	-	18	-	2	-	16	
	15%	20%	5%	14%	22%	33%	15%	16%	30%	-	11%	15%	17%	5%	21%	12%	31%	17%	-	15%	-	7%	-	22%	
Can't remember	2	1	-	1	-	-	2	1	-	1	2	2	-	1	1	2	-	2	-	2	-	1	-	1	
	2%	2%	-	3%	-	-	2%	1%	-	7%	3%	2%	-	3%	1%	3%	-	3%	-	2%	-	4%	-	1%	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 178

Q42. When was the most recent time you experienced these issues with a tenant?**Non-payment of utility bills when tenants were responsible****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	120	47	32	32	9	2	114	87	16	12	73	100	20	28	92	73	27	80	6	120	-	18	15	87
Within the last 12 months	25 21%	6 13%	6 19%	11 34%	2 22%	1 50%	24 21%	18 21%	4 25%	6 50%	17 23%	21 21%	4 20%	11 39%	14 15%	19 26%	2 7%	16 20%	-	25 21%	-	6 33%	4 27%	15 17%
Between 1 and 2 years ago	18 15%	6 13%	8 25%	1 3%	3 33%	1 50%	16 14%	9 10%	2 13%	3 25%	13 18%	18 18%	-	7 25%	11 12%	16 22%	2 7%	15 19%	1 17%	18 15%	-	3 17%	7 47%	8 9%
Between 2 and 3 years ago	19 16%	5 11%	7 22%	5 16%	2 22%	-	18 16%	16 18%	3 19%	2 17%	8 11%	13 13%	6 30%	2 7%	17 18%	9 12%	4 15%	10 13%	2 33%	19 16%	-	3 17%	2 13%	14 16%
Between 3 and 4 years ago	20 17%	11 23%	3 9%	6 19%	-	-	19 17%	14 16%	2 13%	-	13 18%	19 19%	1 5%	4 14%	16 17%	15 21%	4 15%	12 15%	3 50%	20 17%	-	3 17%	-	17 20%
Between 4 and 5 years ago	11 9%	5 11%	3 9%	2 6%	1 11%	-	10 9%	9 10%	1 6%	-	7 10%	9 9%	2 10%	1 4%	10 11%	6 8%	3 11%	9 11%	-	11 9%	-	-	1 7%	10 11%
5 years or more	24 20%	12 26%	4 13%	7 22%	1 11%	-	24 21%	18 21%	4 25%	1 8%	12 16%	17 17%	7 35%	2 7%	22 24%	7 10%	10 37%	15 19%	-	24 20%	-	2 11%	1 7%	21 24%
Can't remember	3 3%	2 4%	1 3%	-	-	-	3 3%	3 3%	-	-	3 4%	3 3%	-	1 4%	2 2%	1 1%	2 7%	3 4%	-	3 3%	-	1 6%	-	2 2%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 179

Q42. When was the most recent time you experienced these issues with a tenant?**Tenants conducting illegal activity in your property****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	61	27	14	14	6	2	57	43	15	5	32	43	18	20	41	35	8	34	3	61	-	10	12	39
Within the last 12 months	3 5%	2 7%	-	-	1 17%	1 50%	3 5%	2 5%	1 7%	2 40%	3 9%	3 7%	-	3 15%	-	2 6%	1 13%	2 6%	-	3 5%	-	2 20%	-	1 3%
Between 1 and 2 years ago	13 21%	6 22%	2 14%	4 29%	1 17%	1 50%	11 19%	8 19%	8 53%	2 40%	8 25%	9 21%	4 22%	7 35%	6 15%	9 26%	-	9 26%	-	13 21%	-	6 60%	3 25%	4 10%
Between 2 and 3 years ago	7 11%	1 4%	3 21%	2 14%	1 17%	-	6 11%	5 12%	1 7%	1 20%	5 16%	6 14%	1 6%	2 10%	5 12%	5 14%	1 13%	4 12%	2 67%	7 11%	-	-	3 25%	4 10%
Between 3 and 4 years ago	13 21%	4 15%	4 29%	5 36%	-	-	13 23%	11 26%	1 7%	-	8 25%	12 28%	1 6%	6 30%	7 17%	11 31%	1 13%	8 24%	1 33%	13 21%	-	2 20%	3 25%	8 21%
Between 4 and 5 years ago	5 8%	2 7%	1 7%	2 14%	-	-	5 9%	3 7%	-	-	1 3%	2 5%	3 17%	-	5 12%	-	2 25%	1 3%	-	5 8%	-	-	-	5 13%
5 years or more	19 31%	11 41%	4 29%	1 7%	3 50%	-	19 33%	14 33%	3 20%	-	7 22%	10 23%	9 50%	2 10%	17 41%	7 20%	3 38%	10 29%	-	19 31%	-	-	2 17%	17 44%
Can't remember	1 2%	1 4%	-	-	-	-	-	-	1 7%	-	-	1 2%	-	-	1 2%	1 3%	-	-	-	1 2%	-	-	1 8%	-

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 180

Q42. When was the most recent time you experienced these issues with a tenant?**Other issues****Base: All respondents who have experienced each**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	33	23	4	4	2	-	32	21	4	-	14	23	10	2	31	18	5	18	2	33	-	6	4	23
Within the last 12 months	7 21%	5 22%	1 25%	1 25%	-	-	6 19%	3 14%	1 25%	-	-	4 17%	3 30%	-	7 23%	2 11%	2 40%	3 17%	-	7 21%	-	4 67%	2 50%	1 4%
Between 1 and 2 years ago	8 24%	6 26%	-	1 25%	1 50%	-	8 25%	5 24%	2 50%	-	4 29%	6 26%	2 20%	-	8 26%	6 33%	-	4 22%	2 100%	8 24%	-	2 33%	1 25%	5 22%
Between 2 and 3 years ago	3 9%	1 4%	2 50%	-	-	-	3 9%	3 14%	-	-	1 7%	1 4%	2 20%	-	3 10%	1 6%	-	1 6%	-	3 9%	-	-	-	3 13%
Between 3 and 4 years ago	3 9%	3 13%	-	-	-	-	3 9%	1 5%	-	-	3 21%	3 13%	-	-	3 10%	3 17%	-	2 11%	-	3 9%	-	-	1 25%	2 9%
Between 4 and 5 years ago	2 6%	1 4%	-	-	1 50%	-	2 6%	2 10%	1 25%	-	1 7%	1 4%	1 10%	-	2 6%	1 6%	-	1 6%	-	2 6%	-	-	-	2 9%
5 years or more	10 30%	7 30%	1 25%	2 50%	-	-	10 31%	7 33%	-	-	5 36%	8 35%	2 20%	2 100%	8 26%	5 28%	3 60%	7 39%	-	10 30%	-	-	-	10 43%

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 181

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?

Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.

Summary

Base: All respondents who have experienced each in the last 12 months

	Issues											
	Having to serve an eviction notice due to consistent non-payment of rent	Difficulties being able to evict tenants when you have needed to	Rent paid irregularly	Damage done to a property by tenants	Illegal sub-letting of property by tenants	Tenants not reporting a serious maintenance issue	Tenants not allowing access to the property for repairs or safety checks to be carried out	Tenants disputing valid security deposit deductions	Tenants having pet(s) in violation of lease arrangement	Non-payment of utility bills when tenants were responsible	Tenants conducting illegal activity in your property	Other issues
Base	19	19	97	54	10	32	20	21	24	25	3	7
No cost/ £0	4 21%	- -	44 45%	5 9%	2 20%	6 19%	11 55%	4 19%	8 33%	10 40%	2 67%	4 57%
£1-£50	- -	- -	3 3%	2 4%	- -	- -	1 5%	1 5%	1 4%	- -	- -	- -
£51-£100	1 5%	2 11%	2 2%	4 7%	1 10%	2 6%	1 5%	1 5%	1 4%	5 20%	- -	- -
£101-£250	2 11%	2 11%	3 3%	4 7%	1 10%	7 22%	1 5%	8 38%	2 8%	2 8%	- -	- -
£251-£500	2 11%	3 16%	7 7%	12 22%	2 20%	4 13%	3 15%	2 10%	5 21%	2 8%	- -	2 29%
£501-£1000	1 5%	1 5%	6 6%	8 15%	1 10%	4 13%	- -	1 5%	- -	2 8%	1 33%	- -
£1001+	4 21%	6 32%	15 15%	11 20%	3 30%	5 16%	- -	2 10%	- -	1 4%	- -	- -
Don't know	5 26%	5 26%	17 18%	8 15%	- -	4 13%	3 15%	2 10%	7 29%	3 12%	- -	1 14%
Mean	616.6	1218.1	815.0	987.2	3212.2	1291.4	91.8	501.3	161.8	262.6	220.0	133.3
Standard deviation	723.6	1341.1	2106.6	1392.0	7730.6	4292.1	171.9	1134.8	209.6	645.6	381.1	216.0
Standard error	193.4	358.4	235.5	205.2	2444.6	811.1	41.7	260.3	50.8	137.6	220.0	88.2
Median	291.0	550.0	0.0	442.9	323.5	225.0	0.0	181.3	25.0	64.0	0.0	0.0

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 182

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?
Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.
Having to serve an eviction notice due to consistent non-payment of rent
Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	19	6	6	5	2	1	18	16	2	1	13	15	4	7	12	10	5	13	-	19	-	6	-	13
No cost/ £0	4 21%	1 17%	2 33%	1 20%	-	1 100%	4 22%	3 19%	-	-	1 8%	1 7%	3 75%	1 14%	3 25%	1 10%	-	1 8%	-	4 21%	-	-	-	4 31%
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£100	1 5%	-	-	1 20%	-	-	1 6%	1 6%	-	-	1 8%	1 7%	-	1 14%	-	1 10%	-	1 8%	-	1 5%	-	1 17%	-	-
£101-£250	2 11%	1 17%	1 17%	-	-	-	1 6%	2 13%	-	-	2 15%	2 13%	-	2 29%	-	2 20%	-	2 15%	-	2 11%	-	1 17%	-	1 8%
£251-£500	2 11%	-	2 33%	-	-	-	2 11%	2 13%	1 50%	-	2 15%	2 13%	-	1 14%	1 8%	1 10%	1 20%	2 15%	-	2 11%	-	2 33%	-	-
£501-£1000	1 5%	1 17%	-	-	-	-	1 6%	1 6%	-	-	-	1 7%	-	-	1 8%	1 10%	-	-	-	1 5%	-	1 17%	-	-
£1001+	4 21%	2 33%	-	1 20%	1 50%	-	4 22%	3 19%	-	1 100%	4 31%	4 27%	-	1 14%	3 25%	3 30%	1 20%	3 23%	-	4 21%	-	1 17%	-	3 23%
Don't know	5 26%	1 17%	1 17%	2 40%	1 50%	-	5 28%	4 25%	1 50%	-	3 23%	4 27%	1 25%	1 14%	4 33%	1 10%	3 60%	4 31%	-	5 26%	-	-	-	5 38%
Mean	616.6	930.0	216.4	466.7	1500.0	0.0	652.5	594.3	500.0	1500.0	783.2	784.7	0.0	413.7	768.8	753.6	925.0	625.8	-	616.6	-	683.3	-	566.5
Standard deviation	723.6	925.7	219.2	723.4	-	-	740.1	716.1	-	-	771.3	731.8	0.0	558.5	829.3	762.0	813.2	624.9	-	723.6	-	785.3	-	724.7
Standard error	193.4	414.0	98.0	417.7	-	-	205.3	206.7	-	-	243.9	220.6	0.0	228.0	293.2	254.0	575.0	208.3	-	193.4	-	320.6	-	256.2
Median	291.0	475.0	116.0	50.0	1500.0	0.0	291.0	291.0	500.0	1500.0	425.0	425.0	0.0	191.0	575.0	366.0	925.0	291.0	-1.0	291.0	-1.0	425.0	-1.0	116.0

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 183

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?
Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.
Difficulties being able to evict tenants when you have needed to
Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	19	12	2	4	1	-	17	16	2	-	13	16	3	8	11	12	4	14	-	19	-	7	-	12	
No cost/ £0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
£51-£100	2 11%	1 8%	-	1 25%	-	-	2 12%	2 13%	-	-	2 15%	2 13%	-	2 25%	-	2 17%	-	2 14%	-	2 11%	-	2 29%	-	-	
£101-£250	2 11%	1 8%	1 50%	-	-	-	1 6%	2 13%	-	-	2 15%	2 13%	-	2 25%	-	2 17%	-	2 14%	-	2 11%	-	1 14%	-	1 8%	
£251-£500	3 16%	2 17%	-	1 25%	-	-	2 12%	2 13%	-	-	2 15%	2 13%	1 33%	1 13%	2 18%	1 8%	1 25%	2 14%	-	3 16%	-	1 14%	-	2 17%	
£501-£1000	1 5%	1 8%	-	-	-	-	1 6%	1 6%	-	-	-	1 6%	-	-	1 9%	1 8%	-	-	-	1 5%	-	1 14%	-	-	
£1001+	6 32%	3 25%	1 50%	1 25%	1 100%	-	6 35%	4 25%	1 50%	-	4 31%	5 31%	1 33%	2 25%	4 36%	5 42%	-	5 36%	-	6 32%	-	-	-	6 50%	
Don't know	5 26%	4 33%	-	1 25%	-	-	5 29%	5 31%	1 50%	-	3 23%	4 25%	1 33%	1 13%	4 36%	1 8%	3 75%	3 21%	-	5 26%	-	2 29%	-	3 25%	
Mean	1218.1	912.5	2577.0	866.7	2000.0	-	1362.8	1141.3	2000.0	-	1255.4	1262.8	950.0	722.0	1714.3	1332.2	500.0	1323.1	-	1218.1	-	300.0	-	1728.2	
Standard deviation	1341.1	775.4	3426.6	1001.7	-	-	1400.5	1468.9	-	-	1557.2	1439.9	636.4	883.6	1594.2	1489.0	-	1494.2	-	1341.1	-	234.5	-	1440.6	
Standard error	358.4	274.1	2423.0	578.3	-	-	404.3	442.9	-	-	492.4	415.7	450.0	334.0	602.5	449.0	-	450.5	-	358.4	-	104.9	-	480.2	
Median	550.0	550.0	2577.0	300.0	2000.0	-1.0	1000.0	425.0	2000.0	-1.0	350.0	550.0	950.0	177.0	1000.0	550.0	500.0	425.0	-1.0	550.0	-1.0	150.0	-1.0	1475.0	

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 184

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?
Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.
Rent paid irregularly
Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest-ment/ pen-sion	Acci-dent	Busi-ness	NET: Use mana-gement agents	NET: Use let-ting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	97	36	20	32	9	2	93	66	14	14	48	66	31	26	71	46	20	54	2	97	-	23	11	63		
No cost/ £0	44 45%	19 53%	7 35%	15 47%	3 33%	1 50%	42 45%	33 50%	6 43%	2 14%	20 42%	31 47%	13 42%	6 23%	38 54%	18 39%	13 65%	24 44%	1 50%	44 45%	-	3 13%	6 55%	35 56%		
£1-£50	3 3%	1 3%	1 5%	1 3%	-	-	3 3%	1 2%	1 7%	-	1 2%	2 3%	1 3%	-	3 4%	1 2%	1 5%	1 2%	-	3 3%	-	-	-	3 5%		
£51-£100	2 2%	-	-	2 6%	-	-	2 2%	1 2%	-	1 7%	2 4%	2 3%	-	2 8%	-	2 4%	-	2 4%	-	2 2%	-	1 4%	1 9%	-		
£101-£250	3 3%	1 3%	1 5%	1 3%	-	-	2 2%	1 2%	-	1 7%	2 4%	2 3%	1 3%	2 8%	1 1%	2 4%	-	2 4%	-	3 3%	-	1 4%	1 9%	1 2%		
£251-£500	7 7%	1 3%	4 20%	1 3%	1 11%	-	7 8%	5 8%	1 7%	2 14%	3 6%	4 6%	3 10%	4 15%	3 4%	3 7%	1 5%	3 6%	-	7 7%	-	4 17%	-	3 5%		
£501-£1000	6 6%	4 11%	-	1 3%	1 11%	1 50%	6 6%	2 3%	1 7%	1 7%	3 6%	4 6%	2 6%	3 12%	3 4%	3 7%	1 5%	4 7%	-	6 6%	-	2 9%	-	4 6%		
£1001+	15 15%	6 17%	2 10%	4 13%	3 33%	-	15 16%	11 17%	4 29%	3 21%	7 15%	9 14%	6 19%	4 15%	11 15%	8 17%	1 5%	7 13%	1 50%	15 15%	-	7 30%	1 9%	7 11%		
Don't know	17 18%	4 11%	5 25%	7 22%	1 11%	-	16 17%	12 18%	1 7%	4 29%	10 21%	12 18%	5 16%	5 19%	12 17%	9 20%	3 15%	11 20%	-	17 18%	-	5 22%	2 18%	10 16%		
Mean	815.0	774.5	448.3	1027.7	1000.0	275.0	843.8	917.2	1943.4	2219.4	951.2	874.9	690.6	1273.7	651.8	1197.2	173.5	830.2	1500.0	815.0	-	2237.9	421.1	398.7		
Standard deviation	2106.6	1701.1	850.9	3154.1	1101.9	388.9	2142.4	2448.9	4228.4	4679.9	2614.3	2436.5	1189.1	3291.9	1484.7	2884.4	425.8	2454.7	2121.3	2106.6	-	3831.7	1156.6	912.1		
Standard error	235.5	300.7	219.7	630.8	389.6	275.0	244.2	333.2	1172.8	1479.9	424.1	331.6	233.2	718.4	193.3	474.2	103.3	374.3	1500.0	235.5	-	903.1	385.5	125.3		
Median	0.0	0.0	25.0	0.0	750.0	275.0	0.0	0.0	5.0	376.0	0.0	0.0	5.0	241.0	0.0	25.0	0.0	0.0	1500.0	0.0	-1.0	650.0	0.0	0.0		

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 185

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?
Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.
Damage done to a property by tenants
Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest-ment/ pen-sion	Acci-dent	Busi-ness	NET: Use mana-gement agents	NET: Use let-ting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	54	22	17	11	4	-	54	38	9	7	29	38	16	17	37	31	7	27	4	54	-	13	12	29
No cost/ £0	5 9%	3 14%	2 12%	-	-	-	5 9%	3 8%	2 22%	-	3 10%	3 8%	2 13%	2 12%	3 8%	3 10%	-	3 11%	-	5 9%	-	2 15%	3 25%	-
£1-£50	2 4%	1 5%	1 6%	-	-	-	2 4%	1 3%	-	-	1 3%	2 5%	-	1 6%	1 3%	1 3%	1 14%	2 7%	-	2 4%	-	1 8%	-	1 3%
£51-£100	4 7%	4 18%	-	-	-	-	4 7%	1 3%	-	-	1 3%	1 3%	3 19%	1 6%	3 8%	1 3%	-	1 4%	-	4 7%	-	2 15%	-	2 7%
£101-£250	4 7%	2 9%	2 12%	-	-	-	4 7%	3 8%	2 22%	1 14%	-	3 8%	1 6%	1 6%	3 8%	2 6%	1 14%	2 7%	-	4 7%	-	1 8%	-	3 10%
£251-£500	12 22%	4 18%	6 35%	1 9%	1 25%	-	12 22%	8 21%	2 22%	3 43%	7 24%	9 24%	3 19%	4 24%	8 22%	6 19%	3 43%	9 33%	-	12 22%	-	1 8%	5 42%	6 21%
£501-£1000	8 15%	3 14%	2 12%	3 27%	-	-	8 15%	6 16%	1 11%	1 14%	6 21%	6 16%	2 13%	4 24%	4 11%	6 19%	-	3 11%	1 25%	8 15%	-	2 15%	1 8%	5 17%
£1001+	11 20%	2 9%	2 12%	4 36%	3 75%	-	11 20%	9 24%	1 11%	1 14%	5 17%	7 18%	4 25%	3 18%	8 22%	6 19%	1 14%	4 15%	1 25%	11 20%	-	1 8%	2 17%	8 28%
Don't know	8 15%	3 14%	2 12%	3 27%	-	-	8 15%	7 18%	1 11%	1 14%	6 21%	7 18%	1 6%	1 6%	7 19%	6 19%	1 14%	3 11%	2 50%	8 15%	-	3 23%	1 8%	4 14%
Mean	987.2	558.4	813.5	1537.5	2575.0	-	987.2	1128.1	673.4	523.7	832.9	853.6	1263.3	608.3	1189.3	921.3	571.7	598.4	2850.0	987.2	-	616.0	522.7	1340.1
Standard deviation	1392.0	860.8	1641.1	1077.9	1963.6	-	1392.0	1516.6	1162.7	477.5	1074.6	1112.6	1858.6	636.8	1635.7	1189.7	718.3	751.5	3040.6	1392.0	-	1068.5	484.4	1679.7
Standard error	205.2	197.5	423.7	381.1	981.8	-	205.2	272.4	411.1	194.9	224.1	199.8	479.9	159.2	298.6	237.9	293.3	153.4	2150.0	205.2	-	337.9	146.1	335.9
Median	442.9	200.0	350.0	1075.0	2500.0	-1.0	442.9	490.0	375.0	400.0	480.0	450.0	425.0	400.0	440.0	475.0	350.0	450.0	2850.0	442.9	-1.0	175.0	416.7	506.0

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 186

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?

Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.

Illegal sub-letting of property by tenants

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
	Total	1	2	3 to 5	6+		Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	10	3	3	3	1	1	10	8	4	6	8	9	1	8	2	9	-	9	-	10	-	4	1	5
No cost/ £0	2 20%	2 67%	-	-	-	-	2 20%	1 13%	-	-	1 13%	1 11%	1 100%	-	2 100%	1 11%	-	1 11%	-	2 20%	-	-	1 100%	1 20%
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£100	1 10%	1 33%	-	-	-	-	1 10%	1 13%	-	-	1 13%	1 11%	-	1 13%	-	1 11%	-	1 11%	-	1 10%	-	1 25%	-	-
£101-£250	1 10%	-	1 33%	-	-	-	1 10%	1 13%	-	1 17%	1 13%	1 11%	-	1 13%	-	1 11%	-	1 11%	-	1 10%	-	-	-	1 20%
£251-£500	2 20%	-	2 67%	-	-	-	2 20%	2 25%	1 25%	2 33%	2 25%	2 22%	-	2 25%	-	2 22%	-	2 22%	-	2 20%	-	-	-	2 40%
£501-£1000	1 10%	-	-	-	1 100%	1 100%	1 10%	1 13%	1 25%	1 17%	1 13%	1 11%	-	1 13%	-	1 11%	-	1 11%	-	1 10%	-	-	-	1 20%
£1001+	3 30%	-	-	3 100%	-	-	3 30%	2 25%	2 50%	2 33%	2 25%	3 33%	-	3 38%	-	3 33%	-	3 33%	-	3 30%	-	3 75%	-	-
Mean	3212.2	33.3	257.3	10166.7	750.0	750.0	3212.2	3640.3	7143.8	4920.3	3640.3	3569.1	0.0	4015.3	0.0	3569.1	-	3569.1	-	3212.2	-	7650.0	0.0	304.4
Standard deviation	7730.6	57.7	114.6	12848.5	-	-	7730.6	8668.8	11941.3	9894.7	8668.8	8111.7	-	8552.9	0.0	8111.7	-	8111.7	-	7730.6	-	11635.7	-	284.7
Standard error	2444.6	33.3	66.2	7418.1	-	-	2444.6	3064.9	5970.7	4039.5	3064.9	2703.9	-	3023.9	0.0	2703.9	-	2703.9	-	2444.6	-	5817.9	-	127.3
Median	323.5	0.0	223.5	2750.0	750.0	750.0	323.5	323.5	1625.0	537.5	323.5	323.5	0.0	537.5	0.0	323.5	-1.0	323.5	-1.0	323.5	-1.0	2750.0	0.0	223.5

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 187

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?
Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.
Tenants not reporting a serious maintenance issue
Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	32	10	10	11	1	1	28	24	6	6	12	19	13	15	17	18	1	16	-	32	-	12	-	20
No cost/ £0	6 19%	2 20%	2 20%	2 18%	-	-	5 18%	4 17%	2 33%	-	-	2 11%	4 31%	2 13%	4 24%	1 6%	1 100%	1 6%	-	6 19%	-	2 17%	-	4 20%
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£100	2 6%	1 10%	-	1 9%	-	-	2 7%	2 8%	-	-	1 8%	1 5%	1 8%	1 7%	1 6%	1 6%	-	1 6%	-	2 6%	-	1 8%	-	1 5%
£101-£250	7 22%	3 30%	3 30%	1 9%	-	-	6 21%	7 29%	1 17%	2 33%	4 33%	6 32%	1 8%	4 27%	3 18%	6 33%	-	4 25%	-	7 22%	-	3 25%	-	4 20%
£251-£500	4 13%	2 20%	1 10%	1 9%	-	-	3 11%	4 17%	-	-	2 17%	2 11%	2 15%	3 20%	1 6%	2 11%	-	2 13%	-	4 13%	-	2 17%	-	2 10%
£501-£1000	4 13%	1 10%	1 10%	1 9%	1 100%	-	4 14%	2 8%	2 33%	2 33%	1 8%	3 16%	1 8%	2 13%	2 12%	3 17%	-	3 19%	-	4 13%	-	1 8%	-	3 15%
£1001+	5 16%	1 10%	1 10%	3 27%	-	1 100%	4 14%	2 8%	1 17%	1 17%	1 8%	1 5%	4 31%	1 7%	4 24%	1 6%	-	1 6%	-	5 16%	-	-	-	5 25%
Don't know	4 13%	-	2 20%	2 18%	-	-	4 14%	3 13%	-	1 17%	3 25%	4 21%	-	2 13%	2 12%	4 22%	-	4 25%	-	4 13%	-	3 25%	-	1 5%
Mean	1291.4	416.0	415.5	3075.0	1000.0	1100.0	519.1	407.6	4106.2	572.2	433.2	387.4	2334.5	360.5	2098.2	415.1	0.0	446.8	-	1291.4	-	305.6	-	1758.4
Standard deviation	4292.1	488.0	599.0	7502.0	-	-	602.3	554.7	9264.1	465.3	381.5	372.7	6252.1	353.8	5824.1	370.4	-	392.9	-	4292.1	-	318.6	-	5183.9
Standard error	811.1	154.3	211.8	2500.7	-	-	122.9	121.0	3782.0	208.1	127.2	96.2	1734.0	98.1	1503.8	99.0	-	113.4	-	811.1	-	106.2	-	1189.3
Median	225.0	153.3	187.5	237.5	1000.0	1100.0	225.0	171.9	318.5	318.5	225.0	187.5	237.5	225.0	176.7	225.0	0.0	350.0	-1.0	225.0	-1.0	175.0	-1.0	237.5

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 188

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?

Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.

Tenants not allowing access to the property for repairs or safety checks to be carried out

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Flat/ house excl HMO	Investment/ pension	Accident	Business	Yes	No	Yes	No	Yes	No	Yes	No												
	Total	1	2	3 to 5	6+	HMO	HMO	pension	Accident	Business	agents	agents	manage	Yes	No	Yes	No	Yes	No	Yes	No	years	years	years
Base	20	11	3	4	2	-	19	13	3	3	9	14	6	5	15	11	3	12	1	20	-	7	3	10
No cost/ £0	11 55%	8 73%	2 67%	-	1 50%	-	10 53%	6 46%	2 67%	1 33%	5 56%	8 57%	3 50%	1 20%	10 67%	6 55%	2 67%	6 50%	1 100%	11 55%	-	4 57%	2 67%	5 50%
£1-£50	1 5%	1 9%	-	-	-	-	1 5%	1 8%	1 33%	-	-	-	1 17%	-	1 7%	-	-	-	-	1 5%	-	-	-	1 10%
£51-£100	1 5%	-	-	1 25%	-	-	1 5%	1 8%	-	-	1 11%	1 7%	-	1 20%	-	1 9%	-	1 8%	-	1 5%	-	1 14%	-	-
£101-£250	1 5%	1 9%	-	-	-	-	1 5%	-	-	-	1 11%	1 7%	-	1 20%	-	1 9%	-	1 8%	-	1 5%	-	1 14%	-	-
£251-£500	3 15%	-	-	2 50%	1 50%	-	3 16%	3 23%	-	2 67%	2 22%	3 21%	-	2 40%	1 7%	3 27%	-	3 25%	-	3 15%	-	1 14%	-	2 20%
£501-£1000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£1001+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 15%	1 9%	1 33%	1 25%	-	-	3 16%	2 15%	-	-	-	1 7%	2 33%	-	3 20%	-	1 33%	1 8%	-	3 15%	-	-	1 33%	2 20%
Mean	91.8	16.0	0.0	300.0	250.0	-	97.5	130.9	13.3	266.7	113.3	116.9	10.0	204.0	45.0	138.2	0.0	138.2	0.0	91.8	-	102.9	0.0	105.0
Standard deviation	171.9	38.6	0.0	200.0	353.6	-	175.9	203.2	23.1	251.7	176.4	190.8	20.0	197.7	143.7	201.1	0.0	201.1	-	171.9	-	182.7	0.0	190.3
Standard error	41.7	12.2	0.0	115.5	250.0	-	44.0	61.3	13.3	145.3	58.8	52.9	10.0	88.4	41.5	60.6	0.0	60.6	-	41.7	-	69.1	0.0	67.3
Median	0.0	0.0	0.0	200.0	250.0	-1.0	0.0	0.0	0.0	150.0	0.0	0.0	0.0	110.0	0.0	0.0	0.0	0.0	0.0	0.0	-1.0	0.0	0.0	0.0

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 189

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?
Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.
Tenants disputing valid security deposit deductions
Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use let-ting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No			
Base	21	5	8	7	1	-	20	17	2	7	16	18	3	13	8	18	-	13	2	21	-	6	3	12
No cost/ £0	4 19%	2 40%	-	2 29%	-	-	4 20%	3 18%	-	-	3 19%	4 22%	-	-	4 50%	4 22%	-	3 23%	1 50%	4 19%	-	-	1 33%	3 25%
£1-£50	1 5%	-	1 13%	-	-	-	1 5%	-	-	1 14%	1 6%	1 6%	-	1 8%	-	1 6%	-	1 8%	-	1 5%	-	1 17%	-	-
£51-£100	1 5%	1 20%	-	-	-	-	1 5%	-	-	-	-	-	1 33%	-	1 13%	-	-	-	1 5%	-	-	-	1 8%	
£101-£250	8 38%	2 40%	3 38%	2 29%	1 100%	-	7 35%	7 41%	2 100%	4 57%	8 50%	8 44%	-	7 54%	1 13%	8 44%	-	5 38%	1 50%	8 38%	-	2 33%	1 33%	5 42%
£251-£500	2 10%	-	1 13%	1 14%	-	-	2 10%	2 12%	-	1 14%	1 6%	1 6%	1 33%	1 8%	1 13%	1 6%	-	1 8%	-	2 10%	-	1 17%	-	1 8%
£501-£1000	1 5%	-	-	1 14%	-	-	1 5%	1 6%	-	-	-	-	1 33%	1 8%	-	-	-	-	-	1 5%	-	-	-	1 8%
£1001+	2 10%	-	2 25%	-	-	-	2 10%	2 12%	-	1 14%	2 13%	2 11%	-	2 15%	-	2 11%	-	2 15%	-	2 10%	-	1 17%	1 33%	-
Don't know	2 10%	-	1 13%	1 14%	-	-	2 10%	2 12%	-	-	1 6%	2 11%	-	1 8%	1 13%	2 11%	-	1 8%	-	2 10%	-	1 17%	-	1 8%
Mean	501.3	90.0	1080.6	218.3	200.0	-	520.8	612.3	210.5	367.7	558.3	523.4	383.3	723.7	120.0	523.4	-	643.7	125.0	501.3	-	418.0	1733.3	203.1
Standard deviation	1134.8	89.4	1787.1	209.8	-	-	1164.4	1261.5	14.8	461.8	1273.8	1238.5	247.9	1393.4	187.9	1238.5	-	1423.1	176.8	1134.8	-	556.9	2830.8	186.2
Standard error	260.3	40.0	675.5	85.7	-	-	274.5	325.7	10.5	174.5	328.9	309.6	143.1	402.2	71.0	309.6	-	410.8	125.0	260.3	-	249.0	1634.4	56.1
Median	181.3	50.0	217.0	225.0	200.0	-1.0	175.0	206.5	210.5	206.5	181.3	175.0	295.0	206.5	0.0	175.0	-1.0	175.0	125.0	181.3	-1.0	175.0	100.0	175.0

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 190

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?

Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.

Tenants having pet(s) in violation of lease arrangement

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No			
Base	24	9	5	8	2	-	22	10	6	5	13	15	9	12	12	15	-	12	1	24	-	9	3	12
No cost/ £0	8 33%	4 44%	1 20%	2 25%	1 50%	-	7 32%	4 40%	-	1 20%	3 23%	3 20%	5 56%	2 17%	6 50%	3 20%	-	2 17%	1 100%	8 33%	-	1 11%	-	7 58%
£1-£50	1 4%	-	1 20%	-	-	-	1 5%	-	-	1 20%	1 8%	1 7%	-	1 8%	-	1 7%	-	1 8%	-	1 4%	-	-	1 33%	-
£51-£100	1 4%	1 11%	-	-	-	-	1 5%	-	1 17%	-	1 8%	1 7%	-	1 8%	-	1 7%	-	1 8%	-	1 4%	-	-	-	1 8%
£101-£250	2 8%	-	-	2 25%	-	-	2 9%	1 10%	1 17%	-	1 8%	2 13%	-	2 17%	-	2 13%	-	1 8%	-	2 8%	-	1 11%	1 33%	-
£251-£500	5 21%	2 22%	1 20%	2 25%	-	-	4 18%	2 20%	2 33%	2 40%	3 23%	3 20%	2 22%	3 25%	2 17%	3 20%	-	3 25%	-	5 21%	-	4 44%	1 33%	-
£501-£1000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£1001+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7 29%	2 22%	2 40%	2 25%	1 50%	-	7 32%	3 30%	2 33%	1 20%	4 31%	5 33%	2 22%	3 25%	4 33%	5 33%	-	4 33%	-	7 29%	-	3 33%	-	4 33%
Mean	161.8	128.6	183.3	216.7	0.0	-	163.3	135.7	312.5	262.5	177.8	175.0	142.9	194.4	125.0	175.0	-	200.0	0.0	161.8	-	325.0	233.3	12.5
Standard deviation	209.6	197.6	275.4	229.5	-	-	216.7	197.3	217.5	275.0	206.3	194.7	244.0	196.0	231.5	194.7	-	208.7	-	209.6	-	213.9	236.3	35.4
Standard error	50.8	74.7	159.0	93.7	-	-	55.9	74.6	108.7	137.5	68.8	61.6	92.2	65.3	81.8	61.6	-	73.8	-	50.8	-	87.3	136.4	12.5
Median	25.0	0.0	25.0	75.0	0.0	-1.0	25.0	0.0	325.0	275.0	75.0	125.0	0.0	112.5	0.0	125.0	-1.0	125.0	0.0	25.0	-1.0	400.0	100.0	0.0

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Absolutes/col percents

Table 191

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?
Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.
Non-payment of utility bills when tenants were responsible
Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	25	6	6	11	2	1	24	18	4	6	17	21	4	11	14	19	2	16	-	25	-	6	4	15
No cost/ £0	10 40%	4 67%	1 17%	4 36%	1 50%	-	10 42%	9 50%	-	2 33%	5 29%	9 43%	1 25%	1 9%	9 64%	7 37%	2 100%	7 44%	-	10 40%	-	1 17%	2 50%	7 47%
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£100	5 20%	1 17%	2 33%	2 18%	-	-	5 21%	3 17%	1 25%	-	4 24%	4 19%	1 25%	4 36%	1 7%	4 21%	-	4 25%	-	5 20%	-	2 33%	-	3 20%
£101-£250	2 8%	-	1 17%	1 9%	-	-	2 8%	2 11%	1 25%	2 33%	2 12%	2 10%	-	2 18%	-	2 11%	-	2 13%	-	2 8%	-	-	-	2 13%
£251-£500	2 8%	-	-	2 18%	-	1 100%	1 4%	1 6%	1 25%	-	1 6%	1 5%	1 25%	1 9%	1 7%	1 5%	-	-	-	2 8%	-	-	-	2 13%
£501-£1000	2 8%	1 17%	-	1 9%	-	-	2 8%	1 6%	1 25%	1 17%	1 6%	1 5%	1 25%	2 18%	-	1 5%	-	-	-	2 8%	-	1 17%	1 25%	-
£1001+	1 4%	-	-	-	1 50%	-	1 4%	1 6%	-	-	1 6%	1 5%	-	-	1 7%	1 5%	-	1 6%	-	1 4%	-	-	-	1 7%
Don't know	3 12%	-	2 33%	1 9%	-	-	3 13%	1 6%	-	1 17%	3 18%	3 14%	-	1 9%	2 14%	3 16%	-	2 13%	-	3 12%	-	2 33%	1 25%	-
Mean	262.6	111.3	67.5	184.0	1500.0	400.0	256.1	273.5	298.3	215.0	342.1	266.1	247.0	231.0	289.0	299.4	0.0	260.0	-	262.6	-	192.0	250.0	284.0
Standard deviation	645.6	240.9	52.4	245.2	2121.3	-	660.8	727.6	247.9	311.0	792.5	708.3	272.6	252.2	861.4	747.0	0.0	791.1	-	645.6	-	275.2	433.0	761.8
Standard error	137.6	98.4	26.2	77.5	1500.0	-	144.2	176.5	124.0	139.1	211.8	167.0	136.3	79.8	248.7	186.7	0.0	211.4	-	137.6	-	137.6	250.0	196.7
Median	64.0	0.0	72.5	85.0	1500.0	400.0	30.0	0.0	262.5	62.5	77.5	30.0	194.0	112.5	0.0	65.0	0.0	30.0	-1.0	64.0	-1.0	84.0	0.0	30.0

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Absolutes/col percents

Table 192

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?
Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.
Tenants conducting illegal activity in your property
Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	3	2	-	-	1	1	3	2	1	2	3	3	-	3	-	2	1	2	-	3	-	2	-	1
No cost/ £0	2 67%	2 100%	-	-	-	-	2 67%	1 50%	-	1 50%	2 67%	2 67%	-	2 67%	-	1 50%	1 100%	1 50%	-	2 67%	-	2 100%	-	-
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£101-£250	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£251-£500	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£501-£1000	1 33%	-	-	-	1 100%	1 100%	1 33%	1 50%	1 100%	1 50%	1 33%	1 33%	-	1 33%	-	1 50%	-	1 50%	-	1 33%	-	-	-	1 100%
£1001+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	220.0	0.0	-	-	660.0	660.0	220.0	330.0	660.0	330.0	220.0	220.0	-	220.0	-	330.0	0.0	330.0	-	220.0	-	0.0	-	660.0
Standard deviation	381.1	0.0	-	-	-	-	381.1	466.7	-	466.7	381.1	381.1	-	381.1	-	466.7	-	466.7	-	381.1	-	0.0	-	-
Standard error	220.0	0.0	-	-	-	-	220.0	330.0	-	330.0	220.0	220.0	-	220.0	-	330.0	-	330.0	-	220.0	-	0.0	-	-
Median	0.0	0.0	-1.0	-1.0	660.0	660.0	0.0	330.0	660.0	330.0	0.0	0.0	-1.0	0.0	-1.0	330.0	0.0	330.0	-1.0	0.0	-1.0	0.0	-1.0	660.0

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Absolutes/col percents

Table 193

Q43. Thinking about the most recent time you experienced the following issues, what was the approximate cost/financial loss to you as a result?

Please enter how much money you spent trying to sort out each problem, without considering any reimbursement or compensation you may have received.

Other issues

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No				
Base	7	5	1	1	-	-	6	3	1	-	-	4	3	-	7	2	2	3	-	7	-	4	2	1	
No cost/ £0	4 57%	3 60%	-	1 100%	-	-	3 50%	1 33%	1 100%	-	-	2 50%	2 67%	-	4 57%	1 50%	1 50%	2 67%	-	4 57%	-	3 75%	1 50%	-	
£1-£50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
£51-£100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
£101-£250	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
£251-£500	2 29%	1 20%	1 100%	-	-	-	2 33%	2 67%	-	-	-	1 25%	1 33%	-	2 29%	1 50%	-	-	-	2 29%	-	1 25%	-	1 100%	
£501-£1000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
£1001+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	1 14%	1 20%	-	-	-	-	1 17%	-	-	-	-	1 25%	-	-	1 14%	-	1 50%	1 33%	-	1 14%	-	-	1 50%	-	
Mean	133.3	125.0	300.0	0.0	-	-	160.0	266.7	0.0	-	-	100.0	166.7	-	133.3	150.0	0.0	0.0	-	133.3	-	125.0	0.0	300.0	
Standard deviation	216.0	250.0	-	-	-	-	230.2	251.7	-	-	-	173.2	288.7	-	216.0	212.1	-	0.0	-	216.0	-	250.0	-	-	
Standard error	88.2	125.0	-	-	-	-	103.0	145.3	-	-	-	100.0	166.7	-	88.2	150.0	-	0.0	-	88.2	-	125.0	-	-	
Median	0.0	0.0	300.0	0.0	-1.0	-1.0	0.0	150.0	0.0	-1.0	-1.0	0.0	0.0	-1.0	0.0	150.0	0.0	0.0	-1.0	0.0	-1.0	0.0	0.0	300.0	

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Absolutes/col percents

Table 194

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Summary****Base: All respondents who have experienced each in the last 12 months**

		Issues											
		Having to serve an eviction notice due to consistent non-payment of rent	Difficulties being able to evict tenants when you have needed to	Rent paid irregularly	Damage done to a property by tenants	Illegal sub- letting of property by tenants	Tenants not reporting a serious maintenance issue	Tenants not allowing access to the property for repairs or safety checks to be carried out	Tenants disputing valid security deposit deductions	Tenants having pet(s) in violation of lease arrangement	Non-payment of utility bills when tenants were responsible	Tenants conducting illegal activity in your property	Other issues
Base		19	19	97	54	10	32	20	21	24	25	3	7
NET: Extremely/ quite a lot		14 74%	18 95%	48 49%	35 65%	7 70%	20 63%	12 60%	13 62%	15 63%	10 40%	1 33%	2 29%
Extremely	(4)	11 58%	14 74%	27 28%	23 43%	5 50%	8 25%	8 40%	9 43%	8 33%	4 16%	1 33%	2 29%
Quite a lot	(3)	3 16%	4 21%	21 22%	12 22%	2 20%	12 38%	4 20%	4 19%	7 29%	6 24%	- -	- -
Moderately	(2)	2 11%	1 5%	36 37%	17 31%	3 30%	9 28%	5 25%	5 24%	5 21%	3 12%	2 67%	3 43%
Not at all or only a little	(1)	2 11%	- -	13 13%	2 4%	- -	3 9%	3 15%	3 14%	4 17%	12 48%	- -	2 29%
NET: Moderately/ a little/ not at all		4 21%	1 5%	49 51%	19 35%	3 30%	12 38%	8 40%	8 38%	9 38%	15 60%	2 67%	5 71%
Don't know		1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean		3.28	3.68	2.64	3.04	3.20	2.78	2.85	2.90	2.79	2.08	2.67	2.29
Standard deviation		1.07	0.58	1.03	0.95	0.92	0.94	1.14	1.14	1.10	1.19	1.15	1.25
Standard error		0.25	0.13	0.10	0.13	0.29	0.17	0.25	0.25	0.23	0.24	0.67	0.47

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Absolutes/col percents

Table 195

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Having to serve an eviction notice due to consistent non-payment of rent****Base: All respondents who have experienced each in the last 12 months**

						Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
Number of Properties Owned							Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage													
						HMO								Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years		
Total						1	2	3 to 5	6+																	
Base		19	6	6	5	2	1	18	16	2	1	13	15	4	7	12	10	5	13	-	19	-	6	-	13	
NET: Extremely/ quite a lot		14	5	4	3	2	-	13	13	1	1	9	11	3	5	9	8	3	9	-	14	-	5	-	9	
		74%	83%	67%	60%	100%	-	72%	81%	50%	100%	69%	73%	75%	71%	75%	80%	60%	69%	-	74%	-	83%	-	69%	
Extremely	(4)	11	4	3	3	1	-	11	10	1	1	7	9	2	4	7	7	2	7	-	11	-	4	-	7	
		58%	67%	50%	60%	50%	-	61%	63%	50%	100%	54%	60%	50%	57%	58%	70%	40%	54%	-	58%	-	67%	-	54%	
Quite a lot	(3)	3	1	1	-	1	-	2	3	-	-	2	2	1	1	2	1	1	2	-	3	-	1	-	2	
		16%	17%	17%	-	50%	-	11%	19%	-	-	15%	13%	25%	14%	17%	10%	20%	15%	-	16%	-	17%	-	15%	
Moderately	(2)	2	1	-	1	-	-	2	1	1	-	2	2	-	1	1	1	1	2	-	2	-	-	-	2	
		11%	17%	-	20%	-	-	11%	6%	50%	-	15%	13%	-	14%	8%	10%	20%	15%	-	11%	-	-	-	15%	
Not at all or only a little	(1)	2	-	1	1	-	1	2	1	-	-	2	2	-	1	1	1	1	2	-	2	-	1	-	1	
		11%	-	17%	20%	-	100%	11%	6%	-	-	15%	13%	-	14%	8%	10%	20%	15%	-	11%	-	17%	-	8%	
NET: Moderately/ a little/ not at all		4	1	1	2	-	1	4	2	1	-	4	4	-	2	2	2	2	4	-	4	-	1	-	3	
		21%	17%	17%	40%	-	100%	22%	13%	50%	-	31%	27%	-	29%	17%	20%	40%	31%	-	21%	-	17%	-	23%	
Don't know		1	-	1	-	-	-	1	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-	1	
		5%	-	17%	-	-	-	6%	6%	-	-	-	-	25%	-	8%	-	-	-	-	5%	-	-	-	8%	
Mean		3.28	3.50	3.20	3.00	3.50	1.00	3.29	3.47	3.00	4.00	3.08	3.20	3.67	3.14	3.36	3.40	2.80	3.08	-	3.28	-	3.33	-	3.25	
Standard deviation		1.07	0.84	1.30	1.41	0.71	-	1.10	0.92	1.41	-	1.19	1.15	0.58	1.21	1.03	1.07	1.30	1.19	-	1.07	-	1.21	-	1.06	
Standard error		0.25	0.34	0.58	0.63	0.50	-	0.27	0.24	1.00	-	0.33	0.30	0.33	0.46	0.31	0.34	0.58	0.33	-	0.25	-	0.49	-	0.30	

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Absolutes/col percents

Table 196

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Difficulties being able to evict tenants when you have needed to****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	19	12	2	4	1	-	17	16	2	-	13	16	3	8	11	12	4	14	-	19	-	7	-	12
NET: Extremely/ quite a lot	18	11	2	4	1	-	16	15	2	-	12	15	3	7	11	12	3	13	-	18	-	6	-	12
	95%	92%	100%	100%	100%	-	94%	94%	100%	-	92%	94%	100%	88%	100%	100%	75%	93%	-	95%	-	86%	-	100%
Extremely	(4)	14	9	1	4	-	13	12	2	-	9	12	2	6	8	9	3	10	-	14	-	5	-	9
		74%	75%	50%	100%	-	76%	75%	100%	-	69%	75%	67%	75%	73%	75%	75%	71%	-	74%	-	71%	-	75%
Quite a lot	(3)	4	2	1	-	1	3	3	-	-	3	3	1	1	3	3	-	3	-	4	-	1	-	3
		21%	17%	50%	-	100%	18%	19%	-	-	23%	19%	33%	13%	27%	25%	-	21%	-	21%	-	14%	-	25%
Moderately	(2)	1	1	-	-	-	1	1	-	-	1	1	-	1	-	-	1	1	-	1	-	1	-	-
		5%	8%	-	-	-	6%	6%	-	-	8%	6%	-	13%	-	-	25%	7%	-	5%	-	14%	-	-
Not at all or only a little	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Moderately/ a little/ not at all		1	1	-	-	-	1	1	-	-	1	1	-	1	-	-	1	1	-	1	-	1	-	-
		5%	8%	-	-	-	6%	6%	-	-	8%	6%	-	13%	-	-	25%	7%	-	5%	-	14%	-	-
Mean	3.68	3.67	3.50	4.00	3.00	-	3.71	3.69	4.00	-	3.62	3.69	3.67	3.63	3.73	3.75	3.50	3.64	-	3.68	-	3.57	-	3.75
Standard deviation	0.58	0.65	0.71	0.00	-	-	0.59	0.60	0.00	-	0.65	0.60	0.58	0.74	0.47	0.45	1.00	0.63	-	0.58	-	0.79	-	0.45
Standard error	0.13	0.19	0.50	0.00	-	-	0.14	0.15	0.00	-	0.18	0.15	0.33	0.26	0.14	0.13	0.50	0.17	-	0.13	-	0.30	-	0.13

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 197

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Rent paid irregularly****Base: All respondents who have experienced each in the last 12 months**

		Number of Properties Owned				Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		97	36	20	32	9	2	93	66	14	14	48	66	31	26	71	46	20	54	2	97	-	23	11	63
NET: Extremely/ quite a lot		48	18	10	17	3	1	47	32	8	9	21	30	18	16	32	25	5	25	1	48	-	14	4	30
		49%	50%	50%	53%	33%	50%	51%	48%	57%	64%	44%	45%	58%	62%	45%	54%	25%	46%	50%	49%	-	61%	36%	48%
Extremely	(4)	27	10	7	10	-	-	26	17	7	6	13	17	10	12	15	16	1	16	-	27	-	9	1	17
		28%	28%	35%	31%	-	-	28%	26%	50%	43%	27%	26%	32%	46%	21%	35%	5%	30%	-	28%	-	39%	9%	27%
Quite a lot	(3)	21	8	3	7	3	1	21	15	1	3	8	13	8	4	17	9	4	9	1	21	-	5	3	13
		22%	22%	15%	22%	33%	50%	23%	23%	7%	21%	17%	20%	26%	15%	24%	20%	20%	17%	50%	22%	-	22%	27%	21%
Moderately	(2)	36	13	7	11	5	-	34	24	4	4	20	27	9	9	27	17	10	21	1	36	-	6	7	23
		37%	36%	35%	34%	56%	-	37%	36%	29%	29%	42%	41%	29%	35%	38%	37%	50%	39%	50%	37%	-	26%	64%	37%
Not at all or only a little	(1)	13	5	3	4	1	1	12	10	2	1	7	9	4	1	12	4	5	8	-	13	-	3	-	10
		13%	14%	15%	13%	11%	50%	13%	15%	14%	7%	15%	14%	13%	4%	17%	9%	25%	15%	-	13%	-	13%	-	16%
NET: Moderately/ a little/ not at all		49	18	10	15	6	1	46	34	6	5	27	36	13	10	39	21	15	29	1	49	-	9	7	33
		51%	50%	50%	47%	67%	50%	49%	52%	43%	36%	56%	55%	42%	38%	55%	46%	75%	54%	50%	51%	-	39%	64%	52%
Mean		2.64	2.64	2.70	2.72	2.22	2.00	2.66	2.59	2.93	3.00	2.56	2.58	2.77	3.04	2.49	2.80	2.05	2.61	2.50	2.64	-	2.87	2.45	2.59
Standard deviation		1.03	1.05	1.13	1.05	0.67	1.41	1.03	1.04	1.21	1.04	1.05	1.02	1.06	1.00	1.01	1.02	0.83	1.07	0.71	1.03	-	1.10	0.69	1.06
Standard error		0.10	0.17	0.25	0.19	0.22	1.00	0.11	0.13	0.32	0.28	0.15	0.13	0.19	0.20	0.12	0.15	0.18	0.15	0.50	0.10	-	0.23	0.21	0.13

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 198

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Damage done to a property by tenants****Base: All respondents who have experienced each in the last 12 months**

						Types of Property Owned	Motivations for Becoming a Landlord						Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage												
						HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness				Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years		
						Total	1	2	3 to 5	6+																
Base		54	22	17	11	4	-	54	38	9	7	29	38	16	17	37	31	7	27	4	54	-	13	12	29	
NET: Extremely/ quite a lot		35	17	8	8	2	-	35	24	9	5	20	27	8	13	22	23	4	18	3	35	-	12	5	18	
		65%	77%	47%	73%	50%	-	65%	63%	100%	71%	69%	71%	50%	76%	59%	74%	57%	67%	75%	65%	-	92%	42%	62%	
Extremely	(4)	23	10	4	7	2	-	23	14	7	4	12	16	7	10	13	14	2	10	1	23	-	6	3	14	
		43%	45%	24%	64%	50%	-	43%	37%	78%	57%	41%	42%	44%	59%	35%	45%	29%	37%	25%	43%	-	46%	25%	48%	
Quite a lot	(3)	12	7	4	1	-	-	12	10	2	1	8	11	1	3	9	9	2	8	2	12	-	6	2	4	
		22%	32%	24%	9%	-	-	22%	26%	22%	14%	28%	29%	6%	18%	24%	29%	29%	30%	50%	22%	-	46%	17%	14%	
Moderately	(2)	17	4	9	2	2	-	17	12	-	2	9	11	6	3	14	8	3	9	1	17	-	1	7	9	
		31%	18%	53%	18%	50%	-	31%	32%	-	29%	31%	29%	38%	18%	38%	26%	43%	33%	25%	31%	-	8%	58%	31%	
Not at all or only a little	(1)	2	1	-	1	-	-	2	2	-	-	-	-	2	1	1	-	-	-	-	2	-	-	-	2	
		4%	5%	-	9%	-	-	4%	5%	-	-	-	-	13%	6%	3%	-	-	-	-	4%	-	-	-	7%	
NET: Moderately/ a little/ not at all		19	5	9	3	2	-	19	14	-	2	9	11	8	4	15	8	3	9	1	19	-	1	7	11	
		35%	23%	53%	27%	50%	-	35%	37%	-	29%	31%	29%	50%	24%	41%	26%	43%	33%	25%	35%	-	8%	58%	38%	
Mean		3.04	3.18	2.71	3.27	3.00	-	3.04	2.95	3.78	3.29	3.10	3.13	2.81	3.29	2.92	3.19	2.86	3.04	3.00	3.04	-	3.38	2.67	3.03	
Standard deviation		0.95	0.91	0.85	1.10	1.15	-	0.95	0.96	0.44	0.95	0.86	0.84	1.17	0.99	0.92	0.83	0.90	0.85	0.82	0.95	-	0.65	0.89	1.05	
Standard error		0.13	0.19	0.21	0.33	0.58	-	0.13	0.16	0.15	0.36	0.16	0.14	0.29	0.24	0.15	0.15	0.34	0.16	0.41	0.13	-	0.18	0.26	0.20	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 199

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?

Illegal sub-letting of property by tenants

Base: All respondents who have experienced each in the last 12 months

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base		10	3	3	3	1	1	10	8	4	6	8	9	1	8	2	9	-	9	-	10	-	4	1	5	
NET: Extremely/ quite a lot		7	1	3	2	1	1	7	7	4	5	7	7	-	7	-	7	-	7	-	7	-	3	-	4	
		70%	33%	100%	67%	100%	100%	70%	88%	100%	83%	88%	78%	-	88%	-	78%	-	78%	-	70%	-	75%	-	80%	
Extremely	(4)	5	1	3	-	1	1	5	5	2	4	5	5	-	5	-	5	-	5	-	5	-	1	-	4	
		50%	33%	100%	-	100%	100%	50%	63%	50%	67%	63%	56%	-	63%	-	56%	-	56%	-	50%	-	25%	-	80%	
Quite a lot	(3)	2	-	-	2	-	-	2	2	2	1	2	2	-	2	-	2	-	2	-	2	-	2	-	-	
		20%	-	-	67%	-	-	20%	25%	50%	17%	25%	22%	-	25%	-	22%	-	22%	-	20%	-	50%	-	-	
Moderately	(2)	3	2	-	1	-	-	3	1	-	1	1	2	1	1	2	2	-	2	-	3	-	1	1	1	
		30%	67%	-	33%	-	-	30%	13%	-	17%	13%	22%	100%	13%	100%	22%	-	22%	-	30%	-	25%	100%	20%	
Not at all or only a little	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: Moderately/ a little/ not at all		3	2	-	1	-	-	3	1	-	1	1	2	1	1	2	2	-	2	-	3	-	1	1	1	
		30%	67%	-	33%	-	-	30%	13%	-	17%	13%	22%	100%	13%	100%	22%	-	22%	-	30%	-	25%	100%	20%	
Mean		3.20	2.67	4.00	2.67	4.00	4.00	3.20	3.50	3.50	3.50	3.50	3.33	2.00	3.50	2.00	3.33	-	3.33	-	3.20	-	3.00	2.00	3.60	
Standard deviation		0.92	1.15	0.00	0.58	-	-	0.92	0.76	0.58	0.84	0.76	0.87	-	0.76	0.00	0.87	-	0.87	-	0.92	-	0.82	-	0.89	
Standard error		0.29	0.67	0.00	0.33	-	-	0.29	0.27	0.29	0.34	0.27	0.29	-	0.27	0.00	0.29	-	0.29	-	0.29	-	0.41	-	0.40	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 200

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Tenants not reporting a serious maintenance issue****Base: All respondents who have experienced each in the last 12 months**

		Number of Properties Owned				Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		32	10	10	11	1	28	24	6	6	12	19	13	15	17	18	1	16	-	32	-	12	-	20	
NET: Extremely/ quite a lot		20	7	6	7	-	1	16	14	4	5	8	12	8	9	12	-	11	-	20	-	7	-	13	
		63%	70%	60%	64%	-	100%	57%	58%	67%	83%	67%	63%	62%	73%	53%	67%	-	69%	-	63%	-	58%	-	65%
Extremely	(4)	8	2	4	2	-	8	6	3	3	4	5	3	6	2	5	-	5	-	8	-	3	-	5	
		25%	20%	40%	18%	-	29%	25%	50%	50%	33%	26%	23%	40%	12%	28%	-	31%	-	25%	-	25%	-	25%	
Quite a lot	(3)	12	5	2	5	-	1	8	8	1	2	4	7	5	7	7	-	6	-	12	-	4	-	8	
		38%	50%	20%	45%	-	100%	29%	33%	17%	33%	37%	38%	33%	41%	39%	-	38%	-	38%	-	33%	-	40%	
Moderately	(2)	9	1	4	3	1	9	7	2	1	4	7	2	3	6	6	1	5	-	9	-	5	-	4	
		28%	10%	40%	27%	100%	-	32%	29%	33%	17%	33%	37%	15%	20%	35%	33%	100%	31%	-	28%	-	42%	-	20%
Not at all or only a little	(1)	3	2	-	1	-	3	3	-	-	-	-	3	1	2	-	-	-	-	3	-	-	-	3	
		9%	20%	-	9%	-	11%	13%	-	-	-	-	23%	7%	12%	-	-	-	-	9%	-	-	-	15%	
NET: Moderately/ a little/ not at all		12	3	4	4	1	12	10	2	1	4	7	5	4	8	6	1	5	-	12	-	5	-	7	
		38%	30%	40%	36%	100%	-	43%	42%	33%	17%	33%	37%	27%	47%	33%	100%	31%	-	38%	-	42%	-	35%	
Mean		2.78	2.70	3.00	2.73	2.00	3.00	2.75	2.71	3.17	3.33	3.00	2.89	2.62	3.07	2.53	2.94	2.00	3.00	-	2.78	-	2.83	-	2.75
Standard deviation		0.94	1.06	0.94	0.90	-	-	1.00	1.00	0.98	0.82	0.85	0.81	1.12	0.96	0.87	0.80	-	0.82	-	0.94	-	0.83	-	1.02
Standard error		0.17	0.33	0.30	0.27	-	-	0.19	0.20	0.40	0.33	0.25	0.19	0.31	0.25	0.21	0.19	-	0.20	-	0.17	-	0.24	-	0.23

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 201

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Tenants not allowing access to the property for repairs or safety checks to be carried out****Base: All respondents who have experienced each in the last 12 months**

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base		20	11	3	4	2	-	19	13	3	3	9	14	6	5	15	11	3	12	1	20	-	7	3	10	
NET: Extremely/ quite a lot		12	6	2	4	-	-	11	7	3	2	4	9	3	4	8	7	2	8	-	12	-	4	1	7	
		60%	55%	67%	100%	-	-	58%	54%	100%	67%	44%	64%	50%	80%	53%	64%	67%	67%	-	60%	-	57%	33%	70%	
Extremely	(4)	8	4	1	3	-	-	7	5	-	1	4	6	2	3	5	5	1	6	-	8	-	2	1	5	
		40%	36%	33%	75%	-	-	37%	38%	-	33%	44%	43%	33%	60%	33%	45%	33%	50%	-	40%	-	29%	33%	50%	
Quite a lot	(3)	4	2	1	1	-	-	4	2	3	1	-	3	1	1	3	2	1	2	-	4	-	2	-	2	
		20%	18%	33%	25%	-	-	21%	15%	100%	33%	-	21%	17%	20%	20%	18%	33%	17%	-	20%	-	29%	-	20%	
Moderately	(2)	5	3	1	-	1	-	5	4	-	-	3	3	2	-	5	2	1	2	1	5	-	1	2	2	
		25%	27%	33%	-	50%	-	26%	31%	-	-	33%	21%	33%	-	33%	18%	33%	17%	100%	25%	-	14%	67%	20%	
Not at all or only a little	(1)	3	2	-	-	1	-	3	2	-	1	2	2	1	1	2	2	-	2	-	3	-	2	-	1	
		15%	18%	-	-	50%	-	16%	15%	-	33%	22%	14%	17%	20%	13%	18%	-	17%	-	15%	-	29%	-	10%	
NET: Moderately/ a little/ not at all		8	5	1	-	2	-	8	6	-	1	5	5	3	1	7	4	1	4	1	8	-	3	2	3	
		40%	45%	33%	-	100%	-	42%	46%	-	33%	56%	36%	50%	20%	47%	36%	33%	33%	100%	40%	-	43%	67%	30%	
Mean		2.85	2.73	3.00	3.75	1.50	-	2.79	2.77	3.00	2.67	2.67	2.93	2.67	3.20	2.73	2.91	3.00	3.00	2.00	2.85	-	2.57	2.67	3.10	
Standard deviation		1.14	1.19	1.00	0.50	0.71	-	1.13	1.17	0.00	1.53	1.32	1.14	1.21	1.30	1.10	1.22	1.00	1.21	-	1.14	-	1.27	1.15	1.10	
Standard error		0.25	0.36	0.58	0.25	0.50	-	0.26	0.32	0.00	0.88	0.44	0.30	0.49	0.58	0.28	0.37	0.58	0.35	-	0.25	-	0.48	0.67	0.35	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 202

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Tenants disputing valid security deposit deductions****Base: All respondents who have experienced each in the last 12 months**

		Number of Properties Owned				Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		21	5	8	7	1	-	20	17	2	7	16	18	3	13	8	18	-	13	2	21	-	6	3	12
NET: Extremely/ quite a lot		13	4	5	4	-	-	12	12	2	4	10	12	1	8	5	12	-	9	1	13	-	3	3	7
		62%	80%	63%	57%	-	-	60%	71%	100%	57%	63%	67%	33%	62%	63%	67%	-	69%	50%	62%	-	50%	100%	58%
Extremely	(4)	9	2	4	3	-	-	8	9	2	4	6	8	1	6	3	8	-	7	-	9	-	3	1	5
		43%	40%	50%	43%	-	-	40%	53%	100%	57%	38%	44%	33%	46%	38%	44%	-	54%	-	43%	-	50%	33%	42%
Quite a lot	(3)	4	2	1	1	-	-	4	3	-	-	4	4	-	2	2	4	-	2	1	4	-	-	2	2
		19%	40%	13%	14%	-	-	20%	18%	-	-	25%	22%	-	15%	25%	22%	-	15%	50%	19%	-	-	67%	17%
Moderately	(2)	5	-	3	2	-	-	5	4	-	2	5	5	-	3	2	5	-	3	1	5	-	3	-	2
		24%	-	38%	29%	-	-	25%	24%	-	29%	31%	28%	-	23%	25%	28%	-	23%	50%	24%	-	50%	-	17%
Not at all or only a little	(1)	3	1	-	1	-	-	3	1	-	1	1	1	2	2	1	1	-	1	-	3	-	-	-	3
		14%	20%	-	14%	100%	-	15%	6%	-	14%	6%	6%	67%	15%	13%	6%	-	8%	-	14%	-	-	-	25%
NET: Moderately/ a little/ not at all		8	1	3	3	1	-	8	5	-	3	6	6	2	5	3	6	-	4	1	8	-	3	-	5
		38%	20%	38%	43%	100%	-	40%	29%	-	43%	38%	33%	67%	38%	38%	33%	-	31%	50%	38%	-	50%	-	42%
Mean		2.90	3.00	3.13	2.86	1.00	-	2.85	3.18	4.00	3.00	2.94	3.06	2.00	2.92	2.88	3.06	-	3.15	2.50	2.90	-	3.00	3.33	2.75
Standard deviation		1.14	1.22	0.99	1.21	-	-	1.14	1.01	0.00	1.29	1.00	1.00	1.73	1.19	1.13	1.00	-	1.07	0.71	1.14	-	1.10	0.58	1.29
Standard error		0.25	0.55	0.35	0.46	-	-	0.25	0.25	0.00	0.49	0.25	0.24	1.00	0.33	0.40	0.24	-	0.30	0.50	0.25	-	0.45	0.33	0.37

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 203

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Tenants having pet(s) in violation of lease arrangement****Base: All respondents who have experienced each in the last 12 months**

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base		24	9	5	8	2	-	22	10	6	5	13	15	9	12	12	15	-	12	1	24	-	9	3	12	
NET: Extremely/ quite a lot		15	8	4	3	-	-	14	5	4	3	9	10	5	9	6	10	-	7	1	15	-	7	2	6	
		63%	89%	80%	38%	-	-	64%	50%	67%	60%	69%	67%	56%	75%	50%	67%	-	58%	100%	63%	-	78%	67%	50%	
Extremely	(4)	8	4	3	1	-	-	7	2	2	1	5	6	2	6	2	6	-	5	-	8	-	5	-	3	
		33%	44%	60%	13%	-	-	32%	20%	33%	20%	38%	40%	22%	50%	17%	40%	-	42%	-	33%	-	56%	-	25%	
Quite a lot	(3)	7	4	1	2	-	-	7	3	2	2	4	4	3	3	4	4	-	2	1	7	-	2	2	3	
		29%	44%	20%	25%	-	-	32%	30%	33%	40%	31%	27%	33%	25%	33%	27%	-	17%	100%	29%	-	22%	67%	25%	
Moderately	(2)	5	1	1	3	-	-	5	2	2	1	1	2	3	2	3	2	-	2	-	5	-	2	1	2	
		21%	11%	20%	38%	-	-	23%	20%	33%	20%	8%	13%	33%	17%	25%	13%	-	17%	-	21%	-	22%	33%	17%	
Not at all or only a little	(1)	4	-	-	2	2	-	3	3	-	1	3	3	1	1	3	3	-	3	-	4	-	-	-	4	
		17%	-	-	25%	100%	-	14%	30%	-	20%	23%	20%	11%	8%	25%	20%	-	25%	-	17%	-	-	-	33%	
NET: Moderately/ a little/ not at all		9	1	1	5	2	-	8	5	2	2	4	5	4	3	6	5	-	5	-	9	-	2	1	6	
		38%	11%	20%	63%	100%	-	36%	50%	33%	40%	31%	33%	44%	25%	50%	33%	-	42%	-	38%	-	22%	33%	50%	
Mean		2.79	3.33	3.40	2.25	1.00	-	2.82	2.40	3.00	2.60	2.85	2.87	2.67	3.17	2.42	2.87	-	2.75	3.00	2.79	-	3.33	2.67	2.42	
Standard deviation		1.10	0.71	0.89	1.04	0.00	-	1.05	1.17	0.89	1.14	1.21	1.19	1.00	1.03	1.08	1.19	-	1.29	-	1.10	-	0.87	0.58	1.24	
Standard error		0.23	0.24	0.40	0.37	0.00	-	0.22	0.37	0.37	0.51	0.34	0.31	0.33	0.30	0.31	0.31	-	0.37	-	0.23	-	0.29	0.33	0.36	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 204

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?

Non-payment of utility bills when tenants were responsible

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	25	6	6	11	2	1	24	18	4	6	17	21	4	11	14	19	2	16	-	25	-	6	4	15
NET: Extremely/ quite a lot	10 40%	2 33%	3 50%	5 45%	-	1 100%	9 38%	6 33%	3 75%	5 83%	9 53%	9 43%	1 25%	7 64%	3 21%	9 47%	-	7 44%	-	10 40%	-	3 50%	1 25%	6 40%
Extremely	(4) 4 16%	- -	2 33%	2 18%	-	-	4 17%	3 17%	1 25%	3 50%	4 24%	4 19%	-	4 36%	-	4 21%	-	4 25%	-	4 16%	-	2 33%	-	2 13%
Quite a lot	(3) 6 24%	2 33%	1 17%	3 27%	-	1 100%	5 21%	3 17%	2 50%	2 33%	5 29%	5 24%	1 25%	3 27%	3 21%	5 26%	-	3 19%	-	6 24%	-	1 17%	1 25%	4 27%
Moderately	(2) 3 12%	1 17%	1 17%	1 9%	-	-	3 13%	3 17%	-	-	1 6%	2 10%	1 25%	-	3 21%	1 5%	1 50%	2 13%	-	3 12%	-	-	2 50%	1 7%
Not at all or only a little	(1) 12 48%	3 50%	2 33%	5 45%	2 100%	-	12 50%	9 50%	1 25%	1 17%	7 41%	10 48%	2 50%	4 36%	8 57%	9 47%	1 50%	7 44%	-	12 48%	-	3 50%	1 25%	8 53%
NET: Moderately/ a little/ not at all	15 60%	4 67%	3 50%	6 55%	2 100%	-	15 63%	12 67%	1 25%	1 17%	8 47%	12 57%	3 75%	4 36%	11 79%	10 53%	2 100%	9 56%	-	15 60%	-	3 50%	3 75%	9 60%
Mean	2.08	1.83	2.50	2.18	1.00	3.00	2.04	2.00	2.75	3.17	2.35	2.14	1.75	2.64	1.64	2.21	1.50	2.25	-	2.08	-	2.33	2.00	2.00
Standard deviation	1.19	0.98	1.38	1.25	0.00	-	1.20	1.19	1.26	1.17	1.27	1.24	0.96	1.36	0.84	1.27	0.71	1.29	-	1.19	-	1.51	0.82	1.20
Standard error	0.24	0.40	0.56	0.38	0.00	-	0.24	0.28	0.63	0.48	0.31	0.27	0.48	0.41	0.23	0.29	0.50	0.32	-	0.24	-	0.61	0.41	0.31

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 205

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Tenants conducting illegal activity in your property****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No			
Base	3	2	-	-	1	1	3	2	1	2	3	3	-	3	-	2	1	2	-	3	-	2	-	1
NET: Extremely/ quite a lot	1 33%	-	-	-	1 100%	1 100%	1 33%	1 50%	1 100%	1 50%	1 33%	1 33%	-	1 33%	-	1 50%	-	1 50%	-	1 33%	-	-	-	1 100%
Extremely	(4) 33%	1 -	-	-	1 100%	1 100%	1 33%	1 50%	1 100%	1 50%	1 33%	1 33%	-	1 33%	-	1 50%	-	1 50%	-	1 33%	-	-	-	1 100%
Quite a lot	(3) -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Moderately	(2) 67%	2 100%	-	-	-	-	2 67%	1 50%	-	1 50%	2 67%	2 67%	-	2 67%	-	1 50%	1 100%	1 50%	-	2 67%	-	2 100%	-	-
Not at all or only a little	(1) -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: Moderately/ a little/ not at all	2 67%	2 100%	-	-	-	-	2 67%	1 50%	-	1 50%	2 67%	2 67%	-	2 67%	-	1 50%	1 100%	1 50%	-	2 67%	-	2 100%	-	-
Mean	2.67	2.00	-	-	4.00	4.00	2.67	3.00	4.00	3.00	2.67	2.67	-	2.67	-	3.00	2.00	3.00	-	2.67	-	2.00	-	4.00
Standard deviation	1.15	0.00	-	-	-	-	1.15	1.41	-	1.41	1.15	1.15	-	1.15	-	1.41	-	1.41	-	1.15	-	0.00	-	-
Standard error	0.67	0.00	-	-	-	-	0.67	1.00	-	1.00	0.67	0.67	-	0.67	-	1.00	-	1.00	-	0.67	-	0.00	-	-

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 206

Q44. To what extent have you felt emotionally stressed e.g. angered, frustrated or worried as a result of the problem?**Other issues****Base: All respondents who have experienced each in the last 12 months**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	7	5	1	1	-	-	6	3	1	-	-	4	3	-	7	2	2	3	-	7	-	4	2	1	
NET: Extremely/ quite a lot	2 29%	2 40%	-	-	-	-	2 33%	1 33%	-	-	-	1 25%	1 33%	-	2 29%	-	1 50%	1 33%	-	2 29%	-	1 25%	1 50%	-	
Extremely	(4) 2 29%	2 40%	-	-	-	-	2 33%	1 33%	-	-	-	1 25%	1 33%	-	2 29%	-	1 50%	1 33%	-	2 29%	-	1 25%	1 50%	-	
Quite a lot	(3) - -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Moderately	(2) 3 43%	2 40%	1 100%	-	-	-	3 50%	2 67%	-	-	-	2 50%	1 33%	-	3 43%	2 100%	-	1 33%	-	3 43%	-	2 50%	-	1 100%	
Not at all or only a little	(1) 2 29%	1 20%	-	1 100%	-	-	1 17%	-	1 100%	-	-	1 25%	1 33%	-	2 29%	-	1 50%	1 33%	-	2 29%	-	1 25%	1 50%	-	
NET: Moderately/ a little/ not at all	5 71%	3 60%	1 100%	1 100%	-	-	4 67%	2 67%	1 100%	-	-	3 75%	2 67%	-	5 71%	2 100%	1 50%	2 67%	-	5 71%	-	3 75%	1 50%	1 100%	
Mean	2.29	2.60	2.00	1.00	-	-	2.50	2.67	1.00	-	-	2.25	2.33	-	2.29	2.00	2.50	2.33	-	2.29	-	2.25	2.50	2.00	
Standard deviation	1.25	1.34	-	-	-	-	1.22	1.15	-	-	-	1.26	1.53	-	1.25	0.00	2.12	1.53	-	1.25	-	1.26	2.12	-	
Standard error	0.47	0.60	-	-	-	-	0.50	0.67	-	-	-	0.63	0.88	-	0.47	0.00	1.50	0.88	-	0.47	-	0.63	1.50	-	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 207

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Summary

Base: All respondents who have experienced each in the last 12 months

		Issues											
		Having to serve an eviction notice due to consistent non-payment of rent	Difficulties being able to evict tenants when you have needed to	Rent paid irregularly	Damage done to a property by tenants	Illegal sub-letting of property by tenants	Tenants not reporting a serious maintenance issue	Tenants not allowing access to the property for repairs or safety checks to be carried out	Tenants disputing valid security deposit deductions	Tenants having pet(s) in violation of lease arrangement	Non-payment of utility bills when tenants were responsible	Tenants conducting illegal activity in your property	Other issues
Base		19	19	97	54	10	32	20	21	24	25	3	7
Less than one hour	(0.5)	4	3	27	2	2	1	3	4	6	8	-	3
		21%	16%	28%	4%	20%	3%	15%	19%	25%	32%	-	43%
1 to 2 hours	(1.5)	2	2	20	7	-	8	6	6	8	6	-	-
		11%	11%	21%	13%	-	25%	30%	29%	33%	24%	-	-
3 to 4 hours	(3.5)	3	1	27	9	5	7	4	5	3	5	1	1
		16%	5%	28%	17%	50%	22%	20%	24%	13%	20%	33%	14%
5 to 10 hours	(7.5)	3	3	8	9	-	5	4	3	1	2	1	2
		16%	16%	8%	17%	-	16%	20%	14%	4%	8%	33%	29%
11 to 20 hours	(15.5)	4	2	6	9	3	5	2	2	-	1	-	1
		21%	11%	6%	17%	30%	16%	10%	10%	-	4%	-	14%
More than 20 hours	(25)	3	8	7	16	-	4	1	1	3	1	1	-
		16%	42%	7%	30%	-	13%	5%	5%	13%	4%	33%	-
Don't remember		-	-	2	2	-	2	-	-	3	2	-	-
		-	-	2%	4%	-	6%	-	-	13%	8%	-	-
Mean		9.21	13.76	4.91	12.50	6.50	8.40	5.53	5.10	5.14	3.74	12.00	5.07
Standard deviation		8.93	10.72	6.81	9.57	6.32	8.24	6.42	6.34	8.46	5.77	11.43	5.56
Standard error		2.05	2.46	0.70	1.33	2.00	1.50	1.44	1.38	1.85	1.20	6.60	2.10

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 208

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Having to serve an eviction notice due to consistent non-payment of rent

Base: All respondents who have experienced each in the last 12 months

						Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
							Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage											Less than 3 years	3-5 years	More than 5 years
						Total	1	2	3 to 5	6+				Yes	No	Yes	No	Yes	No	Yes	No					
Base		19	6	6	5	2	1	18	16	2	1	13	15	4	7	12	10	5	13	-	19	-	6	-	13	
Less than one hour	(0.5)	4	-	1	2	1	-	4	3	1	-	3	3	1	2	2	2	1	3	-	4	-	1	-	3	
		21%	-	17%	40%	50%	-	22%	19%	50%	-	23%	20%	25%	29%	17%	20%	23%	-	21%	-	17%	-	23%		
1 to 2 hours	(1.5)	2	1	1	-	-	-	1	2	-	-	1	1	1	1	1	1	-	1	-	2	-	1	-	1	
		11%	17%	17%	-	-	-	6%	13%	-	-	8%	7%	25%	14%	8%	10%	-	8%	-	11%	-	17%	-	8%	
3 to 4 hours	(3.5)	3	1	1	1	-	1	3	2	-	-	3	3	-	1	2	1	2	3	-	3	-	1	-	2	
		16%	17%	17%	20%	-	100%	17%	13%	-	-	23%	20%	-	14%	17%	10%	40%	23%	-	16%	-	17%	-	15%	
5 to 10 hours	(7.5)	3	1	1	-	1	-	3	2	-	1	2	2	1	1	2	2	-	1	-	3	-	1	-	2	
		16%	17%	17%	-	50%	-	17%	13%	-	100%	15%	13%	25%	14%	17%	20%	-	8%	-	16%	-	17%	-	15%	
11 to 20 hours	(15.5)	4	2	1	1	-	-	4	4	-	-	2	3	1	1	3	3	-	2	-	4	-	1	-	3	
		21%	33%	17%	20%	-	-	22%	25%	-	-	15%	20%	25%	14%	25%	30%	-	15%	-	21%	-	17%	-	23%	
More than 20 hours	(25)	3	1	1	1	-	-	3	3	1	-	2	3	-	1	2	1	2	3	-	3	-	1	-	2	
		16%	17%	17%	20%	-	-	17%	19%	50%	-	15%	20%	-	14%	17%	10%	40%	23%	-	16%	-	17%	-	15%	
Mean		9.21	11.42	8.92	9.00	4.00	3.50	9.64	10.22	12.75	7.50	8.42	10.00	6.25	7.71	10.08	9.25	11.50	9.77	-	9.21	-	8.92	-	9.35	
Standard deviation		8.93	8.88	9.58	10.87	4.95	-	8.98	9.34	17.32	-	8.95	9.44	6.90	9.31	9.00	8.28	12.38	10.04	-	8.93	-	9.58	-	9.01	
Standard error		2.05	3.62	3.91	4.86	3.50	-	2.12	2.33	12.25	-	2.48	2.44	3.45	3.52	2.60	2.62	5.54	2.79	-	2.05	-	3.91	-	2.50	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 209

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Difficulties being able to evict tenants when you have needed to

Base: All respondents who have experienced each in the last 12 months

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		19	12	2	4	1	-	17	16	2	-	13	16	3	8	11	12	4	14	-	19	-	7	-	12
Less than one hour	(0.5)	3 16%	2 17%	-	1 25%	-	-	1 6%	3 19%	-	-	3 23%	3 19%	-	3 38%	-	3 25%	-	3 21%	-	3 16%	-	3 43%	-	-
1 to 2 hours	(1.5)	2 11%	2 17%	-	-	-	-	2 12%	1 6%	1 50%	-	2 15%	2 13%	-	2 25%	-	2 17%	-	2 14%	-	2 11%	-	1 14%	-	1 8%
3 to 4 hours	(3.5)	1 5%	1 8%	-	-	-	-	1 6%	1 6%	-	-	1 8%	1 6%	-	1 13%	-	-	1 25%	1 7%	-	1 5%	-	1 14%	-	-
5 to 10 hours	(7.5)	3 16%	1 8%	-	2 50%	-	-	3 18%	3 19%	-	-	3 23%	3 19%	-	-	3 27%	2 17%	1 25%	2 14%	-	3 16%	-	1 14%	-	2 17%
11 to 20 hours	(15.5)	2 11%	1 8%	1 50%	-	-	-	2 12%	2 13%	-	-	1 8%	1 6%	1 33%	1 13%	1 9%	1 8%	-	1 7%	-	2 11%	-	-	-	2 17%
More than 20 hours	(25)	8 42%	5 42%	1 50%	1 25%	1 100%	-	8 47%	6 38%	1 50%	-	3 23%	6 38%	2 67%	1 13%	7 64%	4 33%	2 50%	5 36%	-	8 42%	-	1 14%	-	7 58%
Mean		13.76	12.96	20.25	10.13	25.00	-	15.32	13.13	13.25	-	9.31	12.25	21.83	6.06	19.36	11.25	15.25	11.68	-	13.76	-	5.57	-	18.54
Standard deviation		10.72	11.38	6.72	10.45	-	-	10.23	10.51	16.62	-	9.90	10.88	5.48	9.17	8.12	11.03	11.38	11.04	-	10.72	-	8.94	-	8.76
Standard error		2.46	3.28	4.75	5.23	-	-	2.48	2.63	11.75	-	2.74	2.72	3.17	3.24	2.45	3.19	5.69	2.95	-	2.46	-	3.38	-	2.53

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 210

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Rent paid irregularly

Base: All respondents who have experienced each in the last 12 months

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base		97	36	20	32	9	2	93	66	14	14	48	66	31	26	71	46	20	54	2	97	-	23	11	63	
Less than one hour	(0.5)	27	13	3	10	1	2	25	20	5	2	12	17	10	5	22	11	6	14	1	27	-	4	6	17	
		28%	36%	15%	31%	11%	100%	27%	30%	36%	14%	25%	26%	32%	19%	31%	24%	30%	26%	50%	28%	-	17%	55%	27%	
1 to 2 hours	(1.5)	20	8	4	7	1	-	20	13	5	3	14	17	3	7	13	10	7	13	-	20	-	6	1	13	
		21%	22%	20%	22%	11%	-	22%	20%	36%	21%	29%	26%	10%	27%	18%	22%	35%	24%	-	21%	-	26%	9%	21%	
3 to 4 hours	(3.5)	27	10	6	8	3	-	26	16	1	4	14	20	7	6	21	14	6	17	-	27	-	8	2	17	
		28%	28%	30%	25%	33%	-	28%	24%	7%	29%	29%	30%	23%	23%	30%	30%	30%	31%	-	28%	-	35%	18%	27%	
5 to 10 hours	(7.5)	8	2	3	2	1	-	7	7	1	1	2	3	5	2	6	3	-	2	1	8	-	1	1	6	
		8%	6%	15%	6%	11%	-	8%	11%	7%	7%	4%	5%	16%	8%	8%	7%	-	4%	50%	8%	-	4%	9%	10%	
11 to 20 hours	(15.5)	6	-	3	2	1	-	6	5	1	2	4	6	-	3	3	5	1	5	-	6	-	1	-	5	
		6%	-	15%	6%	11%	-	6%	8%	7%	14%	8%	9%	-	12%	4%	11%	5%	9%	-	6%	-	4%	-	8%	
More than 20 hours	(25)	7	3	1	2	1	-	7	4	1	-	1	2	5	1	6	2	-	2	-	7	-	2	1	4	
		7%	8%	5%	6%	11%	-	8%	6%	7%	-	2%	3%	16%	4%	8%	4%	-	4%	-	7%	-	9%	9%	6%	
Don't remember		2	-	-	1	1	-	2	1	-	2	1	1	1	2	-	1	-	1	-	2	-	1	-	1	
		2%	-	-	3%	11%	-	2%	2%	-	14%	2%	2%	3%	8%	-	2%	-	2%	-	2%	-	4%	-	2%	
Mean		4.91	3.99	6.13	4.50	7.56	0.50	4.99	4.85	4.39	4.83	3.79	4.15	6.55	5.02	4.87	4.88	2.50	4.31	4.00	4.91	-	5.09	4.00	5.00	
Standard deviation		6.81	6.67	6.68	6.66	8.48	0.00	6.92	6.61	7.21	5.33	5.17	5.63	8.74	6.41	6.99	6.30	3.29	5.92	4.95	6.81	-	7.20	7.30	6.69	
Standard error		0.70	1.11	1.49	1.20	3.00	0.00	0.73	0.82	1.93	1.54	0.75	0.70	1.60	1.31	0.83	0.94	0.74	0.81	3.50	0.70	-	1.54	2.20	0.85	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 211

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Damage done to a property by tenants

Base: All respondents who have experienced each in the last 12 months

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		54	22	17	11	4	-	54	38	9	7	29	38	16	17	37	31	7	27	4	54	-	13	12	29
Less than one hour	(0.5)	2 4%	1 5%	-	-	1 25%	-	2 4%	-	-	1 14%	1 3%	1 3%	1 6%	1 6%	1 3%	1 3%	-	1 4%	-	2 4%	-	-	1 8%	1 3%
1 to 2 hours	(1.5)	7 13%	4 18%	2 12%	1 9%	-	-	7 13%	5 13%	-	-	5 17%	6 16%	1 6%	1 6%	6 16%	5 16%	1 14%	3 11%	2 50%	7 13%	-	1 8%	3 25%	3 10%
3 to 4 hours	(3.5)	9 17%	6 27%	2 12%	1 9%	-	-	9 17%	6 16%	-	1 14%	4 14%	4 11%	5 31%	1 6%	8 22%	2 6%	2 29%	4 15%	-	9 17%	-	2 15%	2 17%	5 17%
5 to 10 hours	(7.5)	9 17%	4 18%	3 18%	2 18%	-	-	9 17%	7 18%	2 22%	1 14%	6 21%	8 21%	1 6%	5 29%	4 11%	7 23%	1 14%	6 22%	-	9 17%	-	3 23%	3 25%	3 10%
11 to 20 hours	(15.5)	9 17%	2 9%	6 35%	-	1 25%	-	9 17%	6 16%	4 44%	3 43%	4 14%	7 18%	2 13%	5 29%	4 11%	6 19%	1 14%	7 26%	-	9 17%	-	2 15%	1 8%	6 21%
More than 20 hours	(25)	16 30%	5 23%	3 18%	6 55%	2 50%	-	16 30%	12 32%	2 22%	-	7 24%	10 26%	6 38%	3 18%	13 35%	8 26%	2 29%	4 15%	2 50%	16 30%	-	3 23%	2 17%	11 38%
Don't remember		2 4%	-	1 6%	1 9%	-	-	2 4%	2 5%	1 11%	1 14%	2 7%	2 5%	-	1 6%	1 3%	2 6%	-	2 7%	-	2 4%	-	2 15%	-	-
Mean		12.50	9.70	12.53	17.00	16.50	-	12.50	13.17	15.88	9.67	11.26	12.28	13.00	12.22	12.63	12.43	11.64	10.90	13.25	12.50	-	12.45	8.33	14.24
Standard deviation		9.57	9.36	8.17	10.47	11.57	-	9.57	9.53	6.63	6.77	9.43	9.29	10.48	8.10	10.26	9.24	10.20	8.18	13.57	9.57	-	9.19	8.83	9.77
Standard error		1.33	2.00	2.04	3.31	5.78	-	1.33	1.59	2.34	2.76	1.81	1.55	2.62	2.02	1.71	1.72	3.86	1.64	6.78	1.33	-	2.77	2.55	1.81

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 212

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Illegal sub-letting of property by tenants

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	10	3	3	3	1	1	10	8	4	6	8	9	1	8	2	9	-	9	-	10	-	4	1	5	
Less than one hour	(0.5)	2	2	-	-	-	2	2	-	-	2	2	-	1	1	2	-	2	-	2	-	1	1	-	
		20%	67%	-	-	-	20%	25%	-	-	25%	22%	-	13%	50%	22%	-	22%	-	20%	-	25%	100%	-	
1 to 2 hours	(1.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
3 to 4 hours	(3.5)	5	1	-	3	1	5	3	3	3	3	4	1	4	1	4	-	4	-	5	-	3	-	2	
		50%	33%	-	100%	100%	100%	38%	75%	50%	38%	44%	100%	50%	50%	44%	-	44%	-	50%	-	75%	-	40%	
5 to 10 hours	(7.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
11 to 20 hours	(15.5)	3	-	3	-	-	3	3	1	3	3	3	-	3	-	3	-	3	-	3	-	-	-	3	
		30%	-	100%	-	-	30%	38%	25%	50%	38%	33%	-	38%	-	33%	-	33%	-	30%	-	-	-	60%	
More than 20 hours	(25)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Mean	6.50	1.50	15.50	3.50	3.50	3.50	6.50	7.25	6.50	9.50	7.25	6.83	3.50	7.63	2.00	6.83	-	6.83	-	6.50	-	2.75	0.50	10.70	
Standard deviation	6.32	1.73	0.00	0.00	-	-	6.32	6.94	6.00	6.57	6.94	6.61	-	6.60	2.12	6.61	-	6.61	-	6.32	-	1.50	-	6.57	
Standard error	2.00	1.00	0.00	0.00	-	-	2.00	2.45	3.00	2.68	2.45	2.20	-	2.33	1.50	2.20	-	2.20	-	2.00	-	0.75	-	2.94	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 213

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Tenants not reporting a serious maintenance issue

Base: All respondents who have experienced each in the last 12 months

						Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
							Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage												
						Total	1	2	3 to 5	6+	HMO			Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base		32	10	10	11	1	1	28	24	6	6	12	19	13	15	17	18	1	16	-	32	-	12	-	20
Less than one hour	(0.5)	1 3%	-	-	1 9%	-	-	1 4%	1 4%	-	-	1 8%	1 5%	-	1 7%	-	1 6%	-	1 6%	-	1 3%	-	1 8%	-	-
1 to 2 hours	(1.5)	8 25%	2 20%	2 20%	4 36%	-	-	5 18%	7 29%	2 33%	1 17%	5 42%	7 37%	1 8%	6 40%	2 12%	7 39%	-	6 38%	-	8 25%	-	6 50%	-	2 10%
3 to 4 hours	(3.5)	7 22%	3 30%	3 30%	1 9%	-	-	7 25%	6 25%	-	-	2 17%	2 11%	5 38%	-	7 41%	2 11%	-	2 13%	-	7 22%	-	2 17%	-	5 25%
5 to 10 hours	(7.5)	5 16%	2 20%	-	3 27%	-	1 100%	4 14%	2 8%	2 33%	1 17%	1 8%	2 11%	3 23%	3 20%	2 12%	2 11%	-	1 6%	-	5 16%	-	2 17%	-	3 15%
11 to 20 hours	(15.5)	5 16%	-	3 30%	1 9%	1 100%	-	5 18%	4 17%	2 33%	4 67%	2 17%	5 26%	-	4 27%	1 6%	5 28%	-	5 31%	-	5 16%	-	-	-	5 25%
More than 20 hours	(25)	4 13%	2 20%	1 10%	1 9%	-	-	4 14%	2 8%	-	-	1 8%	1 5%	3 23%	1 7%	3 18%	1 6%	-	1 6%	-	4 13%	-	1 8%	-	3 15%
Don't remember		2 6%	1 10%	1 10%	-	-	-	2 7%	2 8%	-	-	-	1 5%	1 8%	-	2 12%	-	1 100%	-	-	2 6%	-	-	-	2 10%
Mean		8.40	8.72	9.44	6.64	15.50	7.50	9.23	7.23	8.17	11.83	6.54	7.53	9.71	7.93	8.87	7.53	-	7.91	-	8.40	-	4.71	-	10.86
Standard deviation		8.24	9.48	8.55	7.56	-	-	8.50	7.76	6.28	5.99	7.89	7.51	9.42	7.67	9.02	7.51	-	7.83	-	8.24	-	6.81	-	8.36
Standard error		1.50	3.16	2.85	2.28	-	-	1.67	1.65	2.56	2.44	2.28	1.77	2.72	1.98	2.33	1.77	-	1.96	-	1.50	-	1.97	-	1.97

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 214

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Tenants not allowing access to the property for repairs or safety checks to be carried out

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	20	11	3	4	2	-	19	13	3	3	9	14	6	5	15	11	3	12	1	20	-	7	3	10	
Less than one hour	(0.5)	3	1	-	1	1	-	3	2	-	1	2	2	1	2	1	2	-	2	-	3	-	2	-	1
		15%	9%	-	25%	50%	-	16%	15%	-	33%	22%	14%	17%	40%	7%	18%	-	17%	-	15%	-	29%	-	10%
1 to 2 hours	(1.5)	6	4	-	1	1	-	6	5	1	1	5	6	-	1	5	5	1	4	1	6	-	2	1	3
		30%	36%	-	25%	50%	-	32%	38%	33%	33%	56%	43%	-	20%	33%	45%	33%	33%	100%	30%	-	29%	33%	30%
3 to 4 hours	(3.5)	4	3	-	1	-	-	4	3	1	1	-	2	2	1	3	1	1	2	-	4	-	2	-	2
		20%	27%	-	25%	-	-	21%	23%	33%	33%	-	14%	33%	20%	20%	9%	33%	17%	-	20%	-	29%	-	20%
5 to 10 hours	(7.5)	4	2	2	-	-	-	4	2	1	-	2	3	1	1	3	2	1	3	-	4	-	1	2	1
		20%	18%	67%	-	-	-	21%	15%	33%	-	22%	21%	17%	20%	20%	18%	33%	25%	-	20%	-	14%	67%	10%
11 to 20 hours	(15.5)	2	-	1	1	-	-	1	1	-	-	-	-	2	-	2	-	-	-	-	2	-	-	-	2
		10%	-	33%	25%	-	-	5%	8%	-	-	-	-	33%	-	13%	-	-	-	-	10%	-	-	-	20%
More than 20 hours	(25)	1	1	-	-	-	-	1	-	-	-	-	1	-	-	1	1	-	1	-	1	-	-	-	1
		5%	9%	-	-	-	-	5%	-	-	-	-	7%	-	-	7%	9%	-	8%	-	5%	-	-	-	10%
Mean		5.53	5.18	10.17	5.25	1.00	-	5.00	3.81	4.17	1.83	2.61	4.61	7.67	2.70	6.47	4.73	4.17	5.13	1.50	5.53	-	2.64	5.50	7.55
Standard deviation		6.42	6.99	4.62	6.95	0.71	-	6.14	4.21	3.06	1.53	2.80	6.42	6.46	2.95	7.05	7.18	3.06	6.83	-	6.42	-	2.48	3.46	8.32
Standard error		1.44	2.11	2.67	3.47	0.50	-	1.41	1.17	1.76	0.88	0.93	1.71	2.64	1.32	1.82	2.17	1.76	1.97	-	1.44	-	0.94	2.00	2.63

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 215

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Tenants disputing valid security deposit deductions

Base: All respondents who have experienced each in the last 12 months

		Number of Properties Owned				Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		21	5	8	7	1	-	20	17	2	7	16	18	3	13	8	18	-	13	2	21	-	6	3	12
Less than one hour	(0.5)	4	3	1	-	-	-	3	3	1	1	3	3	1	3	1	3	-	3	-	4	-	1	2	1
		19%	60%	13%	-	-	-	15%	18%	50%	14%	19%	17%	33%	23%	13%	17%	-	23%	-	19%	-	17%	67%	8%
1 to 2 hours	(1.5)	6	1	2	3	-	-	6	5	-	1	6	6	-	4	2	6	-	2	2	6	-	3	-	3
		29%	20%	25%	43%	-	-	30%	29%	-	14%	38%	33%	-	31%	25%	33%	-	15%	100%	29%	-	50%	-	25%
3 to 4 hours	(3.5)	5	-	1	3	1	-	5	3	-	2	3	4	1	3	2	4	-	4	-	5	-	1	-	4
		24%	-	13%	43%	100%	-	25%	18%	-	29%	19%	22%	33%	23%	25%	22%	-	31%	-	24%	-	17%	-	33%
5 to 10 hours	(7.5)	3	1	2	-	-	-	3	3	-	1	2	2	1	1	2	2	-	2	-	3	-	1	1	1
		14%	20%	25%	-	-	-	15%	18%	-	14%	13%	11%	33%	8%	25%	11%	-	15%	-	14%	-	17%	33%	8%
11 to 20 hours	(15.5)	2	-	2	-	-	-	2	2	1	2	2	2	-	2	-	2	-	2	-	2	-	-	-	2
		10%	-	25%	-	-	-	10%	12%	50%	29%	13%	11%	-	15%	-	11%	-	15%	-	10%	-	-	-	17%
More than 20 hours	(25)	1	-	-	1	-	-	1	1	-	-	-	1	-	-	1	1	-	-	-	1	-	-	-	1
		5%	-	-	14%	-	-	5%	6%	-	-	-	6%	-	-	13%	6%	-	-	-	5%	-	-	-	8%
Mean		5.10	2.10	6.63	5.71	3.50	-	5.32	5.76	8.00	6.79	4.19	5.31	3.83	4.35	6.31	5.31	-	4.96	1.50	5.10	-	2.67	2.83	6.88
Standard deviation		6.34	3.05	6.08	8.56	-	-	6.42	6.88	10.61	6.34	4.92	6.75	3.51	5.30	8.00	6.75	-	5.22	0.00	6.34	-	2.56	4.04	7.69
Standard error		1.38	1.36	2.15	3.24	-	-	1.44	1.67	7.50	2.40	1.23	1.59	2.03	1.47	2.83	1.59	-	1.45	0.00	1.38	-	1.05	2.33	2.22

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 216

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Tenants having pet(s) in violation of lease arrangement

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	24	9	5	8	2	-	22	10	6	5	13	15	9	12	12	15	-	12	1	24	-	9	3	12
Less than one hour	(0.5)	6	3	-	2	1	-	4	4	-	1	4	4	2	4	4	-	3	1	6	-	2	-	4
		25%	33%	-	25%	50%	-	18%	40%	-	20%	31%	27%	17%	33%	27%	-	25%	100%	25%	-	22%	-	33%
1 to 2 hours	(1.5)	8	4	1	3	-	-	8	1	4	2	3	4	4	4	4	-	4	-	8	-	3	1	4
		33%	44%	20%	38%	-	-	36%	10%	67%	40%	23%	27%	33%	33%	27%	-	33%	-	33%	-	33%	33%	33%
3 to 4 hours	(3.5)	3	-	2	-	1	-	3	2	-	1	2	2	1	2	2	-	2	-	3	-	-	1	2
		13%	-	40%	-	50%	-	14%	20%	-	20%	15%	13%	8%	17%	13%	-	17%	-	13%	-	-	33%	17%
5 to 10 hours	(7.5)	1	-	1	-	-	-	1	-	-	1	1	-	1	-	1	-	1	-	1	-	1	-	-
		4%	-	20%	-	-	-	5%	-	-	20%	8%	7%	8%	-	7%	-	8%	-	4%	-	11%	-	-
11 to 20 hours	(15.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than 20 hours	(25)	3	1	1	1	-	-	3	1	1	-	2	2	1	2	1	2	-	1	-	3	-	2	-
		13%	11%	20%	13%	-	-	14%	10%	17%	-	15%	13%	11%	17%	8%	13%	-	8%	-	13%	-	22%	33%
Don't remember		3	1	-	2	-	-	3	2	1	-	1	2	1	2	1	2	-	1	-	3	-	1	2
		13%	11%	-	25%	-	-	14%	20%	17%	-	8%	13%	11%	17%	8%	13%	-	8%	-	13%	-	11%	17%
Mean		5.14	4.06	8.20	5.08	2.00	-	5.63	4.44	6.20	2.90	5.92	5.58	4.44	6.80	3.64	5.58	-	4.27	0.50	5.14	-	7.88	10.00
Standard deviation		8.46	8.47	9.64	9.77	2.12	-	8.77	8.41	10.51	2.79	9.14	8.83	8.36	9.81	7.17	8.83	-	7.17	-	8.46	-	10.81	13.03
Standard error		1.85	3.00	4.31	3.99	1.50	-	2.01	2.97	4.70	1.25	2.64	2.45	2.96	3.10	2.16	2.45	-	2.16	-	1.85	-	3.82	7.52

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 217

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Non-payment of utility bills when tenants were responsible

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
							HMO																		
Base	25	6	6	11	2	1	24	18	4	6	17	21	4	11	14	19	2	16	-	25	-	6	4	15	
Less than one hour	(0.5)	8 32%	3 50%	2 33%	1 9%	2 100%	-	8 33%	6 33%	1 25%	1 17%	5 29%	6 29%	2 50%	3 27%	5 36%	6 32%	-	5 31%	-	8 32%	-	3 50%	2 50%	3 20%
1 to 2 hours	(1.5)	6 24%	-	2 33%	4 36%	-	-	6 25%	4 22%	-	2 33%	4 24%	5 24%	1 25%	3 27%	3 21%	5 26%	-	4 25%	-	6 24%	-	2 33%	1 25%	3 20%
3 to 4 hours	(3.5)	5 20%	1 17%	-	4 36%	-	1 100%	4 17%	4 22%	1 25%	1 17%	4 24%	5 24%	-	1 9%	4 29%	4 21%	1 50%	2 13%	-	5 20%	-	-	1 25%	4 27%
5 to 10 hours	(7.5)	2 8%	1 17%	1 17%	-	-	-	2 8%	-	1 25%	-	1 6%	1 5%	1 25%	2 18%	-	1 5%	-	1 6%	-	2 8%	-	1 17%	-	1 7%
11 to 20 hours	(15.5)	1 4%	-	1 17%	-	-	-	1 4%	1 6%	1 25%	1 17%	1 6%	1 5%	-	1 9%	-	1 5%	-	1 6%	-	1 4%	-	-	-	1 7%
More than 20 hours	(25)	1 4%	-	-	1 9%	-	-	1 4%	1 6%	-	-	-	1 5%	-	-	1 7%	-	1 50%	1 6%	-	1 4%	-	-	-	1 7%
Don't remember		2 8%	1 17%	-	1 9%	-	-	2 8%	2 11%	-	1 17%	2 12%	2 10%	-	1 9%	1 7%	2 11%	-	2 13%	-	2 8%	-	-	-	2 13%
Mean		3.74	2.50	4.50	4.55	0.50	3.50	3.75	3.97	6.75	4.50	3.03	4.00	2.50	4.00	3.54	2.79	14.25	4.54	-	3.74	-	2.00	1.50	5.23
Standard deviation		5.77	3.08	6.00	7.27	0.00	-	5.91	6.70	6.50	6.24	3.94	6.20	3.37	4.86	6.58	3.75	15.20	7.17	-	5.77	-	2.74	1.41	7.20
Standard error		1.20	1.38	2.45	2.30	0.00	-	1.26	1.67	3.25	2.79	1.02	1.42	1.68	1.54	1.82	0.91	10.75	1.92	-	1.20	-	1.12	0.71	2.00

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 218

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Tenants conducting illegal activity in your property

Base: All respondents who have experienced each in the last 12 months

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base		3	2	-	-	1	1	3	2	1	2	3	3	-	3	-	2	1	2	-	3	-	2	-	1
Less than one hour	(0.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1 to 2 hours	(1.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3 to 4 hours	(3.5)	1	1	-	-	-	-	1	1	-	1	1	1	-	1	-	-	1	1	-	1	-	1	-	-
		33%	50%	-	-	-	-	33%	50%	-	50%	33%	33%	-	33%	-	-	100%	50%	-	33%	-	50%	-	-
5 to 10 hours	(7.5)	1	-	-	-	1	1	1	1	1	1	1	1	-	1	-	1	-	1	-	1	-	-	-	1
		33%	-	-	-	100%	100%	33%	50%	100%	50%	33%	33%	-	33%	-	50%	-	50%	-	33%	-	-	-	100%
11 to 20 hours	(15.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than 20 hours	(25)	1	1	-	-	-	-	1	-	-	-	1	1	-	1	-	1	-	-	-	1	-	1	-	-
		33%	50%	-	-	-	-	33%	-	-	-	33%	33%	-	33%	-	50%	-	-	-	33%	-	50%	-	-
Mean		12.00	14.25	-	-	7.50	7.50	12.00	5.50	7.50	5.50	12.00	12.00	-	12.00	-	16.25	3.50	5.50	-	12.00	-	14.25	-	7.50
Standard deviation		11.43	15.20	-	-	-	-	11.43	2.83	-	2.83	11.43	11.43	-	11.43	-	12.37	-	2.83	-	11.43	-	15.20	-	-
Standard error		6.60	10.75	-	-	-	-	6.60	2.00	-	2.00	6.60	6.60	-	6.60	-	8.75	-	2.00	-	6.60	-	10.75	-	-

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 219

Q45. What is the total amount of time you have personally lost as a result of the problem? E.g by being delayed, discussing the problem, contacting the letting agent, going to an alternative dispute body/court, getting the problem resolved?

Other issues

Base: All respondents who have experienced each in the last 12 months

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	7	5	1	1	-	-	6	3	1	-	-	4	3	-	7	2	2	3	-	7	-	4	2	1
Less than one hour	3	3	-	-	-	-	2	1	1	-	-	1	2	-	3	1	-	1	-	3	-	3	-	-
(0.5)	43%	60%	-	-	-	-	33%	33%	100%	-	-	25%	67%	-	43%	50%	-	33%	-	43%	-	75%	-	-
1 to 2 hours	(1.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3 to 4 hours	(3.5)	1	1	-	-	-	1	1	-	-	-	-	1	-	1	-	-	-	-	1	-	1	-	-
	14%	20%	-	-	-	-	17%	33%	-	-	-	-	33%	-	14%	-	-	-	-	14%	-	25%	-	-
5 to 10 hours	(7.5)	2	1	-	1	-	2	-	-	-	-	2	-	-	2	-	2	2	-	2	-	-	2	-
	29%	20%	-	100%	-	-	33%	-	-	-	-	50%	-	-	29%	-	100%	67%	-	29%	-	-	100%	-
11 to 20 hours	(15.5)	1	-	1	-	-	1	1	-	-	-	1	-	-	1	1	-	-	-	1	-	-	-	1
	14%	-	100%	-	-	-	17%	33%	-	-	-	25%	-	-	14%	50%	-	-	-	14%	-	-	-	100%
More than 20 hours	(25)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	5.07	2.50	15.50	7.50	-	-	5.83	6.50	0.50	-	-	7.75	1.50	-	5.07	8.00	7.50	5.17	-	5.07	-	1.25	7.50	15.50
Standard deviation	5.56	3.08	-	-	-	-	5.68	7.94	-	-	-	6.13	1.73	-	5.56	10.61	0.00	4.04	-	5.56	-	1.50	0.00	-
Standard error	2.10	1.38	-	-	-	-	2.32	4.58	-	-	-	3.07	1.00	-	2.10	7.50	0.00	2.33	-	2.10	-	0.75	0.00	-

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 220

Q46. One proposed way to minimise disrepair and low levels of maintenance in private rental properties is to make it compulsory for landlords to get their property independently checked every year. Landlords would be responsible for paying for this check. The check would incorporate all the legal requirements relating to the condition of the property (e.g. gas checks and smoke alarm installation), and would replace any existing property specific licensing regime. All properties that pass the check would get a 'minimum standard certificate'. A property failing the check would not get a certificate, which means it could not be legally let. How appealing or unappealing is the concept of a 'minimum standards certificate' for private lettings underpinned by an annual independent check?

Base: All respondents

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
NET: Appealing	504 56%	278 55%	124 58%	86 57%	16 46%	5 63%	486 56%	335 56%	86 59%	50 78%	318 61%	393 58%	111 51%	159 78%	345 50%	242 61%	151 53%	351 61%	12 40%	310 55%	194 58%	155 70%	107 64%	242 48%	
Very appealing	(4) 149 17%	65 13%	46 22%	29 19%	9 26%	5 63%	140 16%	97 16%	31 21%	22 34%	113 22%	128 19%	21 10%	66 32%	83 12%	79 20%	49 17%	119 21%	3 10%	91 16%	58 17%	48 22%	27 16%	74 15%	
Fairly appealing	(3) 355 40%	213 43%	78 37%	57 38%	7 20%	- -	346 40%	238 39%	55 38%	28 44%	205 40%	265 39%	90 42%	93 45%	262 38%	163 41%	102 36%	232 40%	9 30%	219 39%	136 41%	107 48%	80 48%	168 33%	
Not very appealing	(2) 191 21%	115 23%	44 21%	27 18%	5 14%	1 13%	185 21%	125 21%	31 21%	1 2%	93 18%	140 21%	51 24%	24 12%	167 24%	71 18%	69 24%	120 21%	6 20%	121 21%	70 21%	33 15%	32 19%	126 25%	
Not at all appealing	(1) 165 18%	82 16%	40 19%	31 21%	12 34%	1 13%	163 19%	115 19%	22 15%	13 20%	81 16%	120 18%	45 21%	18 9%	147 21%	75 19%	45 16%	86 15%	10 33%	117 21%	48 14%	24 11%	24 14%	117 23%	
NET: Not appealing	356 40%	197 39%	84 40%	58 39%	17 49%	2 25%	348 40%	240 40%	53 37%	14 22%	174 34%	260 38%	96 44%	42 20%	314 45%	146 37%	114 40%	206 36%	16 53%	238 42%	118 36%	57 26%	56 33%	243 48%	
Don't know	38 4%	26 5%	4 2%	6 4%	2 6%	1 13%	35 4%	28 5%	6 4%	- -	26 5%	29 4%	9 4%	4 2%	34 5%	11 3%	18 6%	23 4%	2 7%	18 3%	20 6%	11 5%	5 3%	22 4%	
Mean	2.57	2.55	2.63	2.58	2.39	3.29	2.56	2.55	2.68	2.92	2.71	2.61	2.42	3.03	2.43	2.63	2.58	2.69	2.18	2.52	2.65	2.84	2.67	2.41	
Standard deviation	0.99	0.93	1.03	1.04	1.25	1.25	0.99	0.99	0.99	1.09	1.00	1.00	0.94	0.90	0.97	1.01	0.98	0.98	1.06	1.01	0.95	0.90	0.92	1.02	
Standard error	0.03	0.04	0.07	0.09	0.22	0.47	0.03	0.04	0.08	0.14	0.04	0.04	0.07	0.06	0.04	0.05	0.06	0.04	0.20	0.04	0.05	0.06	0.07	0.05	

Which? Landlords Survey - England Property Owners

ONLINE Fieldwork:- 13th-22nd March 2018

Absolutes/col percents

Table 221

Q47. You said you found the concept of an annual property check - and subsequent 'minimum standards certificate' - unappealing.**What are the reasons for this?****Base: All respondents who find the concept unappealing**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No			
Base	356	197	84	58	17	2	348	240	53	14	174	260	96	42	314	146	114	206	16	238	118	57	56	243
It would be an unnecessary expense for compliant landlords	287 81%	159 81%	71 85%	44 76%	13 76%	2 100%	285 82%	195 81%	42 79%	10 71%	146 84%	213 82%	74 77%	31 74%	256 82%	120 82%	93 82%	166 81%	14 88%	196 82%	91 77%	44 77%	42 75%	201 83%
I think it would be a bureaucratic process	220 62%	112 57%	52 62%	43 74%	13 76%	2 100%	216 62%	153 64%	35 66%	12 86%	105 60%	162 62%	58 60%	22 52%	198 63%	89 61%	73 64%	125 61%	10 63%	156 66%	64 54%	31 54%	34 61%	155 64%
I would worry about the cost to landlords	198 56%	93 47%	57 68%	40 69%	8 47%	2 100%	194 56%	135 56%	30 57%	8 57%	94 54%	142 55%	56 58%	21 50%	177 56%	80 55%	62 54%	105 51%	13 81%	142 60%	56 47%	30 53%	32 57%	136 56%
It would be inconvenient	107 30%	50 25%	30 36%	20 34%	7 41%	2 100%	105 30%	77 32%	9 17%	6 43%	53 30%	82 32%	25 26%	16 38%	91 29%	50 34%	32 28%	59 29%	4 25%	77 32%	30 25%	8 14%	17 30%	82 34%
I think it would cause delays in letting	94 26%	42 21%	27 32%	20 34%	5 29%	2 100%	91 26%	65 27%	11 21%	7 50%	45 26%	69 27%	25 26%	9 21%	85 27%	40 27%	29 25%	52 25%	6 38%	75 32%	19 16%	15 26%	9 16%	70 29%
Other	43 12%	25 13%	8 10%	7 12%	3 18%	1 50%	41 12%	29 12%	6 11%	5 36%	25 14%	32 12%	11 11%	4 10%	39 12%	19 13%	13 11%	26 13%	2 13%	27 11%	16 14%	8 14%	4 7%	31 13%

Which? Landlords Survey - England Property Owners

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Absolutes/col percents

Table 222

Q48. The Government has proposed streamlining redress services in the property sector. This includes the potential to introduce a single housing ombudsman service to provide a clear route for complaints when things go wrong. Currently there is no requirement for private landlords to be a member of any ombudsman or redress service but the Government has committed to requiring all landlords to join a redress scheme to make sure all tenants have access to effective dispute resolution. Do you agree or not that there should be a requirement for private landlords to belong to a redress scheme?

Base: All respondents who rent out properties in England

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest- ment/ pen- sion	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
NET: Yes	602 67%	329 66%	149 70%	102 68%	22 63%	7 88%	584 67%	404 67%	99 68%	50 78%	399 77%	487 71%	115 53%	168 82%	434 63%	294 74%	193 68%	429 74%	20 67%	379 67%	223 67%	167 75%	121 72%	314 62%
Yes - it should be a requirement for all private landlords	287 32%	145 29%	70 33%	60 40%	12 34%	4 50%	276 32%	188 31%	56 39%	37 58%	166 32%	216 32%	71 33%	111 54%	176 25%	138 35%	78 28%	192 33%	7 23%	187 33%	100 30%	87 39%	59 35%	141 28%
Yes - but it should only apply to landlords that don't use an agent to provide full management services	315 35%	184 37%	79 37%	42 28%	10 29%	3 38%	308 35%	216 36%	43 30%	13 20%	233 45%	271 40%	44 20%	57 28%	258 37%	156 39%	115 41%	237 41%	13 43%	192 34%	123 37%	80 36%	62 37%	173 34%
No - it should not apply to private landlords	198 22%	114 23%	39 18%	37 25%	8 23%	1 13%	190 22%	140 23%	30 21%	10 16%	82 16%	132 19%	66 31%	30 15%	168 24%	79 20%	53 19%	102 18%	7 23%	139 25%	59 18%	30 13%	30 18%	138 27%
Don't know	98 11%	58 12%	24 11%	11 7%	5 14%	- -	95 11%	59 10%	16 11%	4 6%	37 7%	63 9%	35 16%	7 3%	91 13%	26 7%	37 13%	49 8%	3 10%	48 8%	50 15%	26 12%	17 10%	55 11%

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Absolutes/col percents

Table 223

Q48a. How much do you agree or disagree that it is currently a good time to be a landlord? Please think about all the aspects of being a landlord - such as rate of return, legislative burden, service of agents and tradesmen; the housing sector more generally.

Base: All respondents

						Types of Property Owned		Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
Number of Properties Owned						Flat/ house excl HMO		Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Total						1	2	3 to 5	6+	HMO	HMO														
Base		898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
NET: Agree		467	232	140	79	16	4	453	334	79	50	286	371	96	146	321	223	148	334	10	291	176	142	86	239
		52%	46%	66%	53%	46%	50%	52%	55%	54%	78%	55%	54%	44%	71%	46%	56%	52%	58%	33%	51%	53%	64%	51%	47%
Agree strongly	(+2)	152	65	45	33	9	3	147	112	25	28	97	126	26	68	84	67	59	117	3	88	64	47	25	80
		17%	13%	21%	22%	26%	38%	17%	19%	17%	44%	19%	18%	12%	33%	12%	17%	21%	20%	10%	16%	19%	21%	15%	16%
Agree slightly	(+1)	315	167	95	46	7	1	306	222	54	22	189	245	70	78	237	156	89	217	7	203	112	95	61	159
		35%	33%	45%	31%	20%	13%	35%	37%	37%	34%	36%	36%	32%	38%	34%	39%	31%	37%	23%	36%	34%	43%	36%	31%
Neither agree nor disagree	(0)	257	172	45	33	7	2	247	160	39	6	146	186	71	35	222	103	83	152	8	149	108	58	48	151
		29%	34%	21%	22%	20%	25%	28%	27%	27%	9%	28%	27%	33%	17%	32%	26%	29%	26%	27%	26%	33%	26%	29%	30%
Disagree slightly	(-1)	121	68	19	26	8	2	116	74	18	5	59	85	36	15	106	50	35	63	8	84	37	14	27	80
		13%	14%	9%	17%	23%	25%	13%	12%	12%	8%	11%	12%	17%	7%	15%	13%	12%	11%	27%	15%	11%	6%	16%	16%
Disagree strongly	(-2)	53	29	8	12	4	-	53	35	9	3	27	40	13	9	44	23	17	31	4	42	11	9	7	37
		6%	6%	4%	8%	11%	-	6%	6%	6%	5%	5%	6%	6%	4%	6%	6%	6%	5%	13%	7%	3%	4%	4%	7%
NET: Disagree		174	97	27	38	12	2	169	109	27	8	86	125	49	24	150	73	52	94	12	126	48	23	34	117
		19%	19%	13%	25%	34%	25%	19%	18%	19%	13%	17%	18%	23%	12%	22%	18%	18%	16%	40%	22%	14%	10%	20%	23%
Mean		0.44	0.34	0.71	0.41	0.26	0.63	0.43	0.50	0.47	1.05	0.52	0.49	0.28	0.88	0.30	0.49	0.49	0.56	-0.10	0.37	0.55	0.70	0.42	0.33
Standard deviation		1.10	1.05	1.02	1.23	1.38	1.30	1.10	1.10	1.11	1.13	1.08	1.11	1.07	1.09	1.07	1.09	1.13	1.09	1.21	1.14	1.03	1.00	1.06	1.14
Standard error		0.04	0.05	0.07	0.10	0.23	0.46	0.04	0.04	0.09	0.14	0.05	0.04	0.07	0.08	0.04	0.05	0.07	0.05	0.22	0.05	0.06	0.07	0.08	0.05

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Absolutes/col percents

Table 224

Q48b. Why do you disagree that it is a good time to be a landlord?**Base: All respondents who disagree that it is a good time to be a landlord**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No			
Base	174	97	27	38	12	2	169	109	27	8	86	125	49	24	150	73	52	94	12	126	48	23	34	117
Taxation/ changes to/ increase in taxation	48 28%	20 21%	7 26%	14 37%	7 58%	1 50%	48 28%	37 34%	3 11%	3 38%	25 29%	37 30%	11 22%	8 33%	40 27%	21 29%	16 31%	31 33%	3 25%	40 32%	8 17%	5 22%	8 24%	35 30%
Government interference (non-specific/ other)	31 18%	15 15%	5 19%	6 16%	5 42%	-	31 18%	18 17%	4 15%	3 38%	16 19%	22 18%	9 18%	8 33%	23 15%	15 21%	7 13%	19 20%	1 8%	26 21%	5 10%	2 9%	7 21%	22 19%
Poor rate of return	30 17%	17 18%	3 11%	6 16%	4 33%	1 50%	30 18%	22 20%	4 15%	1 13%	19 22%	26 21%	4 8%	3 13%	27 18%	16 22%	10 19%	18 19%	5 42%	22 17%	8 17%	5 22%	5 15%	20 17%
Reductions in tax benefits	28 16%	13 13%	8 30%	7 18%	-	-	27 16%	21 19%	2 7%	2 25%	11 13%	19 15%	9 18%	5 21%	23 15%	12 16%	7 13%	13 14%	3 25%	22 17%	6 13%	4 17%	4 12%	20 17%
Increase in legislation/ regulation	23 13%	15 15%	2 7%	3 8%	3 25%	1 50%	21 12%	15 14%	4 15%	-	10 12%	20 16%	3 6%	3 13%	20 13%	9 12%	11 21%	16 17%	1 8%	16 13%	7 15%	2 9%	3 9%	18 15%
Costs are increasing (non-specific/ other)	22 13%	14 14%	4 15%	4 11%	-	1 50%	19 11%	11 10%	8 30%	-	12 14%	17 14%	5 10%	3 13%	19 13%	13 18%	4 8%	7 7%	5 42%	19 15%	3 6%	4 17%	3 9%	15 13%
Too much bureaucracy/ there is too much red tape	19 11%	8 8%	4 15%	6 16%	1 8%	1 50%	19 11%	15 14%	5 19%	3 38%	9 10%	15 12%	4 8%	4 17%	15 10%	10 14%	5 10%	9 10%	3 25%	16 13%	3 6%	3 13%	3 9%	13 11%
Issues with tenants/ damaging property/ late payments etc.	18 10%	9 9%	3 11%	4 11%	2 17%	-	18 11%	8 7%	3 11%	4 50%	10 12%	13 10%	5 10%	5 21%	13 9%	12 16%	1 2%	7 7%	5 42%	16 13%	2 4%	2 9%	4 12%	12 10%
Tenants have all the power/ rights	16 9%	6 6%	4 15%	5 13%	1 8%	1 50%	15 9%	10 9%	5 19%	1 13%	6 7%	11 9%	5 10%	3 13%	13 9%	9 12%	2 4%	6 6%	1 8%	13 10%	3 6%	3 13%	2 6%	11 9%
Changes to legislation/ regulation	15 9%	10 10%	3 11%	1 3%	1 8%	-	15 9%	8 7%	4 15%	1 13%	9 10%	12 10%	3 6%	-	15 10%	6 8%	6 12%	9 10%	2 17%	9 7%	6 13%	1 4%	2 6%	12 10%
There is too much legislation/ regulation	14 8%	6 6%	4 15%	3 8%	1 8%	-	14 8%	12 11%	2 7%	1 13%	9 10%	10 8%	4 8%	2 8%	12 8%	6 8%	4 8%	6 6%	1 8%	10 8%	4 8%	2 9%	4 12%	8 7%
Increased stamp duty	14 8%	8 8%	2 7%	4 11%	-	-	14 8%	13 12%	2 7%	-	8 9%	12 10%	2 4%	-	14 9%	6 8%	6 12%	8 9%	2 17%	9 7%	5 10%	4 17%	-	10 9%

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Absolutes/col percents

Table 224

Q48b. Why do you disagree that it is a good time to be a landlord?**Base: All respondents who disagree that it is a good time to be a landlord**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	174	97	27	38	12	2	169	109	27	8	86	125	49	24	150	73	52	94	12	126	48	23	34	117
Landlords are seen in a negative light/ poor reputation	11 6%	2 2%	-	5 13%	4 33%	-	11 7%	10 9%	-	1 13%	5 6%	9 7%	2 4%	3 13%	8 5%	7 10%	2 4%	7 7%	-	9 7%	2 4%	-	2 6%	9 8%
It is too much hassle/ effort/ work	11 6%	7 7%	1 4%	3 8%	-	-	11 7%	5 5%	4 15%	1 13%	6 7%	6 5%	5 10%	1 4%	10 7%	6 8%	-	6 6%	-	8 6%	3 6%	1 4%	2 6%	8 7%
Other mention of legislation/ regulation	9 5%	5 5%	-	3 8%	1 8%	1 50%	8 5%	4 4%	3 11%	-	5 6%	8 6%	1 2%	1 4%	8 5%	5 7%	3 6%	3 3%	-	7 6%	2 4%	1 4%	-	8 7%
There is too much pressure/ stress/ worry	9 5%	6 6%	2 7%	1 3%	-	-	9 5%	5 5%	3 11%	-	5 6%	8 6%	1 2%	2 8%	7 5%	4 5%	4 8%	6 6%	1 8%	7 6%	2 4%	1 4%	4 12%	4 3%
Rents are low/ not increasing/ not increasing alongside inflation	8 5%	3 3%	3 11%	-	2 17%	-	8 5%	7 6%	1 4%	-	7 8%	8 6%	-	-	8 5%	3 4%	5 10%	8 9%	-	4 3%	4 8%	-	1 3%	7 6%
Brexit/ the potential effects of brexit	8 5%	3 3%	1 4%	3 8%	1 8%	1 50%	8 5%	5 5%	-	2 25%	4 5%	6 5%	2 4%	1 4%	7 5%	4 5%	2 4%	3 3%	1 8%	5 4%	3 6%	-	2 6%	6 5%
Difficult to break even	6 3%	3 3%	1 4%	2 5%	-	-	6 4%	4 4%	1 4%	-	2 2%	5 4%	1 2%	2 8%	4 3%	3 4%	2 4%	5 5%	-	4 3%	2 4%	1 4%	1 3%	4 3%
I do not have enough properties for it to be worthwhile/ regulations favour larger landlords	6 3%	5 5%	-	1 3%	-	-	6 4%	2 2%	3 11%	-	2 2%	5 4%	1 2%	1 4%	5 3%	2 3%	3 6%	4 4%	-	2 2%	4 8%	1 4%	2 6%	3 3%
Property value is falling	6 3%	4 4%	-	2 5%	-	-	4 2%	3 3%	2 7%	-	3 3%	3 2%	3 6%	-	6 4%	2 3%	1 2%	1 1%	-	3 2%	3 6%	3 13%	-	3 3%
Financial/ economic uncertainty/ we live in a period of job losses, poor wages etc	5 3%	3 3%	-	1 3%	1 8%	1 50%	5 3%	2 2%	-	1 13%	3 3%	3 2%	2 4%	-	5 3%	2 3%	1 2%	1 1%	-	4 3%	1 2%	1 4%	1 3%	3 3%

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Table 224

Q48b. Why do you disagree that it is a good time to be a landlord?**Base: All respondents who disagree that it is a good time to be a landlord**

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	174	97	27	38	12	2	169	109	27	8	86	125	49	24	150	73	52	94	12	126	48	23	34	117
Changes to the benefits system/ universal credit/ rent paid to tenants rather than landlords	5 3%	3 3%	-	2 5%	-	-	4 2%	2 2%	-	-	1 1%	3 2%	2 4%	-	5 3%	2 3%	1 2%	2 2%	-	4 3%	1 2%	-	1 3%	4 3%
High cost of properties/ increasing cost of housing/ mortgages	4 2%	3 3%	-	1 3%	-	-	4 2%	2 2%	1 4%	-	1 1%	2 2%	2 4%	1 4%	3 2%	2 3%	-	1 1%	-	4 3%	-	-	1 3%	3 3%
Landlord registration/ additional cost/ may have to increase rent to cover it	3 2%	-	1 4%	2 5%	-	-	3 2%	3 3%	-	-	3 3%	3 2%	-	-	3 2%	2 3%	1 2%	3 3%	-	3 2%	-	-	-	3 3%
Unfair legislation/ regulation does not apply to owner occupiers/ local authorities	3 2%	1 1%	-	1 3%	1 8%	-	3 2%	1 1%	-	-	2 2%	3 2%	-	-	3 2%	1 1%	2 4%	3 3%	-	3 2%	-	-	1 3%	2 2%
Local Authority interference (non-specific/ other)	3 2%	-	1 4%	2 5%	-	-	3 2%	2 2%	1 4%	-	1 1%	3 2%	-	1 4%	2 1%	3 4%	-	3 3%	-	3 2%	-	-	-	3 3%
Property prices are static/ not increasing	3 2%	2 2%	-	1 3%	-	-	3 2%	3 3%	-	-	1 1%	3 2%	-	-	3 2%	1 1%	2 4%	3 3%	-	2 2%	1 2%	-	1 3%	2 2%
Maintaining properties is difficult/ expensive	3 2%	1 1%	2 7%	-	-	-	3 2%	1 1%	1 4%	-	2 2%	2 2%	1 2%	1 4%	2 1%	2 3%	-	1 1%	1 8%	2 2%	1 2%	1 4%	-	2 2%
The threat of a Corbyn lead Government/ potential effect of Jeremy Corbyns policies	2 1%	-	1 4%	1 3%	-	-	2 1%	2 2%	-	-	1 1%	2 2%	-	-	2 1%	2 3%	-	2 2%	-	1 1%	1 2%	-	-	2 2%

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Table 224

Q48b. Why do you disagree that it is a good time to be a landlord?**Base: All respondents who disagree that it is a good time to be a landlord**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	174	97	27	38	12	2	169	109	27	8	86	125	49	24	150	73	52	94	12	126	48	23	34	117
Less demand for properties/ less people looking to rent/ more available properties than people	2 1%	2 2%	-	-	-	-	1 1%	-	-	-	-	-	2 4%	-	2 1%	-	-	-	-	1 1%	1 2%	-	1 3%	1 1%
Interest rate changes/ increasing interest rates	2 1%	1 1%	1 4%	-	-	-	2 1%	1 1%	-	-	1 1%	2 2%	-	-	2 1%	1 1%	1 2%	1 1%	1 8%	2 2%	-	-	-	2 2%
Increasingly difficult to buy additional properties	2 1%	-	-	2 5%	-	-	2 1%	2 2%	2 7%	-	1 1%	2 2%	-	-	2 1%	1 1%	1 2%	2 2%	-	2 2%	-	1 4%	-	1 1%
It is difficult to evict tenants	2 1%	1 1%	1 4%	-	-	-	2 1%	1 1%	2 7%	-	1 1%	1 1%	1 2%	-	2 1%	1 1%	-	1 1%	-	2 2%	-	-	-	2 2%
It is difficult to reclaim rent arrears	1 1%	-	1 4%	-	-	-	1 1%	-	1 4%	-	1 1%	1 1%	-	-	1 1%	1 1%	-	1 1%	-	1 1%	-	-	-	1 1%
Other answers	24 14%	15 15%	2 7%	6 16%	1 8%	1 50%	23 14%	12 11%	7 26%	-	14 16%	18 14%	6 12%	3 13%	21 14%	13 18%	5 10%	13 14%	2 17%	13 10%	11 23%	5 22%	5 15%	14 12%

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Absolutes/col percents

Table 225

Q49. How much do you agree or disagree with each of the following statements?**Summary****Base: All respondents**

		Statements							
		On balance, the positives of being a landlord outweigh the negatives	I expect to still be a landlord in 5 years' time	I see being a landlord as a long term investment	I would like to have access to more information/ advice/ training on being a landlord	There are too many laws and regulations covering private landlords	There are too few laws and regulations covering private landlords	I see my tenant(s) as my customers	I see my activity as a landlord as running a business
Base		898	898	898	898	898	898	898	898
NET: Agree		645 72%	611 68%	730 81%	385 43%	339 38%	138 15%	642 71%	549 61%
Agree strongly	(+2)	221 25%	348 39%	428 48%	112 12%	122 14%	41 5%	308 34%	226 25%
Agree slightly	(+1)	424 47%	263 29%	302 34%	273 30%	217 24%	97 11%	334 37%	323 36%
Neither agree nor disagree	(0)	178 20%	154 17%	108 12%	353 39%	397 44%	385 43%	173 19%	187 21%
Disagree slightly	(-1)	48 5%	68 8%	39 4%	108 12%	131 15%	233 26%	54 6%	101 11%
Disagree strongly	(-2)	27 3%	65 7%	21 2%	52 6%	31 3%	142 16%	29 3%	61 7%
NET: Disagree		75 8%	133 15%	60 7%	160 18%	162 18%	375 42%	83 9%	162 18%
Mean		0.85	0.85	1.20	0.32	0.30	-0.38	0.93	0.61
Standard deviation		0.95	1.22	0.97	1.03	0.99	1.02	1.03	1.17
Standard error		0.03	0.04	0.03	0.03	0.03	0.03	0.03	0.04

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Absolutes/col percents

Table 226

Q49. How much do you agree or disagree with each of the following statements?**On balance, the positives of being a landlord outweigh the negatives****Base: All respondents**

						Types of Property Owned		Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time		
																							Letting Residential property in the UK		
Number of Properties Owned						HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Total	1	2	3 to 5	6+																					
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
NET: Agree	645 72%	344 69%	160 75%	113 75%	28 80%	5 63%	623 72%	461 76%	105 72%	48 75%	379 73%	499 73%	146 68%	156 76%	489 71%	282 71%	217 77%	444 77%	16 53%	404 71%	241 73%	154 69%	121 72%	370 73%	
Agree strongly	(+2)	221 25%	107 21%	60 28%	42 28%	12 34%	2 25%	211 24%	167 28%	36 25%	16 25%	127 25%	167 24%	54 25%	61 30%	160 23%	91 23%	76 27%	153 26%	4 13%	131 23%	90 27%	52 23%	34 20%	135 27%
Agree slightly	(+1)	424 47%	237 47%	100 47%	71 47%	16 46%	3 38%	412 47%	294 49%	69 48%	32 50%	252 49%	332 49%	92 43%	95 46%	329 47%	191 48%	141 50%	291 50%	12 40%	273 48%	151 45%	102 46%	87 52%	235 46%
Neither agree nor disagree	(0)	178 20%	110 22%	41 19%	24 16%	3 9%	2 25%	171 20%	103 17%	23 16%	11 17%	104 20%	134 20%	44 20%	36 18%	142 20%	81 20%	53 19%	101 17%	6 20%	104 18%	74 22%	52 23%	34 20%	92 18%
Disagree slightly	(-1)	48 5%	33 7%	6 3%	7 5%	2 6%	1 13%	48 6%	26 4%	6 4%	4 6%	22 4%	32 5%	16 7%	8 4%	40 6%	24 6%	8 3%	23 4%	4 13%	38 7%	10 3%	10 4%	9 5%	29 6%
Disagree strongly	(-2)	27 3%	14 3%	5 2%	6 4%	2 6%	- -	27 3%	13 2%	11 8%	1 2%	13 3%	17 2%	10 5%	5 2%	22 3%	12 3%	5 2%	12 2%	4 13%	20 4%	7 2%	7 3%	4 2%	16 3%
NET: Disagree		75 8%	47 9%	11 5%	13 9%	4 11%	1 13%	75 9%	39 6%	17 12%	5 8%	35 7%	49 7%	26 12%	13 6%	62 9%	36 9%	13 5%	35 6%	8 27%	58 10%	17 5%	17 8%	13 8%	45 9%
Mean		0.85	0.78	0.96	0.91	0.97	0.75	0.84	0.96	0.78	0.91	0.88	0.88	0.76	0.97	0.82	0.81	0.97	0.95	0.27	0.81	0.92	0.82	0.82	0.88
Standard deviation		0.95	0.95	0.90	0.99	1.10	1.04	0.96	0.90	1.10	0.90	0.91	0.92	1.06	0.92	0.96	0.95	0.85	0.88	1.26	0.98	0.89	0.95	0.90	0.97
Standard error		0.03	0.04	0.06	0.08	0.19	0.37	0.03	0.04	0.09	0.11	0.04	0.04	0.07	0.06	0.04	0.05	0.05	0.04	0.23	0.04	0.05	0.06	0.07	0.04

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Absolutes/col percents

Table 227

Q49. How much do you agree or disagree with each of the following statements?**I expect to still be a landlord in 5 years' time****Base: All respondents**

						Types of Property Owned		Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK					
																								Less than 3 years	3-5 years	More than 5 years			
						HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Total						1	2	3 to 5	6+																				
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507					
NET: Agree	611 68%	303 60%	158 75%	120 80%	30 86%	6 75%	590 68%	435 72%	94 65%	48 75%	363 70%	479 70%	132 61%	142 69%	469 68%	267 67%	212 75%	415 72%	19 63%	389 69%	222 67%	149 67%	116 69%	346 68%					
Agree strongly	(+2)	348 39%	150 30%	98 46%	74 49%	26 74%	3 38%	337 39%	248 41%	60 41%	32 50%	210 41%	274 40%	74 34%	78 38%	270 39%	150 38%	124 44%	241 42%	14 47%	226 40%	122 37%	68 30%	57 34%	223 44%				
Agree slightly	(+1)	263 29%	153 31%	60 28%	46 31%	4 11%	3 38%	253 29%	187 31%	34 23%	16 25%	153 30%	205 30%	58 27%	64 31%	199 29%	117 29%	88 31%	174 30%	5 17%	163 29%	100 30%	81 36%	59 35%	123 24%				
Neither agree nor disagree	(0)	154 17%	104 21%	33 16%	13 9%	4 11%	2 25%	148 17%	102 17%	22 15%	12 19%	89 17%	117 17%	37 17%	43 21%	111 16%	72 18%	45 16%	96 17%	3 10%	87 15%	67 20%	38 17%	35 21%	81 16%				
Disagree slightly	(-1)	68 8%	43 9%	13 6%	11 7%	1 3%	- -	68 8%	33 5%	18 12%	3 5%	37 7%	48 7%	20 9%	13 6%	55 8%	39 10%	9 3%	39 7%	5 17%	48 8%	20 6%	23 10%	8 5%	37 7%				
Disagree strongly	(-2)	65 7%	51 10%	8 4%	6 4%	- -	- -	63 7%	33 5%	11 8%	1 2%	29 6%	38 6%	27 13%	7 3%	58 8%	21 5%	17 6%	30 5%	3 10%	42 7%	23 7%	13 6%	9 5%	43 8%				
NET: Disagree		133 15%	94 19%	21 10%	17 11%	1 3%	- -	131 15%	66 11%	29 20%	4 6%	66 13%	86 13%	47 22%	20 10%	113 16%	60 15%	26 9%	69 12%	8 27%	90 16%	43 13%	36 16%	17 10%	80 16%				
Mean		0.85	0.61	1.07	1.14	1.57	1.13	0.84	0.97	0.79	1.17	0.92	0.92	0.61	0.94	0.82	0.84	1.04	0.96	0.73	0.85	0.84	0.75	0.88	0.88				
Standard deviation		1.22	1.27	1.10	1.11	0.81	0.83	1.23	1.14	1.31	1.00	1.17	1.16	1.37	1.07	1.26	1.18	1.13	1.15	1.46	1.24	1.19	1.17	1.10	1.28				
Standard error		0.04	0.06	0.08	0.09	0.14	0.30	0.04	0.05	0.11	0.13	0.05	0.04	0.09	0.08	0.05	0.06	0.07	0.05	0.27	0.05	0.07	0.08	0.08	0.06				

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Absolutes/col percents

Table 228

Q49. How much do you agree or disagree with each of the following statements?**I see being a landlord as a long term investment****Base: All respondents**

						Types of Property Owned		Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
						Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Invest-ment/ pension	Acci- dent	Busi- ness	NET: Use mana- gement agents	NET: Use let- ting agents	Self- let and self- manage	Yes	No	Yes	No	Yes	No	Yes	No
Base		898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
NET: Agree		730 81%	391 78%	175 83%	132 88%	32 91%	7 88%	705 81%	530 88%	114 79%	53 83%	423 82%	564 83%	166 77%	157 77%	573 83%	324 81%	240 85%	490 84%	22 73%	463 82%	267 80%	170 76%	138 82%	422 83%	
Agree strongly	(+2)	428 48%	212 42%	102 48%	91 61%	23 66%	2 25%	414 48%	325 54%	65 45%	28 44%	240 46%	329 48%	99 46%	86 42%	342 49%	177 44%	152 54%	292 50%	14 47%	273 48%	155 47%	76 34%	74 44%	278 55%	
Agree slightly	(+1)	302 34%	179 36%	73 34%	41 27%	9 26%	5 63%	291 33%	205 34%	49 34%	25 39%	183 35%	235 34%	67 31%	71 35%	231 33%	147 37%	88 31%	198 34%	8 27%	190 34%	112 34%	94 42%	64 38%	144 28%	
Neither agree nor disagree	(0)	108 12%	64 13%	27 13%	15 10%	2 6%	1 13%	105 12%	54 9%	16 11%	8 13%	61 12%	79 12%	29 13%	40 20%	68 10%	53 13%	26 9%	59 10%	4 13%	69 12%	39 12%	36 16%	18 11%	54 11%	
Disagree slightly	(-1)	39 4%	29 6%	7 3%	2 1%	1 3%	- -	39 4%	16 3%	11 8%	2 3%	25 5%	29 4%	10 5%	6 3%	33 5%	15 4%	14 5%	26 4%	2 7%	23 4%	16 5%	11 5%	5 3%	23 5%	
Disagree strongly	(-2)	21 2%	17 3%	3 1%	1 1%	- -	- -	20 2%	3 *	4 3%	1 2%	9 2%	10 1%	11 5%	2 1%	19 3%	7 2%	3 1%	5 1%	2 7%	11 2%	10 3%	6 3%	7 4%	8 2%	
NET: Disagree		60 7%	46 9%	10 5%	3 2%	1 3%	- -	59 7%	19 3%	15 10%	3 5%	34 7%	39 6%	21 10%	8 4%	52 8%	22 6%	17 6%	31 5%	4 13%	34 6%	26 8%	17 8%	12 7%	31 6%	
Mean		1.20	1.08	1.25	1.46	1.54	1.13	1.20	1.38	1.10	1.20	1.20	1.24	1.08	1.14	1.22	1.18	1.31	1.29	1.00	1.22	1.16	1.00	1.15	1.30	
Standard deviation		0.97	1.04	0.90	0.78	0.74	0.64	0.97	0.80	1.05	0.89	0.95	0.92	1.11	0.90	0.99	0.92	0.91	0.88	1.23	0.95	1.01	0.97	1.01	0.94	
Standard error		0.03	0.05	0.06	0.06	0.13	0.23	0.03	0.03	0.09	0.11	0.04	0.04	0.08	0.06	0.04	0.05	0.05	0.04	0.22	0.04	0.06	0.07	0.08	0.04	

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Absolutes/col percents

Table 229

Q49. How much do you agree or disagree with each of the following statements?**I would like to have access to more information/ advice/ training on being a landlord****Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
NET: Agree	385 43%	205 41%	97 46%	69 46%	14 40%	5 63%	371 43%	263 44%	66 46%	47 73%	226 44%	294 43%	91 42%	125 61%	260 38%	195 49%	99 35%	249 43%	15 50%	261 46%	124 37%	114 51%	88 52%	183 36%
Agree strongly (+2)	112 12%	50 10%	30 14%	28 19%	4 11%	3 38%	106 12%	75 12%	22 15%	22 34%	68 13%	87 13%	25 12%	47 23%	65 9%	64 16%	23 8%	76 13%	3 10%	82 14%	30 9%	32 14%	22 13%	58 11%
Agree slightly (+1)	273 30%	155 31%	67 32%	41 27%	10 29%	2 25%	265 30%	188 31%	44 30%	25 39%	158 31%	207 30%	66 31%	78 38%	195 28%	131 33%	76 27%	173 30%	12 40%	179 32%	94 28%	82 37%	66 39%	125 25%
Neither agree nor disagree (0)	353 39%	202 40%	78 37%	58 39%	15 43%	3 38%	344 40%	234 39%	59 41%	8 13%	208 40%	269 39%	84 39%	64 31%	289 42%	144 36%	125 44%	229 39%	8 27%	211 37%	142 43%	74 33%	62 37%	217 43%
Disagree slightly (-1)	108 12%	61 12%	27 13%	16 11%	4 11%	-	104 12%	74 12%	12 8%	8 13%	58 11%	81 12%	27 13%	13 6%	95 14%	47 12%	34 12%	66 11%	6 20%	67 12%	41 12%	26 12%	11 7%	71 14%
Disagree strongly (-2)	52 6%	33 7%	10 5%	7 5%	2 6%	-	50 6%	32 5%	8 6%	1 2%	26 5%	38 6%	14 6%	3 1%	49 7%	13 3%	25 9%	36 6%	1 3%	27 5%	25 8%	9 4%	7 4%	36 7%
NET: Disagree	160 18%	94 19%	37 17%	23 15%	6 17%	-	154 18%	106 18%	20 14%	9 14%	84 16%	119 17%	41 19%	16 8%	144 21%	60 15%	59 21%	102 18%	7 23%	94 17%	66 20%	35 16%	18 11%	107 21%
Mean	0.32	0.26	0.38	0.45	0.29	1.00	0.31	0.33	0.41	0.92	0.36	0.33	0.28	0.75	0.19	0.47	0.13	0.32	0.33	0.39	0.19	0.46	0.51	0.19
Standard deviation	1.03	1.02	1.03	1.06	1.02	0.93	1.02	1.02	1.02	1.06	1.01	1.02	1.04	0.93	1.02	1.00	1.03	1.04	1.03	1.03	1.02	1.01	0.95	1.05
Standard error	0.03	0.05	0.07	0.09	0.17	0.33	0.03	0.04	0.09	0.13	0.04	0.04	0.07	0.07	0.04	0.05	0.06	0.04	0.19	0.04	0.06	0.07	0.07	0.05

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Absolutes/col percents

Table 230

Q49. How much do you agree or disagree with each of the following statements?**There are too many laws and regulations covering private landlords****Base: All respondents**

	Number of Properties Owned					Types of Property Owned		Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/house excl HMO	Investment/pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
NET: Agree	339 38%	173 35%	82 39%	66 44%	18 51%	6 75%	328 38%	229 38%	59 41%	34 53%	181 35%	250 37%	89 41%	90 44%	249 36%	156 39%	94 33%	207 36%	10 33%	249 44%	90 27%	80 36%	53 32%	206 41%
Agree strongly (+2)	122 14%	58 12%	27 13%	25 17%	12 34%	3 38%	116 13%	88 15%	29 20%	18 28%	66 13%	92 13%	30 14%	32 16%	90 13%	63 16%	29 10%	76 13%	4 13%	100 18%	22 7%	24 11%	14 8%	84 17%
Agree slightly (+1)	217 24%	115 23%	55 26%	41 27%	6 17%	3 38%	212 24%	141 23%	30 21%	16 25%	115 22%	158 23%	59 27%	58 28%	159 23%	93 23%	65 23%	131 23%	6 20%	149 26%	68 20%	56 25%	39 23%	122 24%
Neither agree nor disagree (0)	397 44%	242 48%	92 43%	49 33%	14 40%	2 25%	384 44%	270 45%	65 45%	17 27%	238 46%	300 44%	97 45%	65 32%	332 48%	159 40%	141 50%	254 44%	16 53%	226 40%	171 52%	87 39%	83 49%	227 45%
Disagree slightly (-1)	131 15%	75 15%	29 14%	24 16%	3 9%	- -	126 14%	86 14%	14 10%	8 13%	77 15%	106 16%	25 12%	37 18%	94 14%	63 16%	43 15%	94 16%	4 13%	72 13%	59 18%	49 22%	23 14%	59 12%
Disagree strongly (-2)	31 3%	11 2%	9 4%	11 7%	- -	- -	31 4%	18 3%	7 5%	5 8%	22 4%	26 4%	5 2%	13 6%	18 3%	21 5%	5 2%	25 4%	- -	19 3%	12 4%	7 3%	9 5%	15 3%
NET: Disagree	162 18%	86 17%	38 18%	35 23%	3 9%	- -	157 18%	104 17%	21 14%	13 20%	99 19%	132 19%	30 14%	50 24%	112 16%	84 21%	48 17%	119 21%	4 13%	91 16%	71 21%	56 25%	32 19%	74 15%
Mean	0.30	0.27	0.29	0.30	0.77	1.13	0.29	0.32	0.41	0.53	0.24	0.27	0.39	0.29	0.30	0.29	0.25	0.24	0.33	0.42	0.09	0.18	0.15	0.40
Standard deviation	0.99	0.93	1.00	1.15	1.03	0.83	0.99	0.99	1.06	1.25	1.00	1.00	0.94	1.12	0.95	1.07	0.90	1.01	0.88	1.03	0.89	1.00	0.95	0.99
Standard error	0.03	0.04	0.07	0.09	0.17	0.30	0.03	0.04	0.09	0.16	0.04	0.04	0.06	0.08	0.04	0.05	0.05	0.04	0.16	0.04	0.05	0.07	0.07	0.04

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Absolutes/col percents

Table 231

Q49. How much do you agree or disagree with each of the following statements?**There are too few laws and regulations covering private landlords****Base: All respondents**

		Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
													NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
		Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Base		898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
NET: Agree		138 15%	69 14%	32 15%	33 22%	4 11%	1 13%	131 15%	93 15%	18 12%	16 25%	89 17%	113 17%	25 12%	56 27%	82 12%	83 21%	30 11%	100 17%	3 10%	91 16%	47 14%	54 24%	29 17%	55 11%	
Agree strongly	(+2)	41 5%	16 3%	10 5%	14 9%	1 3%	- -	36 4%	28 5%	5 3%	6 9%	26 5%	35 5%	6 3%	20 10%	21 3%	27 7%	8 3%	33 6%	- -	29 5%	12 4%	17 8%	11 7%	13 3%	
Agree slightly	(+1)	97 11%	53 11%	22 10%	19 13%	3 9%	1 13%	95 11%	65 11%	13 9%	10 16%	63 12%	78 11%	19 9%	36 18%	61 9%	56 14%	22 8%	67 12%	3 10%	62 11%	35 11%	37 17%	18 11%	42 8%	
Neither agree nor disagree	(0)	385 43%	237 47%	87 41%	49 33%	12 34%	3 38%	373 43%	254 42%	62 43%	20 31%	215 42%	282 41%	103 48%	72 35%	313 45%	151 38%	131 46%	239 41%	15 50%	228 40%	157 47%	90 40%	81 48%	214 42%	
Disagree slightly	(-1)	233 26%	123 25%	62 29%	40 27%	8 23%	2 25%	229 26%	155 26%	39 27%	13 20%	142 27%	181 27%	52 24%	54 26%	179 26%	106 27%	75 27%	151 26%	8 27%	146 26%	87 26%	54 24%	43 26%	136 27%	
Disagree strongly	(-2)	142 16%	72 14%	31 15%	28 19%	11 31%	2 25%	136 16%	101 17%	26 18%	15 23%	72 14%	106 16%	36 17%	23 11%	119 17%	59 15%	47 17%	90 16%	4 13%	101 18%	41 12%	25 11%	15 9%	102 20%	
NET: Disagree		375 42%	195 39%	93 44%	68 45%	19 54%	4 50%	365 42%	256 42%	65 45%	28 44%	214 41%	287 42%	88 41%	77 38%	298 43%	165 41%	122 43%	241 42%	12 40%	247 44%	128 39%	79 35%	58 35%	238 47%	
Mean		-0.38	-0.36	-0.39	-0.33	-0.71	-0.63	-0.38	-0.39	-0.47	-0.33	-0.33	-0.36	-0.43	-0.12	-0.45	-0.29	-0.46	-0.34	-0.43	-0.40	-0.33	-0.15	-0.20	-0.54	
Standard deviation		1.02	0.96	1.01	1.19	1.10	1.06	1.01	1.03	1.00	1.26	1.02	1.04	0.96	1.13	0.97	1.09	0.95	1.05	0.86	1.06	0.95	1.07	0.97	0.99	
Standard error		0.03	0.04	0.07	0.10	0.19	0.38	0.03	0.04	0.08	0.16	0.04	0.04	0.07	0.08	0.04	0.05	0.06	0.04	0.16	0.04	0.05	0.07	0.08	0.04	

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Absolutes/col percents

Table 232

Q49. How much do you agree or disagree with each of the following statements?**I see my tenant(s) as my customers****Base: All respondents**

						Types of Property Owned		Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
																								Less than 3 years	3-5 years	More than 5 years
						HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years		
Total						1	2	3 to 5	6+																	
Base		898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
NET: Agree		642	340	152	120	30	8	623	460	100	50	376	499	143	160	482	300	199	436	18	410	232	155	126	361	
		71%	68%	72%	80%	86%	100%	72%	76%	69%	78%	73%	73%	66%	78%	70%	75%	70%	75%	60%	72%	70%	70%	75%	71%	
Agree strongly	(+2)	308	145	73	75	15	5	297	229	45	32	175	245	63	88	220	149	96	213	12	203	105	68	60	180	
		34%	29%	34%	50%	43%	63%	34%	38%	31%	50%	34%	36%	29%	43%	32%	37%	34%	37%	40%	36%	32%	30%	36%	36%	
Agree slightly	(+1)	334	195	79	45	15	3	326	231	55	18	201	254	80	72	262	151	103	223	6	207	127	87	66	181	
		37%	39%	37%	30%	43%	38%	38%	38%	38%	28%	39%	37%	37%	35%	38%	38%	36%	38%	20%	37%	38%	39%	39%	36%	
Neither agree nor disagree	(0)	173	98	50	21	4	-	166	106	30	10	108	137	36	34	139	73	64	109	8	108	65	44	28	101	
		19%	20%	24%	14%	11%	-	19%	18%	21%	16%	21%	20%	17%	17%	20%	18%	23%	19%	27%	19%	20%	20%	17%	20%	
Disagree slightly	(-1)	54	41	5	7	1	-	53	25	10	4	25	35	19	9	45	21	14	25	3	35	19	15	8	31	
		6%	8%	2%	5%	3%	-	6%	4%	7%	6%	5%	5%	9%	4%	6%	5%	5%	4%	10%	6%	6%	7%	5%	6%	
Disagree strongly	(-2)	29	22	5	2	-	-	27	12	5	-	9	11	18	2	27	5	6	10	1	13	16	9	6	14	
		3%	4%	2%	1%	-	-	3%	2%	3%	-	2%	2%	8%	1%	4%	1%	2%	2%	3%	2%	5%	4%	4%	3%	
NET: Disagree		83	63	10	9	1	-	80	37	15	4	34	46	37	11	72	26	20	35	4	48	35	24	14	45	
		9%	13%	5%	6%	3%	-	9%	6%	10%	6%	7%	7%	17%	5%	10%	7%	7%	6%	13%	8%	11%	11%	8%	9%	
Mean		0.93	0.80	0.99	1.23	1.26	1.63	0.94	1.06	0.86	1.22	0.98	1.01	0.70	1.15	0.87	1.05	0.95	1.04	0.83	0.98	0.86	0.85	0.99	0.95	
Standard deviation		1.03	1.08	0.94	0.95	0.78	0.52	1.03	0.95	1.04	0.93	0.95	0.95	1.22	0.92	1.06	0.94	0.98	0.94	1.18	1.00	1.08	1.06	1.02	1.02	
Standard error		0.03	0.05	0.06	0.08	0.13	0.18	0.03	0.04	0.09	0.12	0.04	0.04	0.08	0.06	0.04	0.05	0.06	0.04	0.21	0.04	0.06	0.07	0.08	0.05	

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Absolutes/col percents

Table 233

Q49. How much do you agree or disagree with each of the following statements?**I see my activity as a landlord as running a business****Base: All respondents**

						Types of Property Owned		Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
Number of Properties Owned						Flat/ house excl HMO		Invest-ment/ pension	Acci-dent	Busi-ness	NET: Use mana-gement agents	NET: Use let-ting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years		
Total						1	2	3 to 5	6+	HMO	HMO															
Base		898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
NET: Agree		549 61%	259 52%	138 65%	124 83%	28 80%	7 88%	525 60%	410 68%	86 59%	56 88%	311 60%	431 63%	118 55%	148 72%	401 58%	259 65%	172 61%	374 64%	15 50%	365 64%	184 55%	133 60%	92 55%	324 64%	
Agree strongly	(+2)	226 25%	90 18%	58 27%	58 39%	20 57%	6 75%	210 24%	172 29%	36 25%	31 48%	128 25%	178 26%	48 22%	71 35%	155 22%	107 27%	71 25%	160 28%	6 20%	162 29%	64 19%	50 22%	40 24%	136 27%	
Agree slightly	(+1)	323 36%	169 34%	80 38%	66 44%	8 23%	1 13%	315 36%	238 39%	50 34%	25 39%	183 35%	253 37%	70 32%	77 38%	246 35%	152 38%	101 36%	214 37%	9 30%	203 36%	120 36%	83 37%	52 31%	188 37%	
Neither agree nor disagree	(0)	187 21%	113 23%	49 23%	18 12%	7 20%	1 13%	184 21%	117 19%	33 23%	6 9%	125 24%	147 22%	40 19%	41 20%	146 21%	84 21%	63 22%	120 21%	7 23%	118 21%	69 21%	52 23%	41 24%	94 19%	
Disagree slightly	(-1)	101 11%	74 15%	20 9%	7 5%	- -	- -	100 12%	53 9%	14 10%	2 3%	55 11%	73 11%	28 13%	10 5%	91 13%	39 10%	34 12%	62 11%	3 10%	52 9%	49 15%	23 10%	22 13%	56 11%	
Disagree strongly	(-2)	61 7%	55 11%	5 2%	1 1%	- -	- -	60 7%	23 4%	12 8%	- -	27 5%	31 5%	30 14%	6 3%	55 8%	17 4%	14 5%	24 4%	5 17%	31 5%	30 9%	15 7%	13 8%	33 7%	
NET: Disagree		162 18%	129 26%	25 12%	8 5%	- -	- -	160 18%	76 13%	26 18%	2 3%	82 16%	104 15%	58 27%	16 8%	146 21%	56 14%	48 17%	86 15%	8 27%	83 15%	79 24%	38 17%	35 21%	89 18%	
Mean		0.61	0.33	0.78	1.15	1.37	1.63	0.59	0.80	0.58	1.33	0.64	0.70	0.36	0.96	0.51	0.73	0.64	0.73	0.27	0.73	0.42	0.58	0.50	0.67	
Standard deviation		1.17	1.24	1.03	0.86	0.81	0.74	1.17	1.07	1.20	0.78	1.12	1.11	1.33	1.00	1.20	1.09	1.13	1.10	1.36	1.13	1.21	1.14	1.21	1.17	
Standard error		0.04	0.06	0.07	0.07	0.14	0.26	0.04	0.04	0.10	0.10	0.05	0.04	0.09	0.07	0.05	0.05	0.07	0.05	0.25	0.05	0.07	0.08	0.09	0.05	

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Absolutes/col percents

Table 234

Q50. Finally do you have any suggestions on how to improve the private rental sector for landlords? For example are there any regulations which could be improved or removed? Or are there any other ways in which the sector could be further professionalised?

Base: All respondents

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord					Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
												NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years	
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507	
Introduce tax breaks/ other tax incentives for landlords	59 7%	29 6%	13 6%	13 9%	4 11%	1 13%	57 7%	46 8%	5 3%	8 13%	30 6%	43 6%	16 7%	11 5%	48 7%	22 6%	21 7%	37 6%	3 10%	45 8%	14 4%	8 4%	11 7%	40 8%	
Eviction of tenants/ problem tenants needs to be made easier	53 6%	32 6%	15 7%	6 4%	- -	- -	53 6%	39 6%	5 3%	1 2%	23 4%	36 5%	17 8%	4 2%	49 7%	25 6%	11 4%	26 4%	2 7%	42 7%	11 3%	10 4%	6 4%	37 7%	
There should be less regulation/ legal obligations for landlords	36 4%	13 3%	10 5%	10 7%	3 9%	- -	35 4%	27 4%	7 5%	3 5%	17 3%	28 4%	8 4%	5 2%	31 4%	13 3%	15 5%	26 4%	1 3%	25 4%	11 3%	6 3%	3 2%	27 5%	
Greater regulation/ restrictions on agents/ other criticism of lettings agencies/ need to ensure they are above board, qualified etc	29 3%	15 3%	7 3%	5 3%	2 6%	- -	29 3%	25 4%	4 3%	- -	17 3%	23 3%	6 3%	4 2%	25 4%	15 4%	8 3%	16 3%	6 20%	20 4%	9 3%	4 2%	3 2%	22 4%	
Rogue/ bad landlords should be monitored/ punished as individuals/ good landlords should be left alone	28 3%	12 2%	9 4%	6 4%	1 3%	- -	28 3%	20 3%	4 3%	1 2%	16 3%	22 3%	6 3%	4 2%	24 3%	14 4%	8 3%	20 3%	1 3%	21 4%	7 2%	2 1%	4 2%	22 4%	
Better protection/ support for landlords	27 3%	15 3%	8 4%	4 3%	- -	- -	26 3%	20 3%	4 3%	1 2%	17 3%	23 3%	4 2%	4 2%	23 3%	18 5%	5 2%	18 3%	- -	22 4%	5 2%	4 2%	6 4%	17 3%	
Rules/ penalties in place to curb the behaviour of tenants	22 2%	16 3%	3 1%	3 2%	- -	- -	21 2%	12 2%	4 3%	2 3%	14 3%	18 3%	4 2%	2 1%	20 3%	14 4%	4 1%	12 2%	2 7%	17 3%	5 2%	4 2%	4 2%	14 3%	
Better rental sector for tenants/ better properties, acceptable rents etc	19 2%	13 3%	3 1%	3 2%	- -	- -	17 2%	8 1%	7 5%	1 2%	10 2%	13 2%	6 3%	3 1%	16 2%	8 2%	5 2%	13 2%	- -	9 2%	10 3%	6 3%	7 4%	6 1%	

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Absolutes/col percents

Table 234

Q50. Finally do you have any suggestions on how to improve the private rental sector for landlords? For example are there any regulations which could be improved or removed? Or are there any other ways in which the sector could be further professionalised?

Base: All respondents

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No			
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
Landlords have to deal with too many costs in their role/ avoid increased costs to landlords	16 2%	11 2%	1 *	4 3%	-	1 13%	15 2%	12 2%	4 3%	-	8 2%	11 2%	5 2%	3 1%	13 2%	7 2%	4 1%	11 2%	-	13 2%	3 1%	4 2%	1 1%	11 2%
Less bureaucracy/ there is too much red tape in the rental industry	16 2%	6 1%	5 2%	4 3%	1 3%	-	15 2%	11 2%	1 1%	3 5%	8 2%	14 2%	2 1%	6 3%	10 1%	10 3%	4 1%	12 2%	1 3%	14 2%	2 1%	4 2%	-	12 2%
Housing benefits should be paid directly to the landlord not the tenant	15 2%	6 1%	5 2%	1 1%	3 9%	-	15 2%	12 2%	2 1%	-	6 1%	7 1%	8 4%	4 2%	11 2%	4 1%	3 1%	5 1%	1 3%	10 2%	5 2%	4 2%	1 1%	10 2%
Training/ information/ guidance for landlords (non-specific/ other)	14 2%	11 2%	2 1%	1 1%	-	-	14 2%	8 1%	2 1%	1 2%	11 2%	12 2%	2 1%	2 1%	12 2%	8 2%	4 1%	10 2%	-	8 1%	6 2%	7 3%	1 1%	6 1%
A streamlined system to deal with disputes/ issues/ one body/ to deal with regulation/ issues/ easy/ accessible system to resolve issues	14 2%	11 2%	2 1%	-	1 3%	-	14 2%	11 2%	2 1%	-	3 1%	9 1%	5 2%	2 1%	12 2%	4 1%	5 2%	8 1%	-	9 2%	5 2%	2 1%	3 2%	9 2%
Avoid changes to stamp duty	12 1%	4 1%	2 1%	6 4%	-	1 13%	11 1%	10 2%	2 1%	-	7 1%	11 2%	1 *	1 *	11 2%	7 2%	4 1%	9 2%	-	10 2%	2 1%	4 2%	-	8 2%
There should be greater appreciation of landlords/ unfairly tarnished with bad press	12 1%	7 1%	1 *	4 3%	-	-	12 1%	7 1%	-	2 3%	6 1%	11 2%	1 *	2 1%	10 1%	7 2%	4 1%	9 2%	-	10 2%	2 1%	1 *	1 1%	10 2%
Tenants should have less rights/ there is too much protection for tenants	11 1%	5 1%	2 1%	3 2%	1 3%	-	11 1%	9 1%	-	-	9 2%	10 1%	1 *	-	11 2%	7 2%	3 1%	9 2%	-	10 2%	1 *	-	1 1%	10 2%

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Table 234

Q50. Finally do you have any suggestions on how to improve the private rental sector for landlords? For example are there any regulations which could be improved or removed? Or are there any other ways in which the sector could be further professionalised?

Base: All respondents

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord				Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK		
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
There needs to be less interference by the Government	11 1%	5 1%	4 2%	2 1%	-	-	10 1%	8 1%	1 1%	-	5 1%	8 1%	3 1%	5 2%	6 1%	4 1%	4 1%	6 1%	-	9 2%	2 1%	-	-	11 2%
There needs to be fairness on both sides/ an even handed approach towards the rights of tenants and landlords	10 1%	5 1%	2 1%	1 1%	2 6%	-	10 1%	6 1%	-	-	7 1%	8 1%	2 1%	1 *	9 1%	2 1%	6 2%	8 1%	-	8 1%	2 1%	-	1 1%	9 2%
Rules/ penalties in place to curb the behaviour of landlords	10 1%	6 1%	2 1%	1 1%	1 3%	-	9 1%	8 1%	1 1%	-	7 1%	9 1%	1 *	1 *	9 1%	4 1%	5 2%	9 2%	-	5 1%	5 2%	4 2%	2 1%	4 1%
Better deposit schemes/ deposit schemes should be regulated/ inspected	9 1%	-	4 2%	4 3%	1 3%	1 13%	8 1%	7 1%	2 1%	2 3%	3 1%	5 1%	4 2%	4 2%	5 1%	5 1%	-	3 1%	-	8 1%	1 *	-	4 2%	5 1%
Better categorisation/ differet types of landlords should have different legal obligations	9 1%	8 2%	-	1 1%	-	-	9 1%	5 1%	1 1%	-	2 *	4 1%	5 2%	-	9 1%	2 1%	2 1%	2 *	1 3%	4 1%	5 2%	2 1%	1 1%	6 1%
Allow longer term tenancy agreements	8 1%	4 1%	3 1%	1 1%	-	-	8 1%	7 1%	-	-	3 1%	6 1%	2 1%	-	8 1%	2 1%	4 1%	4 1%	1 3%	4 1%	4 1%	3 1%	1 1%	4 1%
It should be less complicated being a landlord	8 1%	5 1%	2 1%	1 1%	-	-	8 1%	6 1%	2 1%	2 3%	3 1%	4 1%	4 2%	5 2%	3 *	3 1%	1 *	3 1%	1 3%	7 1%	1 *	3 1%	1 1%	4 1%
There should be more financial incentives to being a landlord	8 1%	3 1%	1 *	4 3%	-	1 13%	7 1%	5 1%	2 1%	-	6 1%	7 1%	1 *	3 1%	5 1%	2 1%	5 2%	7 1%	-	7 1%	1 *	-	-	8 2%

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Absolutes/col percents

Table 234

Q50. Finally do you have any suggestions on how to improve the private rental sector for landlords? For example are there any regulations which could be improved or removed? Or are there any other ways in which the sector could be further professionalised?

Base: All respondents

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business	NET: Use management agents	NET: Use letting agents	Self-let and self-manage	Yes	No	Yes	No	Yes	No	Yes	No	Less than 3 years	3-5 years	More than 5 years
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
A single point of contact/ one stop shop for information/ guidance/ FAQs/ forms for landlords	8 1%	6 1%	1 *	-	1 3%	-	8 1%	4 1%	1 1%	-	5 1%	6 1%	2 1%	2 1%	6 1%	4 1%	2 1%	5 1%	-	7 1%	1 *	2 1%	2 1%	4 1%
A list/ clear of legal obligations for landlords to be published to assist compliance	8 1%	4 1%	3 1%	-	1 3%	-	8 1%	4 1%	2 1%	2 3%	2 *	5 1%	3 1%	-	8 1%	1 *	4 1%	4 1%	-	4 1%	4 1%	1 *	3 2%	4 1%
Issues with EPCs/ Energy Performance Certificates (non-specific/ other)/ they are expensive/ unnecessary etc	7 1%	1 *	3 1%	3 2%	-	-	7 1%	5 1%	2 1%	-	5 1%	6 1%	1 *	-	7 1%	5 1%	1 *	4 1%	1 3%	5 1%	2 1%	-	-	7 1%
Facility for greater background checks on tenants/ a national database for background checks on tenants	7 1%	4 1%	-	3 2%	-	-	7 1%	7 1%	1 1%	1 2%	3 1%	5 1%	2 1%	3 1%	4 1%	3 1%	2 1%	4 1%	-	4 1%	3 1%	4 2%	2 1%	1 *
Better availability online for relevant information/ guidance for landlords	7 1%	3 1%	3 1%	1 1%	-	-	7 1%	4 1%	-	3 5%	1 *	2 *	5 2%	1 *	6 1%	1 *	1 *	2 *	-	4 1%	3 1%	1 *	4 2%	2 *
There should be regular inspections of rented properties	7 1%	6 1%	1 *	-	-	-	7 1%	3 *	1 1%	-	3 1%	3 *	4 2%	-	7 1%	3 1%	-	3 1%	-	5 1%	2 1%	1 *	-	6 1%

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Absolutes/col percents

Table 234

Q50. Finally do you have any suggestions on how to improve the private rental sector for landlords? For example are there any regulations which could be improved or removed? Or are there any other ways in which the sector could be further professionalised?

Base: All respondents

	Number of Properties Owned					Types of Property Owned	Motivations for Becoming a Landlord			Use of Agents			Member of Professional Body		Had Problem With Agent		Satisfied With Agent		Had Problems With a Tenant		Length of Time Letting Residential property in the UK			
										NET: Use management agents	NET: Use letting agents	Self-let and self-manage									Less than 3 years	3-5 years	More than 5 years	
	Total	1	2	3 to 5	6+	HMO	Flat/ house excl HMO	Investment/ pension	Accident	Business				Yes	No	Yes	No	Yes	No	Yes	No			
Base	898	501	212	150	35	8	869	603	145	64	518	682	216	205	693	399	283	580	30	566	332	223	168	507
There should be greater restrictions on local authorities/ how much they can interfere/ their remit in the rental industry	6 1%	-	3 1%	1 1%	2 6%	-	6 1%	6 1%	-	-	4 1%	5 1%	1 *	1 *	5 1%	1 *	4 1%	5 1%	-	5 1%	1 *	-	2 1%	4 1%
It needs to be an easier process to recover rent from tenants in rent arrears	5 1%	5 1%	-	-	-	-	5 1%	2 *	-	-	3 1%	4 1%	1 *	-	5 1%	3 1%	1 *	4 1%	-	3 1%	2 1%	1 *	-	4 1%
Other answers	102 11%	46 9%	25 12%	24 16%	7 20%	3 38%	94 11%	71 12%	22 15%	8 13%	57 11%	77 11%	25 12%	26 13%	76 11%	49 12%	28 10%	67 12%	2 7%	69 12%	33 10%	33 15%	17 10%	52 10%
Nothing	398 44%	231 46%	92 43%	60 40%	15 43%	3 38%	389 45%	260 43%	70 48%	29 45%	245 47%	304 45%	94 44%	94 46%	304 44%	167 42%	137 48%	261 45%	13 43%	225 40%	173 52%	109 49%	78 46%	211 42%
Don't know	90 10%	53 11%	20 9%	15 10%	2 6%	-	86 10%	56 9%	11 8%	4 6%	60 12%	71 10%	19 9%	34 17%	56 8%	46 12%	25 9%	65 11%	1 3%	57 10%	33 10%	21 9%	21 13%	48 9%