

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 1  
**Q1. Is the house or flat in which you live...?**  
**Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property		Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237
Owned outright - without mortgage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Owned with a mortgage or loan	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rented from the council	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rented from a housing association	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rented from someone else	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Rent free	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Table 2  
**Q2. Who is your landlord?**  
**Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
Another individual private landlord	1209	123	466	362	149	109	490	681	290	36	369	415	99	192	227	804	386	19	409	350	450	981	228	547	662	958	132	879	185	
	69%	59%	69%	71%	74%	71%	67%	72%	68%	67%	68%	72%	67%	66%	68%	84%	51%	58%	66%	69%	73%	69%	70%	70%	70%	69%	70%	68%	71%	64%
A company letting private rental homes	392	61	151	114	41	25	175	197	110	3	124	124	31	76	83	45	342	5	165	113	114	334	58	158	234	297	55	252	87	
	22%	29%	22%	22%	20%	16%	24%	21%	26%	6%	23%	21%	21%	26%	25%	5%	45%	15%	27%	22%	18%	23%	18%	20%	24%	22%	28%	20%	30%	
A relative/acquaintance of a current household member	104	10	47	26	9	12	50	51	17	13	35	34	5	14	20	95	8	1	28	35	41	76	28	62	42	90	7	79	10	
	6%	5%	7%	5%	4%	8%	7%	5%	4%	24%	6%	6%	3%	5%	6%	10%	1%	3%	5%	7%	7%	5%	9%	8%	4%	7%	4%	6%	3%	
Another type of organisation	29	12	4	3	3	7	7	14	8	1	7	4	9	5	2	7	16	6	11	8	10	23	6	11	18	22	-	20	2	
	2%	6%	1%	1%	1%	5%	1%	1%	2%	2%	1%	1%	6%	2%	1%	1%	2%	18%	2%	2%	2%	2%	2%	1%	2%	2%	-	2%	1%	
An organisation that employs a household member	4	1	-	3	-	-	1	3	1	1	1	-	1	1	-	1	3	-	2	1	1	3	1	2	2	3	-	3	-	
	*	*	-	1%	-	-	*	*	*	2%	*	-	1%	*	-	*	*	-	*	*	*	*	*	*	*	*	-	*	-	
NET: An organisation	425	74	155	120	44	32	183	214	119	5	132	128	41	82	85	53	361	11	178	122	125	360	65	171	254	322	55	275	89	
	24%	35%	23%	23%	22%	21%	25%	23%	28%	9%	24%	22%	28%	28%	25%	6%	47%	33%	29%	24%	20%	25%	20%	22%	26%	23%	28%	22%	31%	
NET: An individual	1313	133	513	388	158	121	540	732	307	49	404	449	104	206	247	899	394	20	437	385	491	1057	256	609	704	1048	139	958	195	
	75%	63%	76%	76%	78%	79%	74%	77%	72%	91%	75%	77%	71%	71%	74%	94%	52%	61%	70%	76%	79%	74%	79%	78%	73%	76%	71%	77%	68%	
Don't know	11	3	5	3	-	-	7	3	3	-	3	3	2	2	3	3	6	2	7	1	3	8	3	4	7	7	1	4	3	
	1%	1%	1%	1%	-	-	1%	*	1%	-	1%	1%	1%	1%	1%	*	1%	6%	1%	*	*	1%	1%	1%	1%	1%	1%	*	1%	

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Absolutes/col percents

Table 3  
**Q3. How many years have you lived at your current home address?**  
**Base: All respondents**

	Age							Household Type					Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Less than 12 months (0.5)	333 19%	117 56%	143 21%	45 9%	21 10%	7 5%	207 28%	85 9%	71 17%	13 24%	118 22%	66 11%	65 44%	125 43%	71 21%	145 15%	179 24%	9 27%	333 54%	-	-	257 18%	76 23%	117 15%	216 22%	282 20%	30 15%	246 20%	50 17%
12 months but less than 2 years (1.5)	289 17%	54 26%	140 21%	61 12%	23 11%	11 7%	172 24%	103 11%	66 15%	14 26%	96 18%	81 14%	32 22%	89 31%	58 17%	156 16%	130 17%	3 9%	289 46%	-	-	240 17%	49 15%	125 16%	164 17%	232 17%	35 18%	212 17%	45 16%
2 years but less than 3 years (2.5)	186 11%	19 9%	90 13%	50 10%	13 6%	14 9%	87 12%	92 10%	33 8%	6 11%	68 13%	69 12%	10 7%	37 13%	55 16%	94 10%	89 12%	3 9%	-	186 37%	-	156 11%	30 9%	79 10%	107 11%	142 10%	15 8%	136 11%	30 10%
3 years but less than 5 years (4)	322 18%	10 5%	155 23%	100 20%	40 20%	17 11%	139 19%	181 19%	64 15%	8 15%	96 18%	131 23%	23 16%	29 10%	91 27%	179 19%	140 18%	3 9%	-	322 63%	-	257 18%	65 20%	166 21%	156 16%	255 19%	30 15%	229 19%	51 18%
5 years but less than 10 years (7.5)	377 22%	6 3%	115 17%	151 30%	57 28%	48 31%	99 14%	276 29%	113 26%	11 26%	90 26%	152 26%	11 7%	8 3%	59 18%	223 23%	147 19%	7 21%	-	-	377 61%	324 23%	53 16%	179 23%	198 21%	291 21%	45 23%	257 21%	62 22%
10 years or more (12)	242 14%	4 2%	30 4%	104 20%	48 24%	56 37%	26 4%	212 22%	82 19%	2 4%	71 13%	81 14%	6 4%	2 1%	1 *	158 17%	76 10%	8 24%	-	-	242 39%	191 13%	51 15%	118 15%	124 13%	175 13%	40 21%	157 13%	49 17%
NET: In last 2 years	622 36%	171 81%	283 42%	106 21%	44 22%	18 12%	379 52%	188 20%	137 32%	27 50%	214 40%	147 25%	97 66%	214 74%	129 39%	301 32%	309 41%	12 36%	622 100%	-	-	497 35%	125 39%	242 31%	380 39%	514 37%	65 33%	458 37%	95 33%
NET: More than 2 years	1127 64%	39 19%	390 58%	405 79%	158 78%	135 88%	351 48%	761 80%	292 68%	27 50%	325 60%	433 75%	50 34%	76 26%	206 61%	654 68%	452 59%	21 64%	-	508 100%	619 100%	928 65%	199 61%	542 69%	585 61%	863 63%	130 67%	779 63%	192 67%
Mean	4.62	1.52	3.49	5.91	6.14	7.55	3.00	6.07	5.37	3.35	4.24	5.11	2.39	1.68	3.22	5.05	4.05	5.36	0.96	3.45	9.26	4.65	4.49	4.93	4.37	4.46	5.35	4.45	4.96
Standard deviation	3.84	2.02	2.98	3.88	4.03	4.00	2.86	3.95	4.10	3.07	3.81	3.67	2.82	1.71	2.41	3.93	3.60	4.58	0.50	0.72	2.20	3.80	3.99	3.83	3.83	3.78	4.17	3.77	4.01
Standard error	0.09	0.14	0.12	0.17	0.28	0.32	0.11	0.13	0.20	0.42	0.16	0.15	0.23	0.10	0.13	0.13	0.13	0.80	0.02	0.03	0.09	0.10	0.22	0.14	0.12	0.10	0.30	0.11	0.24

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Table 4  
**Q4. Who manages your accommodation?**  
**Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property		Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
A landlord or their friend/relative	955 55%	93 44%	364 54%	281 55%	113 56%	104 68%	378 52%	544 57%	228 53%	45 83%	292 54%	308 53%	82 56%	145 50%	166 50%	955 100%	-	-	301 48%	273 54%	381 62%	747 52%	208 64%	437 56%	518 54%	767 56%	99 51%	709 57%	130 45%
A letting or management agent	761 44%	106 50%	297 44%	221 43%	89 44%	48 31%	341 47%	391 41%	197 46%	8 15%	242 45%	257 44%	57 39%	142 49%	166 50%	-	761 100%	-	309 50%	229 45%	223 36%	656 46%	105 32%	334 43%	427 44%	584 42%	93 48%	507 41%	150 52%
Don't know	33 2%	11 5%	12 2%	9 2%	-	1 1%	11 2%	14 1%	4 1%	1 2%	5 1%	15 3%	8 5%	3 1%	3 1%	-	-	33 100%	12 2%	6 1%	15 2%	22 2%	11 3%	13 2%	20 2%	26 2%	3 2%	21 2%	7 2%

## Tenant Survey March 2018 - Live in England

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Absolutes/col percents

Table 5

**Q5. Thinking about the accommodation you lived in before you moved to your current address, please state which of the ways you occupied the accommodation?**

**Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Rented	1257	127	523	373	149	85	546	674	305	37	381	430	104	290	335	678	565	14	476	391	390	1023	234	545	712	976	147	890	204
	72%	60%	78%	73%	74%	56%	75%	71%	71%	69%	71%	74%	71%	100%	100%	71%	74%	42%	77%	77%	63%	72%	72%	70%	74%	71%	75%	72%	71%
Rented it in own name/ jointly	1173	119	485	346	143	80	507	631	293	34	349	399	98	269	309	638	523	12	445	363	365	951	222	498	675	913	135	837	186
	67%	57%	72%	68%	71%	52%	69%	66%	68%	63%	65%	69%	67%	93%	92%	67%	69%	36%	72%	71%	59%	67%	69%	64%	70%	66%	69%	68%	65%
Spouse/ partner rented it	84	8	38	27	6	5	39	43	12	3	32	31	6	21	26	40	42	2	31	28	25	72	12	47	37	63	12	53	18
	5%	4%	6%	5%	3%	3%	5%	5%	3%	6%	6%	5%	4%	7%	8%	4%	6%	6%	5%	6%	4%	5%	4%	6%	4%	5%	6%	4%	6%
Did not have accommodation in own name or spouse's/ partner's name	209	58	99	30	11	11	130	57	49	7	63	57	33	-	-	120	78	11	87	45	77	173	36	100	109	169	21	144	36
	12%	28%	15%	6%	5%	7%	18%	6%	11%	13%	12%	10%	22%	-	-	13%	10%	33%	14%	9%	12%	12%	11%	13%	11%	12%	11%	12%	13%
Owned it in own name/ jointly	199	5	25	88	33	48	19	178	54	4	68	68	5	-	-	113	83	3	30	50	119	163	36	99	100	165	20	143	35
	11%	2%	4%	17%	16%	31%	3%	19%	13%	7%	13%	12%	3%	-	-	12%	11%	9%	5%	10%	19%	11%	11%	13%	10%	12%	10%	12%	12%
Spouse/ partner owned it	42	5	14	14	6	3	17	23	12	1	13	14	2	-	-	23	19	-	14	13	15	35	7	21	21	35	3	30	8
	2%	2%	2%	3%	3%	2%	2%	2%	3%	2%	2%	2%	1%	-	-	2%	2%	-	2%	3%	2%	2%	2%	3%	2%	3%	2%	2%	3%
Had it rent-free in own name (or spouse's/ partner's name)	25	5	9	5	-	6	11	12	7	2	9	5	2	-	-	10	14	1	9	6	10	21	4	11	14	21	2	19	2
	1%	2%	1%	1%	-	4%	2%	1%	2%	4%	2%	1%	1%	-	-	1%	2%	3%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	1%
Don't know	17	10	3	1	3	-	7	5	2	3	5	6	1	-	-	11	2	4	6	3	8	10	7	8	9	11	2	11	2
	1%	5%	*	*	1%	-	1%	1%	*	6%	1%	1%	1%	-	-	1%	*	12%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 6  
**Q6. How many years have you been living in private rented accommodation in total?**  
**Base: All respondents who rented their previous accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1257	127	523	373	149	85	546	674	305	37	381	430	104	290	335	678	565	14	476	391	390	1023	234	545	712	976	147	890	204
Less than 12 months (0.5)	16	5	8	1	2	-	11	3	3	1	2	7	3	16	-	8	8	-	15	1	-	13	3	6	10	15	1	14	2
12 months but less than 2 years (1.5)	57	24	25	7	-	1	37	9	10	2	24	13	8	57	-	29	27	1	49	7	1	47	10	21	36	44	7	40	8
2 years but less than 3 years (2.5)	56	20	28	7	1	-	37	10	7	2	18	20	9	56	-	23	33	-	40	12	4	45	11	22	34	49	4	41	10
3 years but less than 5 years (4)	161	52	72	20	9	8	105	44	27	5	71	34	24	161	-	85	74	2	110	46	5	134	27	72	89	128	19	109	36
5 years but less than 10 years (7.5)	335	23	200	62	29	21	210	124	66	10	108	119	32	-	335	166	166	3	129	146	60	269	66	150	185	264	31	245	45
10 years but less than 15 years (12.5)	258	-	119	86	43	10	101	157	62	6	72	105	13	-	-	141	115	2	62	91	105	211	47	111	147	196	27	184	40
15 years but less than 20 years (17.5)	155	3	49	73	18	12	33	120	50	3	39	57	6	-	-	90	62	3	34	49	72	131	24	60	95	117	27	108	27
20 years but less than 30 years (25)	140	-	20	88	17	15	10	130	49	4	29	52	6	-	-	84	54	2	26	28	86	111	29	69	71	102	21	87	28
30 years or more (35)	79	-	2	29	30	18	2	77	31	4	18	23	3	-	-	52	26	1	11	11	57	62	17	34	45	61	10	62	8
NET: Less than 2 years	73	29	33	8	2	1	48	12	13	3	26	20	11	73	-	37	35	1	64	8	1	60	13	27	46	59	8	54	10
NET: 2-<10 years	552	95	300	89	39	29	352	178	100	17	197	173	65	217	335	274	273	5	279	204	69	448	104	244	308	441	54	395	91
NET: 1-<20 years	413	3	168	159	61	22	134	277	112	9	111	162	19	-	-	231	177	5	96	140	177	342	71	171	242	313	54	292	67
NET: 20+ years	219	-	22	117	47	33	12	207	80	8	47	75	9	-	-	136	80	3	37	39	143	173	46	103	116	163	31	149	36
Mean	12.40	4.11	9.21	16.46	17.35	18.01	7.89	16.55	15.07	12.73	10.80	12.83	8.60	3.03	7.50	13.20	11.42	13.89	8.39	11.25	18.46	12.33	12.71	12.58	12.27	12.16	13.70	12.33	12.12

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Absolutes/col percents

Table 6

**Q6. How many years have you been living in private rented accommodation in total?****Base: All respondents who rented their previous accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1257	127	523	373	149	85	546	674	305	37	381	430	104	290	335	678	565	14	476	391	390	1023	234	545	712	976	147	890
Standard deviation	8.95	2.93	5.68	8.84	10.58	11.13	5.14	9.45	9.69	10.44	8.32	8.52	7.54	1.18	0.00	9.31	8.39	9.64	7.36	7.11	9.16	8.87	9.28	9.00	8.91	8.94	9.20	9.04	8.61
Standard error	0.25	0.26	0.25	0.46	0.87	1.21	0.22	0.36	0.55	1.72	0.43	0.41	0.74	0.07	0.00	0.36	0.35	2.58	0.34	0.36	0.46	0.28	0.61	0.39	0.33	0.29	0.76	0.30	0.60

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### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 7

**Q7. Have you renewed your contract in the last 12 months?****Base: All respondents who rented their previous accommodation, lived there for longer than 12 months and haven't moved into their current accommodation in the last 12 months**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1006	49	407	340	130	80	386	609	255	31	288	374	58	163	264	568	427	11	226	390	390	829	177	462	544	770	120	703	165
Yes	475	34	221	139	52	29	221	248	109	17	150	165	34	95	140	234	239	2	140	194	141	397	78	230	245	376	47	354	67
	47%	69%	54%	41%	40%	36%	57%	41%	43%	55%	52%	44%	59%	58%	53%	41%	56%	18%	62%	50%	36%	48%	44%	50%	45%	49%	39%	50%	41%
No	486	14	171	182	72	47	152	330	136	14	130	185	21	63	109	311	168	7	79	179	228	397	89	209	277	363	68	321	92
	48%	29%	42%	54%	55%	59%	39%	54%	53%	45%	45%	49%	36%	39%	41%	55%	39%	64%	35%	46%	58%	48%	50%	45%	51%	47%	57%	46%	56%
Not sure	45	1	15	19	6	4	13	31	10	-	8	24	3	5	15	23	20	2	7	17	21	35	10	23	22	31	5	28	6
	4%	2%	4%	6%	5%	5%	3%	5%	4%	-	3%	6%	5%	3%	6%	4%	5%	18%	3%	4%	5%	4%	6%	5%	4%	4%	4%	4%	4%



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 8  
**Q8. Where in the UK do you live?**  
 Base: All respondents

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Scotland	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
North East	98	11	27	34	15	11	30	65	24	-	28	41	5	14	18	59	38	1	29	24	45	82	16	38	60	84	8	77	13	
	6%	5%	4%	7%	7%	7%	4%	7%	6%	-	5%	7%	3%	5%	5%	6%	5%	3%	5%	5%	7%	6%	5%	5%	6%	6%	4%	6%	5%	
North West	217	28	80	63	30	16	82	123	60	4	74	66	13	33	39	114	98	5	77	66	74	177	40	93	124	168	26	153	40	
	12%	13%	12%	12%	15%	10%	11%	13%	14%	7%	14%	11%	9%	11%	12%	12%	13%	15%	12%	13%	12%	12%	12%	13%	12%	13%	12%	13%	12%	
Yorkshire & Humberside	208	21	99	54	16	18	107	97	61	7	61	69	10	35	48	113	94	1	77	62	69	165	43	85	123	170	23	148	27	
	12%	10%	15%	11%	8%	12%	15%	10%	14%	13%	11%	12%	7%	12%	14%	12%	12%	3%	12%	12%	11%	13%	11%	13%	12%	12%	12%	12%	9%	
West Midlands	137	14	61	43	6	13	64	68	30	5	39	55	8	34	24	98	36	3	51	33	53	109	28	66	71	99	22	97	22	
	8%	7%	9%	8%	3%	8%	9%	7%	7%	9%	7%	9%	5%	12%	7%	10%	5%	9%	8%	6%	9%	8%	9%	8%	7%	7%	11%	8%	8%	
East Midlands	149	21	53	43	22	10	51	85	37	2	50	44	16	21	20	72	71	6	48	45	56	129	20	68	81	112	20	106	27	
	9%	10%	8%	8%	11%	7%	7%	9%	9%	4%	9%	8%	11%	7%	6%	8%	9%	18%	8%	9%	9%	9%	6%	9%	8%	8%	10%	9%	9%	
Wales	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
East of England	178	15	66	55	19	23	73	103	33	2	61	76	6	23	37	96	78	4	64	49	65	145	33	72	106	140	21	124	27	
	10%	7%	10%	11%	9%	15%	10%	11%	8%	4%	11%	13%	4%	8%	11%	10%	10%	12%	10%	10%	11%	10%	10%	9%	11%	10%	11%	10%	9%	
London	268	42	136	63	21	6	157	99	59	12	87	58	52	66	58	140	122	6	108	92	68	226	42	131	137	207	26	177	52	
	15%	20%	20%	12%	10%	4%	22%	10%	14%	22%	16%	10%	35%	23%	17%	15%	16%	18%	17%	18%	11%	16%	13%	17%	14%	15%	13%	14%	18%	
South East	278	29	90	93	37	29	104	166	64	13	88	93	20	34	63	143	132	3	88	76	114	226	52	139	139	224	24	194	50	
	16%	14%	13%	18%	18%	19%	14%	17%	15%	24%	16%	16%	14%	12%	19%	15%	17%	9%	14%	15%	18%	16%	16%	18%	14%	16%	12%	16%	17%	
South West	216	29	61	63	36	27	62	143	61	9	51	78	17	30	28	120	92	4	80	61	75	166	50	92	124	173	25	161	29	
	12%	14%	9%	12%	18%	18%	8%	15%	14%	17%	9%	13%	12%	10%	8%	13%	12%	12%	13%	12%	12%	15%	12%	13%	13%	13%	13%	13%	10%	
Northern Ireland	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: England	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 9  
**Q9. How would you describe the current state of repair of your accommodation?**  
**Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
Very good	(+2) 28%	493 24%	51 26%	172 25%	129 34%	69 47%	72 26%	189 30%	287 35%	151 33%	18 29%	155 25%	145 16%	24 16%	83 29%	99 30%	283 30%	198 26%	12 36%	196 32%	137 27%	160 26%	295 21%	198 61%	185 24%	308 32%	480 35%	6 3%	463 37%	11 4%
Fairly good	(+1) 48%	847 52%	110 50%	339 50%	253 43%	59 39%	369 51%	444 47%	194 45%	30 56%	277 51%	267 46%	79 54%	154 53%	161 48%	454 48%	379 50%	14 42%	315 51%	263 52%	269 43%	731 51%	116 36%	369 47%	478 50%	757 55%	21 11%	669 54%	75 26%	
Neither good nor poor	(0) 12%	205 10%	21 12%	81 12%	62 12%	27 13%	14 9%	88 12%	113 12%	41 10%	6 11%	64 12%	76 13%	18 12%	25 9%	39 12%	113 12%	88 12%	4 12%	52 8%	61 12%	92 15%	198 14%	7 2%	108 14%	97 10%	96 7%	41 21%	76 6%	60 21%
Fairly poor	(-1) 10%	181 12%	26 11%	71 11%	58 11%	18 9%	8 5%	75 10%	93 10%	37 9%	-	38 7%	81 14%	25 17%	23 8%	33 10%	94 10%	84 11%	3 9%	51 8%	44 9%	86 14%	178 12%	3 1%	107 14%	74 8%	42 3%	107 55%	29 2%	119 41%
Very poor	(-2) 1%	23 1%	2 1%	10 1%	9 2%	2 1%	-	9 1%	12 1%	6 1%	-	5 1%	11 2%	1 1%	5 2%	3 1%	11 1%	12 2%	-	8 1%	3 2%	12 2%	23 2%	-	15 2%	8 1%	2 *	20 10%	-	22 8%
NET: Good	1340 77%	161 77%	511 76%	382 75%	155 77%	131 86%	558 76%	731 77%	345 80%	48 89%	432 80%	412 71%	103 70%	237 82%	260 78%	737 77%	577 76%	26 79%	511 82%	400 79%	429 69%	1026 72%	314 97%	554 71%	786 81%	1237 90%	27 14%	1132 92%	86 30%	
NET: Poor	204 12%	28 13%	81 12%	67 13%	20 10%	8 5%	84 12%	105 11%	43 10%	-	43 8%	92 16%	26 18%	28 10%	36 11%	105 11%	96 13%	3 9%	59 9%	47 9%	98 16%	201 14%	3 1%	122 16%	82 8%	44 3%	127 65%	29 2%	141 49%	
NET: Good minus poor	1136 65%	133 63%	430 64%	315 62%	135 67%	123 80%	474 65%	626 66%	302 70%	48 89%	389 72%	320 55%	77 52%	209 72%	224 67%	632 66%	481 63%	23 70%	452 73%	353 69%	331 53%	825 58%	311 96%	432 55%	704 73%	1193 87%	-100 -51%	1103 89%	-55 -19%	
Mean	0.92	0.87	0.88	0.85	1.00	1.27	0.90	0.95	1.04	1.22	1.00	0.78	0.68	0.99	0.96	0.95	0.88	1.06	1.03	0.96	0.77	0.77	1.57	0.77	1.04	1.21	-0.58	1.27	-0.23	
Standard deviation	0.96	0.95	0.96	0.98	0.96	0.84	0.94	0.96	0.96	0.63	0.88	1.03	0.97	0.92	0.94	0.95	0.97	0.93	0.92	0.89	1.04	0.97	0.59	1.02	0.89	0.71	0.92	0.68	1.04	
Standard error	0.02	0.07	0.04	0.04	0.07	0.07	0.03	0.03	0.05	0.09	0.04	0.04	0.08	0.05	0.05	0.03	0.04	0.16	0.04	0.04	0.04	0.03	0.03	0.04	0.03	0.02	0.07	0.02	0.06	

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 10  
**Q10. Has the quality or standard of the accommodation turned out to be better or worse than you expected before you moved in?**  
Base: All respondents

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Much better than expected (+2)	187	17	63	58	28	21	68	113	53	8	57	60	9	37	26	100	83	4	77	45	65	114	73	67	120	186	-	181	1
A little better than expected (+1)	306	51	110	86	36	23	126	159	56	18	98	103	31	69	56	169	130	7	120	95	91	237	69	144	162	286	3	273	13
As expected (0)	831	80	302	250	107	92	321	487	237	25	253	250	66	106	164	482	335	14	271	233	327	655	176	339	492	724	37	654	66
A little worse than expected (-1)	353	49	167	98	23	16	179	160	67	3	111	135	37	64	74	173	172	8	131	112	110	347	6	186	167	173	98	127	141
Much worse than expected (-2)	72	13	31	19	8	1	36	30	16	-	20	32	4	14	15	31	41	-	23	23	26	72	-	48	24	8	57	2	66
NET: Better than expected	493	68	173	144	64	44	194	272	109	26	155	163	40	106	82	269	213	11	197	140	156	351	142	211	282	472	3	454	14
NET: Worse than expected	425	62	198	117	31	17	215	190	83	3	131	167	41	78	89	204	213	8	154	135	136	419	6	234	191	181	155	129	207
NET: Better minus worse	68	6	-25	27	33	27	-21	82	26	23	24	-4	-1	28	-7	65	0	3	43	5	20	-68	136	-23	91	291	-152	325	-193
Mean	0.10	0.05	0.01	0.13	0.26	0.31	0.02	0.17	0.15	0.57	0.11	0.04	0.03	0.18	0.01	0.14	0.06	0.21	0.16	0.05	0.10	-0.02	0.65	-0.01	0.19	0.34	-1.07	0.41	-0.90
Standard deviation	0.98	1.02	0.99	0.97	0.97	0.86	0.99	0.95	0.95	0.81	0.97	1.02	0.91	1.07	0.94	0.94	1.02	0.96	1.01	0.97	0.95	0.97	0.85	1.00	0.95	0.88	0.74	0.87	0.82
Standard error	0.02	0.07	0.04	0.04	0.07	0.07	0.04	0.03	0.05	0.11	0.04	0.04	0.07	0.06	0.05	0.03	0.04	0.17	0.04	0.04	0.04	0.03	0.05	0.04	0.03	0.02	0.05	0.02	0.05

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 11

**Q10. Has the quality or standard of the accommodation turned out to be better or worse than you expected before you moved in?****Base: All respondents**

	Q9. How would you describe the current state of repair of your accommodation?							NET: Good	NET: Poor
	Total	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor			
Base	1749	493	847	205	181	23	1340	204	
Much better than expected	(+2) 187 11%	146 30%	39 5%	2 1%	-	-	185 14%	-	
A little better than expected	(+1) 306 17%	103 21%	186 22%	12 6%	5 3%	-	289 22%	5 2%	
As expected	(0) 831 48%	227 46%	479 57%	90 44%	35 19%	-	706 53%	35 17%	
A little worse than expected	(-1) 353 20%	16 3%	139 16%	91 44%	102 56%	5 22%	155 12%	107 52%	
Much worse than expected	(-2) 72 4%	1 *	4 *	10 5%	39 22%	18 78%	5 *	57 28%	
NET: Better than expected	493 28%	249 51%	225 27%	14 7%	5 3%	-	474 35%	5 2%	
NET: Worse than expected	425 24%	17 3%	143 17%	101 49%	141 78%	23 100%	160 12%	164 80%	
NET: Better minus worse	68 4%	232 47%	82 10%	-87 -42%	-136 -75%	-23 -100%	314 23%	-159 -78%	
Mean	0.10	0.76	0.14	-0.46	-0.97	-1.78	0.37	-1.06	
Standard deviation	0.98	0.92	0.75	0.72	0.72	0.42	0.87	0.74	
Standard error	0.02	0.04	0.03	0.05	0.05	0.09	0.02	0.05	

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 12

**Q11. Since moving into this accommodation have you experienced any of these?****Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237
NET: Any	1425	182	565	416	159	103	616	746	322	36	440	494	133	239	269	747	656	22	497	413	515	1425	-	674	751	1074	192	936	284
	81%	87%	84%	81%	79%	67%	84%	79%	75%	67%	82%	85%	90%	82%	80%	78%	86%	67%	80%	81%	83%	100%	-	86%	78%	78%	98%	76%	99%
NET: Plumbing/heating issues	1049	134	415	305	123	72	460	542	235	20	321	368	105	180	203	536	500	13	360	316	373	1049	-	532	517	760	171	650	249
	60%	64%	62%	60%	61%	47%	63%	57%	55%	37%	60%	63%	71%	62%	61%	56%	66%	39%	58%	62%	60%	74%	-	68%	54%	55%	88%	53%	87%
Problems with plumbing or drains	519	62	206	160	55	36	221	276	107	6	169	185	52	75	91	274	239	6	157	159	203	519	-	294	225	353	99	292	158
	30%	30%	31%	31%	27%	24%	30%	29%	25%	11%	31%	32%	35%	26%	27%	29%	31%	18%	25%	31%	33%	36%	-	38%	23%	26%	51%	24%	55%
Heating system or radiators not sufficient	468	70	166	142	53	37	187	251	115	7	134	163	49	76	88	240	221	7	146	143	179	468	-	260	208	307	103	256	141
	27%	33%	25%	28%	26%	24%	26%	26%	27%	13%	25%	28%	33%	26%	26%	25%	29%	21%	23%	28%	29%	33%	-	33%	22%	22%	53%	21%	49%
Heating faulty or difficult to control or regulate	446	49	176	140	56	25	187	240	102	6	140	160	38	67	84	218	224	4	136	140	170	446	-	235	211	305	91	252	131
	26%	23%	26%	27%	28%	16%	26%	25%	24%	11%	26%	28%	26%	23%	25%	23%	29%	12%	22%	28%	27%	31%	-	30%	22%	22%	47%	20%	46%
Problems with the supply of hot and cold running water	342	51	139	107	34	11	160	166	69	5	111	116	41	62	68	175	163	4	124	92	126	342	-	183	159	232	79	196	100
	20%	24%	21%	21%	17%	7%	22%	17%	16%	9%	21%	20%	28%	21%	20%	18%	21%	12%	20%	18%	20%	24%	-	23%	16%	17%	41%	16%	35%
No access to a working bath and/or shower	106	17	50	25	14	-	59	42	24	3	32	34	13	18	21	50	54	2	36	26	44	106	-	60	46	60	29	44	47
	6%	8%	7%	5%	7%	-	8%	4%	6%	6%	6%	6%	9%	6%	6%	5%	7%	6%	6%	5%	7%	7%	-	8%	5%	4%	15%	4%	16%
No access to a working toilet	26	5	12	7	-	2	14	9	9	1	5	8	3	3	8	15	11	-	7	9	10	26	-	19	7	16	6	13	11
	1%	2%	2%	1%	-	1%	2%	1%	2%	2%	1%	1%	2%	1%	2%	2%	1%	-	1%	2%	2%	2%	-	2%	1%	1%	3%	1%	4%
Damp or mould on walls, ceilings, floors, foundations	728	100	307	223	66	32	334	361	139	12	213	292	72	117	134	382	335	11	223	222	283	728	-	396	332	473	151	400	203
	42%	48%	46%	44%	33%	21%	46%	38%	32%	22%	40%	50%	49%	40%	40%	40%	44%	33%	36%	44%	46%	51%	-	51%	34%	34%	77%	32%	71%
Condensation	588	77	244	191	45	31	264	296	125	11	168	238	46	87	111	317	260	11	179	180	229	588	-	329	259	386	120	330	157
	34%	37%	36%	37%	22%	20%	36%	31%	29%	20%	31%	41%	31%	30%	33%	33%	34%	33%	29%	35%	37%	41%	-	42%	27%	28%	62%	27%	55%
Draughts	565	66	214	175	70	40	223	315	124	10	175	209	47	80	101	305	253	7	161	163	241	565	-	279	286	361	132	299	178
	32%	31%	32%	34%	35%	26%	31%	33%	29%	19%	32%	36%	32%	28%	30%	32%	33%	21%	26%	32%	39%	40%	-	36%	30%	26%	68%	24%	62%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 12

**Q11. Since moving into this accommodation have you experienced any of these?****Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Structural problems with the roof and/or walls (e.g. a leaky roof)	297 17%	28 13%	112 17%	106 21%	35 17%	16 10%	117 16%	169 18%	53 12%	2 4%	88 16%	125 22%	29 20%	38 13%	55 16%	153 16%	140 18%	4 12%	64 10%	84 17%	149 24%	297 21%	-	175 22%	122 13%	177 13%	84 43%	136 11%	113 39%
Rot in window frames or floors	252 14%	32 15%	105 16%	69 14%	27 13%	19 12%	112 15%	128 13%	51 12%	4 7%	68 13%	102 18%	27 18%	29 10%	44 13%	133 14%	115 15%	4 12%	59 9%	64 13%	129 21%	252 18%	-	145 18%	107 11%	149 11%	76 39%	112 9%	95 33%
Pest problems (e.g. rats or cockroaches)	218 12%	30 14%	97 14%	54 11%	24 12%	13 8%	107 15%	100 11%	40 9%	3 6%	58 11%	85 15%	32 22%	32 11%	43 13%	115 12%	99 13%	4 12%	57 9%	60 12%	101 16%	218 15%	-	127 16%	91 9%	147 11%	39 20%	127 10%	61 21%
Problems with security (e.g. inadequate locks on doors and windows)	192 11%	36 17%	86 13%	48 9%	15 7%	7 5%	97 13%	80 8%	36 8%	5 9%	61 11%	69 12%	21 14%	33 11%	34 10%	90 9%	99 13%	3 9%	70 11%	52 10%	70 11%	192 13%	-	121 15%	71 7%	109 8%	56 29%	84 7%	74 26%
Too dark, not enough light	148 8%	29 14%	63 9%	33 6%	15 7%	8 5%	74 10%	63 7%	38 9%	4 7%	42 8%	41 7%	23 16%	19 7%	24 7%	80 8%	67 9%	1 3%	57 9%	41 8%	50 8%	148 10%	-	86 11%	62 6%	82 6%	45 23%	68 5%	53 18%
Safety hazards (e.g. faulty wiring or fire risks)	137 8%	20 10%	57 8%	46 9%	12 6%	2 1%	62 8%	69 7%	24 6%	4 7%	32 6%	60 10%	17 12%	20 7%	29 9%	66 7%	69 9%	2 6%	43 7%	43 8%	51 8%	137 10%	-	93 12%	44 5%	74 5%	44 23%	55 4%	60 21%
No provision of electrical sockets in either the main living areas, kitchen or bedroom (s)	47 3%	8 4%	15 2%	15 3%	8 4%	1 1%	20 3%	26 3%	10 2%	1 2%	12 2%	22 4%	2 1%	11 4%	5 1%	17 2%	28 4%	2 6%	18 3%	10 2%	19 3%	47 3%	-	26 3%	21 2%	23 2%	16 8%	21 2%	17 6%
Problems caused by unsuitability of the accommodation for someone in your household due to their needs (e.g. too many stairs for someone who is disabled or very elderly)	38 2%	6 3%	12 2%	11 2%	5 2%	4 3%	14 2%	22 2%	9 2%	1 2%	11 2%	13 2%	4 3%	6 2%	2 1%	20 2%	17 2%	1 3%	10 2%	10 2%	18 3%	38 3%	-	20 3%	18 2%	20 1%	13 7%	21 2%	15 5%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 12

**Q11. Since moving into this accommodation have you experienced any of these?****Base: All respondents**

	Age								Household Type					Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
None of these problems with accommodation	324 19%	28 13%	108 16%	95 19%	43 21%	50 33%	114 16%	203 21%	107 25%	18 33%	99 18%	86 15%	14 10%	51 18%	66 20%	208 22%	105 14%	11 33%	125 20%	95 19%	104 17%	-	324 100%	110 14%	214 22%	303 22%	3 2%	301 24%	3 1%	

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 13

**Q12. Do you currently have any of these problems with your accommodation?****Base: All respondents who have experienced any problems with their accommodation**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1425	182	565	416	159	103	616	746	322	36	440	494	133	239	269	747	656	22	497	413	515	1425	-	674	751	1074	192	936	284
NET: Any current problem(s)	1019	142	413	305	103	56	450	518	228	24	305	360	102	170	193	534	472	13	362	297	360	1019	-	507	512	692	191	575	272
Damp or mould on walls, ceilings, floors, foundations	522	73	218	167	43	21	236	262	96	6	152	217	51	79	102	270	245	7	163	161	198	522	-	281	241	304	136	244	173
NET: Plumbing/heating issues	443	58	160	150	46	29	175	247	113	7	129	145	49	86	81	219	218	6	154	132	157	443	-	246	197	255	124	201	168
Heating system or radiators not sufficient	232	24	77	86	27	18	81	142	68	3	69	72	20	39	42	118	111	3	74	67	91	232	-	126	106	132	67	106	84
Heating faulty or difficult to control or regulate	144	14	58	52	15	5	62	79	36	2	44	49	13	28	27	68	75	1	52	40	52	144	-	80	64	78	47	59	64
Problems with plumbing or drains	136	20	50	44	14	8	54	74	35	1	36	46	18	26	24	71	63	2	42	42	52	136	-	90	46	69	45	54	64
Problems with the supply of hot and cold running water	85	14	34	27	6	4	38	41	19	-	22	28	16	19	13	37	47	1	32	29	24	85	-	44	41	39	35	27	43
No access to a working bath and/or shower	20	5	7	6	2	-	9	9	5	-	6	6	3	5	4	10	10	-	7	6	7	20	-	10	10	6	12	6	11
No access to a working toilet	3	-	2	1	-	-	2	1	1	1	-	1	-	1	1	2	1	-	-	2	1	3	-	2	1	3	-	3	-
Draughts	428	54	158	136	53	27	169	239	93	6	134	159	36	63	76	226	197	5	126	125	177	428	-	211	217	256	115	215	145
Condensation	407	49	169	140	34	15	181	211	82	7	121	168	29	62	77	212	191	4	129	122	156	407	-	223	184	238	100	210	128
Rot in window frames or floors	142	18	67	43	6	8	71	67	28	2	39	59	14	19	32	72	67	3	39	41	62	142	-	86	56	73	56	49	67



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 13

**Q12. Do you currently have any of these problems with your accommodation?****Base: All respondents who have experienced any problems with their accommodation**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1425	182	565	416	159	103	616	746	322	36	440	494	133	239	269	747	656	22	497	413	515	1425	-	674	751	1074	192	936	284
Structural problems with the roof and/or walls (e.g. a leaky roof)	126	11	52	44	16	3	55	67	23	2	35	57	9	19	23	66	58	2	32	33	61	126	-	74	52	59	47	39	66
Problems with security (e.g. inadequate locks on doors and windows)	107	18	48	29	7	5	55	46	21	2	32	39	13	18	14	49	57	1	38	28	41	107	-	64	43	52	40	37	53
Too dark, not enough light	98	20	40	23	11	4	48	44	30	3	21	27	17	15	14	53	44	1	42	30	26	98	-	54	44	52	32	41	38
Pest problems (e.g. rats or cockroaches)	71	8	31	19	7	6	30	37	6	1	25	29	10	6	14	36	34	1	18	18	35	71	-	45	26	44	17	32	29
Safety hazards (e.g. faulty wiring or fire risks)	49	9	13	21	5	1	18	28	13	2	12	18	4	9	4	24	24	1	17	13	19	49	-	31	18	20	21	14	28
Problems caused by unsuitability of the accommodation for someone in your household due to their needs (e.g. too many stairs for someone who is disabled or very elderly)	27	3	8	10	2	4	8	18	7	-	7	10	3	3	1	14	12	1	5	8	14	27	-	12	15	10	13	13	13
No provision of electrical sockets in either the main living areas, kitchen or bedroom (s)	15	2	6	4	3	-	5	9	2	1	5	7	-	5	1	3	11	1	5	4	6	15	-	5	10	6	8	7	6
All of these problems are resolved	406	40	152	111	56	47	166	228	94	12	135	134	31	69	76	213	184	9	135	116	155	406	-	167	239	382	1	361	12

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 14

**Q13. How clear is it whose responsibility the maintenance of your property is?****Base: All respondents**

	Total	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No		
		Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
Very clear	(4)	934 53%	67 32%	330 49%	287 56%	138 68%	112 73%	332 45%	580 61%	266 62%	38 70%	282 52%	293 51%	55 37%	123 42%	170 51%	543 57%	378 50%	13 39%	311 50%	251 49%	372 60%	707 50%	227 70%	378 48%	556 58%	784 57%	94 48%	745 60%	113 39%
Fairly clear	(3)	627 36%	109 52%	253 38%	179 35%	52 26%	34 22%	296 41%	295 31%	129 30%	15 28%	209 39%	206 36%	68 46%	127 44%	134 40%	314 33%	302 40%	11 33%	249 40%	198 39%	180 29%	542 38%	85 26%	297 38%	330 34%	489 36%	55 28%	440 36%	99 34%
Not very clear	(2)	143 8%	23 11%	74 11%	31 6%	10 5%	5 3%	82 11%	54 6%	27 6%	1 2%	36 7%	60 10%	19 13%	32 11%	21 6%	77 8%	62 8%	4 12%	49 8%	46 9%	48 8%	136 10%	7 2%	83 11%	60 6%	80 6%	36 18%	40 3%	58 20%
Not at all clear	(1)	27 2%	9 4%	9 1%	7 1%	1 *	13 2%	10 1%	1 *	-	9 2%	13 2%	4 3%	5 2%	7 2%	13 1%	12 2%	2 6%	10 2%	9 2%	8 1%	27 2%	-	18 2%	9 1%	13 1%	10 5%	5 *	15 5%	
NET: Clear	1561 89%	176 84%	583 87%	466 91%	190 94%	146 95%	628 86%	875 92%	395 92%	53 98%	491 91%	499 86%	123 84%	250 86%	304 91%	857 90%	680 89%	24 73%	560 90%	449 88%	552 89%	1249 88%	312 96%	675 86%	886 92%	1273 92%	149 76%	1185 96%	212 74%	
NET: Not clear	170 10%	32 15%	83 12%	38 7%	11 5%	6 4%	95 13%	64 7%	28 7%	1 2%	45 8%	73 13%	23 16%	37 13%	28 8%	90 9%	74 10%	6 18%	59 9%	55 11%	56 9%	163 11%	7 2%	101 13%	69 7%	93 7%	46 24%	45 4%	73 25%	
NET: Clear minus not clear	1391 80%	144 69%	500 74%	428 84%	179 89%	140 92%	533 73%	811 85%	367 86%	52 96%	446 83%	426 73%	100 68%	213 73%	276 82%	767 80%	606 80%	18 55%	501 81%	394 78%	496 80%	1086 76%	305 94%	574 73%	817 85%	1180 86%	103 53%	1140 92%	139 48%	
Don't know	18 1%	2 1%	7 1%	7 1%	1 *	1 1%	7 1%	10 1%	6 1%	-	3 1%	8 1%	1 1%	3 1%	3 1%	8 1%	7 1%	3 9%	3 *	4 1%	11 2%	13 1%	5 2%	8 1%	10 1%	11 1%	-	7 1%	2 1%	
Mean	3.43	3.13	3.36	3.48	3.63	3.69	3.31	3.54	3.56	3.69	3.43	3.36	3.19	3.28	3.41	3.46	3.39	3.17	3.39	3.37	3.51	3.37	3.69	3.33	3.50	3.50	3.19	3.57	3.09	
Standard deviation	0.71	0.77	0.73	0.68	0.60	0.57	0.74	0.65	0.62	0.51	0.69	0.76	0.76	0.73	0.70	0.70	0.71	0.91	0.70	0.72	0.70	0.73	0.51	0.76	0.66	0.65	0.92	0.58	0.90	
Standard error	0.02	0.05	0.03	0.03	0.04	0.05	0.03	0.02	0.03	0.07	0.03	0.03	0.06	0.04	0.04	0.02	0.03	0.17	0.03	0.03	0.03	0.02	0.03	0.03	0.02	0.02	0.07	0.02	0.05	

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 15

**Q14. Below is a list of activities related to rental properties. How often, if ever, are these activities undertaken on your current home?**

**Summary****Base: All respondents**

	Activities							
	The structure and exterior of the property is maintained	The landlord or agent maintains any appliances and furniture they have supplied	The landlord or agent carries out requested repairs	Working smoke alarms are fitted (on every floor, where applicable)	Carbon monoxide alarms are fitted in rooms where solid fuels are burned	The landlord or agent arrange an annual gas safety check by a Gas Safe engineer (where there are any gas appliances)	The landlord or agent ensures access to basic utilities such as water, electricity and gas supply	The landlord or agent gives at least 24 hours' notice of non-emergency visits to the property
Base	1749	1749	1749	1749	1749	1749	1749	1749
NET: Ever	973 56%	751 43%	1442 82%	1264 72%	699 40%	1242 71%	1108 63%	1120 64%
More than once a year	209 12%	184 11%	717 41%	329 19%	158 9%	108 6%	526 30%	584 33%
Every year	309 18%	347 20%	422 24%	571 33%	325 19%	1018 58%	450 26%	366 21%
Between one and two years	119 7%	87 5%	151 9%	106 6%	80 5%	52 3%	50 3%	86 5%
Between two and three years	122 7%	48 3%	59 3%	81 5%	53 3%	38 2%	24 1%	36 2%
Less than every three years	214 12%	85 5%	93 5%	177 10%	83 5%	26 1%	58 3%	48 3%
Never	359 21%	298 17%	87 5%	175 10%	244 14%	104 6%	181 10%	228 13%
Not Applicable	63 4%	522 30%	91 5%	67 4%	581 33%	238 14%	176 10%	250 14%
Don't know	354 20%	178 10%	129 7%	243 14%	225 13%	165 9%	284 16%	151 9%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 16

**Q14. Below is a list of activities related to rental properties. How often, if ever, are these activities undertaken on your current home?**

**The structure and exterior of the property is maintained**

**Base: All respondents**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Ever	973	94	332	299	137	111	346	593	253	35	290	315	80	135	174	565	395	13	288	287	398	767	206	431	542	830	61	773	92
	56%	45%	49%	59%	68%	73%	47%	62%	59%	65%	54%	54%	54%	47%	52%	59%	52%	39%	46%	56%	64%	54%	64%	55%	56%	60%	31%	62%	32%
More than once a year	209	28	79	55	29	18	89	110	58	10	66	56	19	30	46	122	84	3	89	58	62	140	69	71	138	187	7	186	12
	12%	13%	12%	11%	14%	12%	12%	14%	19%	12%	10%	13%	13%	10%	14%	13%	11%	9%	14%	11%	10%	10%	21%	9%	14%	14%	4%	15%	4%
Every year	309	32	106	90	42	39	111	190	86	8	102	97	16	58	62	172	135	2	115	94	100	220	89	128	181	278	11	273	10
	18%	15%	16%	18%	21%	25%	15%	20%	20%	15%	19%	17%	11%	20%	19%	18%	18%	6%	18%	19%	16%	15%	27%	16%	19%	20%	6%	22%	3%
Between one and two years	119	13	45	37	11	13	44	69	24	8	34	40	13	20	21	72	47	-	37	41	41	107	12	60	59	95	11	91	18
	7%	6%	7%	7%	5%	8%	6%	7%	6%	15%	6%	7%	9%	7%	6%	8%	6%	-	6%	8%	7%	8%	4%	8%	6%	7%	6%	7%	6%
Between two and three years	122	11	34	35	25	17	38	80	27	6	33	43	13	11	20	73	44	5	17	45	60	105	17	55	67	104	5	95	11
	7%	5%	5%	7%	12%	11%	5%	8%	6%	11%	6%	7%	9%	4%	6%	8%	6%	15%	3%	9%	10%	7%	5%	7%	7%	8%	3%	8%	4%
Less than every three years	214	10	68	82	30	24	64	144	58	3	55	79	19	16	25	126	85	3	30	49	135	195	19	117	97	166	27	128	41
	12%	5%	10%	16%	15%	16%	9%	15%	14%	6%	10%	14%	13%	6%	7%	13%	11%	9%	5%	10%	22%	14%	6%	15%	10%	12%	14%	10%	14%
Never	359	38	149	118	30	24	158	189	76	5	109	148	21	53	70	191	160	8	96	123	140	332	27	220	139	198	104	153	146
	21%	18%	22%	23%	15%	16%	22%	20%	18%	9%	20%	26%	14%	18%	21%	20%	21%	24%	15%	24%	23%	23%	8%	28%	14%	14%	53%	12%	51%
Not Applicable	63	3	28	19	8	5	24	36	7	3	22	27	4	14	8	41	18	4	20	22	21	45	18	29	34	53	4	49	7
	4%	1%	4%	4%	4%	3%	3%	4%	2%	6%	4%	5%	3%	5%	2%	4%	2%	12%	3%	4%	3%	3%	6%	4%	4%	4%	2%	4%	2%
Don't know	354	75	164	75	27	13	202	131	93	11	118	90	42	88	83	158	188	8	218	76	60	281	73	104	250	296	26	262	42
	20%	36%	24%	15%	13%	8%	28%	14%	22%	20%	22%	16%	29%	30%	25%	17%	25%	24%	35%	15%	10%	20%	23%	13%	26%	21%	13%	21%	15%

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 17

**Q14. Below is a list of activities related to rental properties. How often, if ever, are these activities undertaken on your current home?**

**The landlord or agent maintains any appliances and furniture they have supplied**

**Base: All respondents**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Ever	751	101	279	223	88	60	308	407	186	36	214	224	91	130	153	425	316	10	268	237	246	598	153	326	425	631	60	597	88
	43%	48%	41%	44%	44%	39%	42%	43%	43%	67%	40%	39%	62%	45%	46%	45%	42%	30%	43%	47%	40%	42%	47%	42%	44%	46%	31%	48%	31%
More than once a year	184	32	71	43	21	17	80	91	41	12	56	41	34	33	41	111	69	4	86	64	34	129	55	56	128	166	7	169	8
	11%	15%	11%	8%	10%	11%	11%	10%	10%	22%	10%	7%	23%	11%	12%	12%	9%	12%	14%	13%	5%	9%	17%	7%	13%	12%	4%	14%	3%
Every year	347	36	117	109	54	31	126	212	92	11	97	122	25	59	73	186	159	2	121	109	117	275	72	152	195	296	25	283	33
	20%	17%	17%	21%	27%	20%	17%	22%	21%	20%	18%	21%	17%	20%	22%	19%	21%	6%	19%	21%	19%	19%	22%	19%	20%	21%	13%	23%	11%
Between one and two years	87	13	40	27	3	4	42	40	14	8	29	18	18	20	17	54	33	-	25	29	33	72	15	45	42	62	11	59	15
	5%	6%	6%	5%	1%	3%	6%	4%	3%	15%	5%	3%	12%	7%	5%	6%	4%	-	4%	6%	5%	5%	5%	6%	4%	5%	6%	5%	5%
Between two and three years	48	8	24	12	2	2	27	17	8	3	14	20	3	9	9	24	24	-	11	17	20	45	3	20	28	43	3	38	4
	3%	4%	4%	2%	1%	1%	4%	2%	2%	6%	3%	3%	2%	3%	3%	3%	3%	-	2%	3%	3%	3%	1%	3%	3%	3%	2%	3%	1%
Less than every three years	85	12	27	32	8	6	33	47	31	2	18	23	11	9	13	50	31	4	25	18	42	77	8	53	32	64	14	48	28
	5%	6%	4%	6%	4%	4%	5%	5%	7%	4%	3%	4%	7%	3%	4%	5%	4%	12%	4%	4%	7%	5%	2%	7%	3%	5%	7%	4%	10%
Never	298	35	129	94	24	16	140	147	75	4	94	106	19	51	57	155	136	7	91	103	104	269	29	174	124	184	76	136	106
	17%	17%	19%	18%	12%	10%	19%	15%	17%	7%	17%	18%	13%	18%	17%	16%	18%	21%	15%	20%	17%	19%	9%	22%	13%	13%	39%	11%	37%
Not Applicable	522	26	187	165	78	66	177	336	123	7	167	212	13	59	77	292	217	13	140	136	246	419	103	230	292	422	46	382	66
	30%	12%	28%	32%	39%	43%	24%	35%	29%	13%	31%	37%	9%	20%	23%	31%	29%	39%	23%	27%	40%	29%	32%	29%	30%	31%	24%	31%	23%
Don't know	178	48	78	29	12	11	105	59	45	7	64	38	24	50	48	83	92	3	123	32	23	139	39	54	124	140	13	122	27
	10%	23%	12%	6%	6%	7%	14%	6%	10%	13%	12%	7%	16%	17%	14%	9%	12%	9%	20%	6%	4%	10%	12%	7%	13%	10%	7%	10%	9%

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 18

**Q14. Below is a list of activities related to rental properties. How often, if ever, are these activities undertaken on your current home?**

**The landlord or agent carries out requested repairs**

**Base: All respondents**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Ever	1442	170	535	438	167	132	582	805	344	41	442	488	127	225	269	775	644	23	483	430	529	1204	238	641	801	1167	141	1071	209
	82%	81%	79%	86%	83%	86%	80%	85%	80%	76%	82%	84%	86%	78%	80%	81%	85%	70%	78%	85%	85%	84%	73%	82%	83%	85%	72%	87%	73%
More than once a year	717	111	261	201	80	64	304	377	167	20	210	234	86	127	139	382	324	11	309	217	191	571	146	278	439	627	40	605	58
	41%	53%	39%	39%	40%	42%	42%	40%	39%	37%	39%	40%	59%	44%	41%	40%	43%	33%	50%	43%	31%	40%	45%	35%	45%	46%	21%	49%	20%
Every year	422	37	161	134	48	42	164	249	99	10	144	145	24	63	88	231	188	3	120	146	156	353	69	186	236	345	35	320	50
	24%	18%	24%	26%	24%	27%	22%	26%	23%	19%	27%	25%	16%	22%	26%	24%	25%	9%	19%	29%	25%	25%	21%	24%	24%	25%	18%	26%	17%
Between one and two years	151	11	66	44	13	17	69	79	35	3	48	58	7	23	26	74	76	1	30	40	81	136	15	79	72	102	31	84	44
	9%	5%	10%	9%	6%	11%	9%	8%	8%	6%	9%	10%	5%	8%	8%	8%	10%	3%	5%	8%	13%	10%	5%	10%	7%	7%	16%	7%	15%
Between two and three years	59	5	19	20	13	2	18	37	15	7	14	20	3	6	6	34	22	3	13	10	36	55	4	35	24	38	10	28	16
	3%	2%	3%	4%	6%	1%	2%	4%	3%	13%	3%	3%	2%	2%	2%	4%	3%	9%	2%	2%	6%	4%	1%	4%	2%	3%	5%	2%	6%
Less than every three years	93	6	28	39	13	7	27	63	28	1	26	31	7	6	10	54	34	5	11	17	65	89	4	63	30	55	25	34	41
	5%	3%	4%	8%	6%	5%	4%	7%	7%	2%	5%	5%	5%	2%	3%	6%	4%	15%	2%	3%	11%	6%	1%	8%	3%	4%	13%	3%	14%
Never	87	13	39	21	10	4	44	37	20	1	25	36	5	19	16	49	34	4	32	33	22	73	14	57	30	39	35	20	52
	5%	6%	6%	4%	5%	3%	6%	4%	5%	2%	5%	6%	3%	7%	5%	5%	4%	12%	5%	6%	4%	5%	4%	7%	3%	3%	18%	2%	18%
Not Applicable	91	4	45	22	11	9	39	49	23	2	35	28	3	16	20	58	29	4	32	26	33	58	33	39	52	79	6	64	9
	5%	2%	7%	4%	5%	6%	5%	5%	5%	4%	6%	5%	2%	6%	6%	6%	4%	12%	5%	5%	5%	4%	10%	5%	5%	6%	3%	5%	3%
Don't know	129	23	54	30	14	8	65	58	42	10	37	28	12	30	30	73	54	2	75	19	35	90	39	47	82	92	13	82	17
	7%	11%	8%	6%	7%	5%	9%	6%	10%	19%	7%	5%	8%	10%	9%	8%	7%	6%	12%	4%	6%	6%	12%	6%	8%	7%	7%	7%	6%

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 19

**Q14. Below is a list of activities related to rental properties. How often, if ever, are these activities undertaken on your current home?**

**Working smoke alarms are fitted (on every floor, where applicable)**

**Base: All respondents**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Ever	1264	122	471	386	158	127	485	734	328	37	378	423	98	193	252	688	561	15	398	405	461	1021	243	564	700	1040	105	958	163
	72%	58%	70%	76%	78%	83%	66%	77%	76%	69%	70%	73%	67%	67%	75%	72%	74%	45%	64%	80%	74%	72%	75%	72%	73%	76%	54%	77%	57%
More than once a year	329	40	119	86	50	34	120	188	97	7	91	97	37	53	62	177	147	5	123	106	100	258	71	128	201	277	21	268	32
	19%	19%	18%	17%	25%	22%	16%	20%	23%	13%	17%	17%	25%	18%	19%	19%	19%	15%	20%	21%	16%	18%	22%	16%	21%	20%	11%	22%	11%
Every year	571	48	208	176	71	68	220	340	153	15	182	189	32	94	115	303	263	5	201	169	201	437	134	248	323	488	32	456	66
	33%	23%	31%	34%	35%	44%	30%	36%	36%	28%	34%	33%	22%	32%	34%	32%	35%	15%	32%	33%	32%	31%	41%	32%	33%	35%	16%	37%	23%
Between one and two years	106	13	35	37	11	10	37	63	22	6	32	37	9	19	19	59	46	1	31	33	42	86	20	51	55	86	15	73	18
	6%	6%	5%	7%	5%	7%	5%	7%	5%	11%	6%	6%	6%	7%	6%	6%	6%	3%	5%	6%	7%	6%	6%	7%	6%	6%	8%	6%	6%
Between two and three years	81	9	42	18	7	5	43	35	13	5	22	32	9	10	21	44	37	-	18	37	26	78	3	42	39	64	7	58	10
	5%	4%	6%	4%	3%	3%	6%	4%	3%	9%	4%	6%	6%	3%	6%	5%	5%	-	3%	7%	4%	5%	1%	5%	4%	5%	4%	5%	3%
Less than every three years	177	12	67	69	19	10	65	108	43	4	51	68	11	17	35	105	68	4	25	60	92	162	15	95	82	125	30	103	37
	10%	6%	10%	14%	9%	7%	9%	11%	10%	7%	9%	12%	7%	6%	10%	11%	9%	12%	4%	12%	15%	11%	5%	12%	8%	9%	15%	8%	13%
Never	175	19	59	60	26	11	65	102	37	5	53	69	11	27	16	110	60	5	43	39	93	160	15	110	65	96	56	68	74
	10%	9%	9%	12%	13%	7%	9%	11%	9%	9%	10%	12%	7%	9%	5%	12%	8%	15%	7%	8%	15%	11%	5%	14%	7%	7%	29%	5%	26%
Not Applicable	67	3	30	18	8	8	28	38	12	3	23	23	6	9	8	47	16	4	19	15	33	47	20	26	41	52	6	48	8
	4%	1%	4%	4%	4%	5%	4%	4%	3%	6%	4%	4%	4%	3%	2%	5%	2%	12%	3%	3%	5%	3%	6%	3%	4%	4%	3%	4%	3%
Don't know	243	66	113	47	10	7	152	75	52	9	85	65	32	61	59	110	124	9	162	49	32	197	46	84	159	189	28	163	42
	14%	31%	17%	9%	5%	5%	21%	8%	12%	17%	16%	11%	22%	21%	18%	12%	16%	27%	26%	10%	5%	14%	14%	11%	16%	14%	14%	13%	15%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 20

**Q14. Below is a list of activities related to rental properties. How often, if ever, are these activities undertaken on your current home?**

**Carbon monoxide alarms are fitted in rooms where solid fuels are burned**

**Base: All respondents**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Ever	699	60	289	208	82	60	296	385	150	25	208	267	49	111	133	377	313	9	221	219	259	552	147	327	372	571	60	527	87
	40%	29%	43%	41%	41%	39%	41%	41%	35%	46%	39%	46%	33%	38%	40%	39%	41%	27%	36%	43%	42%	39%	45%	42%	39%	41%	31%	43%	30%
More than once a year	158	16	72	27	28	15	74	79	33	5	50	58	12	28	30	90	66	2	58	52	48	114	44	67	91	135	6	133	15
	9%	8%	11%	5%	14%	10%	10%	8%	8%	9%	9%	10%	8%	10%	9%	9%	9%	6%	9%	10%	8%	8%	14%	9%	9%	10%	3%	11%	5%
Every year	325	28	125	111	33	28	127	190	72	6	101	129	17	51	62	173	148	4	115	90	120	249	76	148	177	269	22	249	36
	19%	13%	19%	22%	16%	18%	17%	20%	17%	11%	19%	22%	12%	18%	19%	18%	19%	12%	18%	18%	19%	17%	23%	19%	18%	20%	11%	20%	13%
Between one and two years	80	9	33	20	8	10	37	41	22	5	23	22	8	17	16	37	41	2	27	22	31	68	12	41	39	63	8	54	14
	5%	4%	5%	4%	4%	7%	5%	4%	5%	9%	4%	4%	5%	6%	5%	4%	5%	6%	4%	4%	5%	5%	4%	5%	4%	5%	4%	4%	5%
Between two and three years	53	4	20	22	3	4	20	31	8	6	11	22	6	5	9	28	25	-	10	22	21	45	8	25	28	40	8	40	5
	3%	2%	3%	4%	1%	3%	3%	3%	2%	11%	2%	4%	4%	2%	3%	3%	3%	-	2%	4%	3%	3%	2%	3%	3%	3%	4%	3%	2%
Less than every three years	83	3	39	28	10	3	38	44	15	3	23	36	6	10	16	49	33	1	11	33	39	76	7	46	37	64	16	51	17
	5%	1%	6%	5%	5%	2%	5%	5%	3%	6%	4%	6%	4%	3%	5%	5%	4%	3%	2%	6%	6%	5%	2%	6%	4%	5%	8%	4%	6%
Never	244	34	83	94	20	13	101	134	52	4	76	101	11	35	35	140	99	5	61	79	104	219	25	138	106	151	55	120	86
	14%	16%	12%	18%	10%	8%	14%	14%	12%	7%	14%	17%	7%	12%	10%	15%	13%	15%	10%	16%	17%	15%	8%	18%	11%	11%	28%	10%	30%
Not Applicable	581	40	199	176	91	75	193	373	183	16	178	159	45	80	115	327	246	8	194	163	224	471	110	239	342	472	62	430	84
	33%	19%	30%	34%	45%	49%	26%	39%	43%	30%	33%	27%	31%	28%	34%	34%	32%	24%	31%	32%	36%	33%	34%	30%	35%	34%	32%	35%	29%
Don't know	225	76	102	33	9	5	140	57	44	9	77	53	42	64	52	111	103	11	146	47	32	183	42	80	145	183	18	160	30
	13%	36%	15%	6%	4%	3%	19%	6%	10%	17%	14%	9%	29%	22%	16%	12%	14%	33%	23%	9%	5%	13%	13%	10%	15%	13%	9%	13%	10%



## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 21

**Q14. Below is a list of activities related to rental properties. How often, if ever, are these activities undertaken on your current home?  
The landlord or agent arrange an annual gas safety check by a Gas Safe engineer (where there are any gas appliances)**  
Base: All respondents

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Ever	1242	115	483	384	155	105	497	705	266	34	378	470	94	200	243	668	557	17	391	393	458	1009	233	561	681	996	119	912	182
	71%	55%	72%	75%	77%	69%	68%	74%	62%	63%	70%	81%	64%	69%	73%	70%	73%	52%	63%	77%	74%	71%	72%	72%	71%	72%	61%	74%	63%
More than once a year	108	16	48	24	9	11	50	52	24	6	31	30	17	19	21	60	46	2	42	36	30	77	31	36	72	88	6	83	17
	6%	8%	7%	5%	4%	7%	7%	5%	6%	11%	6%	5%	12%	7%	6%	6%	6%	6%	7%	7%	5%	5%	10%	5%	7%	6%	3%	7%	6%
Every year	1018	84	380	327	138	89	387	603	217	19	314	402	66	163	191	530	478	10	316	321	381	825	193	453	565	828	87	772	127
	58%	40%	56%	64%	68%	58%	53%	64%	51%	35%	58%	69%	45%	56%	57%	55%	63%	30%	51%	63%	62%	58%	60%	58%	59%	60%	45%	62%	44%
Between one and two years	52	5	27	13	3	4	29	22	9	2	17	20	4	7	13	35	17	-	12	18	22	49	3	29	23	38	9	26	18
	3%	2%	4%	3%	1%	3%	4%	2%	2%	4%	3%	3%	3%	2%	4%	4%	2%	-	2%	4%	4%	3%	1%	4%	2%	3%	5%	2%	6%
Between two and three years	38	7	17	10	3	1	19	16	8	4	12	8	6	9	10	27	9	2	14	12	12	35	3	23	15	24	11	18	10
	2%	3%	3%	2%	1%	1%	3%	2%	2%	7%	2%	1%	4%	3%	3%	3%	1%	6%	2%	2%	2%	2%	1%	3%	2%	2%	6%	1%	3%
Less than every three years	26	3	11	10	2	-	12	12	8	3	4	10	1	2	8	16	7	3	7	6	13	23	3	20	6	18	6	13	10
	1%	1%	2%	2%	1%	-	2%	1%	2%	6%	1%	2%	1%	1%	2%	2%	1%	9%	1%	1%	2%	2%	1%	3%	1%	1%	3%	1%	3%
Never	104	21	44	25	6	8	57	41	23	3	34	35	9	23	16	73	28	3	31	30	43	92	12	65	39	59	35	42	43
	6%	10%	7%	5%	3%	5%	8%	4%	5%	6%	6%	6%	6%	8%	5%	8%	4%	9%	5%	6%	7%	6%	4%	8%	4%	4%	18%	3%	15%
Not Applicable	238	12	74	78	36	38	68	167	102	5	76	49	6	18	37	133	98	7	72	62	104	194	44	105	133	196	22	169	35
	14%	6%	11%	15%	18%	25%	9%	18%	24%	9%	14%	8%	4%	6%	11%	14%	13%	21%	12%	12%	17%	14%	14%	13%	14%	14%	11%	14%	12%
Don't know	165	62	72	24	5	2	108	36	38	12	51	26	38	49	39	81	78	6	128	23	14	130	35	53	112	126	19	114	27
	9%	30%	11%	5%	2%	1%	15%	4%	9%	22%	9%	4%	26%	17%	12%	8%	10%	18%	21%	5%	2%	9%	11%	7%	12%	9%	10%	9%	9%

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 22

**Q14. Below is a list of activities related to rental properties. How often, if ever, are these activities undertaken on your current home?**

**The landlord or agent ensures access to basic utilities such as water, electricity and gas supply**

**Base: All respondents**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Ever	1108	131	398	337	137	105	434	626	276	39	331	360	102	181	210	618	476	14	395	327	386	891	217	485	623	919	96	850	148
	63%	62%	59%	66%	68%	69%	59%	66%	64%	72%	61%	62%	69%	62%	63%	65%	63%	42%	64%	64%	62%	63%	67%	62%	65%	67%	49%	69%	52%
More than once a year	526	80	184	152	68	42	213	280	132	20	151	159	64	83	94	294	227	5	213	144	169	413	113	209	317	447	35	416	67
	30%	38%	27%	30%	34%	27%	29%	30%	31%	37%	28%	27%	44%	29%	28%	31%	30%	15%	34%	28%	27%	29%	35%	27%	33%	32%	18%	34%	23%
Every year	450	39	157	138	60	56	161	280	108	11	140	163	28	72	91	249	196	5	142	138	170	360	90	201	249	377	39	359	46
	26%	19%	23%	27%	30%	37%	22%	30%	25%	20%	26%	28%	19%	25%	27%	26%	26%	15%	23%	27%	27%	25%	28%	26%	26%	27%	20%	29%	16%
Between one and two years	50	4	26	17	2	1	26	22	9	4	14	18	5	12	8	24	24	2	18	15	17	46	4	33	17	39	6	30	16
	3%	2%	4%	3%	1%	1%	4%	2%	2%	7%	3%	3%	3%	4%	2%	3%	3%	6%	3%	3%	3%	3%	1%	4%	2%	3%	3%	2%	6%
Between two and three years	24	3	10	9	-	2	13	11	8	3	9	3	1	8	4	13	11	-	8	9	7	23	1	14	10	15	3	12	3
	1%	1%	1%	2%	-	1%	2%	1%	2%	6%	2%	1%	1%	3%	1%	1%	1%	-	1%	2%	1%	2%	*	2%	1%	1%	2%	1%	1%
Less than every three years	58	5	21	21	7	4	21	33	19	1	17	17	4	6	13	38	18	2	14	21	23	49	9	28	30	41	13	33	16
	3%	2%	3%	4%	3%	3%	3%	3%	4%	2%	3%	3%	3%	2%	4%	4%	2%	6%	2%	4%	4%	3%	3%	4%	3%	3%	7%	3%	6%
Never	181	20	76	54	21	10	82	93	45	3	52	72	9	28	34	89	85	7	47	47	87	161	20	97	84	119	40	93	58
	10%	10%	11%	11%	10%	7%	11%	10%	10%	6%	10%	12%	6%	10%	10%	9%	11%	21%	8%	9%	14%	11%	6%	12%	9%	9%	21%	8%	20%
Not Applicable	176	8	72	49	27	20	63	110	36	5	63	66	6	19	28	109	60	7	46	51	79	137	39	78	98	131	19	119	25
	10%	4%	11%	10%	13%	13%	9%	12%	8%	9%	12%	11%	4%	7%	8%	11%	8%	21%	7%	10%	13%	10%	12%	10%	10%	10%	10%	10%	9%
Don't know	284	51	127	71	17	18	151	120	72	7	93	82	30	62	63	139	140	5	134	83	67	236	48	124	160	208	40	175	56
	16%	24%	19%	14%	8%	12%	21%	13%	17%	13%	17%	14%	20%	21%	19%	15%	18%	15%	22%	16%	11%	17%	15%	16%	17%	15%	21%	14%	20%

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 23

**Q14. Below is a list of activities related to rental properties. How often, if ever, are these activities undertaken on your current home?**

**The landlord or agent gives at least 24 hours' notice of non-emergency visits to the property**

**Base: All respondents**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Ever	1120	122	409	352	136	101	441	637	293	26	351	357	93	175	218	548	556	16	381	351	388	922	198	490	630	928	93	853	148
	64%	58%	61%	69%	67%	66%	60%	67%	68%	48%	65%	62%	63%	60%	65%	57%	73%	48%	61%	69%	63%	65%	61%	63%	65%	67%	48%	69%	52%
More than once a year	584	86	213	168	63	54	241	311	162	10	176	171	65	103	116	274	302	8	238	184	162	482	102	236	348	481	53	454	75
	33%	41%	32%	33%	31%	35%	33%	33%	38%	19%	33%	29%	44%	36%	35%	29%	40%	24%	38%	36%	26%	34%	31%	30%	36%	35%	27%	37%	26%
Every year	366	25	133	123	54	31	136	225	88	8	128	123	19	53	69	174	189	3	111	117	138	298	68	154	212	311	22	290	40
	21%	12%	20%	24%	27%	20%	19%	24%	21%	15%	24%	21%	13%	18%	21%	18%	25%	9%	18%	23%	22%	21%	21%	20%	22%	23%	11%	23%	14%
Between one and two years	86	5	42	22	7	10	40	42	15	7	28	33	3	12	19	50	34	2	20	25	41	69	17	46	40	68	8	56	13
	5%	2%	6%	4%	3%	7%	5%	4%	3%	13%	5%	6%	2%	4%	6%	5%	4%	6%	3%	5%	7%	5%	5%	6%	4%	5%	4%	5%	5%
Between two and three years	36	2	11	16	4	3	11	25	14	1	7	11	3	6	5	19	15	2	8	11	17	31	5	22	14	33	1	26	4
	2%	1%	2%	3%	2%	2%	3%	3%	2%	2%	1%	2%	2%	2%	1%	2%	2%	6%	1%	2%	3%	2%	2%	3%	1%	2%	1%	2%	1%
Less than every three years	48	4	10	23	8	3	13	34	14	-	12	19	3	1	9	31	16	1	4	14	30	42	6	32	16	35	9	27	16
	3%	2%	1%	5%	4%	2%	4%	4%	3%	-	2%	3%	2%	*	3%	3%	2%	3%	1%	3%	5%	3%	2%	4%	2%	3%	5%	2%	6%
Never	228	31	91	65	27	14	99	119	50	5	64	88	21	40	45	138	84	6	83	56	89	199	29	116	112	139	58	106	81
	13%	15%	14%	13%	13%	9%	14%	13%	12%	9%	12%	15%	14%	14%	13%	14%	11%	18%	13%	11%	14%	14%	9%	15%	12%	10%	30%	9%	28%
Not Applicable	250	24	114	63	24	25	112	131	49	15	75	96	15	36	44	187	56	7	66	75	109	189	61	128	122	194	30	176	36
	14%	11%	17%	12%	12%	16%	15%	14%	11%	28%	14%	17%	10%	12%	13%	20%	7%	21%	11%	15%	18%	13%	19%	16%	13%	14%	15%	14%	13%
Don't know	151	33	59	31	15	13	78	62	37	8	49	39	18	39	28	82	65	4	92	26	33	115	36	50	101	116	14	102	22
	9%	16%	9%	6%	7%	8%	11%	7%	9%	15%	9%	7%	12%	13%	8%	9%	9%	12%	15%	5%	5%	8%	11%	6%	10%	8%	7%	8%	8%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 24

**Q15. Please indicate whether you think the following statements are either true or false.**

**Summary**

**Base: All respondents/ in England/ Excl Scotland/ In England & Wales**

	Statements									
	Landlords must provide tenants with a valid gas safety certificate (if the property has gas appliances)	Landlords must provide proof of electrical inspection valid within the last five years	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, gutters 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	1749	1749	1749	1749	1749	1749	1749	1749	1749	1749
True	1520 87%	1019 58%	612 35%	877 50%	1319 75%	1589 91%	1500 86%	1628 93%	1522 87%	1312 75%
False	26 1%	106 6%	235 13%	197 11%	107 6%	39 2%	49 3%	39 2%	64 4%	64 4%
Don't know	203 12%	624 36%	902 52%	675 39%	323 18%	121 7%	200 11%	82 5%	163 9%	373 21%

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 25  
**Q15. Please indicate whether you think the following statements are either true or false.**  
**NET: Number of Correct Answers**  
**Base: All respondents**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
1-3 correct	63 4%	11 5%	22 3%	24 5%	3 1%	3 2%	26 4%	32 3%	19 4%	6 11%	14 3%	19 3%	5 3%	8 3%	8 2%	37 4%	18 2%	8 24%	19 3%	12 2%	32 5%	52 4%	11 3%	32 4%	31 3%	42 3%	10 5%	37 3%	12 4%
4-6 correct	413 24%	49 23%	132 20%	134 26%	61 30%	37 24%	147 20%	247 26%	114 27%	18 33%	108 20%	137 24%	36 24%	52 18%	68 20%	251 26%	150 20%	12 36%	105 17%	111 22%	197 32%	355 25%	58 18%	191 24%	222 23%	311 23%	55 28%	279 23%	81 28%
7-10 correct	1246 71%	142 68%	507 75%	346 68%	138 68%	113 74%	540 74%	663 70%	287 67%	29 54%	410 76%	420 72%	100 68%	223 77%	254 76%	651 68%	584 77%	11 33%	482 77%	382 75%	382 62%	997 70%	249 77%	550 70%	696 72%	1011 73%	123 63%	913 74%	185 64%
None correct	27 2%	8 4%	12 2%	7 1%	-	-	17 2%	7 1%	9 2%	1 2%	7 1%	4 1%	6 4%	7 2%	5 1%	16 2%	9 1%	2 6%	16 3%	3 1%	8 1%	21 1%	6 2%	11 1%	16 2%	13 1%	7 4%	8 1%	9 3%
1 correct	5 -	-	2 -	2 -	1 -	-	2 -	3 -	2 -	-	1 -	2 -	-	-	-	3 -	1 -	1 3%	-	2 -	3 -	5 -	-	2 -	3 -	4 -	-	-	1 -
2 correct	14 1%	4 2%	7 1%	3 1%	-	-	8 1%	4 -	4 1%	2 4%	3 1%	2 -	3 2%	4 1%	3 1%	9 1%	4 1%	1 3%	8 1%	2 1%	4 1%	12 1%	2 1%	7 1%	7 1%	10 1%	4 2%	7 1%	4 1%
3 correct	44 3%	7 3%	13 2%	19 4%	2 1%	3 2%	16 2%	25 3%	13 3%	4 7%	10 2%	15 3%	2 1%	4 1%	5 1%	25 3%	13 2%	6 18%	11 2%	8 2%	25 4%	35 2%	9 3%	23 3%	21 2%	28 2%	6 3%	30 2%	7 2%
4 correct	64 4%	5 2%	23 3%	20 4%	13 6%	3 2%	25 3%	37 4%	24 6%	4 7%	10 2%	18 3%	8 5%	9 3%	7 2%	39 4%	24 3%	1 3%	12 2%	21 4%	31 5%	60 4%	4 1%	33 4%	31 3%	45 3%	11 6%	42 3%	13 5%
5 correct	138 8%	19 9%	41 6%	47 9%	19 9%	12 8%	44 6%	86 9%	27 6%	9 17%	44 8%	49 8%	9 6%	17 6%	27 8%	79 8%	52 7%	7 21%	39 6%	36 7%	63 10%	113 8%	25 8%	66 8%	72 7%	103 7%	20 10%	89 7%	29 10%
6 correct	211 12%	25 12%	68 10%	67 13%	29 14%	22 14%	78 11%	124 13%	63 15%	5 9%	54 10%	70 12%	19 13%	26 9%	34 10%	133 14%	74 10%	4 12%	54 9%	54 11%	103 17%	182 13%	29 9%	92 12%	119 12%	163 12%	24 12%	148 12%	39 14%
7 correct	329 19%	25 12%	127 19%	105 21%	38 19%	34 22%	131 18%	191 20%	88 21%	6 11%	105 19%	110 19%	20 14%	41 14%	56 17%	187 20%	139 18%	3 9%	94 15%	100 20%	135 22%	272 19%	57 18%	154 20%	175 18%	259 19%	31 16%	235 19%	50 17%
8 correct	329 19%	33 16%	129 19%	82 16%	48 24%	37 24%	134 18%	186 20%	79 18%	5 9%	120 22%	96 17%	29 20%	48 17%	77 23%	171 18%	155 20%	3 9%	118 19%	102 20%	109 18%	262 18%	67 21%	150 19%	179 19%	276 20%	33 17%	250 20%	40 14%
9 correct	294 17%	36 17%	131 19%	75 15%	29 14%	23 15%	143 20%	144 15%	64 15%	7 13%	89 17%	114 20%	20 14%	54 19%	68 20%	141 15%	149 20%	4 12%	115 18%	102 20%	77 12%	236 17%	58 18%	128 16%	166 17%	245 18%	20 10%	215 17%	45 16%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 25

**Q15. Please indicate whether you think the following statements are either true or false.**

**NET: Number of Correct Answers**

**Base: All respondents**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
10 correct	294	48	120	84	23	19	132	142	56	11	96	100	31	80	53	152	141	1	155	78	61	227	67	118	176	231	39	213	50		
	17%	23%	18%	16%	11%	12%	18%	15%	13%	20%	18%	17%	21%	28%	16%	16%	19%	3%	25%	15%	10%	16%	21%	15%	18%	17%	20%	17%	17%		
Mean	7.37	7.32	7.52	7.22	7.27	7.48	7.47	7.32	7.09	6.70	7.56	7.50	7.24	7.77	7.58	7.24	7.64	5.30	7.72	7.54	6.89	7.32	7.63	7.28	7.45	7.49	7.00	7.53	7.09		
Standard deviation	2.11	2.53	2.12	2.14	1.79	1.64	2.21	1.97	2.19	2.63	1.98	1.99	2.49	2.27	1.99	2.14	1.98	2.67	2.24	1.91	2.05	2.11	2.10	2.10	2.12	1.99	2.49	1.93	2.39		
Standard error	0.05	0.17	0.08	0.09	0.13	0.13	0.08	0.06	0.11	0.36	0.09	0.08	0.21	0.13	0.11	0.07	0.07	0.47	0.09	0.08	0.08	0.06	0.12	0.08	0.07	0.05	0.18	0.05	0.14		

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 26  
**Q15. Please indicate whether you think the following statements are either true or false.**  
**NET: Number of Correct Answers**  
**Base: All respondents in England**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
1-3 correct	63 4%	11 5%	22 3%	24 5%	3 1%	3 2%	26 4%	32 3%	19 4%	6 11%	14 3%	19 3%	5 3%	8 3%	8 2%	37 4%	18 2%	8 24%	19 3%	12 2%	32 5%	52 4%	11 3%	32 4%	31 3%	42 3%	10 5%	37 3%	12 4%
4-6 correct	413 24%	49 23%	132 20%	134 26%	61 30%	37 24%	147 20%	247 26%	114 27%	18 33%	108 20%	137 24%	36 24%	52 18%	68 20%	251 26%	150 20%	12 36%	105 17%	111 22%	197 32%	355 25%	58 18%	191 24%	222 23%	311 28%	55 23%	279 23%	81 28%
7-10 correct	1246 71%	142 68%	507 75%	346 68%	138 68%	113 74%	540 74%	663 70%	287 67%	29 54%	410 76%	420 72%	100 68%	223 77%	254 76%	651 68%	584 77%	11 33%	482 77%	382 75%	382 62%	997 70%	249 77%	550 70%	696 72%	1011 73%	123 63%	913 74%	185 64%
None correct	27 2%	8 4%	12 2%	7 1%	-	-	17 2%	7 1%	9 2%	1 2%	7 1%	4 1%	6 4%	7 2%	5 1%	16 2%	9 1%	2 6%	16 3%	3 1%	8 1%	21 1%	6 2%	11 1%	16 2%	13 1%	7 4%	8 1%	9 3%
1 correct	5 -	-	2 -	2 -	1 -	-	2 -	3 -	2 -	-	1 -	2 -	-	-	-	3 -	1 -	1 3%	-	2 -	3 -	5 -	-	2 -	3 -	4 -	-	-	1 -
2 correct	14 1%	4 2%	7 1%	3 1%	-	-	8 1%	4 -	4 1%	2 4%	3 1%	2 -	3 2%	4 1%	3 1%	9 1%	4 1%	1 3%	8 1%	2 1%	4 1%	12 1%	2 1%	7 1%	7 1%	10 1%	4 2%	7 1%	4 1%
3 correct	44 3%	7 3%	13 2%	19 4%	2 1%	3 2%	16 2%	25 3%	13 3%	4 7%	10 2%	15 3%	2 1%	4 1%	5 1%	25 3%	13 2%	6 18%	11 2%	8 2%	25 4%	35 2%	9 3%	23 3%	21 2%	28 2%	6 3%	30 2%	7 2%
4 correct	64 4%	5 2%	23 3%	20 4%	13 6%	3 2%	25 3%	37 4%	24 6%	4 7%	10 2%	18 3%	8 5%	9 3%	7 2%	39 4%	24 3%	1 3%	12 2%	21 4%	31 5%	60 4%	4 1%	33 4%	31 3%	45 3%	11 6%	42 3%	13 5%
5 correct	138 8%	19 9%	41 6%	47 9%	19 9%	12 8%	44 6%	86 9%	27 6%	9 17%	44 8%	49 8%	9 6%	17 6%	27 8%	79 8%	52 7%	7 21%	39 6%	36 7%	63 10%	113 8%	25 8%	66 8%	72 7%	103 7%	20 10%	89 7%	29 10%
6 correct	211 12%	25 12%	68 10%	67 13%	29 14%	22 14%	78 11%	124 13%	63 15%	5 9%	54 10%	70 12%	19 13%	26 9%	34 10%	133 14%	74 10%	4 12%	54 9%	54 11%	103 17%	182 13%	29 9%	92 12%	119 12%	163 12%	24 12%	148 12%	39 14%
7 correct	329 19%	25 12%	127 19%	105 21%	38 19%	34 22%	131 18%	191 20%	88 21%	6 11%	105 19%	110 19%	20 14%	41 14%	56 17%	187 20%	139 18%	3 9%	94 15%	100 20%	135 19%	272 14%	57 18%	154 18%	175 18%	259 19%	31 16%	235 19%	50 17%
8 correct	329 19%	33 16%	129 19%	82 16%	48 24%	37 24%	134 18%	186 20%	79 18%	5 9%	120 22%	96 17%	29 20%	48 17%	77 23%	171 18%	155 20%	3 9%	118 19%	102 20%	109 18%	262 18%	67 21%	150 19%	179 19%	276 20%	33 17%	250 20%	40 14%
9 correct	294 17%	36 17%	131 19%	75 15%	29 14%	23 15%	143 20%	144 15%	64 15%	7 13%	89 17%	114 20%	20 14%	54 19%	68 20%	141 15%	149 20%	4 12%	115 18%	102 20%	77 12%	236 17%	58 18%	128 16%	166 17%	245 18%	20 10%	215 17%	45 16%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 26

**Q15. Please indicate whether you think the following statements are either true or false.**

**NET: Number of Correct Answers**

**Base: All respondents in England**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237
10 correct	294	48	120	84	23	19	132	142	56	11	96	100	31	80	53	152	141	1	155	78	61	227	67	118	176	231	39	213	50
		17%	23%	18%	16%	11%	12%	18%	15%	13%	20%	18%	17%	21%	28%	16%	19%	3%	25%	15%	10%	16%	21%	15%	18%	17%	20%	17%	17%
Mean	7.37	7.32	7.52	7.22	7.27	7.48	7.47	7.32	7.09	6.70	7.56	7.50	7.24	7.77	7.58	7.24	7.64	5.30	7.72	7.54	6.89	7.32	7.63	7.28	7.45	7.49	7.00	7.53	7.09
Standard deviation	2.11	2.53	2.12	2.14	1.79	1.64	2.21	1.97	2.19	2.63	1.98	1.99	2.49	2.27	1.99	2.14	1.98	2.67	2.24	1.91	2.05	2.11	2.10	2.10	2.12	1.99	2.49	1.93	2.39
Standard error	0.05	0.17	0.08	0.09	0.13	0.13	0.08	0.06	0.11	0.36	0.09	0.08	0.21	0.13	0.11	0.07	0.07	0.47	0.09	0.08	0.08	0.06	0.12	0.08	0.07	0.05	0.18	0.05	0.14



**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 30

**Q15. 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**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials: 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
True	1520	164	594	442	182	138	628	838	364	37	477	528	114	244	293	824	675	21	532	451	537	1231	289	682	838	1220	158	1097	244
	87%	78%	88%	86%	90%	90%	86%	88%	85%	69%	88%	91%	78%	84%	87%	86%	89%	64%	86%	89%	87%	86%	89%	87%	87%	89%	81%	89%	85%
False	26	7	13	5	-	1	14	9	7	-	5	5	9	8	3	14	11	1	15	7	4	25	1	14	12	18	4	15	7
	1%	3%	2%	1%	-	1%	2%	1%	2%	-	1%	1%	6%	3%	1%	1%	1%	3%	2%	1%	1%	2%	*	2%	1%	1%	2%	1%	2%
Don't know	203	39	66	64	20	14	88	102	58	17	57	47	24	38	39	117	75	11	75	50	78	169	34	88	115	139	33	125	36
	12%	19%	10%	13%	10%	9%	12%	11%	14%	31%	11%	8%	16%	13%	12%	12%	10%	33%	12%	10%	13%	12%	10%	11%	12%	10%	17%	10%	13%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 31

**Q15. Please indicate whether you think the following statements are either true or false.**

**Landlords must provide proof of electrical inspection valid within the last five years**

**Base: All respondents**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
True	1019	138	412	272	111	86	454	521	217	28	330	344	100	199	197	550	454	15	405	317	297	814	205	447	572	830	93	754	142
	58%	66%	61%	53%	55%	56%	62%	55%	51%	52%	61%	59%	68%	69%	59%	58%	60%	45%	65%	62%	48%	57%	63%	57%	59%	60%	48%	61%	49%
False	106	17	40	28	7	14	47	52	23	8	32	29	14	17	22	60	43	3	39	29	38	87	19	58	48	78	18	69	21
	6%	8%	6%	5%	3%	9%	6%	5%	5%	15%	6%	5%	10%	6%	7%	6%	6%	9%	6%	6%	6%	6%	6%	7%	5%	6%	9%	6%	7%
Don't know	624	55	221	211	84	53	229	376	189	18	177	207	33	74	116	345	264	15	178	162	284	524	100	279	345	469	84	414	124
	36%	26%	33%	41%	42%	35%	31%	40%	44%	33%	33%	36%	22%	26%	35%	36%	35%	45%	29%	32%	46%	37%	31%	36%	36%	34%	43%	33%	43%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 32

**Q15. 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 in England**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
True	612	73	259	177	58	45	271	315	147	18	203	199	45	128	132	293	312	7	282	169	161	480	132	257	355	481	73	440	102	
	35%	35%	38%	35%	29%	29%	37%	33%	34%	33%	38%	34%	31%	44%	39%	31%	41%	21%	45%	33%	26%	34%	41%	33%	37%	35%	37%	36%	36%	
False	235	65	107	39	12	12	143	70	39	10	75	66	45	59	51	133	96	6	116	58	61	198	37	109	126	193	21	170	32	
	13%	31%	16%	8%	6%	8%	20%	7%	9%	19%	14%	11%	31%	20%	15%	14%	13%	18%	19%	11%	10%	14%	11%	14%	13%	14%	11%	14%	11%	
Don't know	902	72	307	295	132	96	316	564	243	26	261	315	57	103	152	529	353	20	224	281	397	747	155	418	484	703	101	627	153	
	52%	34%	46%	58%	65%	63%	43%	59%	57%	48%	48%	54%	39%	36%	45%	55%	46%	61%	36%	55%	64%	52%	48%	53%	50%	51%	52%	51%	53%	

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 33

**Q15. 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 (Excl Scotland)**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
True	877	127	361	238	85	66	397	441	180	29	291	298	79	178	186	442	423	12	375	274	228	697	180	393	484	712	89	640	137
	50%	60%	54%	47%	42%	43%	54%	46%	42%	54%	51%	54%	54%	61%	56%	46%	56%	36%	60%	54%	37%	49%	56%	50%	50%	52%	46%	52%	48%
False	197	25	81	44	20	27	93	95	44	6	60	60	27	37	29	117	77	3	66	55	76	164	33	94	103	153	25	140	32
	11%	12%	12%	9%	10%	18%	13%	10%	10%	11%	11%	10%	18%	13%	9%	12%	10%	9%	11%	11%	12%	12%	10%	12%	11%	11%	13%	11%	11%
Don't know	675	58	231	229	97	60	240	413	205	19	188	222	41	75	120	396	261	18	181	179	315	564	111	297	378	512	81	457	118
	39%	28%	34%	45%	48%	39%	33%	44%	48%	35%	35%	38%	28%	26%	36%	41%	34%	55%	29%	35%	51%	40%	34%	38%	39%	37%	42%	37%	41%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 34

**Q15. 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**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237
True	1319	152	528	370	157	112	570	702	319	30	416	451	103	222	267	683	625	11	497	407	415	1076	243	568	751	1055	139	944	218
	75%	72%	78%	72%	78%	73%	78%	74%	74%	56%	77%	78%	70%	77%	80%	72%	82%	33%	80%	80%	67%	76%	75%	72%	78%	77%	71%	76%	76%
False	107	17	40	35	9	6	45	54	20	6	28	36	17	24	17	70	32	5	42	27	38	83	24	59	48	84	14	82	15
	6%	8%	6%	7%	4%	4%	6%	6%	5%	11%	5%	6%	12%	8%	5%	7%	4%	15%	7%	5%	6%	6%	7%	8%	5%	6%	7%	7%	5%
Don't know	323	41	105	106	36	35	115	193	90	18	95	93	27	44	51	202	104	17	83	74	166	266	57	157	166	238	42	211	54
	18%	20%	16%	21%	18%	23%	16%	20%	21%	33%	18%	16%	18%	15%	15%	21%	14%	52%	13%	15%	27%	19%	18%	20%	17%	17%	22%	17%	19%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 35

**Q15. 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 in England & Wales**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
																						Yes	No	Yes	No	Yes	No		
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
True	1589	180	607	463	191	148	652	878	390	44	493	532	130	262	307	879	687	23	558	455	576	1294	295	710	879	1261	174	1142	258
	91%	86%	90%	91%	95%	97%	89%	93%	91%	81%	91%	92%	88%	90%	92%	92%	90%	70%	90%	90%	93%	91%	91%	91%	91%	92%	89%	92%	90%
False	39	9	18	5	3	4	21	14	7	4	9	12	7	10	7	15	22	2	15	15	9	34	5	25	14	35	1	32	4
	2%	4%	3%	1%	1%	3%	3%	1%	2%	7%	2%	2%	5%	3%	2%	2%	3%	6%	2%	3%	1%	2%	2%	3%	1%	3%	1%	3%	1%
Don't know	121	21	48	43	8	1	57	57	32	6	37	36	10	18	21	61	52	8	49	38	34	97	24	49	72	81	20	63	25
	7%	10%	7%	8%	4%	1%	8%	6%	7%	11%	7%	6%	7%	6%	6%	6%	7%	24%	8%	7%	5%	7%	7%	6%	7%	6%	10%	5%	9%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 36

**Q15. 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 in England & Wales**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials: 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
True	1500	176	579	435	170	140	621	822	356	43	467	507	127	251	293	828	654	18	539	440	521	1215	285	663	837	1196	161	1092	227	
	86%	84%	86%	85%	84%	92%	85%	87%	83%	80%	87%	87%	86%	87%	87%	86%	55%	87%	87%	84%	85%	88%	85%	87%	87%	83%	88%	79%		
False	49	8	23	13	3	2	28	20	10	4	20	13	2	17	6	19	25	5	18	16	15	39	10	25	24	43	4	37	8	
	3%	4%	3%	3%	1%	1%	4%	2%	2%	7%	4%	2%	1%	6%	2%	2%	3%	15%	3%	3%	2%	3%	3%	2%	3%	2%	3%	3%		
Don't know	200	26	71	63	29	11	81	107	63	7	52	60	18	22	36	108	82	10	65	52	83	171	29	96	104	138	30	108	52	
	11%	12%	11%	12%	14%	7%	11%	11%	15%	13%	10%	10%	12%	8%	11%	11%	11%	30%	10%	10%	13%	12%	9%	12%	11%	10%	15%	9%	18%	

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 37

**Q15. 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**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
True	1628	182	623	480	194	149	669	902	398	49	509	546	126	273	315	882	722	24	581	477	570	1326	302	730	898	1290	178	1165	262	
	93%	87%	93%	94%	96%	97%	92%	95%	93%	91%	94%	94%	86%	94%	94%	92%	95%	73%	93%	94%	92%	93%	93%	93%	93%	94%	91%	94%	91%	
False	39	12	15	9	1	2	21	13	8	1	10	12	8	3	6	21	13	5	9	14	16	31	8	19	20	34	2	33	4	
	2%	6%	2%	2%	*	1%	3%	1%	2%	2%	2%	2%	5%	1%	2%	2%	2%	15%	1%	3%	3%	2%	2%	2%	2%	2%	1%	3%	1%	
Don't know	82	16	35	22	7	2	40	34	23	4	20	22	13	14	14	52	26	4	32	17	33	68	14	35	47	53	15	39	21	
	5%	8%	5%	4%	3%	1%	5%	4%	5%	7%	4%	4%	9%	5%	4%	5%	3%	12%	5%	3%	5%	5%	4%	4%	5%	4%	8%	3%	7%	



**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 38

**Q15. Please indicate whether you think the following statements are either true or false.**

**Landlords must install working smoke alarms**

**Base: All respondents**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
True	1522	186	588	436	178	134	642	821	372	47	477	497	129	270	294	811	686	25	565	449	508	1236	286	673	849	1216	159	1098	238
	87%	89%	87%	85%	88%	88%	88%	87%	87%	87%	88%	86%	88%	93%	88%	85%	90%	76%	91%	88%	82%	87%	88%	86%	88%	88%	82%	89%	83%
False	64	9	27	12	9	7	27	33	14	3	18	24	5	7	14	40	22	2	17	19	28	51	13	38	26	53	6	47	9
	4%	4%	4%	2%	4%	5%	4%	3%	3%	6%	3%	4%	3%	2%	4%	4%	3%	6%	3%	4%	5%	4%	4%	5%	3%	4%	3%	4%	3%
Don't know	163	15	58	63	15	12	61	95	43	4	44	59	13	13	27	104	53	6	40	40	83	138	25	73	90	108	30	92	40
	9%	7%	9%	12%	7%	8%	8%	10%	10%	7%	8%	10%	9%	4%	8%	11%	7%	18%	6%	8%	13%	10%	8%	9%	9%	8%	15%	7%	14%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 39

**Q15. 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**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
True	1312	159	509	375	143	126	546	709	299	37	414	450	112	227	254	719	574	19	469	393	450	1056	256	586	726	1056	141	943	208
	75%	76%	76%	73%	71%	82%	75%	75%	70%	69%	77%	78%	76%	78%	76%	75%	75%	58%	75%	77%	73%	74%	79%	75%	75%	77%	72%	76%	72%
False	64	12	29	11	7	5	36	25	11	8	19	21	5	12	11	27	33	4	22	20	22	55	9	39	25	47	9	43	12
	4%	6%	4%	2%	3%	3%	5%	3%	3%	15%	4%	4%	3%	4%	3%	3%	4%	12%	4%	4%	4%	4%	3%	5%	3%	3%	5%	3%	4%
Don't know	373	39	135	125	52	22	148	215	119	9	106	109	30	51	70	209	154	10	131	95	147	314	59	159	214	274	45	251	67
	21%	19%	20%	24%	26%	14%	20%	23%	28%	17%	20%	19%	20%	18%	21%	22%	20%	30%	21%	19%	24%	22%	18%	20%	22%	20%	23%	20%	23%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 40

**Q16. How easy or difficult is it to contact your landlord or the managing agency if you need to?****Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Very easy (+2)	1014	93	340	328	140	113	360	621	277	36	309	321	71	150	185	610	383	21	340	293	381	759	255	414	600	891	64	884	55
	58%	44%	51%	64%	69%	74%	49%	65%	65%	67%	57%	55%	48%	52%	55%	64%	50%	64%	55%	58%	62%	53%	79%	53%	62%	65%	33%	71%	19%
Fairly easy (+1)	524	72	237	136	48	31	257	245	111	14	163	185	51	97	102	250	267	7	201	152	171	466	58	256	268	389	64	309	123
	30%	34%	35%	27%	24%	20%	35%	26%	26%	26%	30%	32%	35%	33%	30%	26%	35%	21%	32%	30%	28%	33%	18%	33%	28%	28%	33%	25%	43%
Neither easy nor difficult (0)	104	19	52	25	4	4	56	42	18	4	32	38	12	19	25	51	50	3	43	29	32	97	7	52	52	45	29	26	37
	6%	9%	8%	5%	2%	3%	8%	4%	4%	7%	6%	7%	8%	7%	7%	5%	7%	9%	7%	6%	5%	7%	2%	7%	5%	3%	15%	2%	13%
Fairly difficult (-1)	81	18	33	20	8	2	41	34	18	-	23	30	10	15	18	36	45	-	24	29	28	78	3	51	30	44	24	17	51
	5%	9%	5%	4%	4%	1%	6%	4%	4%	-	4%	5%	7%	5%	5%	4%	6%	-	4%	6%	5%	5%	1%	7%	3%	3%	12%	1%	18%
Very difficult (-2)	22	7	9	2	1	3	14	6	5	-	9	5	3	7	4	5	15	2	11	4	7	21	1	10	12	6	13	-	20
	1%	3%	1%	*	*	2%	2%	1%	1%	-	2%	1%	2%	2%	1%	1%	2%	6%	2%	1%	1%	1%	*	1%	1%	*	7%	-	7%
NET: Easy	1538	165	577	464	188	144	617	866	388	50	472	506	122	247	287	860	650	28	541	445	552	1225	313	670	868	1280	128	1193	178
	88%	79%	86%	91%	93%	94%	85%	91%	90%	93%	88%	87%	83%	85%	86%	90%	85%	85%	87%	88%	89%	86%	97%	85%	90%	93%	66%	96%	62%
NET: Difficult	103	25	42	22	9	5	55	40	23	-	32	35	13	22	22	41	60	2	35	33	35	99	4	61	42	50	37	17	71
	6%	12%	6%	4%	4%	3%	8%	4%	5%	-	6%	6%	9%	8%	7%	4%	8%	6%	6%	6%	6%	7%	1%	8%	4%	4%	19%	1%	25%
NET: Easy minus difficult	1435	140	535	442	179	139	562	826	365	50	440	471	109	225	265	819	590	26	506	412	517	1126	309	609	826	1230	91	1176	107
	82%	67%	79%	86%	89%	91%	77%	87%	85%	93%	82%	81%	74%	78%	79%	86%	78%	79%	81%	81%	84%	79%	95%	78%	86%	89%	47%	95%	37%
Don't know	4	1	2	-	1	-	2	1	-	-	3	1	-	2	1	3	1	-	3	1	-	4	-	1	3	2	1	1	1
	*	*	*	-	*	-	*	*	-	-	1%	*	-	1%	*	*	*	-	*	*	-	*	-	*	*	*	1%	*	*
Mean	1.39	1.08	1.29	1.50	1.58	1.63	1.25	1.52	1.48	1.59	1.38	1.36	1.20	1.28	1.34	1.50	1.26	1.36	1.35	1.38	1.44	1.31	1.74	1.29	1.47	1.54	0.73	1.67	0.50
Standard deviation	0.89	1.09	0.90	0.79	0.76	0.78	0.95	0.79	0.85	0.63	0.90	0.88	0.99	0.97	0.92	0.80	0.96	1.08	0.90	0.89	0.87	0.93	0.57	0.94	0.83	0.75	1.23	0.59	1.19
Standard error	0.02	0.08	0.03	0.04	0.05	0.06	0.04	0.03	0.04	0.09	0.04	0.04	0.08	0.06	0.05	0.03	0.03	0.19	0.04	0.04	0.03	0.02	0.03	0.03	0.03	0.02	0.09	0.02	0.07

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## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 41

**Q17. Once you have got in contact with your landlord or managing agency, how responsive or unresponsive do you generally find them to your queries or requests?**

**Base: All respondents**

	Total	Age						Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
		18-24	25-39	40-54	55-64	65+	22-37	38+	household	entire property	entire property		years	years				years	years	years									
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Very responsive (+2)	709 41%	56 27%	248 37%	207 41%	105 52%	93 61%	254 35%	435 46%	200 47%	24 44%	217 40%	222 38%	46 31%	98 34%	137 41%	458 48%	240 32%	11 33%	242 39%	206 41%	261 42%	488 34%	221 68%	269 34%	440 46%	667 48%	13 7%	680 55%	7 2%
Fairly responsive (+1)	660 38%	90 43%	260 39%	204 40%	67 33%	39 25%	283 39%	346 36%	148 34%	24 44%	206 38%	227 39%	55 37%	121 42%	129 39%	330 35%	318 42%	12 36%	243 39%	202 40%	215 35%	579 41%	81 25%	296 38%	364 38%	531 39%	56 29%	499 40%	56 20%
Neither responsive nor unresponsive (0)	136 8%	18 9%	61 9%	41 8%	8 4%	8 5%	69 9%	63 7%	28 7%	4 7%	42 8%	46 8%	16 11%	20 7%	26 8%	69 7%	65 9%	2 6%	43 7%	39 8%	54 9%	128 9%	8 2%	71 9%	65 7%	69 5%	28 14%	36 3%	42 15%
Fairly unresponsive (-1)	170 10%	33 16%	73 11%	44 9%	14 7%	6 4%	87 12%	74 8%	34 8%	-	48 9%	66 11%	22 15%	36 12%	30 9%	66 7%	102 13%	2 6%	62 10%	46 9%	62 10%	163 11%	7 2%	105 13%	65 7%	81 6%	60 31%	15 1%	125 44%
Very unresponsive (-2)	59 3%	11 5%	24 4%	13 3%	8 4%	3 2%	29 4%	25 3%	16 4%	1 2%	23 4%	14 2%	5 3%	13 4%	10 3%	22 2%	34 4%	3 9%	25 4%	13 3%	21 3%	58 4%	1 *	34 4%	25 3%	17 1%	36 18%	2 *	55 19%
NET: Responsive	1369 78%	146 70%	508 75%	411 80%	172 85%	132 86%	537 74%	781 82%	348 81%	48 89%	423 78%	449 77%	101 69%	219 76%	266 79%	788 83%	558 73%	23 70%	485 78%	408 80%	476 77%	1067 75%	302 93%	565 72%	804 83%	1198 87%	69 35%	1179 95%	63 22%
NET: Unresponsive	229 13%	44 21%	97 14%	57 11%	22 11%	9 6%	116 16%	99 10%	50 12%	1 2%	71 13%	80 14%	27 18%	49 17%	40 12%	88 9%	136 18%	5 15%	87 14%	59 12%	83 13%	221 16%	8 2%	139 18%	90 9%	98 7%	96 49%	17 1%	180 63%
NET: Responsive minus unresponsive	1140 65%	102 49%	411 61%	354 69%	150 74%	123 80%	421 58%	682 72%	298 69%	47 87%	352 65%	369 64%	74 50%	170 59%	226 67%	700 73%	422 55%	18 55%	398 64%	349 69%	393 63%	846 59%	294 91%	426 54%	714 74%	1100 80%	-27 -14%	1162 94%	-117 -41%
Don't know	15 1%	2 1%	7 1%	2 *	-	4 3%	8 1%	6 1%	3 1%	1 2%	3 1%	5 1%	3 2%	2 1%	3 1%	10 1%	2 *	3 9%	7 1%	2 *	6 1%	9 1%	6 2%	9 1%	6 1%	12 1%	2 1%	5 *	2 1%
Mean	1.03	0.71	0.95	1.08	1.22	1.43	0.89	1.16	1.13	1.32	1.02	1.00	0.80	0.89	1.06	1.20	0.83	0.87	1.00	1.07	1.03	0.90	1.62	0.85	1.18	1.28	-0.26	1.49	-0.58
Standard deviation	1.09	1.18	1.11	1.03	1.07	0.92	1.13	1.03	1.09	0.78	1.11	1.07	1.15	1.14	1.06	1.00	1.15	1.28	1.11	1.04	1.11	1.12	0.68	1.16	1.00	0.90	1.25	0.63	1.08
Standard error	0.03	0.08	0.04	0.05	0.08	0.08	0.04	0.03	0.05	0.11	0.05	0.04	0.10	0.07	0.06	0.03	0.04	0.23	0.04	0.05	0.04	0.03	0.04	0.03	0.02	0.09	0.02	0.06	

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 42

**Q18. To what extent do you agree or disagree with each of the following statements?**

**Summary**

Base: All respondents

		<u>Statements</u>	
		<u>I feel confident reporting problems with the accommodation to my managing agent or landlord without it having any repercussions for my tenancy or costs</u>	<u>I am confident that the managing agent or landlord will keep their promises to maintain the accommodation</u>
Base		1749	1749
Strongly agree	(+2)	739 42%	675 39%
Tend to agree	(+1)	561 32%	578 33%
Neither agree nor disagree	(0)	152 9%	182 10%
Tend to disagree	(-1)	180 10%	191 11%
Strongly disagree	(-2)	94 5%	103 6%
NET: Agree		1300 74%	1253 72%
NET: Disagree		274 16%	294 17%
NET: Agree minus disagree		1026 59%	959 55%
Don't know		23 1%	20 1%
Mean		0.97	0.89
Standard deviation		1.19	1.21
Standard error		0.03	0.03

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 43

**Q18. To what extent do you agree or disagree with each of the following statements?**

**I feel confident reporting problems with the accommodation to my managing agent or landlord without it having any repercussions for my tenancy or costs**

**Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2-5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Strongly agree (+2)	739 42%	73 35%	257 38%	204 40%	104 51%	101 66%	270 37%	441 46%	197 46%	28 52%	225 42%	232 40%	57 39%	115 40%	136 41%	462 48%	266 35%	11 33%	257 41%	216 43%	266 43%	539 38%	200 62%	282 36%	457 47%	688 50%	20 10%	685 55%	20 7%
Tend to agree (+1)	561 32%	64 30%	232 34%	166 32%	62 31%	37 24%	254 35%	290 31%	145 34%	15 28%	175 32%	178 31%	48 33%	94 32%	115 34%	273 29%	279 37%	9 27%	217 35%	154 30%	190 31%	473 33%	88 27%	238 30%	323 33%	461 33%	42 22%	415 34%	60 21%
Neither agree nor disagree (0)	152 9%	20 10%	64 10%	51 10%	11 5%	6 4%	66 9%	81 9%	25 6%	4 7%	51 9%	61 11%	11 7%	23 8%	32 10%	69 7%	77 10%	6 18%	48 8%	46 9%	58 9%	135 9%	17 5%	78 10%	74 8%	81 6%	28 14%	64 5%	37 13%
Tend to disagree (-1)	180 10%	34 16%	78 12%	53 10%	12 6%	3 2%	91 12%	77 8%	29 7%	4 7%	51 9%	73 13%	23 16%	33 11%	33 10%	83 9%	92 12%	5 15%	60 10%	55 11%	65 11%	172 12%	8 2%	114 15%	66 7%	95 7%	54 28%	45 4%	99 34%
Strongly disagree (-2)	94 5%	14 7%	32 5%	30 6%	13 6%	5 3%	37 5%	50 5%	28 7%	-	30 6%	28 5%	8 5%	17 6%	17 5%	52 5%	40 5%	2 6%	31 5%	27 5%	36 6%	86 6%	8 2%	62 8%	32 3%	38 3%	46 24%	19 2%	67 23%
NET: Agree	1300 74%	137 65%	489 73%	370 72%	166 82%	138 90%	524 72%	731 77%	342 80%	43 80%	400 74%	410 71%	105 71%	209 72%	251 75%	735 77%	545 72%	20 61%	474 76%	370 73%	456 74%	1012 71%	288 89%	520 66%	780 81%	1149 83%	62 32%	1100 89%	80 28%
NET: Disagree	274 16%	48 23%	110 16%	83 16%	25 12%	8 5%	128 18%	127 13%	57 13%	4 7%	81 15%	101 17%	31 21%	50 17%	50 15%	135 14%	132 17%	7 21%	91 15%	82 16%	101 16%	258 18%	16 5%	176 22%	98 10%	133 10%	100 51%	64 5%	166 58%
NET: Agree minus disagree	1026 59%	89 42%	379 56%	287 56%	141 70%	130 85%	396 54%	604 64%	285 66%	39 72%	319 59%	309 53%	74 50%	159 55%	201 60%	600 63%	413 54%	13 39%	383 62%	288 57%	355 57%	754 53%	272 84%	344 44%	682 71%	1016 74%	-38 -19%	1036 84%	-86 -30%
Don't know	23 1%	5 2%	10 1%	7 1%	-	1 1%	12 2%	10 1%	5 1%	3 6%	7 1%	8 1%	-	8 3%	2 1%	16 2%	7 1%	-	9 1%	10 2%	4 1%	20 1%	3 1%	10 1%	13 1%	14 1%	5 3%	9 1%	4 1%
Mean	0.97	0.72	0.91	0.91	1.15	1.49	0.88	1.06	1.07	1.31	0.97	0.90	0.84	0.91	0.96	1.08	0.85	0.67	0.99	0.96	0.95	0.86	1.45	0.73	1.16	1.22	-0.34	1.39	-0.47
Standard deviation	1.19	1.29	1.18	1.21	1.17	0.92	1.19	1.17	1.18	0.93	1.19	1.21	1.25	1.22	1.17	1.19	1.18	1.27	1.16	1.21	1.22	1.23	0.90	1.31	1.05	1.02	1.34	0.86	1.26
Standard error	0.03	0.09	0.05	0.05	0.08	0.07	0.04	0.04	0.06	0.13	0.05	0.05	0.10	0.07	0.06	0.04	0.04	0.22	0.05	0.05	0.05	0.03	0.05	0.05	0.03	0.03	0.10	0.02	0.07

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## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 44

**Q18. To what extent do you agree or disagree with each of the following statements?**

**I am confident that the managing agent or landlord will keep their promises to maintain the accommodation**

**Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials: 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Strongly agree (+2)	675 39%	56 27%	236 35%	200 39%	89 44%	94 61%	235 32%	416 44%	193 45%	23 43%	209 39%	205 35%	45 31%	106 37%	120 36%	429 45%	236 31%	10 30%	241 39%	197 39%	237 38%	476 33%	199 61%	255 33%	420 44%	654 47%	6 3%	663 54%	1 *
Tend to agree (+1)	578 33%	73 35%	236 35%	165 32%	67 33%	37 24%	267 37%	291 31%	132 31%	18 33%	185 34%	190 33%	53 36%	103 36%	132 39%	291 30%	276 36%	11 33%	213 34%	162 32%	203 33%	484 34%	94 29%	244 31%	334 35%	492 36%	22 11%	477 39%	24 8%
Neither agree nor disagree (0)	182 10%	25 12%	72 11%	58 11%	19 9%	8 5%	77 11%	100 11%	29 7%	7 13%	53 10%	76 13%	17 12%	22 8%	29 9%	91 10%	85 11%	6 18%	48 8%	65 13%	69 11%	167 12%	15 5%	93 12%	89 9%	94 7%	37 19%	51 4%	44 15%
Tend to disagree (-1)	191 11%	37 18%	87 13%	51 10%	10 5%	6 4%	102 14%	78 8%	38 9%	1 2%	55 10%	74 13%	23 16%	36 12%	29 9%	71 7%	118 16%	2 6%	75 12%	51 10%	65 11%	190 13%	1 *	114 15%	77 8%	89 6%	70 36%	19 2%	140 49%
Strongly disagree (-2)	103 6%	16 8%	35 5%	31 6%	15 7%	6 4%	40 5%	54 6%	31 7%	1 2%	32 6%	30 5%	9 6%	19 7%	22 7%	57 6%	42 6%	4 12%	37 6%	29 6%	37 6%	93 7%	10 3%	70 9%	33 3%	36 3%	56 29%	22 2%	75 26%
NET: Agree	1253 72%	129 61%	472 70%	365 71%	156 77%	131 86%	502 69%	707 74%	325 76%	41 76%	394 73%	395 68%	98 67%	209 72%	252 75%	720 75%	512 67%	21 64%	454 73%	359 71%	440 71%	960 71%	293 67%	499 90%	754 64%	1146 78%	28 83%	1140 14%	25 92%
NET: Disagree	294 17%	53 25%	122 18%	82 16%	25 12%	12 8%	142 19%	132 14%	69 16%	2 4%	87 16%	104 18%	32 22%	55 19%	51 15%	128 13%	160 21%	6 18%	112 18%	80 16%	102 16%	283 20%	11 3%	184 23%	110 11%	125 9%	126 65%	41 3%	215 75%
NET: Agree minus disagree	959 55%	76 36%	350 52%	283 55%	131 65%	119 78%	360 49%	575 61%	256 60%	39 72%	307 57%	291 50%	66 45%	154 53%	201 60%	592 62%	352 46%	15 45%	342 55%	279 55%	338 55%	677 48%	282 87%	315 40%	644 67%	1021 74%	-98 -50%	1099 89%	-190 -66%
Don't know	20 1%	3 1%	7 1%	6 1%	2 1%	2 1%	9 1%	10 1%	6 1%	4 7%	5 1%	5 1%	- -	4 1%	3 1%	16 2%	4 1%	- -	8 1%	4 1%	8 1%	15 1%	5 2%	8 1%	12 1%	12 1%	4 2%	5 *	3 1%
Mean	0.89	0.56	0.83	0.90	1.02	1.37	0.77	1.00	0.99	1.22	0.91	0.81	0.69	0.84	0.90	1.03	0.72	0.64	0.89	0.89	0.88	0.75	1.48	0.64	1.08	1.20	-0.77	1.41	-0.93
Standard deviation	1.21	1.27	1.20	1.21	1.19	1.03	1.20	1.18	1.24	0.91	1.20	1.20	1.23	1.24	1.18	1.18	1.21	1.32	1.22	1.20	1.21	1.24	0.86	1.31	1.08	1.00	1.09	0.80	0.89
Standard error	0.03	0.09	0.05	0.05	0.08	0.08	0.04	0.04	0.06	0.13	0.05	0.05	0.10	0.07	0.06	0.04	0.04	0.23	0.05	0.05	0.05	0.03	0.05	0.05	0.03	0.03	0.08	0.02	0.05

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 45

**Q19. The following questions are about how your accommodation is managed. Who takes care of the majority of the repairs on the property you are renting?**

**Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Landlord	761	82	288	216	98	77	297	433	201	36	223	237	64	131	132	591	158	12	274	209	278	595	166	267	494	625	72	607	74
	44%	39%	43%	42%	49%	50%	41%	46%	47%	67%	41%	41%	44%	45%	39%	62%	21%	36%	44%	41%	45%	42%	51%	34%	51%	45%	37%	49%	26%
Property Manager/ Lettings agent	402	52	153	121	44	32	176	212	111	5	134	115	37	72	95	17	385	-	179	112	111	337	65	138	264	324	44	283	74
	23%	25%	23%	24%	22%	21%	24%	22%	26%	9%	25%	20%	25%	25%	28%	2%	51%	-	29%	22%	18%	24%	20%	18%	27%	24%	23%	23%	26%
It varies	324	36	139	96	31	22	155	165	64	9	95	132	24	50	63	186	131	7	99	104	121	266	58	194	130	256	26	225	54
	19%	17%	21%	19%	15%	14%	21%	17%	15%	17%	18%	23%	16%	17%	19%	19%	17%	21%	16%	20%	20%	19%	18%	25%	13%	19%	13%	18%	19%
Do the work ourselves/ myself	190	21	72	62	20	15	76	106	32	2	68	76	12	25	33	128	57	5	45	62	83	168	22	157	33	131	34	84	65
	11%	10%	11%	12%	10%	10%	10%	11%	7%	4%	13%	13%	8%	9%	10%	13%	7%	15%	7%	12%	13%	12%	7%	20%	3%	10%	17%	7%	23%
Other	35	10	8	6	7	4	11	17	8	2	10	9	6	7	6	18	13	4	11	13	11	31	4	16	19	28	5	27	4
	2%	5%	1%	1%	3%	3%	2%	2%	2%	4%	2%	2%	4%	2%	2%	2%	2%	12%	2%	3%	2%	2%	1%	2%	2%	2%	3%	2%	1%
No one takes care of repairs or maintenance	16	1	7	5	2	1	7	8	4	-	3	9	-	2	3	10	6	-	3	3	10	16	-	8	8	1	12	-	15
	1%	*	1%	1%	1%	1%	1%	1%	1%	-	1%	2%	-	1%	1%	1%	1%	-	*	1%	2%	1%	-	1%	1%	*	6%	-	5%
Don't know	21	8	6	5	-	2	8	8	9	-	6	2	4	3	3	5	11	5	11	5	5	12	9	4	17	12	2	11	1
	1%	4%	1%	1%	-	1%	1%	1%	2%	-	1%	*	3%	1%	1%	1%	1%	15%	2%	1%	1%	1%	3%	1%	2%	1%	1%	1%	*



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 46

**Q20. Overall, how satisfied or dissatisfied are you with the way the management agent or your landlord repairs and maintains your home?**

**Base: All respondents**

	Total	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord	
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
		18-24	25-39	40-54	55-64	65+	22-37	38+	household	entire property	entire property		years	years				years	years	years									
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Very satisfied (+2)	559 32%	47 22%	184 27%	163 32%	83 41%	82 54%	185 25%	354 37%	157 37%	24 44%	164 30%	175 30%	39 27%	86 30%	97 29%	365 38%	180 24%	14 42%	205 33%	165 32%	189 31%	347 24%	212 65%	192 24%	367 38%	552 40%	2 1%	559 45%	-
Fairly satisfied (+1)	678 39%	95 45%	271 40%	196 38%	78 39%	38 25%	309 42%	343 36%	170 40%	25 46%	216 40%	209 36%	58 39%	118 41%	148 44%	344 36%	327 43%	7 21%	253 41%	200 39%	225 36%	589 41%	89 27%	298 38%	380 39%	600 44%	19 10%	678 55%	-
Neither satisfied nor dissatisfied (0)	216 12%	27 13%	95 14%	63 12%	15 7%	16 10%	100 14%	109 11%	40 9%	4 7%	70 13%	84 14%	18 12%	28 10%	42 13%	110 12%	102 13%	4 12%	63 10%	61 12%	92 15%	201 14%	15 5%	116 15%	100 10%	122 9%	32 16%	-	-
Fairly dissatisfied (-1)	197 11%	27 13%	83 12%	65 13%	13 6%	9 12%	91 10%	97 10%	30 7%	-	60 11%	85 15%	22 15%	41 14%	27 8%	82 9%	112 15%	3 9%	71 11%	59 12%	67 11%	194 14%	3 1%	113 14%	84 9%	82 6%	74 38%	-	197 69%
Very dissatisfied (-2)	90 5%	12 6%	36 5%	24 5%	13 6%	5 3%	41 6%	43 5%	30 7%	-	24 4%	26 4%	10 7%	15 5%	18 5%	48 5%	38 5%	4 12%	24 4%	22 4%	44 7%	90 6%	-	62 8%	28 3%	16 1%	67 34%	-	90 31%
NET: Satisfied	1237 71%	142 68%	455 68%	359 70%	161 80%	120 78%	494 68%	697 73%	327 76%	49 91%	380 71%	384 66%	97 66%	204 70%	245 73%	709 74%	507 67%	21 64%	458 74%	365 72%	414 67%	936 66%	301 93%	490 63%	747 77%	1152 84%	21 11%	1237 100%	-
NET: Dissatisfied	287 16%	39 19%	119 18%	89 17%	26 13%	14 9%	132 18%	140 15%	60 14%	-	84 16%	111 19%	32 22%	56 19%	45 13%	130 14%	150 20%	7 21%	95 15%	81 16%	111 18%	284 20%	3 1%	175 22%	112 12%	98 7%	141 72%	-	287 100%
NET: Satisfied minus dissatisfied	950 54%	103 49%	336 50%	270 53%	135 67%	106 69%	362 50%	557 59%	267 62%	49 91%	296 55%	273 47%	65 44%	148 51%	200 60%	579 61%	357 47%	14 42%	363 58%	284 56%	303 49%	652 46%	298 92%	315 40%	635 66%	1054 77%	-120 -62%	1237 100%	-287 -100%
Don't know	9 1%	2 1%	4 1%	-	-	3 2%	4 1%	3 *	2 *	1 2%	5 1%	1 *	-	2 1%	3 1%	6 1%	2 *	1 3%	6 1%	1 *	2 *	4 *	5 2%	3 *	6 1%	5 *	1 1%	-	-
Mean	0.82	0.66	0.72	0.80	1.01	1.22	0.70	0.92	0.92	1.38	0.82	0.73	0.64	0.76	0.84	0.94	0.66	0.75	0.88	0.84	0.73	0.64	1.60	0.57	1.02	1.16	-0.95	1.45	-1.31
Standard deviation	1.15	1.13	1.15	1.16	1.15	1.07	1.15	1.14	1.17	0.63	1.12	1.17	1.22	1.18	1.10	1.14	1.14	1.44	1.11	1.13	1.21	1.17	0.63	1.23	1.05	0.90	1.00	0.50	0.46
Standard error	0.03	0.08	0.04	0.05	0.08	0.09	0.04	0.04	0.06	0.09	0.05	0.05	0.10	0.07	0.06	0.04	0.04	0.25	0.04	0.05	0.05	0.03	0.04	0.04	0.03	0.02	0.07	0.01	0.03

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 47

**Q21. Why are you dissatisfied?****Base: All respondents who are dissatisfied with the way the management agent or their landlord repairs and maintains their home**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	287	39	119	89	26	14	132	140	60	-	84	111	32	56	45	130	150	7	95	81	111	284	3	175	112	98	141	-	287
Landlord is slow to get things done	176	21	71	57	18	9	76	91	33	-	53	70	20	32	28	97	75	4	52	52	72	174	2	102	74	49	95	-	176
Landlord does only the bare minimum	173	25	67	56	14	11	72	89	34	-	52	68	19	28	28	85	86	2	46	48	79	173	-	113	60	44	95	-	173
Work done is of poor quality	133	23	48	45	13	4	57	66	34	-	30	47	22	27	20	59	72	2	41	35	57	133	-	87	46	31	82	-	133
Landlord does not bother about repairs and maintenance	128	17	48	41	14	8	56	66	28	-	37	47	16	22	19	71	53	4	33	35	60	128	-	87	41	30	78	-	128
I have had to do repairs myself or organise them myself	101	16	43	31	8	3	49	46	20	-	33	32	16	20	20	55	42	4	26	33	42	100	1	93	8	28	55	-	101
Landlord carries out only emergency repairs	88	11	32	32	9	4	37	49	23	-	25	31	9	14	10	51	36	1	20	21	47	88	-	59	29	29	44	-	88
The agent is slow to get things done	86	18	44	15	8	1	52	28	20	-	30	23	13	22	13	-	86	-	41	24	21	85	1	48	38	37	34	-	86
Landlord is difficult to contact directly	66	14	27	17	5	3	32	28	13	-	18	24	11	19	7	21	43	2	24	16	26	65	1	41	25	20	36	-	66
Landlord becomes hostile if maintenance issues are raised	52	11	25	11	4	1	29	18	9	-	13	20	10	13	12	34	17	1	13	18	21	52	-	40	12	12	33	-	52
Landlord has not done a gas safety check	38	5	12	16	3	2	15	21	10	-	5	17	6	5	4	28	8	2	8	5	25	38	-	25	13	6	30	-	38
The agent doesn't tell the landlord about issues	32	9	12	6	4	1	17	13	9	-	12	7	4	7	6	-	32	-	16	9	7	32	-	22	10	17	11	-	32
The agent becomes hostile if maintenance issues are raised	27	10	8	6	3	-	16	9	10	-	5	6	6	10	4	-	27	-	12	5	10	27	-	18	9	9	11	-	27

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 47

**Q21. Why are you dissatisfied?****Base: All respondents who are dissatisfied with the way the management agent or their landlord repairs and maintains their home**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	287	39	119	89	26	14	132	140	60	-	84	111	32	56	45	130	150	7	95	81	111	284	3	175	112	98	141	-	287
The agent cannot get hold of the landlord to report issues	26	6	11	7	-	2	16	9	2	-	11	10	3	6	2	-	26	-	16	5	5	26	-	14	12	12	11	-	26
	9%	15%	9%	8%	-	14%	12%	6%	3%	-	13%	9%	9%	11%	4%	-	17%	-	17%	6%	5%	9%	-	8%	11%	12%	8%	-	9%
Lack of clarity over whether the agent or landlord is supposed to be responsible means there are delays over rectifying problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	7	1	4	1	1	-	4	2	2	-	1	3	1	3	1	-	7	-	4	2	1	7	-	1	6	3	3	-	7
	2%	3%	3%	1%	4%	-	3%	1%	3%	-	1%	3%	3%	5%	2%	-	5%	-	4%	2%	1%	2%	-	1%	5%	3%	2%	-	2%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 48

**Q22. What is the main reason why you are dissatisfied?**

**Base: All respondents who are dissatisfied with the way the management agent or their landlord repairs and maintains their home**

	Age						Household Type					Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	287	39	119	89	26	14	132	140	60	-	84	111	32	56	45	130	150	7	95	81	111	284	3	175	112	98	141	-	287
Landlord is slow to get things done	49	7	20	17	5	-	22	24	6	-	13	26	4	12	9	31	17	1	21	14	14	48	1	25	24	22	20	-	49
Landlord does only the bare minimum	48	9	12	22	4	1	14	30	8	-	11	24	5	7	5	25	23	-	12	13	23	48	-	29	19	10	25	-	48
Landlord does not bother about repairs and maintenance	45	6	17	14	4	4	21	23	11	-	13	17	4	6	6	27	16	2	7	12	26	45	-	27	18	7	34	-	45
The agent is slow to get things done	34	3	22	7	2	-	21	11	6	-	17	9	2	8	8	-	34	-	20	9	5	33	1	16	18	20	7	-	34
Work done is of poor quality	28	2	16	6	1	3	17	11	5	-	5	13	5	3	3	11	17	-	8	9	11	28	-	14	14	2	24	-	28
I have had to do repairs myself or organise them myself	23	4	7	8	2	2	9	12	4	-	10	6	3	6	3	11	10	2	8	6	9	22	1	22	1	7	12	-	23
Landlord carries out only emergency repairs	16	2	4	4	4	2	6	10	5	-	2	6	3	3	2	10	5	1	3	4	9	16	-	11	5	8	4	-	16
Landlord becomes hostile if maintenance issues are raised	14	1	10	2	-	1	9	4	1	-	6	4	3	3	4	9	4	1	4	6	4	14	-	13	1	8	6	-	14
The agent becomes hostile if maintenance issues are raised	12	4	3	4	1	-	5	5	7	-	1	1	3	4	2	-	12	-	4	2	6	12	-	8	4	5	3	-	12
The agent doesn't tell the landlord about issues	4	1	2	-	1	-	3	1	1	-	3	-	-	1	-	4	-	3	1	-	4	-	2	2	2	2	2	-	4
Landlord is difficult to contact directly	4	-	2	2	-	-	1	3	2	-	1	1	-	1	1	3	1	-	3	1	4	-	3	1	1	1	-	-	4
Landlord has not done a gas safety check	3	-	-	2	1	-	-	3	1	-	1	1	-	-	-	3	-	-	2	1	3	-	2	1	1	2	-	3	

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 48

**Q22. What is the main reason why you are dissatisfied?****Base: All respondents who are dissatisfied with the way the management agent or their landlord repairs and maintains their home**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	287	39	119	89	26	14	132	140	60	-	84	111	32	56	45	130	150	7	95	81	111	284	3	175	112	98	141	-
The agent cannot get hold of the landlord to report issues	3 1%	-	2 2%	-	-	1 7%	2 2%	1 1%	1 2%	-	1 1%	1 1%	-	-	1 2%	-	3 2%	-	2 2%	-	1 1%	3 1%	-	2 1%	1 1%	3 3%	-	-	3 1%
Lack of clarity over whether the agent or landlord is supposed to be responsible means there are delays over rectifying problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	4 1%	-	2 2%	1 1%	1 4%	-	2 2%	2 1%	2 3%	-	-	2 2%	-	2 4%	1 2%	-	4 3%	-	3 3%	-	1 1%	4 1%	-	1 1%	3 3%	2 2%	2 1%	-	4 1%

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 49  
**Q23. Has the maintenance of your accommodation turned out to be better or worse than you expected before you moved in?**  
Base: All respondents

	Total	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
Much better than expected (+2)	246 14%	33 16%	86 13%	63 12%	33 16%	31 20%	94 13%	138 15%	63 15%	11 20%	76 14%	77 13%	19 13%	55 19%	38 11%	140 15%	105 14%	1 3%	104 17%	71 14%	71 11%	156 11%	90 28%	84 11%	162 17%	243 18%	-	243 20%	1 *	
A little better than expected (+1)	308 18%	46 22%	124 18%	80 16%	36 18%	22 14%	140 19%	153 16%	63 15%	18 33%	107 20%	87 15%	33 22%	56 19%	58 17%	171 18%	126 17%	11 33%	130 21%	87 17%	91 15%	233 16%	75 23%	155 20%	153 16%	287 21%	7 4%	297 24%	2 1%	
As expected (0)	783 45%	76 36%	290 43%	248 49%	93 46%	76 50%	307 42%	453 48%	220 51%	23 43%	241 45%	244 42%	55 37%	114 39%	165 49%	445 47%	324 43%	14 42%	262 42%	225 44%	296 48%	629 44%	154 48%	294 38%	489 51%	668 49%	35 18%	630 51%	42 15%	
A little worse than expected (-1)	302 17%	41 20%	131 19%	84 16%	26 13%	20 13%	145 20%	145 15%	54 13%	2 4%	87 16%	125 22%	34 23%	46 16%	57 17%	151 16%	145 19%	6 18%	92 15%	98 19%	112 18%	297 21%	5 2%	179 23%	123 13%	163 12%	73 37%	65 5%	136 47%	
Much worse than expected (-2)	110 6%	14 7%	42 6%	36 7%	14 7%	4 3%	44 6%	60 6%	29 7%	-	28 5%	47 8%	6 4%	19 7%	17 5%	48 5%	61 8%	1 3%	34 5%	27 5%	49 8%	110 8%	-	72 9%	38 4%	16 1%	80 41%	2 *	106 37%	
NET: Better than expected	554 32%	79 38%	210 31%	143 28%	69 34%	53 35%	234 32%	291 31%	126 29%	29 54%	183 34%	164 28%	52 35%	111 38%	96 29%	311 33%	231 30%	12 36%	234 38%	158 31%	162 26%	389 27%	165 51%	239 30%	315 33%	530 38%	7 4%	540 44%	3 1%	
NET: Worse than expected	412 24%	55 26%	173 26%	120 23%	40 20%	24 16%	189 26%	205 22%	83 19%	2 4%	115 21%	172 30%	40 27%	65 22%	74 22%	199 21%	206 27%	7 21%	126 20%	125 25%	161 26%	407 29%	5 2%	251 32%	161 17%	179 13%	153 78%	67 5%	242 84%	
NET: Better minus worse	142 8%	24 11%	37 5%	23 5%	29 14%	29 19%	45 6%	86 9%	43 10%	27 50%	68 13%	-8 -1%	12 8%	46 16%	22 7%	112 12%	25 3%	5 15%	108 17%	33 6%	1 *	-18 -1%	160 49%	-12 -2%	154 16%	351 25%	-146 -75%	473 38%	-239 -83%	
Mean	0.16	0.20	0.12	0.10	0.24	0.37	0.13	0.17	0.18	0.70	0.22	0.04	0.17	0.28	0.13	0.21	0.09	0.15	0.29	0.15	0.04	0.02	0.77	0.00	0.29	0.42	-1.16	0.58	-1.20	
Standard deviation	1.07	1.13	1.06	1.04	1.09	1.03	1.06	1.06	1.05	0.84	1.04	1.11	1.06	1.14	0.99	1.04	1.11	0.87	1.08	1.06	1.05	1.06	0.87	1.11	1.02	0.95	0.84	0.87	0.73	
Standard error	0.03	0.08	0.04	0.05	0.08	0.08	0.04	0.03	0.05	0.11	0.04	0.05	0.09	0.07	0.05	0.03	0.04	0.15	0.04	0.05	0.04	0.03	0.05	0.04	0.03	0.03	0.06	0.02	0.04	

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 50

**Q24. Have you or your household ordered or carried out any repairs and maintenance to your accommodation, or paid for them to be carried out?****Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237
NET: Yes	784	87	328	225	80	64	344	413	148	28	248	297	63	121	150	437	334	13	242	245	297	674	110	784	-	587	107	490	175
	45%	41%	49%	44%	40%	42%	47%	44%	34%	52%	46%	51%	43%	42%	45%	46%	44%	39%	39%	48%	48%	47%	34%	100%	-	43%	55%	40%	61%
Yes - ordered or carried out repair	655	76	270	191	63	55	286	344	132	20	202	245	56	98	124	366	278	11	203	207	245	561	94	655	-	491	91	411	150
	37%	36%	40%	37%	31%	36%	39%	36%	31%	37%	37%	42%	38%	34%	37%	38%	37%	33%	33%	41%	40%	39%	29%	84%	-	36%	47%	33%	52%
Yes - paid towards a repair	217	17	95	62	27	16	94	119	33	9	71	88	16	27	35	131	81	5	52	68	97	191	26	217	-	160	32	130	48
	12%	8%	14%	12%	13%	10%	13%	13%	8%	17%	13%	15%	11%	9%	10%	14%	11%	15%	8%	13%	16%	13%	8%	28%	-	12%	16%	11%	17%
No - none of the above	965	123	345	286	122	89	386	536	281	26	291	283	84	169	185	518	427	20	380	263	322	751	214	-	965	790	88	747	112
	55%	59%	51%	56%	60%	58%	53%	56%	66%	48%	54%	49%	57%	58%	55%	54%	56%	61%	61%	52%	52%	53%	66%	-	100%	57%	45%	60%	39%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 51

**Q25. In the last year, how much have you paid towards the costs of ordering or making repairs to your accommodation?****Base: All respondents who have ordered or carried out any repairs and maintenance to their accommodation, or paid for them to be carried out**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
																													24%
Base	784	87	328	225	80	64	344	413	148	28	248	297	63	121	150	437	334	13	242	245	297	674	110	784	-	587	107	490	175
£0	187	28	65	49	28	17	78	101	54	4	56	61	12	37	32	87	98	2	71	56	60	155	32	187	-	153	18	141	27
£1-50	142	21	64	39	9	9	68	67	21	4	56	39	22	22	31	76	66	-	58	46	38	125	17	142	-	101	19	88	32
£51-100	88	5	41	25	10	7	37	49	16	3	23	43	3	12	16	59	29	-	18	29	41	81	7	88	-	68	11	54	18
£101-200	70	3	38	19	6	4	38	30	8	1	19	36	6	9	16	41	28	1	20	24	26	65	5	70	-	51	11	37	22
£201-500	56	6	23	17	5	5	25	30	9	4	20	21	2	7	10	35	19	2	15	20	21	53	3	56	-	43	8	32	17
£501-1000	17	1	5	8	1	2	4	12	4	1	7	4	1	2	-	8	9	-	4	5	8	14	3	17	-	12	4	8	7
£1001-£2000	3	-	-	-	2	1	-	3	-	-	2	1	-	-	1	2	-	1	-	1	2	3	-	3	-	3	-	1	1
£2001-5000	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	1	-	1	-	1	-	1	-	-
£5001+	1	-	1	-	-	-	1	-	-	-	-	1	-	-	-	1	-	-	-	1	-	1	-	1	-	-	-	-	-
Can't remember	219	23	91	67	19	19	93	120	36	11	65	90	17	32	44	127	85	7	56	63	100	176	43	219	-	155	36	128	51
Mean (Incl £0)	130.50	71.53	138.43	143.89	125.98	131.73	129.39	133.66	89.61	164.71	124.53	167.62	74.20	81.00	93.45	156.47	91.08	425.00	77.77	164.38	148.99	136.90	83.00	130.50	-	112.15	145.11	96.60	164.48
Standard deviation	434.37	152.10	595.42	285.70	294.78	260.93	578.68	272.54	186.85	247.14	232.51	661.92	135.29	150.02	170.75	559.27	168.62	565.46	140.15	687.47	289.67	457.03	191.94	434.37	-	228.08	225.49	211.84	243.89
Standard error	18.27	19.01	38.68	22.73	37.74	38.90	36.53	15.92	17.66	59.94	17.19	46.01	19.95	15.90	16.58	31.76	10.69	230.85	10.28	50.96	20.64	20.48	23.45	18.27	-	10.97	26.76	11.13	21.90
Mean (Excl £0)	195.07	127.17	190.75	208.58	232.88	211.71	187.73	203.97	173.03	215.38	179.44	237.65	100.38	138.63	133.86	217.52	150.19	637.50	125.79	237.44	214.25	198.76	158.89	195.07	-	173.65	194.40	158.24	210.27
Standard deviation	519.27	185.38	692.27	324.10	370.49	305.60	689.72	314.86	230.86	263.84	261.07	778.27	149.16	175.18	190.93	649.63	195.12	593.54	160.57	816.62	326.86	539.64	243.12	519.27	-	264.45	242.24	252.67	257.85
Standard error	26.71	30.90	52.79	31.04	64.49	57.75	52.44	22.72	30.31	73.18	23.17	64.41	25.58	24.29	22.19	43.50	15.88	296.77	14.97	72.75	27.93	29.14	41.09	26.71	-	15.83	33.27	17.00	26.18



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 52

**Q25. In the last year, how much have you paid towards the costs of ordering or making repairs to your accommodation?**

**Base: All respondents who have ordered or carried out any repairs and maintenance to their accommodation, or paid for them to be carried out (Excl £0)**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No		
Base	597	59	263	176	52	47	266	312	94	24	192	236	51	84	118	350	236	11	171	189	237	519	78	597	-	434	89	349	148	
£1-50	142	21	64	39	9	9	68	67	21	4	56	39	22	22	31	76	66	-	58	46	38	125	17	142	-	101	19	88	32	
	24%	36%	24%	22%	17%	19%	26%	21%	22%	17%	29%	17%	43%	26%	26%	22%	28%	-	34%	24%	16%	24%	22%	24%	-	23%	21%	25%	22%	
£51-100	88	5	41	25	10	7	37	49	16	3	23	43	3	12	16	59	29	-	18	29	41	81	7	88	-	68	11	54	18	
	15%	8%	16%	14%	19%	15%	14%	16%	17%	13%	12%	18%	6%	14%	14%	17%	12%	-	11%	15%	17%	16%	9%	15%	-	16%	12%	15%	12%	
£101-200	70	3	38	19	6	4	38	30	8	1	19	36	6	9	16	41	28	1	20	24	26	65	5	70	-	51	11	37	22	
	12%	5%	14%	11%	12%	9%	14%	10%	9%	4%	10%	15%	12%	11%	14%	12%	9%	12%	13%	11%	13%	6%	12%	-	12%	12%	11%	15%		
£201-500	56	6	23	17	5	5	25	30	9	4	20	21	2	7	10	35	19	2	15	20	21	53	3	56	-	43	8	32	17	
	9%	10%	9%	10%	10%	11%	9%	10%	10%	17%	10%	9%	4%	8%	8%	10%	8%	18%	9%	11%	9%	10%	4%	9%	-	10%	9%	9%	11%	
£501-1000	17	1	5	8	1	2	4	12	4	1	7	4	1	2	-	8	9	-	4	5	8	14	3	17	-	12	4	8	7	
	3%	2%	2%	5%	2%	4%	2%	4%	4%	4%	2%	2%	2%	2%	-	2%	4%	-	2%	3%	3%	3%	4%	3%	-	3%	4%	2%	5%	
£1001-£2000	3	-	-	-	2	1	-	3	-	-	2	1	-	-	1	2	-	1	-	1	2	3	-	3	-	3	-	1	1	
	1%	-	-	-	4%	2%	-	1%	-	-	1%	*	-	-	1%	1%	-	9%	-	1%	1%	1%	-	1%	-	1%	-	*	1%	
£2001-5000	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	1	-	1	-	1	-	1	-	1	-
	*	-	-	1%	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-	*	*	-	*	-	*	-	*	-	*	-
£5001+	1	-	1	-	-	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	1	-	1	-	-	-	-	-	-	
	*	-	*	-	-	-	*	-	-	-	-	*	-	-	-	*	-	-	1%	-	1%	-	1%	-	-	-	-	-	-	
Can't remember	219	23	91	67	19	19	93	120	36	11	65	90	17	32	44	127	85	7	56	63	100	176	43	219	-	155	36	128	51	
	37%	39%	35%	38%	37%	40%	35%	38%	38%	46%	34%	38%	33%	38%	37%	36%	36%	64%	33%	33%	42%	34%	55%	37%	-	36%	40%	37%	34%	
Mean	195.07	127.17	190.75	208.58	232.88	211.71	187.73	203.97	173.03	215.38	179.44	237.65	100.38	138.63	133.86	217.52	150.19	637.50	125.79	237.44	214.25	198.76	158.89	195.07	-	173.65	194.40	158.24	210.27	
Standard deviation	519.27	185.38	692.27	324.10	370.49	305.60	689.72	314.86	230.86	263.84	261.07	778.27	149.16	175.18	190.93	649.63	195.12	593.54	160.57	816.62	326.86	539.64	243.12	519.27	-	264.45	242.24	252.67	257.85	
Standard error	26.71	30.90	52.79	31.04	64.49	57.75	52.44	22.72	30.31	73.18	23.17	64.41	25.58	24.29	22.19	43.50	15.88	296.77	14.97	72.75	27.93	29.14	41.09	26.71	-	15.83	33.27	17.00	26.18	

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 53

**Q26. What is the total amount of time you have personally lost as a result of ordering or carrying out repairs to your accommodation in the last year?**

**Base: All respondents who have ordered or carried out any repairs and maintenance to their accommodation, or paid for them to be carried out**

	Total	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
		18-24	25-39	40-54	55-64	65+	22-37	38+	household	entire property	entire property		years	years				years	years	years										
Base	784	87	328	225	80	64	344	413	148	28	248	297	63	121	150	437	334	13	242	245	297	674	110	784	-	587	107	490	175	
No lost time	(0)	118	9	29	34	26	20	27	87	26	5	50	35	2	12	14	71	45	2	24	37	57	77	41	118	-	105	5	90	11
		15%	10%	9%	15%	33%	31%	8%	21%	18%	18%	20%	12%	3%	10%	9%	16%	13%	15%	10%	15%	19%	11%	37%	15%	-	18%	5%	18%	6%
Less than 1 hour	(0.5)	88	15	33	25	8	7	38	43	23	6	24	23	12	14	20	46	39	3	43	25	20	74	14	88	-	76	5	74	9
		11%	17%	10%	11%	10%	11%	10%	16%	21%	10%	10%	8%	19%	12%	13%	11%	12%	23%	18%	10%	7%	11%	13%	11%	-	13%	5%	15%	5%
1 to 2 hours	(1.5)	137	20	63	31	13	10	73	60	29	3	41	50	14	25	33	70	67	-	47	46	44	120	17	137	-	113	10	100	16
		17%	23%	19%	14%	16%	16%	21%	15%	20%	11%	17%	17%	22%	21%	22%	16%	20%	-	19%	19%	15%	18%	15%	17%	-	19%	9%	20%	9%
3 to 4 hours	(3.5)	154	22	81	39	8	4	87	65	21	6	51	59	17	28	36	76	76	2	54	57	43	137	17	154	-	111	23	94	38
		20%	25%	25%	17%	10%	6%	25%	16%	14%	21%	21%	20%	27%	23%	24%	17%	23%	15%	22%	23%	14%	20%	15%	20%	-	19%	21%	19%	22%
5 to 10 hours	(7.5)	111	10	51	35	6	9	56	51	17	2	34	51	7	20	16	69	42	-	35	34	42	105	6	111	-	75	20	53	36
		14%	11%	16%	16%	8%	14%	16%	12%	11%	7%	14%	17%	11%	17%	11%	16%	13%	-	14%	14%	14%	16%	5%	14%	-	13%	19%	11%	21%
11 to 20 hours	(15.5)	50	5	18	17	7	3	15	31	7	1	18	20	4	10	8	31	18	1	10	13	27	47	3	50	-	28	11	18	18
		6%	6%	5%	8%	9%	5%	4%	8%	5%	4%	7%	7%	6%	8%	5%	7%	5%	8%	4%	5%	9%	7%	3%	6%	-	5%	10%	4%	10%
More than 20 hours	(25)	87	5	41	32	4	5	37	48	14	2	20	44	7	9	20	53	31	3	19	26	42	83	4	87	-	49	28	32	43
		11%	6%	13%	14%	5%	8%	11%	12%	9%	7%	8%	15%	11%	7%	13%	12%	9%	23%	8%	11%	14%	12%	4%	11%	-	8%	26%	7%	25%
I have not ordered or carried out accommodation repairs in the last year	39	1	12	12	8	6	11	28	11	3	10	15	-	3	3	21	16	2	10	7	22	31	8	39	-	30	5	29	4	
		5%	1%	4%	5%	10%	9%	3%	7%	7%	11%	4%	5%	-	2%	2%	5%	5%	15%	4%	3%	7%	5%	7%	5%	-	5%	5%	6%	2%
NET: Any lost time	627	77	287	179	46	38	306	298	111	20	188	247	61	106	133	345	273	9	208	201	218	566	61	627	-	452	97	371	160	
		80%	89%	88%	80%	58%	59%	89%	72%	75%	71%	76%	83%	97%	88%	89%	79%	82%	69%	86%	82%	73%	84%	55%	80%	-	77%	91%	76%	91%
Mean (Incl No lost time)	6.14	4.56	6.59	7.14	4.24	4.68	6.04	6.24	5.22	4.36	5.40	7.40	5.97	5.70	6.32	6.53	5.52	9.00	5.06	5.83	7.31	6.67	2.78	6.14	-	5.06	10.97	4.32	10.44	
Standard deviation	7.93	6.34	8.02	8.62	6.88	7.44	7.56	8.27	7.66	7.10	7.27	8.56	7.75	6.99	8.26	8.19	7.42	11.18	6.93	7.69	8.76	8.13	5.47	7.93	-	7.22	9.60	6.61	9.42	
Standard error	0.29	0.68	0.45	0.59	0.81	0.98	0.41	0.42	0.65	1.42	0.47	0.51	0.98	0.64	0.68	0.40	0.42	3.37	0.45	0.50	0.53	0.32	0.54	0.29	-	0.31	0.95	0.31	0.72	
Mean (Excl No lost time)	7.29	5.09	7.25	8.50	6.63	7.14	6.57	8.06	6.44	5.45	6.84	8.44	6.16	6.34	6.99	7.88	6.43	11.00	5.64	6.90	9.22	7.58	4.65	7.29	-	6.23	11.53	5.37	11.16	
Standard deviation	8.14	6.50	8.12	8.76	7.64	8.20	7.66	8.59	8.04	7.58	7.55	8.65	7.80	7.10	8.41	8.38	7.64	11.46	7.09	7.91	8.90	8.26	6.44	8.14	-	7.54	9.51	6.97	9.32	

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 53

**Q26. What is the total amount of time you have personally lost as a result of ordering or carrying out repairs to your accommodation in the last year?**

**Base: All respondents who have ordered or carried out any repairs and maintenance to their accommodation, or paid for them to be carried out**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property		Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Mille-nials 22-37	Older Ten-ants: 38+	One-person house-hold	Lodger	Couple who rent entire prop-erty	Family who rent entire prop-erty	Sha-rers	Less than 5 years	5-10 years	Land-lord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	784	87	328	225	80	64	344	413	148	28	248	297	63	121	150	437	334	13	242	245	297	674	110	784	-	587	107	490
Standard error	0.33	0.74	0.48	0.66	1.13	1.33	0.44	0.50	0.76	1.69	0.55	0.55	1.00	0.69	0.73	0.45	0.46	3.82	0.49	0.56	0.60	0.35	0.82	0.33	-	0.35	0.97	0.36	0.74

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 54

**Q26. What is the total amount of time you have personally lost as a result of ordering or carrying out repairs to your accommodation in the last year?**

**Base: All respondents who have ordered or carried out any repairs and maintenance to their accommodation, or paid for them to be carried out (Excl those who lost no time or have not ordered or carried out accommodation repairs in the last year)**

	Total	Age					Household Type							Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord	
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No		
Base	627	77	287	179	46	38	306	298	111	20	188	247	61	106	133	345	273	9	208	201	218	566	61	627	-	452	97	371	160	
Less than 1 hour (0.5)	88	15	33	25	8	7	38	43	23	6	24	23	12	14	20	46	39	3	43	25	20	74	14	88	-	76	5	74	9	
	14%	19%	11%	14%	17%	18%	12%	14%	21%	30%	13%	9%	20%	13%	15%	13%	14%	33%	21%	12%	9%	13%	23%	14%	-	17%	5%	20%	6%	
1 to 2 hours (1.5)	137	20	63	31	13	10	73	60	29	3	41	50	14	25	33	70	67	-	47	46	44	120	17	137	-	113	10	100	16	
	22%	26%	22%	17%	28%	26%	24%	20%	26%	15%	22%	20%	23%	24%	25%	20%	25%	-	23%	23%	20%	21%	28%	22%	-	25%	10%	27%	10%	
3 to 4 hours (3.5)	154	22	81	39	8	4	87	65	21	6	51	59	17	28	36	76	76	2	54	57	43	137	17	154	-	111	23	94	38	
	25%	29%	28%	22%	17%	11%	28%	22%	19%	30%	27%	24%	28%	26%	27%	22%	28%	22%	26%	28%	20%	24%	28%	25%	-	25%	24%	25%	24%	
5 to 10 hours (7.5)	111	10	51	35	6	9	56	51	17	2	34	51	7	20	16	69	42	-	35	34	42	105	6	111	-	75	20	53	36	
	18%	13%	18%	20%	13%	24%	18%	17%	15%	10%	18%	21%	11%	19%	12%	20%	15%	-	17%	17%	19%	19%	10%	18%	-	17%	21%	14%	23%	
11 to 20 hours (15.5)	50	5	18	17	7	3	15	31	7	1	18	20	4	10	8	31	18	1	10	13	27	47	3	50	-	28	11	18	18	
	8%	6%	6%	9%	15%	8%	5%	10%	6%	5%	10%	8%	7%	9%	6%	9%	7%	11%	5%	6%	12%	8%	5%	8%	-	6%	11%	5%	11%	
More than 20 hours (25)	87	5	41	32	4	5	37	48	14	2	20	44	7	9	20	53	31	3	19	26	42	83	4	87	-	49	28	32	43	
	14%	6%	14%	18%	9%	13%	12%	16%	13%	10%	11%	18%	11%	8%	15%	15%	11%	33%	9%	13%	19%	15%	7%	14%	-	11%	29%	9%	27%	
Mean	7.29	5.09	7.25	8.50	6.63	7.14	6.57	8.06	6.44	5.45	6.84	8.44	6.16	6.34	6.99	7.88	6.43	11.00	5.64	6.90	9.22	7.58	4.65	7.29	-	6.23	11.53	5.37	11.16	
Standard deviation	8.14	6.50	8.12	8.76	7.64	8.20	7.66	8.59	8.04	7.58	7.55	8.65	7.80	7.10	8.41	8.38	7.64	11.46	7.09	7.91	8.90	8.26	6.44	8.14	-	7.54	9.51	6.97	9.32	
Standard error	0.33	0.74	0.48	0.66	1.13	1.33	0.44	0.50	0.76	1.69	0.55	0.55	1.00	0.69	0.73	0.45	0.46	3.82	0.49	0.56	0.60	0.35	0.82	0.33	-	0.35	0.97	0.36	0.74	

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 55

**Q27. Why did you order/carry out the repair or pay towards it?**

**Base: All respondents who have ordered or carried out any repairs and maintenance to their accommodation, or paid for them to be carried out**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	784	87	328	225	80	64	344	413	148	28	248	297	63	121	150	437	334	13	242	245	297	674	110	784	-	587	107	490	175
NET: Could not get hold of to report that repairs were needed/ The repairs carried out were not sufficient/ I was instructed to carry out the repairs myself by the landlord/ letting agent	204	36	91	53	13	11	105	87	32	6	53	81	32	50	41	113	88	3	76	61	67	178	26	204	-	141	38	116	60
I was instructed to carry out the repairs myself by the landlord/ letting agent	92	10	42	23	10	7	44	45	16	1	23	38	14	18	22	59	31	2	26	37	29	80	12	92	-	71	12	61	18
The repairs carried out by the landlord/ letting agent were not sufficient	79	19	36	21	1	2	48	28	9	3	16	36	15	23	17	38	40	1	36	22	21	71	8	79	-	43	23	37	34
I could not get hold of the landlord/ letting agent to report that repairs were needed	46	11	20	11	2	2	24	16	7	2	16	14	7	14	7	24	22	-	19	8	19	39	7	46	-	35	7	25	14
I didn't want to cause problems or bad feeling with the landlord/ letting agent	178	22	76	59	12	9	72	98	27	6	58	72	15	28	35	98	77	3	51	58	69	168	10	178	-	120	35	91	51
I wanted to order / carry out the repairs myself and had not informed my landlord/ letting agent that there was an issue	174	21	72	46	15	20	72	96	30	5	60	65	14	24	39	94	79	1	54	52	68	152	22	174	-	146	11	126	19

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 55

**Q27. Why did you order/carry out the repair or pay towards it?****Base: All respondents who have ordered or carried out any repairs and maintenance to their accommodation, or paid for them to be carried out**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	784	87	328	225	80	64	344	413	148	28	248	297	63	121	150	437	334	13	242	245	297	674	110	784	-	587	107	490	175
I had contacted the landlord/ letting agent to get the repairs but nothing was done	156	29	73	37	10	7	89	60	29	2	42	61	22	32	35	79	75	2	56	45	55	154	2	156	-	82	50	42	93
I didn't want to risk any repercussions for my tenancy or costs	144	20	59	49	10	6	66	72	25	6	40	63	10	22	19	69	72	3	42	38	64	139	5	144	-	85	36	57	55
I caused the damage/ the need for repair was my fault	110	8	66	24	10	2	65	44	14	6	37	47	6	15	22	62	48	-	30	46	34	96	14	110	-	99	5	89	8
NET: All reasons except desire to do themselves	682	80	293	193	70	46	311	347	129	25	208	261	59	111	127	376	293	13	217	215	250	590	92	682	-	494	105	410	169
NET: All reasons except desire to do themselves/ other	561	73	255	156	47	30	276	264	97	21	166	226	51	95	110	304	249	8	176	177	208	509	52	561	-	390	96	310	158
Other	134	9	44	40	25	16	43	88	35	4	48	38	9	18	21	80	49	5	44	42	48	91	43	134	-	113	11	108	13

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 56

**Q28. 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 licencing 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 cannot be legally let. How helpful or not would you find a 'minimum standards certificate' for private lettings, underpinned by an annual independent check?**

**Base: All respondents**

	Total	Age						Household Type					Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord	
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Very helpful	(4) 49%	98 47%	319 47%	252 49%	107 53%	79 52%	355 49%	476 50%	212 49%	19 35%	266 49%	291 50%	67 46%	151 52%	174 52%	448 47%	394 52%	13 39%	316 51%	248 49%	291 47%	704 49%	151 47%	378 48%	477 49%	657 48%	121 62%	592 48%	168 59%
Fairly helpful	(3) 35%	87 41%	252 37%	166 32%	54 27%	48 31%	273 37%	298 31%	133 31%	27 50%	186 35%	204 35%	57 39%	100 34%	110 33%	334 35%	262 34%	11 33%	216 35%	185 36%	206 33%	505 35%	102 31%	279 36%	328 34%	497 36%	47 24%	447 36%	78 27%
Not very helpful	(2) 7%	14 7%	28 4%	49 10%	19 9%	8 5%	34 5%	79 8%	40 9%	2 4%	31 6%	31 5%	14 10%	13 4%	20 6%	67 7%	49 6%	2 6%	37 6%	32 6%	49 8%	99 7%	19 6%	59 8%	59 6%	86 6%	13 7%	76 6%	22 8%
Not at all helpful	(1) 2%	2 1%	10 1%	9 2%	5 2%	2 1%	9 1%	18 2%	6 1%	2 4%	8 1%	11 2%	1 1%	6 2%	5 1%	19 2%	8 1%	1 3%	7 1%	9 2%	12 2%	23 2%	5 2%	17 2%	11 1%	22 2%	5 3%	16 1%	9 3%
NET: Helpful	1462 84%	185 88%	571 85%	418 82%	161 80%	127 83%	628 86%	774 82%	345 80%	46 85%	452 84%	495 85%	124 84%	251 87%	284 85%	782 82%	656 86%	24 73%	532 86%	433 85%	497 80%	1209 85%	253 78%	657 84%	805 83%	1154 84%	168 86%	1039 84%	246 86%
NET: Not helpful	146 8%	16 8%	38 6%	58 11%	24 12%	10 7%	43 6%	97 10%	46 11%	4 7%	39 7%	42 7%	15 10%	19 7%	25 7%	86 9%	57 7%	3 9%	44 7%	41 8%	61 10%	122 9%	24 7%	76 10%	70 7%	108 8%	18 9%	92 7%	31 11%
NET: Helpful minus not helpful	1316 75%	169 80%	533 79%	360 70%	137 68%	117 76%	585 80%	677 71%	299 70%	42 78%	413 77%	453 78%	109 74%	232 80%	259 77%	696 73%	599 79%	21 64%	488 78%	392 77%	436 70%	1087 76%	229 71%	581 74%	735 76%	1046 76%	150 77%	947 77%	215 75%
Don't know	141 8%	9 4%	64 10%	35 7%	17 8%	16 10%	59 8%	78 8%	38 9%	4 7%	48 9%	43 7%	8 5%	20 7%	26 8%	87 9%	48 6%	6 18%	46 7%	34 7%	61 10%	94 7%	47 15%	51 7%	90 9%	115 8%	9 5%	106 9%	10 3%
Mean	3.42	3.40	3.44	3.39	3.42	3.49	3.45	3.41	3.41	3.26	3.45	3.44	3.37	3.47	3.47	3.40	3.46	3.33	3.46	3.42	3.39	3.42	3.44	3.39	3.45	3.42	3.53	3.43	3.46
Standard deviation	0.70	0.66	0.66	0.75	0.78	0.68	0.66	0.74	0.73	0.72	0.69	0.70	0.69	0.69	0.69	0.72	0.67	0.78	0.67	0.70	0.74	0.70	0.70	0.73	0.68	0.70	0.74	0.68	0.78
Standard error	0.02	0.05	0.03	0.03	0.06	0.06	0.03	0.03	0.04	0.10	0.03	0.03	0.06	0.04	0.04	0.02	0.03	0.15	0.03	0.03	0.03	0.02	0.04	0.03	0.02	0.02	0.05	0.02	0.05

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 57  
**Q29. In the past 12 months which, if any, of the following have happened?**  
Base: All respondents

	Age								Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
NET: Any	714	117	294	199	73	31	337	337	153	19	203	250	89	140	141	337	366	11	275	193	246	680	34	398	316	449	162	339	259
	41%	56%	44%	39%	36%	20%	46%	36%	36%	35%	38%	43%	61%	48%	42%	35%	48%	33%	44%	38%	40%	48%	10%	51%	33%	33%	83%	27%	90%
Repairs were not done or left unfinished	373	67	145	111	36	14	174	176	70	7	112	138	46	79	72	182	184	7	147	94	132	364	9	217	156	193	124	121	197
	21%	32%	22%	22%	18%	9%	24%	19%	16%	13%	21%	24%	31%	27%	21%	19%	24%	21%	24%	19%	26%	3%	28%	16%	14%	64%	10%	69%	
Landlord unresponsive to calls/ contact	135	34	55	29	12	5	74	51	33	2	42	39	19	29	26	75	60	-	58	41	36	128	7	87	48	68	47	37	77
	8%	16%	8%	6%	6%	3%	10%	5%	8%	4%	8%	7%	13%	10%	8%	8%	8%	-	9%	8%	6%	9%	2%	11%	5%	5%	24%	3%	27%
Unexpected rise in rent	127	14	47	44	14	8	52	73	34	4	33	44	12	18	25	54	70	3	28	42	57	118	9	77	50	78	30	68	37
	7%	7%	7%	9%	7%	5%	7%	8%	7%	6%	8%	8%	6%	6%	7%	6%	9%	9%	5%	8%	9%	8%	3%	10%	5%	6%	15%	5%	13%
Letting agent unresponsive to calls/ contact	120	29	59	24	4	4	66	40	25	3	43	29	20	27	26	-	120	-	59	35	26	117	3	65	55	79	26	34	72
	7%	14%	9%	5%	2%	3%	9%	4%	6%	6%	8%	5%	14%	9%	8%	-	16%	-	9%	7%	4%	8%	1%	8%	6%	6%	13%	3%	25%
Landlord could not be contacted	110	24	43	31	8	4	51	48	23	5	30	32	20	27	19	52	56	2	45	30	35	108	2	73	37	66	29	43	47
	6%	11%	6%	6%	4%	3%	7%	5%	9%	9%	6%	6%	14%	9%	6%	5%	7%	6%	7%	6%	6%	8%	1%	9%	4%	5%	15%	3%	16%
There were/are serious health and safety hazards in the property	108	23	45	27	5	8	55	46	23	4	28	37	16	22	30	47	57	4	45	27	36	102	6	75	33	42	49	32	59
	6%	11%	7%	5%	2%	5%	8%	5%	5%	7%	5%	6%	11%	8%	9%	5%	7%	12%	7%	5%	6%	7%	2%	10%	3%	3%	25%	3%	21%
Unannounced visits from your landlord for non-emergencies	100	28	43	20	8	1	56	34	21	3	25	28	23	26	17	63	35	2	49	24	27	97	3	54	46	63	24	45	40
	6%	13%	6%	4%	4%	1%	8%	4%	5%	6%	5%	5%	16%	9%	5%	7%	5%	6%	8%	5%	4%	7%	1%	7%	5%	5%	12%	4%	14%
Financial problems/ fell into rent arrears	79	12	31	25	10	1	38	38	18	1	16	35	9	14	15	45	33	1	22	21	36	75	4	47	32	50	20	43	23
	5%	6%	5%	5%	5%	1%	5%	4%	4%	2%	3%	6%	6%	5%	4%	5%	4%	3%	4%	4%	6%	5%	4%	6%	3%	4%	10%	3%	8%
Unexpected fees, charges or out of pocket costs	76	17	41	11	5	2	43	24	17	5	22	20	12	16	15	27	47	2	37	17	22	72	4	62	14	50	16	37	27
	4%	8%	6%	2%	2%	1%	6%	3%	4%	9%	4%	3%	8%	6%	4%	3%	6%	6%	6%	3%	4%	5%	1%	8%	1%	4%	8%	3%	9%
The property was/is in an unsafe condition	66	16	31	15	4	-	34	24	15	3	13	24	11	17	13	28	37	1	27	15	24	64	2	41	25	26	36	19	43
	4%	8%	5%	3%	2%	-	5%	3%	3%	6%	2%	4%	7%	6%	4%	3%	5%	3%	4%	3%	4%	4%	1%	5%	3%	2%	18%	2%	15%
Harassment by other tenants	50	5	19	15	10	1	19	28	20	1	10	9	10	7	7	21	27	2	17	10	23	48	2	27	23	34	11	25	19
	3%	2%	3%	3%	5%	1%	3%	3%	5%	2%	2%	2%	7%	2%	2%	2%	4%	6%	3%	2%	4%	3%	1%	3%	2%	2%	6%	2%	7%



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 57

**Q29. In the past 12 months which, if any, of the following have happened?**

**Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
Unannounced visits from your agent for non-emergencies	38 2%	14 7%	15 2%	5 1%	4 2%	-	21 3%	10 1%	6 1%	1 2%	7 1%	9 2%	15 10%	12 4%	10 3%	-	38 5%	-	25 4%	8 2%	5 1%	36 3%	2 1%	21 3%	17 2%	27 2%	7 4%	21 2%	17 6%	
Harassment by landlord	20 1%	2 1%	11 2%	5 1%	1 *	1 1%	10 1%	8 1%	1 *	2 4%	9 2%	6 1%	2 1%	5 2%	4 1%	10 1%	10 1%	-	11 2%	4 1%	5 1%	20 1%	-	15 2%	5 1%	11 1%	7 4%	5 *	11 4%	
Harassment by management agent	19 1%	5 2%	7 1%	5 1%	2 1%	-	9 1%	9 1%	5 1%	-	3 1%	6 1%	5 3%	6 2%	4 1%	-	19 2%	-	7 1%	6 1%	6 1%	19 1%	-	14 2%	5 1%	8 1%	6 3%	5 *	12 4%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
None of these	1035 59%	93 44%	379 56%	312 61%	129 64%	122 80%	393 54%	612 64%	276 64%	35 65%	336 62%	330 57%	58 39%	150 52%	194 58%	618 65%	395 52%	22 67%	347 56%	315 62%	373 60%	745 52%	290 90%	386 49%	649 67%	928 67%	33 17%	898 73%	28 10%	

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 58

**Q30. Which was the most recent problem to have happened?****Base: All respondents who have experienced any problems**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	714	117	294	199	73	31	337	337	153	19	203	250	89	140	141	337	366	11	275	193	246	680	34	398	316	449	162	339	259
Repairs were not done or left unfinished	251	39	97	80	25	10	112	125	44	5	77	98	27	52	43	138	109	4	94	67	90	245	6	140	111	133	75	87	121
Unexpected rise in rent	85	7	29	30	13	6	29	55	24	2	23	29	7	10	19	43	41	1	20	22	43	77	8	50	35	56	15	53	18
Landlord unresponsive to calls/ contact	56	14	22	14	6	-	32	20	15	1	21	13	6	14	11	33	23	-	26	14	16	50	6	28	28	33	14	23	26
Letting agent unresponsive to calls/ contact	54	10	30	11	-	3	30	21	5	1	27	16	5	10	13	-	54	-	26	19	9	54	-	29	25	40	8	20	27
Financial problems/ fell into rent arrears	48	8	15	18	6	1	20	26	13	1	10	20	4	9	6	29	19	-	11	12	25	45	3	26	22	36	7	29	10
Unannounced visits from your landlord for non-emergencies	43	12	19	8	4	-	25	14	7	2	11	12	11	10	5	29	13	1	22	13	8	41	2	17	26	36	3	30	6
There were/are serious health and safety hazards in the property	42	5	20	6	4	7	22	19	11	2	6	20	3	5	15	14	25	3	18	13	11	37	5	26	16	22	14	18	18
Landlord could not be contacted	35	2	15	13	3	2	13	21	10	2	7	13	3	9	7	18	17	-	10	12	13	35	-	23	12	25	5	20	5
Harassment by other tenants	31	2	11	9	8	1	11	19	11	-	5	8	7	4	5	14	15	2	10	7	14	30	1	16	15	23	5	19	8
Unexpected fees, charges, out of pocket costs	26	8	13	3	1	1	15	6	6	2	8	6	4	6	6	11	15	-	14	4	8	25	1	20	6	18	3	18	3
Unannounced visits from your agent for non-emergencies	21	7	11	1	2	-	14	4	2	-	4	7	8	7	7	-	21	-	15	4	2	19	2	11	10	18	2	15	6
The property was/is in an unsafe condition	14	2	8	3	1	-	9	4	4	1	2	4	3	3	1	6	8	-	5	3	6	14	-	8	6	7	7	6	6

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 58

**Q30. Which was the most recent problem to have happened?****Base: All respondents who have experienced any problems**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	714	117	294	199	73	31	337	337	153	19	203	250	89	140	141	337	366	11	275	193	246	680	34	398	316	449	162	339	259
Harassment by management agent	5 1%	1 1%	2 1%	2 1%	-	-	3 1%	2 1%	1 1%	-	-	3 1%	1 1%	-	2 1%	-	5 1%	-	2 1%	2 1%	1 *	5 1%	-	4 1%	1 *	1 *	3 2%	1 *	3 1%
Harassment by landlord	3 *	-	2 1%	1 1%	-	-	2 1%	1 *	-	-	2 1%	1 *	-	1 1%	1 1%	2 1%	1 *	-	2 1%	1 1%	-	3 *	-	-	3 1%	1 *	1 1%	-	2 1%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 59

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

**Base: All respondents who have experienced any problems**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	714	117	294	199	73	31	337	337	153	19	203	250	89	140	141	337	366	11	275	193	246	680	34	398	316	449	162	339	259
NET: Extremely/ quite a lot	320 45%	50 43%	131 45%	97 49%	30 41%	12 39%	149 44%	153 45%	71 46%	4 21%	95 47%	117 47%	33 37%	63 45%	63 45%	144 43%	168 46%	8 73%	114 41%	87 45%	119 48%	312 46%	8 24%	195 49%	125 40%	158 35%	116 72%	104 31%	168 65%
NET: Extremely/ quite a lot/ moderately	607 85%	96 82%	254 86%	174 87%	58 79%	25 81%	285 85%	288 85%	130 85%	15 79%	168 83%	223 89%	71 80%	120 86%	112 79%	278 82%	319 87%	10 91%	228 83%	167 87%	212 86%	582 86%	25 74%	345 87%	262 83%	362 81%	155 96%	258 76%	245 95%
Extremely	(4) 21%	19 16%	63 21%	46 23%	16 22%	6 19%	68 20%	73 22%	41 27%	2 11%	44 22%	51 20%	12 13%	29 21%	25 18%	75 22%	74 20%	1 9%	57 21%	38 20%	55 22%	148 22%	2 6%	91 23%	59 19%	65 14%	67 41%	40 12%	96 37%
Quite a lot	(3) 24%	31 26%	68 23%	51 26%	14 19%	6 19%	81 24%	80 24%	30 20%	2 11%	51 25%	66 26%	21 24%	34 24%	38 27%	69 20%	94 26%	7 64%	57 21%	49 25%	64 26%	164 24%	6 18%	104 26%	66 21%	93 30%	49 21%	64 19%	72 28%
Moderately	(2) 40%	46 39%	123 42%	77 39%	28 38%	13 42%	136 40%	135 40%	59 39%	11 58%	73 36%	106 42%	38 43%	57 41%	49 35%	134 40%	151 41%	2 18%	114 41%	80 41%	93 38%	270 40%	17 50%	150 38%	137 43%	204 45%	39 24%	154 45%	77 30%
Not at all or only a little	(1) 15%	21 18%	39 13%	24 12%	15 21%	6 19%	51 15%	48 14%	23 15%	4 21%	34 17%	26 10%	18 20%	20 14%	28 20%	59 18%	46 13%	-	47 17%	25 13%	33 13%	96 14%	9 26%	51 13%	54 17%	87 19%	6 4%	81 24%	13 5%
NET: Moderately/ not at all/ only a little	392 55%	67 57%	162 55%	101 51%	43 59%	19 61%	187 55%	183 54%	82 54%	15 79%	107 53%	132 53%	56 63%	77 55%	77 55%	193 57%	197 54%	2 18%	161 59%	105 54%	126 51%	366 54%	26 76%	201 51%	191 60%	291 65%	45 28%	235 69%	90 35%
Don't know	2 *	-	1 *	1 1%	-	-	1 *	1 *	-	-	1 *	1 *	-	-	1 1%	-	1 *	1 9%	-	1 1%	1 *	2 *	-	2 1%	-	-	1 1%	-	1 *
Mean	2.51	2.41	2.53	2.60	2.42	2.39	2.49	2.53	2.58	2.11	2.52	2.57	2.30	2.51	2.43	2.47	2.54	2.90	2.45	2.52	2.58	2.54	2.03	2.59	2.41	2.30	3.10	2.19	2.97
Standard deviation	0.98	0.97	0.97	0.98	1.05	1.02	0.98	0.99	1.04	0.88	1.01	0.93	0.95	0.98	1.00	1.02	0.95	0.57	1.00	0.95	0.98	0.98	0.83	0.98	0.98	0.94	0.90	0.93	0.94
Standard error	0.04	0.09	0.06	0.07	0.12	0.18	0.05	0.05	0.08	0.20	0.07	0.06	0.10	0.08	0.08	0.06	0.05	0.18	0.06	0.07	0.06	0.04	0.14	0.05	0.06	0.04	0.07	0.05	0.06

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 60

**Q32. What is the total amount of time you have personally lost as a result of the most recent problem? For example, by being delayed, discussing the problem, contacting the letting agent?**

**Base: All respondents who have experienced any problems**

	Total	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord	
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2-5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	714	117	294	199	73	31	337	337	153	203	250	89	140	141	337	366	11	275	193	246	680	34	398	316	449	162	339	259		
No lost time	(0)	134	18	38	46	23	9	41	87	40	1	34	49	10	21	20	71	63	-	41	25	68	122	12	53	81	88	28	76	37
		19%	15%	13%	23%	32%	29%	12%	26%	26%	5%	17%	20%	11%	15%	14%	21%	17%	-	15%	13%	28%	18%	35%	13%	26%	20%	17%	22%	14%
Less than 1 hour	(0.5)	123	23	56	24	15	5	69	49	30	6	28	38	21	24	30	53	69	1	55	28	40	118	5	64	59	97	13	86	21
		17%	20%	19%	12%	21%	16%	20%	15%	20%	32%	14%	15%	24%	17%	21%	16%	19%	9%	20%	15%	16%	17%	15%	16%	19%	22%	8%	25%	8%
1 to 2 hours	(1.5)	146	28	62	45	5	6	68	64	20	4	38	60	24	32	32	66	77	3	59	53	34	137	9	75	71	98	32	72	49
		20%	24%	21%	23%	7%	19%	20%	19%	13%	21%	19%	24%	27%	23%	23%	20%	21%	27%	21%	27%	14%	20%	26%	19%	22%	22%	20%	21%	19%
3 to 4 hours	(3.5)	137	21	63	40	10	3	75	57	25	6	46	46	14	25	29	62	72	3	51	40	46	130	7	87	50	83	24	52	56
		19%	18%	21%	20%	14%	10%	22%	17%	16%	32%	23%	18%	16%	18%	21%	18%	20%	27%	19%	21%	19%	19%	21%	22%	16%	18%	15%	15%	22%
5 to 10 hours	(7.5)	78	15	39	11	9	4	42	29	16	-	26	26	10	20	16	39	38	1	31	21	26	77	1	54	24	41	27	33	38
		11%	13%	13%	6%	12%	13%	12%	9%	10%	-	13%	10%	11%	14%	11%	12%	10%	10%	9%	11%	11%	11%	3%	14%	8%	9%	17%	10%	15%
11 to 20 hours	(15.5)	23	4	6	7	4	2	10	13	3	1	7	8	4	3	4	13	10	-	9	7	7	23	-	18	5	12	5	5	11
		3%	3%	2%	4%	5%	6%	3%	4%	2%	5%	3%	3%	4%	2%	3%	4%	3%	-	3%	4%	3%	3%	-	5%	2%	3%	3%	1%	4%
More than 20 hours	(25)	73	8	30	26	7	2	32	38	19	1	24	23	6	15	10	33	37	3	29	19	25	73	-	47	26	30	33	15	47
		10%	7%	10%	13%	10%	6%	9%	11%	12%	5%	12%	9%	7%	11%	7%	10%	10%	27%	11%	10%	10%	11%	-	12%	8%	7%	20%	4%	18%
NET: Any lost time		580	99	256	153	50	22	296	250	113	18	169	201	79	119	121	266	303	11	234	168	178	558	22	345	235	361	134	263	222
		81%	85%	87%	77%	68%	71%	88%	74%	74%	95%	83%	80%	89%	85%	86%	79%	83%	100%	85%	87%	72%	82%	65%	87%	74%	80%	83%	78%	86%
Mean (Incl No Lost Time)		4.94	4.29	5.02	5.33	4.86	4.29	4.95	5.01	5.06	3.71	5.59	4.66	4.30	5.14	4.23	4.93	4.83	8.91	5.06	5.05	4.72	5.12	1.41	5.80	3.86	3.85	7.68	3.05	7.38
Standard deviation		7.50	6.55	7.36	8.26	7.69	6.92	7.24	7.89	8.09	6.18	7.85	7.24	6.62	7.54	6.56	7.45	7.44	10.50	7.58	7.37	7.54	7.64	1.70	7.87	6.88	6.43	9.38	5.47	8.99
Standard error		0.28	0.61	0.43	0.59	0.90	1.24	0.39	0.43	0.65	1.42	0.55	0.46	0.70	0.64	0.55	0.41	0.39	3.17	0.46	0.53	0.48	0.29	0.29	0.39	0.39	0.30	0.74	0.30	0.56
Mean (Excl No Lost Time)		6.08	5.07	5.77	6.93	7.09	6.05	5.64	6.76	6.85	3.92	6.72	5.79	4.84	6.04	4.93	6.25	5.83	8.91	5.95	5.80	6.52	6.23	2.18	6.69	5.19	4.79	9.28	3.93	8.61
Standard deviation		7.90	6.84	7.62	8.81	8.41	7.57	7.47	8.49	8.74	6.29	8.15	7.66	6.84	7.84	6.83	7.89	7.81	10.50	7.90	7.62	8.18	8.01	1.67	8.10	7.53	6.85	9.57	5.92	9.15
Standard error		0.33	0.69	0.48	0.71	1.19	1.61	0.43	0.54	0.82	1.48	0.63	0.54	0.77	0.72	0.62	0.48	0.45	3.17	0.52	0.59	0.61	0.34	0.36	0.44	0.49	0.36	0.83	0.37	0.61

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 61

**Q32. What is the total amount of time you have personally lost as a result of the most recent problem? For example, by being delayed, discussing the problem, contacting the letting agent?**

**Base: All respondents who have experienced any problems (Excl those who didn't lose any time)**

		Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
		Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No		
Base		580	99	256	153	50	22	296	250	113	18	169	201	79	119	121	266	303	11	234	168	178	558	22	345	235	361	134	263	222	
Less than 1 hour	(0.5)	123	23	56	24	15	5	69	49	30	6	28	38	21	24	30	53	69	1	55	28	40	118	5	64	59	97	13	86	21	
		21%	23%	22%	16%	30%	23%	23%	20%	27%	33%	17%	19%	27%	20%	20%	23%	9%	24%	17%	22%	21%	23%	19%	25%	27%	10%	33%	9%		
1 to 2 hours	(1.5)	146	28	62	45	5	6	68	64	20	4	38	60	24	32	32	66	77	3	59	53	34	137	9	75	71	98	32	72	49	
		25%	28%	24%	29%	10%	27%	23%	26%	18%	22%	22%	30%	30%	27%	26%	25%	25%	27%	25%	32%	19%	25%	41%	22%	30%	27%	24%	27%	22%	
3 to 4 hours	(3.5)	137	21	63	40	10	3	75	57	25	6	46	46	14	25	29	62	72	3	51	40	46	130	7	87	50	83	24	52	56	
		24%	21%	25%	26%	20%	14%	25%	23%	22%	33%	27%	23%	18%	21%	24%	23%	24%	27%	22%	24%	26%	23%	32%	25%	21%	23%	18%	20%	25%	
5 to 10 hours	(7.5)	78	15	39	11	9	4	42	29	16	-	26	26	10	20	16	39	38	1	31	21	26	77	1	54	24	41	27	33	38	
		13%	15%	15%	7%	18%	18%	14%	12%	14%	-	15%	13%	13%	17%	13%	15%	13%	13%	9%	13%	13%	15%	14%	5%	16%	10%	11%	20%	13%	17%
11 to 20 hours	(15.5)	23	4	6	7	4	2	10	13	3	1	7	8	4	3	4	13	10	-	9	7	7	23	-	18	5	12	5	5	11	
		4%	4%	2%	5%	8%	9%	3%	5%	3%	6%	4%	4%	5%	3%	3%	5%	3%	-	4%	4%	4%	4%	-	5%	2%	3%	4%	2%	5%	
More than 20 hours	(25)	73	8	30	26	7	2	32	38	19	1	24	23	6	15	10	33	37	3	29	19	25	73	-	47	26	30	33	15	47	
		13%	8%	12%	17%	14%	9%	11%	15%	17%	6%	14%	11%	8%	13%	8%	12%	12%	27%	12%	11%	14%	13%	-	14%	11%	8%	25%	6%	21%	
Mean		6.08	5.07	5.77	6.93	7.09	6.05	5.64	6.76	6.85	3.92	6.72	5.79	4.84	6.04	4.93	6.25	5.83	8.91	5.95	5.80	6.52	6.23	2.18	6.69	5.19	4.79	9.28	3.93	8.61	
Standard deviation		7.90	6.84	7.62	8.81	8.41	7.57	7.47	8.49	8.74	6.29	8.15	7.66	6.84	7.84	6.83	7.89	7.81	10.50	7.90	7.62	8.18	8.01	1.67	8.10	7.53	6.85	9.57	5.92	9.15	
Standard error		0.33	0.69	0.48	0.71	1.19	1.61	0.43	0.54	0.82	1.48	0.63	0.54	0.77	0.72	0.62	0.48	0.45	3.17	0.52	0.59	0.61	0.34	0.36	0.44	0.49	0.36	0.83	0.37	0.61	

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 62

**Q33. Did you feel like making a complaint about the most recent problem?****Base: All respondents who have experienced any problems**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	714	117	294	199	73	31	337	337	153	19	203	250	89	140	141	337	366	11	275	193	246	680	34	398	316	449	162	339
Yes	370	60	152	102	41	15	173	176	72	10	114	130	44	89	60	164	201	5	153	99	118	356	14	207	163	195	118	133	172
	52%	51%	52%	51%	56%	48%	51%	52%	47%	53%	56%	52%	49%	64%	43%	49%	55%	45%	56%	51%	48%	52%	41%	52%	52%	43%	73%	39%	66%
No	344	57	142	97	32	16	164	161	81	9	89	120	45	51	81	173	165	6	122	94	128	324	20	191	153	254	44	206	87
	48%	49%	48%	49%	44%	52%	49%	48%	53%	47%	44%	48%	51%	36%	57%	51%	45%	55%	44%	49%	52%	48%	59%	48%	48%	57%	27%	61%	34%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 63

**Q34. Did you complain about the most recent problem?****Base: All respondents who have experienced any problems and felt like making a complaint**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	370	60	152	102	41	15	173	176	72	10	114	130	44	89	60	164	201	5	153	99	118	356	14	207	163	195	118	133	172
Yes	164	34	65	35	22	8	82	71	33	7	50	51	23	45	26	67	95	2	71	42	51	158	6	94	70	94	46	69	70
	44%	57%	43%	34%	54%	53%	47%	40%	46%	70%	44%	39%	52%	51%	43%	41%	47%	40%	46%	42%	43%	44%	43%	45%	43%	48%	39%	52%	41%
No	206	26	87	67	19	7	91	105	39	3	64	79	21	44	34	97	106	3	82	57	67	198	8	113	93	101	72	64	102
	56%	43%	57%	66%	46%	47%	53%	60%	54%	30%	56%	61%	48%	49%	57%	59%	53%	60%	54%	58%	57%	56%	57%	55%	57%	52%	61%	48%	59%



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 64

**Q35. Why did you not make a complaint about the most recent problem?****Base: All respondents who have experienced any problems but didn't complain**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	206	26	87	67	19	7	91	105	39	3	64	79	21	44	34	97	106	3	82	57	67	198	8	113	93	101	72	64	102
I didn't want to cause problems for myself/ avoid repercussions with the landlord	119	11	50	40	13	5	52	65	23	1	46	42	7	20	17	59	58	2	46	29	44	116	3	70	49	52	49	33	64
I didn't think it would resolve anything	67	11	34	19	3	-	34	29	10	1	23	26	7	19	10	25	42	-	29	21	17	66	1	36	31	26	29	16	39
It was too much hassle	48	10	25	10	1	2	28	16	9	1	17	13	8	19	7	26	22	-	26	14	8	46	2	25	23	25	15	19	22
I didn't know who to complain to	47	11	23	9	4	-	26	15	8	-	16	12	11	14	4	21	25	1	26	10	11	46	1	25	22	20	20	11	28
I thought it would get resolved without needing to complain	34	2	16	10	2	4	16	17	3	2	13	13	3	9	5	19	14	1	12	7	15	32	2	14	20	18	10	13	12
I didn't know how to	24	7	10	6	1	-	12	8	3	-	8	9	4	11	3	11	13	-	15	3	6	24	-	13	11	10	11	4	15
It would have taken too long/I didn't have time	23	10	12	1	-	-	18	2	3	1	9	3	7	15	3	7	16	-	17	5	1	23	-	11	12	10	11	8	12
Did not think it was a serious enough problem	22	6	10	5	-	1	14	7	2	1	9	7	3	8	4	11	11	-	12	4	6	21	1	11	11	20	1	16	3
I had complained before and was not successful	21	3	3	13	1	1	4	16	6	-	3	7	5	3	1	9	12	-	4	5	12	20	1	11	10	8	9	2	13
It would have been too bureaucratic	13	2	7	2	2	-	6	7	5	-	3	2	3	3	4	5	8	-	6	4	3	13	-	11	2	7	6	4	4
It would have cost me/ it might have been too expensive	11	1	7	2	1	-	7	4	4	-	4	2	1	3	1	5	5	1	5	3	3	10	1	6	5	5	4	3	5
Other	8	-	3	2	2	1	3	5	2	-	2	4	-	3	2	4	4	-	4	1	3	6	2	4	4	3	5	2	5

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 65

**Q36. Who did you make the complaint to about the most recent problem?****Base: All respondents who have experienced any problems and complained**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	164	34	65	35	22	8	82	71	33	7	50	51	23	45	26	67	95	2	71	42	51	158	6	94	70	94	46	69	70
Landlord	80	14	32	19	11	4	42	34	15	3	23	26	13	22	15	56	23	1	30	21	29	76	4	52	28	38	31	33	37
	49%	41%	49%	54%	50%	50%	51%	48%	45%	43%	46%	51%	57%	49%	58%	84%	24%	50%	42%	50%	57%	48%	67%	55%	40%	40%	67%	48%	53%
Management or letting agent	67	15	29	12	10	1	36	27	14	1	20	25	7	20	12	-	67	-	32	18	17	66	1	29	38	40	17	29	30
	41%	44%	45%	34%	45%	13%	44%	38%	42%	14%	40%	49%	30%	44%	46%	-	71%	-	45%	43%	33%	42%	17%	31%	54%	43%	37%	42%	43%
Local authority	16	3	5	2	4	2	6	9	4	3	6	1	2	3	3	6	10	-	4	4	8	16	-	11	5	11	3	7	6
	10%	9%	8%	6%	18%	25%	7%	13%	12%	43%	12%	2%	9%	7%	12%	9%	11%	-	6%	10%	16%	10%	-	12%	7%	12%	7%	10%	9%
Citizens Advice	12	5	4	2	1	-	6	3	3	2	3	2	2	5	1	4	8	-	9	2	1	12	-	9	3	8	2	6	5
	7%	15%	6%	6%	5%	-	7%	4%	9%	29%	6%	4%	9%	11%	4%	6%	8%	-	13%	5%	2%	8%	-	10%	4%	9%	4%	9%	7%
Police	8	-	5	1	2	-	4	4	1	1	2	3	1	3	2	5	1	2	3	3	7	1	4	4	7	1	7	1	
	5%	-	8%	3%	9%	-	5%	6%	3%	14%	2%	4%	13%	2%	12%	3%	5%	50%	3%	7%	6%	4%	17%	4%	6%	7%	2%	10%	1%
Professional membership body for letting/management agents	3	-	2	-	1	-	1	2	-	1	-	2	-	1	1	-	3	-	-	2	1	3	-	3	-	3	-	3	-
	2%	-	3%	-	5%	-	1%	3%	-	14%	-	4%	-	2%	4%	-	3%	-	-	5%	2%	2%	-	3%	-	3%	-	4%	-
Other legal expert e.g. solicitor	2	1	-	-	1	-	1	1	1	-	1	-	-	1	-	2	-	-	1	-	2	2	-	2	-	1	1	1	1
	1%	3%	-	-	5%	-	1%	1%	3%	-	2%	-	-	2%	-	3%	-	-	1%	-	2%	1%	-	2%	-	1%	2%	1%	1%
Shelter	2	-	2	-	-	-	1	1	-	-	1	1	-	1	-	1	-	-	2	-	2	2	-	2	-	2	-	2	-
	1%	-	3%	-	-	-	1%	1%	-	-	2%	2%	-	2%	-	1%	1%	-	5%	-	1%	1%	-	2%	-	2%	-	3%	-
Court	1	-	1	-	-	-	1	-	-	-	-	-	-	1	-	1	-	1	-	1	-	1	-	1	-	1	-	1	-
	1%	-	2%	-	-	-	1%	-	-	-	-	-	-	2%	-	1%	-	1%	-	1%	-	1%	-	1%	-	1%	-	1%	-
Professional membership body for landlords	1	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-	1	-	1	-	1	-	-
	1%	3%	-	-	-	-	-	-	14%	-	-	-	-	-	1%	-	-	1%	-	-	1%	-	1%	-	1%	-	1%	-	-
Which?	1	1	-	-	-	-	-	-	1	-	-	-	-	1	-	1	-	1	-	-	1	-	1	-	1	-	1	-	-
	1%	3%	-	-	-	-	-	-	14%	-	-	-	-	2%	-	1%	-	1%	-	-	1%	-	1%	-	1%	-	1%	-	-
Independent letting agent redress scheme	1	-	-	1	-	-	-	1	-	-	1	-	-	-	-	1	-	-	1	-	1	-	-	1	-	1	-	1	-
	1%	-	-	3%	-	-	-	1%	-	-	2%	-	-	-	-	1%	-	-	2%	-	1%	-	-	1%	-	1%	-	1%	-
None of these	11	4	1	3	1	2	3	6	3	-	3	1	4	2	1	4	7	-	6	2	3	10	1	7	4	7	2	2	5
	7%	12%	2%	9%	5%	25%	4%	8%	9%	-	6%	2%	17%	4%	4%	6%	7%	-	8%	5%	6%	6%	17%	7%	6%	7%	4%	3%	7%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 66

**Q36. Who Complained to (Option Selected)****Base: All respondents who have experienced any problems and complained to one of the bodies mentioned at Q36**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	153	30	64	32	21	6	79	65	30	7	47	50	19	43	25	63	88	2	65	40	48	148	5	87	66	87	44	67
The Landlord	72	12	28	18	10	4	36	32	14	1	22	25	10	19	13	52	19	1	26	19	27	68	4	46	26	34	27	28	34
	47%	40%	44%	56%	48%	67%	46%	49%	47%	14%	47%	50%	53%	44%	52%	83%	22%	50%	40%	48%	56%	46%	80%	53%	39%	39%	61%	42%	52%
The Management or letting agent	58	12	25	11	9	1	32	24	13	1	18	21	5	17	9	-	58	-	29	14	15	57	1	24	34	36	14	25	25
	38%	40%	39%	34%	43%	17%	41%	37%	43%	14%	38%	42%	26%	40%	36%	-	66%	-	45%	35%	31%	39%	20%	28%	52%	41%	32%	37%	38%
The Local authority	9	2	3	1	2	1	3	5	3	3	3	-	-	3	1	5	4	-	3	1	5	9	-	7	2	6	1	4	2
	6%	7%	5%	3%	10%	17%	4%	8%	10%	43%	6%	-	-	7%	4%	8%	5%	-	5%	3%	10%	6%	-	8%	3%	7%	2%	6%	3%
The Citizens Advice	6	3	2	1	-	-	4	1	-	-	2	2	2	2	1	3	3	-	5	1	-	6	-	5	1	4	1	3	3
	4%	10%	3%	3%	-	-	5%	2%	-	-	4%	4%	11%	5%	4%	5%	3%	-	8%	3%	-	4%	-	6%	2%	5%	2%	4%	5%
The Police	4	-	3	1	-	-	2	2	-	-	1	1	2	-	1	1	2	1	1	2	1	4	-	1	3	3	1	3	1
	3%	-	5%	3%	-	-	3%	3%	-	-	2%	2%	11%	-	4%	2%	2%	50%	2%	5%	2%	3%	-	1%	5%	3%	2%	4%	2%
Shelter	2	-	2	-	-	-	1	1	-	-	1	1	-	1	-	1	-	-	-	2	-	2	-	2	-	2	-	2	-
	1%	-	3%	-	-	-	1%	2%	-	-	2%	2%	-	2%	-	2%	1%	-	-	5%	-	1%	-	2%	-	2%	-	3%	-
A Professional membership body for letting/ management agents	1	-	1	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-	-	1	-	1	-	1	-	1	-	1	-
	1%	-	2%	-	-	-	1%	-	-	14%	-	-	-	2%	-	-	1%	-	-	3%	-	1%	-	1%	-	1%	-	1%	-
A Professional membership body for landlords	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-	1	-	1	-	1	-
	1%	3%	-	-	-	-	-	-	-	14%	-	-	-	-	-	2%	-	-	2%	-	-	1%	-	1%	-	1%	-	1%	-
The Court	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
An Independent letting agent redress scheme	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Which?	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
An Other legal expert e.g. solicitor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 67

**Q37. What happened as a result of you making a complaint about your most recent problem to ...?****Base: All respondents who have experienced any problems and complained to one of the bodies mentioned at Q36**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	153	30	64	32	21	6	79	65	30	7	47	50	19	43	25	63	88	2	65	40	48	148	5	87	66	87	44	67	65
They acknowledged the problem	57	9	27	11	10	-	34	22	8	1	21	23	4	15	8	24	33	-	24	15	18	56	1	32	25	40	13	28	22
	37%	30%	42%	34%	48%	-	43%	34%	27%	14%	45%	46%	21%	35%	32%	38%	38%	-	37%	38%	38%	38%	20%	37%	38%	46%	30%	42%	34%
They said nothing could be done	35	8	16	6	2	3	22	12	5	-	10	13	7	9	10	16	19	-	15	11	9	35	-	25	10	14	17	14	18
	23%	27%	25%	19%	10%	50%	28%	18%	17%	-	21%	26%	37%	21%	40%	25%	22%	-	23%	28%	19%	24%	-	29%	15%	16%	39%	21%	28%
They repaired the problem or offered a replacement	34	8	16	7	2	1	17	13	4	4	7	13	6	14	4	16	18	-	14	12	8	34	-	21	13	23	5	20	12
	22%	27%	25%	22%	10%	17%	22%	20%	13%	57%	15%	26%	32%	33%	16%	25%	20%	-	22%	30%	17%	23%	-	24%	20%	26%	11%	30%	18%
They investigated the problem	28	4	13	7	4	-	16	11	2	1	11	12	2	8	5	11	17	-	11	9	8	27	1	12	16	21	3	15	7
	18%	13%	20%	22%	19%	-	20%	17%	7%	14%	23%	24%	11%	19%	20%	17%	19%	-	17%	23%	17%	18%	20%	14%	24%	24%	7%	22%	11%
They gave some money back or discount against future rent	10	1	7	1	1	-	7	3	-	3	3	3	1	6	1	3	7	-	6	2	2	9	1	9	1	8	-	7	1
	7%	3%	11%	3%	5%	-	9%	5%	-	43%	6%	6%	5%	14%	4%	5%	8%	-	9%	5%	4%	6%	20%	10%	2%	9%	-	10%	2%
They gave compensation	4	-	3	-	1	-	3	1	-	1	-	3	-	2	1	2	2	-	1	2	1	4	-	3	1	3	1	3	1
	3%	-	5%	-	5%	-	4%	2%	-	14%	-	6%	-	5%	4%	3%	2%	-	2%	5%	2%	3%	-	3%	2%	3%	2%	4%	2%
They found alternative accommodation	3	1	1	-	1	-	1	2	-	-	1	2	-	1	1	1	2	-	1	1	1	3	-	3	-	3	-	3	-
	2%	3%	2%	-	5%	-	1%	3%	-	-	2%	4%	-	2%	4%	2%	2%	-	2%	3%	2%	2%	-	3%	-	3%	-	4%	-
Other	11	2	4	3	2	-	4	6	1	1	3	4	2	2	3	3	7	1	6	3	2	9	2	4	7	7	2	4	5
	7%	7%	6%	9%	10%	-	5%	9%	3%	14%	6%	8%	11%	5%	12%	5%	8%	50%	9%	8%	4%	6%	40%	5%	11%	8%	5%	6%	8%
Nothing has happened yet	28	7	8	6	5	2	11	14	10	1	7	7	3	7	2	11	16	1	10	6	12	27	1	15	13	10	13	7	19
	18%	23%	13%	19%	24%	33%	14%	22%	33%	14%	15%	14%	16%	16%	8%	17%	18%	50%	15%	15%	25%	18%	20%	17%	20%	11%	30%	10%	29%
NET: Positive outcome	91	16	44	18	12	1	52	35	14	5	29	33	10	29	14	39	52	-	40	24	27	89	2	52	39	62	17	46	30
	59%	53%	69%	56%	57%	17%	66%	54%	47%	71%	62%	66%	53%	67%	56%	62%	59%	-	62%	60%	56%	60%	40%	60%	59%	71%	39%	69%	46%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 68

**Q37. What happened as a result of you making a complaint about your most recent problem to ...?****Base: All respondents who have experienced any problems and complained to one of the bodies mentioned at Q36**

	Q36. Who Complained to (Option Selected)												
	Total	The Landlord (a)	The Management or letting agent (b)	The Local authority (k)	The Citizens Advice (f)	The Police (l)	Shelter (j)	A Professional membership body for letting/ management agents (c)	A Professional membership body for landlords (d)	The Court (i)	An Independent letting agent redress scheme (e)	Which? (g)	An Other legal expert e.g. solicitor (h)
Base	153	72*	58*	9**	6**	4**	2**	1**	1**	..*	..*	..*	..*
They acknowledged the problem	57 37%	29 40%	21 36%	4 44%	2 33%	1 25%	-	-	-	-	-	-	-
They said nothing could be done	35 23%	19 26%	9 16%	-	4 67%	2 50%	1 50%	-	-	-	-	-	-
They repaired the problem or offered a replacement	34 22%	18 25%	10 17%	3 33%	-	-	1 50%	1 100%	1 100%	-	-	-	-
They investigated the problem	28 18%	12 17%	11 19%	4 44%	-	1 25%	-	-	-	-	-	-	-
They gave some money back or discount against future rent	10 7%	4 6%	3 5%	1 11%	-	-	1 50%	1 100%	-	-	-	-	-
They gave compensation	4 3%	3 4%	-	-	-	-	-	1 100%	-	-	-	-	-
They found alternative accommodation	3 2%	2 3%	-	-	-	-	1 50%	-	-	-	-	-	-
Other	11 7%	3 4%	6 10%	-	1 17%	1 25%	-	-	-	-	-	-	-
Nothing has happened yet	28 18%	12 17%	14 24%	2 22%	-	-	-	-	-	-	-	-	-
NET: Positive outcome	91 59%	45 63%	33 57%	7 78%	2 33%	1 25%	1 50%	1 100%	1 100%	-	-	-	-

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 69

**Q38. How much have you received in reimbursement or compensation?****Base: All respondents who have experienced any problems and complained to one of the bodies mentioned at Q36 and who received compensation/ money back**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	13	1	9	1	2	-	9	4	-	3	3	6	1	7	2	5	8	-	7	3	3	12	1	11	2	10	1	9
£1-50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-100	5	-	4	-	1	-	4	1	-	2	2	1	-	3	1	2	3	-	2	1	2	4	1	4	1	4	-	4	-
	38%	-	44%	-	50%	-	44%	25%	-	67%	67%	17%	-	43%	50%	40%	38%	-	29%	33%	67%	33%	100%	36%	50%	40%	-	44%	-
£101-200	1	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1	-	1	-	1	-	1	-
	8%	-	11%	-	-	-	11%	-	-	-	-	-	100%	-	-	-	13%	-	14%	-	-	8%	-	9%	-	10%	-	11%	-
£201-500	2	1	1	-	-	-	1	1	-	-	-	2	-	1	-	-	2	-	1	1	-	2	-	2	-	2	-	2	-
	15%	100%	11%	-	-	-	11%	25%	-	-	-	33%	-	14%	-	-	25%	-	14%	33%	-	17%	-	18%	-	20%	-	22%	-
£501-1000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£1001-£2000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£2001-5000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£5001+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember	5	-	3	1	1	-	3	2	-	1	1	3	-	3	1	3	2	-	3	1	1	5	-	4	1	3	1	2	2
	38%	-	33%	100%	50%	-	33%	50%	-	33%	33%	50%	-	43%	50%	60%	25%	-	43%	33%	33%	42%	-	36%	50%	30%	100%	22%	100%
Mean	155.63	300.00	145.83	-	70.00	-	145.83	185.00	-	87.50	85.00	233.33	200.00	143.75	100.00	85.00	179.17	-	175.00	187.50	85.00	167.86	70.00	167.86	70.00	163.57	-	163.57	-
Standard deviation	97.67	-	87.20	-	-	-	87.20	162.63	-	17.68	21.21	115.47	-	104.83	-	21.21	102.98	-	95.74	159.10	21.21	98.65	-	98.65	-	102.66	-	102.66	-
Standard error	34.53	-	35.60	-	-	-	35.60	115.00	-	12.50	15.00	66.67	-	52.42	-	15.00	42.04	-	47.87	112.50	15.00	37.29	-	37.29	-	38.80	-	38.80	-

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 70

**Q38. How much have you received in reimbursement or compensation?****Base: All respondents who have experienced any problems and complained to one of the bodies mentioned at Q36 and who received compensation/ money back**

	Q36. Who Complained to (Option Selected)												
	Total	The Landlord (a)	The Management or letting agent (b)	A Professional membership body for letting/ management agents (c)	Shelter (j)	The Local authority (k)	The Citizens Advice (f)	Which? (g)	An Other legal expert e.g. solicitor (h)	The Court (i)	A Professional membership body for landlords (d)	An Independent letting agent redress scheme (e)	The Police (l)
Base	13*	7**	3**	1**	1**	1**	..	..	..	..	..	..	..
£1-50	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-100	5 38%	2 29%	1 33%	1 100%	-	1 100%	-	-	-	-	-	-	-
£101-200	1 8%	1 14%	-	-	-	-	-	-	-	-	-	-	-
£201-500	2 15%	-	1 33%	-	1 100%	-	-	-	-	-	-	-	-
£501-1000	-	-	-	-	-	-	-	-	-	-	-	-	-
£1001-£2000	-	-	-	-	-	-	-	-	-	-	-	-	-
£2001-5000	-	-	-	-	-	-	-	-	-	-	-	-	-
£5001+	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember	5 38%	4 57%	1 33%	-	-	-	-	-	-	-	-	-	-
Mean	155.63	123.33	200.00	75.00	300.00	100.00	-	-	-	-	-	-	-
Standard deviation	97.67	68.07	141.42	-	-	-	-	-	-	-	-	-	-
Standard error	34.53	39.30	100.00	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 71

**Q38. How much have you received in reimbursement or compensation?**

**Base: All respondents who have experienced any problems and complained to one of the bodies mentioned at Q36 and who received compensation/ money back (Excl those who can't remember)**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	8	1	6	-	1	-	6	2	-	2	2	3	1	4	1	2	6	-	4	2	2	7	1	7	1	7	-	7
£1-50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-100	5	-	4	-	1	-	4	1	-	2	2	1	-	3	1	2	3	-	2	1	2	4	1	4	1	4	-	4	-
	63%	-	67%	-	100%	-	67%	50%	-	100%	100%	33%	-	75%	100%	100%	50%	-	50%	50%	100%	57%	100%	57%	100%	57%	-	57%	-
£101-200	1	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1	-	1	-	1	-	1	-
	13%	-	17%	-	-	-	17%	-	-	-	-	-	100%	-	-	-	17%	-	25%	-	-	14%	-	14%	-	14%	-	14%	-
£201-500	2	1	1	-	-	-	1	1	-	-	-	2	-	1	-	-	2	-	1	1	-	2	-	2	-	2	-	2	-
	25%	100%	17%	-	-	-	17%	50%	-	-	-	67%	-	25%	-	-	33%	-	25%	50%	-	29%	-	29%	-	29%	-	29%	-
£501-1000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£1001-£2000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£2001-5000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£5001+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	155.63	300.00	145.83	-	70.00	-	145.83	185.00	-	87.50	85.00	233.33	200.00	143.75	100.00	85.00	179.17	-	175.00	187.50	85.00	167.86	70.00	167.86	70.00	163.57	-	163.57	-
Standard deviation	97.67	-	87.20	-	-	-	87.20	162.63	-	17.68	21.21	115.47	-	104.83	-	21.21	102.98	-	95.74	159.10	21.21	98.65	-	98.65	-	102.66	-	102.66	-
Standard error	34.53	-	35.60	-	-	-	35.60	115.00	-	12.50	15.00	66.67	-	52.42	-	15.00	42.04	-	47.87	112.50	15.00	37.29	-	37.29	-	38.80	-	38.80	-



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 72

**Q38. How much have you received in reimbursement or compensation?**

**Base: All respondents who have experienced any problems and complained to one of the bodies mentioned at Q36 and who received compensation/ money back (Excl those who can't remember)**

	Q36. Who Complained to (Option Selected)												
	Total	The Landlord (a)	The Management or letting agent (b)	A Professional membership body for letting/ management agents (c)	Shelter (j)	The Local authority (k)	The Citizens Advice (f)	Which? (g)	An Other legal expert e.g. solicitor (h)	The Court (i)	A Professional membership body for landlords (d)	An Independent letting agent redress scheme (e)	The Police (l)
Base	8*	3**	2**	1**	1**	1**	-**	-**	-**	-**	-**	-**	-**
£1-50	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-100	5 63%	2 67%	1 50%	1 100%	-	1 100%	-	-	-	-	-	-	-
£101-200	1 13%	1 33%	-	-	-	-	-	-	-	-	-	-	-
£201-500	2 25%	-	1 50%	-	1 100%	-	-	-	-	-	-	-	-
£501-1000	-	-	-	-	-	-	-	-	-	-	-	-	-
£1001-£2000	-	-	-	-	-	-	-	-	-	-	-	-	-
£2001-5000	-	-	-	-	-	-	-	-	-	-	-	-	-
£5001+	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	155.63	123.33	200.00	75.00	300.00	100.00	-	-	-	-	-	-	-
Standard deviation	97.67	68.07	141.42	-	-	-	-	-	-	-	-	-	-
Standard error	34.53	39.30	100.00	-	-	-	-	-	-	-	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 73

**Q39. To what extent has your most recent problem reported to ... been resolved?****Base: All respondents who have experienced any problems and complained to one of the bodies mentioned at Q36**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	153	30	64	32	21	6	79	65	30	7	47	50	19	43	25	63	88	2	65	40	48	148	5	87	66	87	44	67	65
Fully resolved	32	6	11	9	5	1	15	16	7	1	9	12	3	8	7	9	23	-	15	8	9	31	1	19	13	26	2	23	5
	21%	20%	17%	28%	24%	17%	19%	25%	23%	14%	19%	24%	16%	19%	28%	14%	26%	-	23%	20%	19%	21%	20%	22%	20%	30%	5%	34%	8%
Partly resolved	49	9	22	8	8	2	25	20	8	3	15	16	7	16	7	30	19	-	20	14	15	47	2	27	22	31	9	23	20
	32%	30%	34%	25%	38%	33%	32%	31%	27%	43%	32%	32%	37%	37%	28%	48%	22%	-	31%	32%	31%	32%	40%	31%	33%	36%	20%	34%	31%
Not yet resolved but there is an ongoing investigation	19	5	7	5	2	-	11	7	3	1	3	9	3	6	2	5	13	1	10	4	5	19	-	13	6	10	6	8	8
	12%	17%	11%	16%	10%	-	14%	11%	10%	14%	6%	18%	16%	14%	8%	8%	15%	50%	15%	10%	10%	13%	-	15%	9%	11%	14%	9%	12%
Not yet resolved and have not had any reply	28	7	11	4	4	2	13	13	8	-	12	5	3	9	1	9	18	1	11	7	10	28	-	14	14	10	13	6	19
	18%	23%	17%	13%	19%	33%	16%	20%	27%	-	26%	10%	16%	21%	4%	14%	20%	50%	17%	18%	21%	19%	-	16%	21%	11%	30%	9%	29%
Not resolved and I have decided to not take any further	25	3	13	6	2	1	15	9	4	2	8	8	3	4	8	10	15	-	9	7	9	23	2	14	11	10	14	9	13
	16%	10%	20%	19%	10%	17%	19%	14%	13%	29%	17%	16%	16%	9%	32%	16%	17%	-	14%	18%	19%	16%	40%	16%	17%	11%	32%	13%	20%
NET: Some resolution	81	15	33	17	13	3	40	36	15	4	24	28	10	24	14	39	42	-	35	22	24	78	3	46	35	57	11	46	25
	53%	50%	52%	53%	62%	50%	51%	55%	50%	57%	51%	56%	53%	56%	56%	62%	48%	-	54%	55%	50%	53%	60%	53%	53%	66%	25%	69%	38%
NET: No resolution	53	10	24	10	6	3	28	22	12	2	20	13	6	13	9	19	33	1	20	14	19	51	2	28	25	20	27	15	32
	35%	33%	38%	31%	29%	50%	35%	34%	40%	29%	43%	26%	32%	30%	36%	30%	38%	50%	31%	35%	40%	34%	40%	32%	38%	23%	61%	22%	49%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 74

**Q39. To what extent has your most recent problem reported to ... been resolved?****Base: All respondents who have experienced any problems and complained to one of the bodies mentioned at Q36**

	Q36. Who Complained to (Option Selected)												
	Total	The Landlord (a)	The Management or letting agent (b)	The Local authority (k)	The Citizens Advice (f)	The Police (l)	Shelter (j)	A Professional membership body for letting/ management agents (c)	A Professional membership body for landlords (d)	The Court (i)	An Independent letting agent redress scheme (e)	Which? (g)	An Other legal expert e.g. solicitor (h)
Base	153	72*	58*	9**	6**	4**	2**	1**	1**	..**	..**	..**	..**
Fully resolved	32 21%	13 18%	16 28%	1 11%	-	1 25%	-	1 100%	-	-	-	-	-
Partly resolved	49 32%	29 40%b	11 19%	6 67%	-	-	2 100%	-	1 100%	-	-	-	-
Not yet resolved but there is an ongoing investigation	19 12%	8 11%	7 12%	-	3 50%	1 25%	-	-	-	-	-	-	-
Not yet resolved and have not had any reply	28 18%	12 17%	14 24%	1 11%	-	1 25%	-	-	-	-	-	-	-
Not resolved and I have decided to not take any further	25 16%	10 14%	10 17%	1 11%	3 50%	1 25%	-	-	-	-	-	-	-
NET: Some resolution	81 53%	42 58%	27 47%	7 78%	-	1 25%	2 100%	1 100%	1 100%	-	-	-	-
NET: No resolution	53 35%	22 31%	24 41%	2 22%	3 50%	2 50%	-	-	-	-	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 75

**Q40. To what extent do you agree or disagree with each of the following statements?**

**Summary**

**Base: All respondents/ respondents whose accommodation is managed by a landlord/ letting/ management agency/ DK**

		Statements		
		I feel confident to raise a formal complaint with my letting or management agent about the standard of their service without it having any repercussions for my tenancy	I feel confident making a formal complaint about my landlord without it having any repercussions for my tenancy	I am able to make a complaint about a letting or management agent through an independent letting agent redress scheme if I am not happy with the standard of service I receive from them
Base		794	988	1749
Strongly agree	(+2)	143 18%	143 14%	214 12%
Tend to agree	(+1)	190 24%	195 20%	339 19%
Neither agree nor disagree	(0)	131 16%	210 21%	285 16%
Tend to disagree	(-1)	145 18%	161 16%	128 7%
Strongly disagree	(-2)	93 12%	136 14%	104 6%
NET: Agree		333 42%	338 34%	553 32%
NET: Disagree		238 30%	297 30%	232 13%
NET: Agree minus disagree		95 12%	41 4%	321 18%
Don't know		92 12%	143 14%	679 39%
Mean		0.21	0.06	0.40
Standard deviation		1.33	1.32	1.21
Standard error		0.05	0.05	0.04

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 76

**Q40. To what extent do you agree or disagree with each of the following statements?**

**I feel confident to raise a formal complaint with my letting or management agent about the standard of their service without it having any repercussions for my tenancy**

**Base: All respondents whose accommodation is managed by a letting or management agent/ don't know at Q4**

	Total	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Base	794	117	309	230	89	49	352	405	201	9	247	272	65	145	169	-	761	33	321	235	238	678	116	347	447	610	96	528	157	
Strongly agree (+2)	143	17	51	36	23	16	62	78	40	-	53	43	7	28	26	-	139	4	62	42	39	111	32	47	96	127	8	128	9	
	18%	15%	17%	16%	26%	33%	18%	19%	20%	-	21%	16%	11%	19%	15%	-	18%	12%	19%	18%	16%	16%	28%	14%	21%	21%	8%	24%	6%	
Tend to agree (+1)	190	30	76	44	27	13	82	93	48	4	54	62	22	34	36	-	179	11	80	55	55	147	43	78	112	159	13	155	19	
	24%	26%	25%	19%	30%	27%	23%	23%	24%	44%	22%	23%	34%	23%	21%	-	24%	33%	25%	22%	23%	22%	37%	22%	25%	26%	14%	29%	12%	
Neither agree nor disagree (0)	131	17	46	45	15	8	55	71	31	3	42	49	6	23	34	-	125	6	43	47	41	111	20	57	74	92	12	81	16	
	16%	15%	15%	20%	17%	16%	16%	18%	15%	33%	17%	18%	9%	16%	20%	-	16%	18%	13%	20%	17%	16%	17%	16%	17%	15%	13%	15%	10%	
Tend to disagree (-1)	145	29	61	43	8	4	70	66	29	-	50	51	15	32	31	-	141	4	61	42	42	134	11	69	76	105	23	74	47	
	18%	25%	20%	19%	9%	8%	20%	16%	14%	-	20%	19%	23%	22%	18%	-	19%	12%	19%	18%	18%	20%	9%	20%	20%	17%	24%	14%	30%	
Strongly disagree (-2)	93	15	40	28	8	2	42	47	28	-	20	35	10	18	19	-	91	2	45	22	26	92	1	66	27	49	33	26	52	
	12%	13%	13%	12%	9%	4%	12%	12%	14%	-	8%	13%	15%	12%	11%	-	12%	6%	14%	9%	11%	14%	1%	19%	6%	8%	34%	5%	33%	
NET: Agree	333	47	127	80	50	29	144	171	88	4	107	105	29	62	62	-	318	15	142	97	94	258	75	125	208	286	21	283	28	
	42%	40%	41%	35%	56%	59%	41%	42%	44%	44%	43%	39%	45%	43%	37%	-	42%	45%	44%	41%	39%	38%	65%	36%	47%	47%	22%	54%	18%	
NET: Disagree	238	44	101	71	16	6	112	113	57	-	70	86	25	50	50	-	232	6	106	64	68	226	12	135	103	154	56	100	99	
	30%	38%	33%	31%	18%	12%	32%	28%	28%	-	28%	32%	38%	34%	30%	-	30%	18%	33%	27%	29%	33%	10%	39%	23%	25%	58%	19%	63%	
NET: Agree minus disagree	95	3	26	9	34	23	32	58	31	4	37	19	4	12	12	0	86	9	36	33	26	32	63	-10	105	132	-35	183	-71	
	12%	3%	8%	4%	38%	47%	9%	14%	15%	44%	15%	7%	6%	8%	7%	0%	11%	27%	11%	14%	11%	5%	54%	-3%	23%	22%	-36%	35%	-45%	
Don't know	92	9	35	34	8	6	41	50	25	2	28	32	5	10	23	-	86	6	30	27	35	83	9	30	62	78	7	64	14	
	12%	8%	11%	15%	9%	12%	12%	12%	12%	22%	11%	12%	8%	7%	14%	-	11%	18%	9%	11%	15%	12%	8%	9%	14%	13%	7%	12%	9%	
Mean	0.21	0.05	0.14	0.09	0.60	0.86	0.17	0.25	0.24	0.57	0.32	0.11	0.02	0.16	0.13	-	0.20	0.41	0.18	0.25	0.19	0.09	0.88	-0.09	0.45	0.39	-0.67	0.61	-0.80	
Standard deviation	1.33	1.32	1.35	1.32	1.27	1.17	1.34	1.34	1.39	0.53	1.31	1.33	1.33	1.36	1.30	-	1.34	1.15	1.39	1.28	1.32	1.35	0.99	1.37	1.25	1.29	1.35	1.20	1.24	
Standard error	0.05	0.13	0.08	0.09	0.14	0.18	0.08	0.07	0.10	0.20	0.09	0.09	0.17	0.12	0.11	-	0.05	0.22	0.08	0.09	0.09	0.06	0.10	0.08	0.06	0.06	0.14	0.06	0.10	

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 77

**Q40. To what extent do you agree or disagree with each of the following statements?**  
**I feel confident making a formal complaint about my landlord without it having any repercussions for my tenancy**  
**Base: All respondents whose accommodation is managed by a landlord or friend/relative/ don't know at Q4**

	Total	Age						Household Type						Length of Renting			Property Management		Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2-5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
		18-24	25-39	40-54	55-64	65+	22-37	38+	household	entire property	entire property		years	years			years	years	years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	
Base	988	104	376	290	113	105	389	558	232	46	297	323	90	148	169	955	-	33	313	279	396	769	219	450	538	793	102	730	137	
Strongly agree (+2)	143	11	52	34	23	23	50	87	40	9	43	44	7	28	22	139	-	4	50	38	55	94	49	62	81	128	8	127	9	
	14%	11%	14%	12%	20%	22%	13%	16%	17%	20%	14%	14%	8%	19%	13%	15%	-	12%	16%	14%	14%	12%	22%	14%	15%	16%	8%	17%	7%	
Tend to agree (+1)	195	26	78	55	21	15	78	103	35	11	58	61	30	27	39	188	-	7	77	50	68	154	41	94	101	170	6	172	11	
	20%	25%	21%	19%	19%	14%	20%	18%	15%	24%	20%	19%	33%	18%	23%	20%	-	21%	25%	18%	17%	20%	19%	21%	19%	21%	6%	24%	8%	
Neither agree nor disagree (0)	210	14	76	62	21	37	71	135	51	11	67	64	17	27	39	202	-	8	58	59	93	158	52	87	123	176	14	154	14	
	21%	13%	20%	21%	19%	35%	18%	24%	22%	24%	23%	20%	19%	18%	23%	21%	-	24%	19%	21%	23%	21%	24%	19%	23%	22%	14%	21%	10%	
Tend to disagree (-1)	161	25	57	49	19	11	70	84	36	7	41	55	22	23	27	156	-	5	52	41	68	140	21	81	80	111	29	102	36	
	16%	24%	15%	17%	17%	10%	18%	15%	16%	15%	14%	17%	24%	16%	16%	16%	-	15%	17%	15%	17%	18%	10%	18%	15%	14%	28%	14%	26%	
Strongly disagree (-2)	136	14	56	48	11	7	59	71	29	4	41	55	7	23	19	131	-	5	36	45	55	125	11	85	51	79	41	53	58	
	14%	13%	15%	17%	10%	7%	15%	13%	13%	9%	14%	17%	8%	16%	11%	14%	-	15%	12%	16%	14%	16%	5%	19%	9%	10%	40%	7%	42%	
NET: Agree	338	37	130	89	44	38	128	190	75	20	101	105	37	55	61	327	-	11	127	88	123	248	90	156	182	298	14	299	20	
	34%	36%	35%	31%	39%	36%	33%	34%	32%	43%	34%	33%	41%	37%	36%	34%	-	33%	41%	32%	31%	32%	41%	35%	34%	38%	14%	41%	15%	
NET: Disagree	297	39	113	97	30	18	129	155	65	11	82	110	29	46	46	287	-	10	88	86	123	265	32	166	131	190	70	155	94	
	30%	38%	30%	33%	27%	17%	33%	28%	24%	24%	28%	34%	32%	31%	27%	30%	-	30%	28%	31%	31%	34%	15%	37%	24%	24%	69%	21%	69%	
NET: Agree minus disagree	41	-2	17	-8	14	20	-1	35	10	9	19	-5	8	9	15	40	0	1	39	2	0	-17	58	-10	51	108	-56	144	-74	
	4%	-2%	5%	-3%	12%	19%	*	6%	4%	20%	6%	-2%	9%	6%	9%	4%	0%	3%	12%	1%	0%	-2%	26%	-2%	9%	14%	-55%	20%	-54%	
Don't know	143	14	57	42	18	12	61	78	41	4	47	44	7	20	23	139	-	4	40	46	57	98	45	41	102	129	4	122	9	
	14%	13%	15%	14%	16%	11%	16%	14%	18%	9%	16%	14%	8%	14%	14%	15%	-	12%	13%	16%	14%	13%	21%	9%	19%	16%	4%	17%	7%	
Mean	0.06	-0.06	0.04	-0.09	0.27	0.39	-0.03	0.11	0.11	0.33	0.08	-0.06	0.10	0.11	0.12	0.06	-	0.00	0.19	-0.02	0.00	-0.07	0.55	-0.08	0.19	0.24	-0.91	0.36	-0.96	
Standard deviation	1.32	1.30	1.33	1.32	1.34	1.20	1.34	1.30	1.35	1.26	1.32	1.36	1.14	1.41	1.25	1.32	-	1.31	1.30	1.35	1.31	1.32	1.20	1.37	1.26	1.27	1.24	1.23	1.24	
Standard error	0.05	0.14	0.07	0.08	0.14	0.12	0.07	0.06	0.10	0.19	0.08	0.08	0.13	0.12	0.10	0.05	-	0.24	0.08	0.09	0.07	0.05	0.09	0.07	0.06	0.05	0.13	0.05	0.11	

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 78

**Q40. To what extent do you agree or disagree with each of the following statements?****I am able to make a complaint about a letting or management agent through an independent letting agent redress scheme if I am not happy with the standard of service I receive from them****Base: All respondents**

		Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
		Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Base		1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
Strongly agree	(+2)	214 12%	19 9%	86 13%	70 14%	21 10%	18 12%	90 12%	119 13%	54 13%	9 17%	59 11%	77 13%	15 10%	50 17%	30 9%	112 12%	97 13%	5 15%	88 14%	70 14%	56 9%	155 11%	59 18%	123 12%	191 14%	12 6%	187 15%	18 6%		
Tend to agree	(+1)	339 19%	47 22%	134 20%	95 19%	41 20%	22 14%	148 20%	172 18%	79 18%	18 33%	98 18%	113 19%	31 21%	60 21%	68 20%	172 18%	158 21%	9 27%	134 22%	103 20%	102 16%	269 19%	70 22%	159 20%	180 19%	282 20%	21 11%	275 22%	34 12%	
Neither agree nor disagree	(0)	285 16%	32 15%	92 14%	88 17%	33 16%	40 26%	100 14%	174 18%	65 15%	8 15%	93 17%	88 15%	31 21%	38 13%	55 16%	168 18%	114 15%	3 9%	75 12%	81 16%	129 21%	221 16%	64 20%	133 17%	152 16%	223 16%	21 11%	194 16%	33 11%	
Tend to disagree	(-1)	128 7%	26 12%	62 9%	26 5%	7 3%	7 5%	79 11%	44 5%	24 6%	2 4%	42 8%	40 7%	20 14%	28 10%	30 9%	75 8%	50 7%	3 9%	55 9%	33 6%	40 6%	115 8%	13 4%	64 8%	64 7%	93 7%	24 12%	68 5%	39 14%	
Strongly disagree	(-2)	104 6%	14 7%	32 5%	36 7%	12 6%	10 7%	34 5%	62 7%	33 8%	3 6%	26 5%	31 5%	11 7%	17 6%	15 4%	68 7%	34 4%	2 6%	39 6%	27 5%	38 6%	99 7%	5 2%	70 9%	34 4%	60 4%	31 4%	44 4%	45 16%	
NET: Agree		553 32%	66 31%	220 33%	165 32%	62 31%	40 26%	238 33%	291 31%	133 31%	27 50%	157 29%	190 33%	46 31%	110 38%	98 29%	284 30%	255 34%	14 42%	222 36%	173 34%	158 26%	424 30%	129 40%	250 32%	303 31%	473 34%	33 17%	462 37%	52 18%	
NET: Disagree		232 13%	40 19%	94 14%	62 12%	19 9%	17 11%	113 15%	106 11%	57 13%	5 9%	68 13%	71 12%	31 21%	45 16%	45 13%	143 15%	84 11%	5 15%	94 15%	60 12%	78 13%	214 15%	18 6%	134 17%	98 10%	153 11%	55 28%	112 9%	84 29%	
NET: Agree minus disagree		321 18%	26 12%	126 19%	103 20%	43 21%	23 15%	125 17%	185 19%	76 18%	22 41%	89 17%	119 21%	15 10%	65 22%	53 16%	141 15%	171 22%	9 27%	128 21%	113 22%	80 13%	210 15%	111 34%	116 21%	205 23%	320 23%	-22 -11%	350 28%	-32 -11%	
Don't know		679 39%	72 34%	267 40%	196 38%	88 44%	56 37%	279 38%	378 40%	174 41%	14 26%	221 41%	231 40%	39 27%	97 33%	137 41%	360 38%	308 40%	11 33%	231 37%	194 38%	254 41%	566 40%	113 35%	267 34%	412 43%	528 38%	86 44%	469 38%	118 41%	
Mean		0.40	0.22	0.44	0.43	0.46	0.32	0.40	0.42	0.38	0.70	0.38	0.47	0.18	0.51	0.34	0.31	0.52	0.55	0.45	0.50	0.27	0.31	0.78	0.26	0.53	0.53	-0.38	0.64	-0.35	
Standard deviation		1.21	1.20	1.21	1.24	1.18	1.17	1.20	1.21	1.28	1.11	1.17	1.21	1.19	1.26	1.14	1.24	1.16	1.26	1.26	1.19	1.16	1.24	1.00	1.27	1.14	1.16	1.37	1.11	1.35	
Standard error		0.04	0.10	0.06	0.07	0.11	0.12	0.06	0.05	0.08	0.18	0.07	0.06	0.11	0.09	0.08	0.05	0.05	0.27	0.06	0.07	0.06	0.04	0.07	0.06	0.05	0.04	0.13	0.04	0.10	

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 79

**Q41. To what extent do you support or oppose the idea of an independent body that would help renters resolve problems/disputes with private landlords and lettings/management agents who do not fulfil their duties towards their tenants?**  
Base: All respondents

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Strongly support (+2)	800 46%	97 46%	294 44%	241 47%	98 49%	70 46%	326 45%	446 47%	213 50%	15 28%	256 47%	253 44%	63 43%	136 47%	147 44%	409 43%	379 50%	12 36%	298 48%	216 43%	286 46%	664 47%	136 42%	353 45%	447 46%	607 44%	117 60%	540 44%	173 60%
Tend to support (+1)	645 37%	77 37%	248 37%	185 36%	74 37%	61 40%	275 38%	346 36%	151 35%	22 41%	199 37%	210 36%	63 43%	107 37%	129 39%	367 38%	269 35%	9 27%	227 36%	194 38%	224 36%	529 37%	116 36%	304 39%	341 35%	538 39%	55 28%	489 40%	78 27%
Neither support nor oppose (0)	199 11%	18 9%	82 12%	59 12%	20 10%	20 13%	77 11%	114 12%	45 10%	12 22%	59 11%	72 12%	11 7%	29 10%	36 11%	110 12%	81 11%	8 24%	57 9%	68 13%	74 12%	148 10%	51 16%	80 10%	119 12%	154 11%	12 6%	139 11%	22 8%
Tend to oppose (-1)	41 2%	6 3%	19 3%	9 2%	6 3%	1 1%	19 3%	19 2%	7 2%	2 4%	12 2%	13 2%	7 5%	6 2%	9 3%	23 2%	17 2%	1 3%	15 2%	13 3%	13 2%	38 3%	3 1%	23 3%	18 2%	27 2%	7 4%	28 2%	5 2%
Strongly oppose (-2)	8 *	3 1%	4 1%	- -	1 *	- -	5 1%	1 *	2 *	- *	1 *	3 1%	2 1%	3 1%	2 1%	6 1%	2 *	- -	6 1%	- -	2 *	6 *	2 1%	2 *	6 1%	7 1%	- -	7 1%	1 *
NET: Support	1445 83%	174 83%	542 81%	426 83%	172 85%	131 86%	601 82%	792 83%	364 85%	37 69%	455 84%	463 80%	126 86%	243 84%	276 82%	776 81%	648 85%	21 64%	525 84%	410 81%	510 82%	1193 84%	252 78%	657 84%	788 82%	1145 83%	172 88%	1029 83%	251 87%
NET: Oppose	49 3%	9 4%	23 3%	9 2%	7 3%	1 1%	24 3%	20 2%	9 2%	2 4%	13 2%	16 3%	9 6%	9 3%	11 3%	29 3%	19 2%	1 3%	21 3%	13 3%	15 2%	44 3%	5 2%	25 3%	24 2%	34 2%	7 4%	35 3%	6 3%
NET: Support minus oppose	1396 80%	165 79%	519 77%	417 82%	165 82%	130 85%	577 79%	772 81%	355 83%	35 65%	442 82%	447 77%	117 80%	234 81%	265 79%	747 78%	629 83%	20 61%	504 81%	397 78%	495 80%	1149 81%	247 76%	632 81%	764 79%	1111 81%	165 85%	994 80%	245 85%
Don't know	56 3%	9 4%	26 4%	17 3%	3 1%	1 1%	28 4%	23 2%	11 3%	3 6%	12 2%	29 5%	1 1%	9 3%	12 4%	40 4%	13 2%	3 9%	19 3%	17 3%	20 3%	40 3%	16 5%	22 3%	34 4%	44 3%	4 2%	34 3%	8 3%
Mean	1.29	1.29	1.25	1.33	1.32	1.32	1.28	1.31	1.35	0.98	1.32	1.26	1.22	1.31	1.27	1.26	1.34	1.07	1.32	1.25	1.30	1.30	1.24	1.29	1.29	1.28	1.48	1.27	1.49
Standard deviation	0.80	0.86	0.83	0.76	0.81	0.72	0.82	0.77	0.78	0.84	0.78	0.81	0.88	0.82	0.81	0.81	0.78	0.91	0.82	0.79	0.79	0.80	0.81	0.79	0.81	0.79	0.77	0.80	0.75
Standard error	0.02	0.06	0.03	0.03	0.06	0.06	0.03	0.03	0.04	0.12	0.03	0.03	0.07	0.05	0.05	0.03	0.03	0.17	0.03	0.04	0.03	0.02	0.05	0.03	0.03	0.02	0.06	0.02	0.04



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 80

**Q113. How satisfied or dissatisfied are you with your current accommodation?****Base: All respondents**

	Total	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord	
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
		18-24	25-39	40-54	55-64	65+	22-37	38+	household	entire property	entire property		years	years			years	years	years										
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Very satisfied (+2)	601 34%	57 27%	196 29%	169 33%	85 42%	94 61%	208 28%	370 39%	169 39%	19 35%	202 37%	180 31%	31 21%	100 34%	106 32%	369 39%	219 29%	13 39%	213 34%	169 33%	219 35%	385 27%	216 67%	235 30%	366 38%	601 44%	-	571 46%	7 2%
Fairly satisfied (+1)	776 44%	108 51%	321 48%	225 44%	81 40%	41 27%	360 49%	388 41%	183 43%	26 48%	235 44%	252 43%	80 54%	136 47%	158 47%	398 42%	365 48%	13 39%	301 48%	228 45%	247 40%	689 48%	87 27%	352 45%	424 44%	776 56%	-	581 47%	91 32%
Neither satisfied nor dissatisfied (0)	177 10%	22 10%	73 11%	55 11%	19 9%	8 5%	76 10%	92 10%	35 8%	6 11%	50 9%	68 12%	18 12%	23 8%	40 12%	89 9%	84 11%	4 12%	43 7%	66 13%	68 11%	159 11%	18 6%	90 11%	87 9%	-	64 5%	48 17%	
Fairly dissatisfied (-1)	149 9%	20 10%	64 10%	43 8%	12 6%	10 7%	69 9%	73 8%	24 6%	2 4%	44 8%	62 11%	17 12%	24 8%	23 7%	76 8%	71 9%	2 6%	48 8%	41 8%	60 10%	148 10%	1 *	80 10%	69 7%	-	149 76%	19 2%	98 34%
Very dissatisfied (-2)	46 3%	3 1%	19 3%	19 4%	5 2%	-	17 2%	26 3%	18 4%	1 2%	8 1%	18 3%	1 1%	7 2%	8 2%	23 2%	22 3%	1 3%	17 3%	4 1%	25 4%	44 3%	2 1%	27 3%	19 2%	-	46 24%	2 *	43 15%
NET: Satisfied	1377 79%	165 79%	517 77%	394 77%	166 82%	135 88%	568 78%	758 80%	352 82%	45 83%	437 81%	432 74%	111 76%	236 81%	264 79%	767 80%	584 77%	26 82%	514 79%	397 83%	466 78%	1074 75%	303 94%	587 75%	790 82%	1377 100%	-	1152 93%	98 34%
NET: Dissatisfied	195 11%	23 11%	83 12%	62 12%	17 8%	10 7%	86 12%	99 10%	42 10%	3 6%	52 10%	80 14%	18 12%	31 11%	31 9%	99 10%	93 12%	3 9%	65 10%	45 9%	85 14%	192 13%	3 1%	107 14%	88 9%	-	195 100%	21 2%	141 49%
NET: Satisfied minus dissatisfied	1182 68%	142 68%	434 64%	332 65%	149 74%	125 82%	482 66%	659 69%	310 72%	42 78%	385 71%	352 61%	93 63%	205 71%	233 70%	668 70%	491 65%	23 70%	449 72%	352 69%	381 62%	882 62%	300 93%	480 61%	702 73%	1377 100%	-195 -100%	1131 91%	-43 -15%
Mean	0.99	0.93	0.91	0.94	1.13	1.43	0.92	1.06	1.07	1.11	1.07	0.89	0.84	1.03	0.99	1.06	0.90	1.06	1.04	1.02	0.93	0.86	1.59	0.88	1.09	1.44	-1.24	1.37	-0.28
Standard deviation	1.01	0.94	1.01	1.05	0.98	0.86	0.99	1.02	1.04	0.88	0.96	1.06	0.91	0.99	0.96	1.01	1.01	1.03	0.98	0.93	1.10	1.03	0.67	1.06	0.96	0.50	0.43	0.67	1.13
Standard error	0.02	0.06	0.04	0.05	0.07	0.07	0.04	0.03	0.05	0.12	0.04	0.04	0.08	0.06	0.05	0.03	0.04	0.18	0.04	0.04	0.04	0.03	0.04	0.03	0.01	0.03	0.02	0.07	

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 81

**Q114. Do you have any regrets about your decision to rent your current accommodation?****Base: All respondents**

	Age						Household Type						Length of Renting		Property Management		Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Yes	379	54	156	108	39	22	180	185	82	9	113	141	34	66	70	193	180	6	139	118	122	362	17	202	177	150	157	143	166
	22%	26%	23%	21%	19%	14%	25%	19%	19%	17%	21%	24%	23%	23%	21%	20%	24%	18%	22%	23%	20%	25%	5%	26%	18%	11%	81%	12%	58%
No	1370	156	517	403	163	131	550	764	347	45	426	439	113	224	265	762	581	27	483	390	497	1063	307	582	788	1227	38	1094	121
	78%	74%	77%	79%	81%	86%	75%	81%	81%	83%	79%	76%	77%	77%	79%	80%	76%	82%	78%	77%	80%	75%	95%	74%	82%	89%	19%	88%	42%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 82

**Q115. Why do you say that?****Base: All respondents who have any regrets about their decision to rent their current accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	379	54	156	108	39	22	180	185	82	9	113	141	34	66	70	193	180	6	139	118	122	362	17	202	177	150	157	143	166
NET: Negative	356	50	144	103	38	21	165	177	77	5	105	136	33	60	68	181	171	4	132	111	113	342	14	188	168	135	154	129	159
	94%	93%	92%	95%	97%	95%	92%	96%	94%	56%	93%	96%	97%	91%	97%	94%	95%	67%	95%	94%	93%	94%	82%	93%	95%	90%	98%	90%	96%
The property is poorly maintained/ looked after/ repairs are not done	78	10	32	24	8	4	38	37	15	-	25	33	5	13	11	45	31	2	22	27	29	78	-	49	29	19	43	15	55
	21%	19%	21%	22%	21%	18%	21%	20%	18%	-	22%	23%	15%	20%	16%	23%	17%	33%	16%	23%	24%	22%	-	24%	16%	13%	27%	10%	33%
The property is in poor condition/ a poor state of repair	67	8	29	19	6	5	32	33	13	-	22	28	4	11	13	32	35	-	23	22	22	67	-	36	31	14	46	12	48
	18%	15%	19%	18%	15%	23%	18%	18%	16%	-	19%	20%	12%	17%	19%	17%	19%	-	17%	19%	18%	19%	-	18%	18%	9%	29%	8%	29%
There is damp/ mould in the property	48	6	19	17	2	4	16	29	10	-	13	22	3	10	5	25	23	-	14	15	19	48	-	28	20	8	30	9	28
	13%	11%	12%	16%	5%	18%	9%	16%	12%	-	12%	16%	9%	15%	7%	13%	13%	-	10%	13%	16%	13%	-	14%	11%	5%	19%	6%	17%
The property is cold/ poor central heating	46	4	17	18	3	4	20	26	10	1	19	14	2	5	8	27	19	-	16	10	20	46	-	20	26	11	25	13	22
	12%	7%	11%	17%	8%	18%	11%	14%	12%	11%	17%	10%	6%	8%	11%	14%	11%	-	12%	8%	16%	13%	-	10%	15%	7%	16%	9%	13%
The property does not have the features that I would like (non-specific/ other) e.g good rooms,a garden etc	40	4	12	16	3	5	14	25	10	1	12	13	4	5	8	15	24	1	14	14	12	38	2	13	27	20	13	21	13
	11%	7%	8%	15%	8%	23%	8%	14%	12%	11%	11%	9%	12%	8%	11%	8%	13%	17%	10%	12%	10%	10%	12%	6%	15%	13%	8%	15%	8%
The size is inappropriate/ the amount of space is not what I need	39	6	13	15	3	2	15	23	9	-	10	15	5	8	8	21	18	-	15	12	12	37	2	16	23	17	12	23	9
	10%	11%	8%	14%	8%	9%	8%	12%	11%	-	9%	11%	15%	12%	11%	11%	10%	-	11%	10%	10%	10%	12%	8%	13%	11%	8%	16%	5%
The rent is expensive	32	9	10	10	3	-	16	13	7	1	8	13	3	8	11	12	20	-	19	8	5	29	3	16	16	16	9	16	12
	8%	17%	6%	9%	8%	-	9%	7%	9%	11%	7%	9%	9%	12%	16%	6%	11%	-	14%	7%	4%	8%	18%	8%	9%	11%	6%	11%	7%
Other negative mention of landlord	26	2	13	8	2	1	14	11	7	-	9	5	5	4	5	16	10	-	8	9	9	25	1	12	14	7	15	2	20
	7%	4%	8%	7%	5%	5%	8%	6%	9%	-	8%	4%	15%	6%	7%	8%	6%	-	6%	8%	7%	7%	6%	6%	8%	5%	10%	1%	12%
Any problems/ required repairs are not dealt with quick enough	21	2	8	7	1	3	9	11	7	-	6	8	-	5	5	11	10	-	6	5	10	21	-	14	7	3	11	1	18
	6%	4%	5%	6%	3%	14%	5%	6%	9%	-	5%	6%	-	8%	7%	6%	6%	-	4%	4%	8%	6%	-	7%	4%	2%	7%	1%	11%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 82

**Q115. Why do you say that?****Base: All respondents who have any regrets about their decision to rent their current accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	379	54	156	108	39	22	180	185	82	9	113	141	34	66	70	193	180	6	139	118	122	362	17	202	177	150	157	143	166
Negative mention of letting agents (non-specific/ other)	18	3	11	3	1	-	12	5	4	-	6	4	4	2	2	-	18	-	7	7	4	18	-	9	9	5	12	2	15
I have had problems/ the property/ living here is not what I expected	18	6	8	4	-	-	11	4	2	1	8	5	2	7	2	7	11	-	13	3	2	18	-	12	6	6	11	5	12
Bills are expensive	16	2	7	5	-	2	8	8	4	-	7	5	-	2	4	6	10	-	5	6	5	16	-	7	9	6	4	6	7
Noise disturbance/ thin walls/ able to hear my neighbours/ lack of privacy	16	2	6	4	3	1	8	8	5	-	4	6	1	2	3	12	4	-	4	7	5	15	1	6	10	8	4	9	3
I am unhappy/ it is a bad experience living here	15	4	3	6	-	2	6	8	4	-	3	7	1	3	2	8	7	-	5	4	6	14	1	14	1	-	14	2	11
I dislike the area/ location/ it is not a suitable location	15	1	4	6	3	1	4	11	2	-	8	4	1	2	4	6	9	-	6	3	6	13	2	9	6	4	5	10	1
It is in an inconvenient location/ it is not close to amenities, facilities family etc	15	2	6	5	1	1	7	8	6	-	5	4	-	3	2	9	6	-	4	7	4	14	1	5	10	9	1	9	3
I have bad neighbours/ I have a bad relationship with my neighbours	14	1	2	6	5	-	2	12	6	-	3	4	1	-	1	8	6	-	4	2	8	14	-	4	10	5	5	8	3

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 82

**Q115. Why do you say that?**

**Base: All respondents who have any regrets about their decision to rent their current accommodation**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	379	54	156	108	39	22	180	185	82	9	113	141	34	66	70	193	180	6	139	118	122	362	17	202	177	150	157	143	166
I should have shopped around/ looked at alternative properties/ researched the move better	14 4%	2 4%	5 3%	2 2%	3 8%	2 9%	5 3%	8 4%	5 6%	-	2 2%	6 4%	1 3%	4 6%	2 3%	5 3%	9 5%	-	5 4%	3 3%	6 5%	14 4%	-	5 2%	9 5%	6 4%	5 3%	6 4%	3 2%
I wish I had saved for a mortgage/ wish I had bought/ own my own property	13 3%	-	6 4%	4 4%	2 5%	1 5%	5 3%	8 4%	2 2%	-	8 7%	3 2%	-	1 2%	-	9 5%	4 2%	-	2 1%	3 3%	8 7%	13 4%	-	7 3%	6 3%	10 7%	2 1%	6 4%	5 3%
I dislike the other tenants/ my housemates/ I have a poor relationship with the other tenants/ my housemates	12 3%	5 9%	3 2%	4 4%	-	-	6 3%	5 3%	2 2%	11%	1	1	7	2	4	5	7	-	10	1	1	11	1	8	4	6	3	6	3
I receive poor value for money/ the rent is poor for the property/ location I live in	12 3%	6 11%	5 3%	1 1%	-	-	10 6%	1 1%	2 2%	-	6 5%	3 2%	1 3%	5 8%	-	3 2%	9 5%	-	7 5%	4 3%	1 1%	12 3%	-	7 3%	5 3%	4 3%	4 3%	2 1%	7 4%
I had little choice/ there are limited options available	11 3%	-	1 1%	6 6%	2 5%	2 9%	1 1%	10 5%	4 5%	-	3 3%	4 3%	-	-	3 4%	10 5%	1 1%	-	1 1%	5 4%	5 4%	11 3%	-	6 3%	5 3%	5 3%	5 3%	4 3%	5 3%
I feel trapped/ I want to move out but I am unable to	10 3%	-	3 2%	7 6%	-	-	2 1%	8 4%	2 2%	11%	1	5	1	-	2	7	3	-	-	4	6	10	-	10	-	3	6	4	4
I am unhappy with the level of rent I pay	10 3%	1 2%	7 4%	2 2%	-	-	8 4%	2 1%	2 2%	-	4 4%	3 2%	1 3%	2 3%	2 3%	2 1%	8 4%	-	4 3%	4 3%	2 2%	9 2%	1 6%	9 4%	1 1%	5 3%	4 3%	2 1%	7 4%
I have a bad landlord (non-specific)	9 2%	1 2%	4 3%	3 3%	1 3%	-	5 3%	4 2%	4 5%	-	1 1%	3 2%	1 3%	2 3%	-	5 3%	4 2%	-	3 2%	2 2%	4 3%	9 2%	-	4 2%	5 3%	1 1%	8 5%	1 1%	8 5%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 82

**Q115. Why do you say that?****Base: All respondents who have any regrets about their decision to rent their current accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2-5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	379	54	156	108	39	22	180	185	82	9	113	141	34	66	70	193	180	6	139	118	122	362	17	202	177	150	157	143	166
I dislike the property	8	2	2	2	2	-	3	4	2	-	2	3	1	1	2	6	2	-	2	3	3	8	-	5	3	2	6	2	5
	2%	4%	1%	2%	5%	-	2%	2%	2%	-	2%	2%	3%	2%	3%	3%	1%	-	1%	3%	2%	2%	-	2%	2%	1%	4%	1%	3%
Any problems/ required repairs are dealt with poorly/ a bad job is done	7	-	3	3	1	-	3	4	4	-	2	1	-	1	-	4	3	-	2	1	4	7	-	5	2	2	4	2	5
	2%	-	2%	3%	3%	-	2%	2%	5%	-	2%	1%	-	2%	-	2%	2%	-	1%	1%	3%	2%	-	2%	1%	1%	3%	1%	3%
Other negative	59	8	20	20	7	4	24	34	17	-	12	25	5	11	12	32	26	1	24	19	16	56	3	29	30	24	23	27	18
	16%	15%	13%	19%	18%	18%	13%	18%	21%	-	11%	18%	15%	17%	17%	17%	14%	17%	17%	16%	13%	15%	18%	14%	17%	16%	15%	19%	11%
NET: Positive	30	3	6	13	5	3	8	22	9	3	6	12	-	3	3	18	11	1	8	7	15	26	4	16	14	11	10	13	13
	8%	6%	4%	12%	13%	14%	4%	12%	11%	33%	5%	9%	-	5%	4%	9%	6%	17%	6%	6%	12%	7%	24%	8%	8%	7%	6%	9%	8%
I like the area/ location/ it is a suitable location for me	6	1	-	4	1	-	1	5	3	-	-	3	-	-	-	2	4	-	1	1	4	4	2	2	4	2	1	3	2
	2%	2%	-	4%	3%	-	1%	3%	4%	-	-	2%	-	-	-	1%	2%	-	1%	1%	3%	1%	12%	1%	2%	1%	1%	2%	1%
I like the property/ it is a nice property	4	1	1	1	1	-	1	3	1	1	-	2	-	-	1	2	2	-	3	1	-	2	2	2	2	3	-	3	-
	1%	2%	1%	1%	3%	-	1%	2%	1%	11%	-	1%	-	-	1%	1%	1%	-	2%	1%	-	1%	12%	1%	2%	-	2%	-	-
I have been here a long time	4	-	-	3	-	1	-	4	2	-	1	1	-	-	-	3	-	1	-	-	4	4	-	3	1	-	3	1	3
	1%	-	-	3%	-	5%	-	2%	2%	-	1%	1%	-	-	-	2%	-	17%	-	-	3%	1%	-	1%	1%	-	2%	1%	2%
Positive mention of letting agents (non-specific/ other)	3	-	-	1	1	1	-	3	2	-	-	1	-	-	-	3	-	1	-	2	2	1	1	2	2	-	2	-	
	1%	-	-	1%	3%	5%	-	2%	2%	-	-	1%	-	-	-	2%	-	1%	-	2%	1%	6%	*	1%	1%	-	1%	-	
The rent is low/ cheap	3	-	-	2	1	-	-	3	-	1	-	2	-	-	-	2	1	-	1	1	1	3	-	2	1	1	2	1	2
	1%	-	-	2%	3%	-	-	2%	-	11%	-	1%	-	-	-	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
It is good/ fine/ okay (non-specific)	3	-	2	1	-	-	2	1	-	1	-	2	-	1	-	2	1	-	-	2	1	1	2	1	2	1	1	2	1
	1%	-	1%	1%	-	-	1%	1%	-	11%	-	1%	-	2%	-	1%	1%	-	-	2%	1%	*	12%	*	1%	1%	1%	1%	1%
I like the other tenants/ my housemates/ have a good relationship with other tenants/ my housemates	2	-	-	-	1	1	-	2	1	1	-	-	-	-	-	1	1	-	-	-	2	2	-	1	1	1	1	2	-
	1%	-	-	-	3%	5%	-	1%	1%	11%	-	-	-	-	-	1%	1%	-	-	-	2%	1%	-	*	1%	1%	1%	1%	-

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 82

**Q115. Why do you say that?**

**Base: All respondents who have any regrets about their decision to rent their current accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials: 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2-5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	379	54	156	108	39	22	180	185	82	9	113	141	34	66	70	193	180	6	139	118	122	362	17	202	177	150	157	143	166
The property has features which I like (non-specific/ other) e.g good rooms,a garden etc	2 1%	-	2 1%	-	-	-	2 1%	-	-	-	2 1%	-	-	-	2 3%	1 1%	1 1%	-	-	1 1%	1 1%	2 1%	-	2 1%	-	-	-	1 1%	1 1%
It is better than my previous accommodation	2 1%	1 2%	-	-	1 3%	-	1 1%	1 1%	-	1 11%	1 1%	-	-	1 2%	-	2 1%	-	-	1 1%	-	1 1%	2 1%	-	1 1%	1 1%	1 1%	1 1%	2 1%	-
I am allowed to keep pets	2 1%	-	-	2 2%	-	-	-	2 1%	-	-	1 1%	1 1%	-	-	-	2 1%	-	-	1 1%	-	1 1%	2 1%	-	-	2 1%	-	2 1%	-	1 1%
I have a good landlord (non-specific)	1 *	-	-	-	-	1 5%	-	1 1%	1 1%	-	-	-	-	-	-	-	1 1%	-	-	-	1 1%	1 *	-	-	1 1%	1 1%	-	1 1%	-
The landlord is pleasant/ friendly	1 *	-	-	-	1 3%	-	-	1 1%	1 1%	-	-	-	-	-	-	1 1%	-	-	-	-	1 1%	1 *	-	-	1 1%	-	-	-	1 1%
I have a good relationship with my landlord/ I have no problems with my landlord	1 *	-	-	1 1%	-	-	-	1 1%	-	-	-	1 1%	-	1 2%	-	1 1%	-	-	-	1 1%	-	1 *	-	1 *	-	-	-	-	1 1%
Landlord/ letting agent are easy to contact/ always available	1 *	-	-	1 1%	-	-	-	1 1%	-	-	-	1 1%	-	1 2%	-	1 1%	-	-	-	1 1%	-	1 *	-	1 *	-	-	-	-	1 1%
Other positive mention of landlord	1 *	1 2%	-	-	-	-	1 1%	-	-	-	1 1%	-	-	-	-	1 1%	-	-	1 1%	-	1 *	-	1 *	-	-	1 1%	-	1 1%	-
I am happy with the property/ I am happy here/ content	1 *	-	1 1%	-	-	-	1 1%	-	-	-	1 1%	-	-	-	-	-	1 1%	-	-	1 1%	-	1 *	-	-	1 1%	1 1%	-	1 1%	-
It is a new build/ modern building	1 *	1 2%	-	-	-	-	1 1%	-	1 1%	-	-	-	-	-	-	1 1%	-	-	1 1%	-	-	-	1 6%	-	1 1%	1 1%	-	1 1%	-

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 82

**Q115. Why do you say that?****Base: All respondents who have any regrets about their decision to rent their current accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
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Base	379	54	156	108	39	22	180	185	82	9	113	141	34	66	70	193	180	6	139	118	122	362	17	202	177	150	157	143	166
The property has good views/ it is in picturesque surroundings	1*	1	-	-	-	-	1	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-
I am happy with the level of rent I pay	1*	-	-	-	1	-	-	1	1	-	-	-	-	-	-	1	-	-	1	-	-	1	-	-	1	1	-	1	-
I receive good value for money/ the rent is good for the property/ location I live in	1*	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	1	-	1	-	-	1	-	-	1	-	1	-	1
It is of sufficient size/ I have enough space	1*	-	1	-	-	-	1	-	-	-	-	1	-	-	1	1	-	-	-	-	1	1	-	1	-	-	-	1	-
I have good neighbours/ have a good relationship with my neighbours	1*	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	1	-	1	-	-	-	-	-	1
It suits my needs	1*	-	-	-	-	1	-	1	-	-	1	-	-	-	-	1	-	-	-	-	1	1	-	1	-	1	-	-	-
It is in a convenient location/ close to amenities, facilities, family etc	1*	-	-	1	-	-	-	1	1	-	-	-	-	-	-	1	-	-	-	1	1	-	1	-	-	-	1	-	1
It is quiet/ peaceful location	1*	1	-	-	-	-	1	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	1	1	-	1	-
Other positive	1*	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	1	-	1	-	-	1	-	-	1	-	1	-	1
NET: Neutral	10	2	5	1	1	1	7	3	2	1	5	2	-	4	1	5	4	1	3	3	4	10	-	8	2	7	-	5	5
	3%	4%	3%	1%	3%	5%	4%	2%	2%	11%	4%	1%	-	6%	1%	3%	2%	17%	2%	3%	3%	3%	-	4%	1%	5%	-	3%	3%



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 82

**Q115. Why do you say that?****Base: All respondents who have any regrets about their decision to rent their current accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	379	54	156	108	39	22	180	185	82	9	113	141	34	66	70	193	180	6	139	118	122	362	17	202	177	150	157	143	166
It serves its purpose	1	-	1	-	-	-	1	-	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	1	-	1	-	-	1
	*	-	1%	-	-	-	1%	-	-	-	1%	-	-	2%	-	1%	-	-	1%	-	-	*	-	*	-	1%	-	-	1%
Any problems are minor/ nothing to worry about/ easily solved	1	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-	1	-	-	-	1	1	-	1	-	1	-	1	-
	*	-	-	-	3%	-	-	1%	-	-	1%	-	-	-	-	-	1%	-	-	-	1%	*	-	*	-	1%	-	1%	-
Other neutral	8	2	4	1	-	1	6	2	2	1	3	2	-	3	1	4	3	1	2	3	3	8	-	6	2	5	-	4	4
	2%	4%	3%	1%	-	5%	3%	1%	2%	11%	3%	1%	-	5%	1%	2%	2%	17%	1%	3%	2%	2%	-	3%	1%	3%	-	3%	2%
No reason in particular	5	-	4	1	-	-	4	1	1	1	2	-	1	1	1	2	2	1	1	2	2	5	-	3	2	2	1	2	1
	1%	-	3%	1%	-	-	2%	1%	1%	11%	2%	-	3%	2%	1%	1%	1%	17%	1%	2%	2%	1%	-	1%	1%	1%	1%	1%	1%
Don't know	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	1	1	-	1	-	-	1	-	1
	*	-	-	1%	-	-	-	1%	-	-	-	1%	-	-	-	1%	-	-	-	-	1%	*	-	*	-	-	1%	-	1%

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 83

**Q115. Why do you say that?**

**Base: All respondents who don't have any regrets about their decision to rent their current accommodation**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1370	156	517	403	163	131	550	764	347	45	426	439	113	224	265	762	581	27	483	390	497	1063	307	582	788	1227	38	1094	121
NET: Positive	1268	146	475	372	154	121	510	706	324	40	396	403	105	208	250	711	531	26	461	354	453	983	285	535	733	1157	31	1032	105
I like the area/ location/ it is a suitable location for me	277	26	110	76	41	24	107	162	61	3	101	94	18	50	57	131	145	1	85	81	111	242	35	133	144	242	14	204	44
I like the property/ it is a nice property	230	31	96	58	23	22	100	117	52	5	84	72	17	42	48	123	104	3	108	57	65	187	43	98	132	221	-	193	18
I am happy with the property/ I am happy here/ content	205	22	83	56	22	22	88	109	54	6	64	71	10	29	41	112	87	6	59	64	82	140	65	93	112	199	1	173	15
I have had no problems/ everything is as it should be/ as expected	160	27	59	43	21	10	72	79	45	7	41	54	13	29	31	101	57	2	71	39	50	113	47	52	108	152	2	146	2
I am happy with the level of rent I pay	122	12	52	37	12	9	54	64	30	1	46	32	13	19	23	62	60	-	41	39	42	101	21	43	79	112	3	97	13
The property is well maintained/ looked after/ repairs are actually carried out/ proactive maintenance is done	110	8	26	39	17	20	27	81	37	3	35	30	5	18	19	61	49	-	33	37	40	76	34	35	75	110	-	103	2
I have a good landlord (non-specific)	108	10	35	31	15	17	35	69	26	-	32	42	8	14	15	74	31	3	31	30	47	77	31	37	71	106	1	103	3
Any problems/ required repairs are dealt with quickly	98	8	36	34	12	8	37	58	30	2	28	34	4	20	21	59	39	-	35	35	28	70	28	39	59	97	-	98	-
It is good/ fine/ okay (non-specific)	93	15	30	31	11	6	37	51	29	2	26	23	13	14	14	47	39	7	37	24	32	64	29	43	50	78	3	71	7

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 83

**Q115. Why do you say that?****Base: All respondents who don't have any regrets about their decision to rent their current accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
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Base	1370	156	517	403	163	131	550	764	347	45	426	439	113	224	265	762	581	27	483	390	497	1063	307	582	788	1227	38	1094	121
Other positive mention of landlord	80 6%	8 5%	26 5%	21 5%	15 9%	10 8%	31 6%	49 6%	14 4%	3 7%	28 7%	27 6%	8 7%	12 5%	12 5%	62 8%	18 3%	-	23 5%	28 7%	29 6%	58 5%	22 7%	36 6%	44 6%	78 6%	1 3%	70 6%	5 4%
The property is in good condition/ a good state of repair	76 6%	12 8%	25 5%	24 6%	9 6%	6 5%	32 6%	40 5%	13 4%	1 2%	34 8%	20 5%	8 7%	22 10%	15 6%	33 4%	41 7%	2 7%	42 9%	21 5%	13 3%	58 5%	18 6%	20 3%	56 7%	74 6%	-	70 6%	2 2%
It is of sufficient size/ I have enough space	76 6%	6 4%	33 6%	26 6%	6 4%	5 4%	35 6%	39 5%	20 6%	1 2%	20 5%	33 8%	2 2%	12 5%	21 8%	37 5%	39 7%	-	22 5%	25 6%	29 6%	62 6%	14 5%	32 5%	44 6%	68 6%	4 11%	55 5%	11 9%
I receive good value for money/ the rent is good for the property/ location I live in	71 5%	10 6%	41 8%	15 4%	3 2%	2 2%	42 8%	24 3%	16 5%	2 4%	23 5%	20 5%	10 9%	15 7%	20 8%	47 6%	24 4%	-	34 7%	19 5%	18 4%	61 6%	10 3%	33 6%	38 5%	62 5%	2 5%	59 5%	4 3%
It suits my needs	68 5%	5 3%	20 4%	22 5%	16 10%	5 4%	21 4%	45 6%	28 8%	3 7%	18 4%	17 4%	2 2%	6 3%	15 6%	31 4%	36 6%	1 4%	25 5%	17 4%	26 5%	52 5%	16 5%	25 4%	43 5%	64 5%	-	57 5%	4 3%
I have a good relationship with my landlord/ I have no problems with my landlord	54 4%	1 1%	16 3%	18 4%	8 5%	11 8%	16 3%	37 5%	9 3%	3 7%	16 4%	22 5%	4 4%	5 2%	13 5%	44 6%	9 2%	1 4%	13 3%	14 4%	27 5%	39 4%	15 5%	28 5%	26 3%	52 4%	1 3%	53 5%	-
The rent is low/ cheap	54 4%	14 9%	20 4%	10 2%	7 4%	3 2%	29 5%	22 3%	15 4%	3 7%	14 3%	13 3%	9 8%	9 4%	12 5%	33 4%	21 4%	-	20 4%	16 4%	18 4%	50 5%	4 1%	27 5%	27 3%	41 3%	5 13%	34 3%	9 7%
Positive mention of letting agents (non-specific/ other)	53 4%	7 4%	18 3%	16 4%	7 4%	5 4%	24 4%	28 4%	15 4%	-	22 5%	11 3%	5 4%	9 4%	12 5%	-	53 9%	-	25 5%	13 3%	15 3%	44 4%	9 3%	13 2%	40 5%	51 4%	1 3%	48 4%	2 2%
It is better than my previous accommodation	53 4%	8 5%	21 4%	14 3%	7 4%	3 2%	24 4%	27 4%	12 3%	-	20 5%	14 3%	7 6%	16 7%	14 5%	26 3%	25 4%	2 7%	26 5%	13 3%	14 3%	46 4%	7 2%	17 3%	36 5%	48 4%	-	45 4%	3 2%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 83

**Q115. Why do you say that?****Base: All respondents who don't have any regrets about their decision to rent their current accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1370	156	517	403	163	131	550	764	347	45	426	439	113	224	265	762	581	27	483	390	497	1063	307	582	788	1227	38	1094	121
It is in a convenient location/ close to amenities, facilities, family etc	50 4%	3 2%	19 4%	12 3%	9 6%	7 5%	20 4%	29 4%	10 3%	1 2%	18 4%	17 4%	4 4%	6 3%	14 5%	30 4%	20 3%	-	16 3%	17 4%	17 3%	43 4%	7 2%	23 4%	27 3%	43 4%	2 5%	31 3%	7 6%
I feel comfortable/ settled here/ it feels like home	48 4%	6 4%	20 4%	12 3%	9 6%	1 1%	18 3%	25 3%	7 2%	2 4%	15 4%	17 4%	7 6%	11 5%	4 2%	32 4%	15 3%	1 4%	16 3%	12 3%	20 4%	38 4%	10 3%	21 4%	27 3%	46 4%	-	44 4%	2 2%
The landlord is pleasant/ friendly	46 3%	2 1%	19 4%	18 4%	2 1%	5 4%	18 3%	28 4%	13 4%	-	17 4%	14 3%	2 2%	6 3%	6 2%	37 5%	7 1%	2 7%	12 2%	21 5%	13 3%	33 3%	13 4%	22 4%	24 3%	44 4%	1 3%	43 4%	-
I have been here a long time	43 3%	3 2%	11 2%	15 4%	5 3%	9 7%	11 2%	31 4%	12 3%	-	14 3%	17 4%	-	1 *	2 1%	24 3%	19 3%	-	1 *	3 1%	39 8%	36 3%	7 2%	22 4%	21 3%	38 3%	2 5%	33 3%	6 5%
The property has features which I like (non-specific/ other) e.g good rooms,a garden etc	38 3%	4 3%	13 3%	7 2%	7 4%	7 5%	13 2%	23 3%	11 3%	1 2%	10 2%	13 3%	3 3%	7 3%	8 3%	14 2%	24 4%	-	14 3%	7 2%	17 3%	33 3%	5 2%	19 3%	19 2%	35 3%	2 5%	29 3%	6 5%
The landlord is helpful	37 3%	1 1%	12 2%	17 4%	4 2%	3 2%	10 2%	27 4%	12 3%	-	12 3%	10 2%	3 3%	7 3%	6 2%	28 4%	8 1%	1 4%	15 3%	14 4%	8 2%	29 3%	8 3%	13 2%	24 3%	36 3%	-	37 3%	-
There has been few/ minimal increases in the rent	29 2%	-	12 2%	10 2%	4 2%	3 2%	11 2%	18 2%	13 4%	-	8 2%	7 2%	1 1%	1 *	4 2%	17 2%	12 2%	-	2 *	7 2%	20 4%	27 3%	2 1%	15 3%	14 2%	28 2%	1 3%	20 2%	4 3%
I have good neighbours/ have a good relationship with my neighbours	21 2%	1 1%	3 1%	5 1%	6 4%	6 5%	4 1%	17 2%	7 2%	-	5 1%	9 2%	-	1 *	7 3%	7 1%	14 2%	-	3 1%	9 2%	9 2%	16 2%	5 2%	9 2%	12 2%	21 2%	-	17 2%	1 1%
Any problems/ required repairs are dealt with thoroughly/ a good job is done	20 1%	2 1%	7 1%	9 2%	-	2 2%	8 1%	11 1%	3 1%	-	6 1%	10 2%	1 1%	3 1%	3 1%	15 2%	5 1%	-	4 1%	8 2%	8 2%	18 2%	2 1%	9 2%	11 1%	18 1%	-	18 2%	-

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 83

**Q115. Why do you say that?**

**Base: All respondents who don't have any regrets about their decision to rent their current accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1370	156	517	403	163	131	550	764	347	45	426	439	113	224	265	762	581	27	483	390	497	1063	307	582	788	1227	38	1094	121
It is a safe/ family friendly location	20 1%	3 2%	7 1%	5 1%	5 3%	-	8 1%	11 1%	3 1%	2 4%	5 1%	9 2%	1 1%	3 1%	3 1%	9 1%	11 2%	-	6 1%	7 2%	7 1%	19 2%	1 *	10 2%	10 1%	17 1%	-	14 1%	4 3%
It is an attractive property	19 1%	1 1%	8 2%	7 2%	2 1%	1 1%	8 1%	11 1%	8 2%	1 2%	4 1%	6 1%	-	4 2%	2 1%	11 1%	8 1%	-	11 2%	6 2%	2 *	14 1%	5 2%	7 1%	12 2%	19 2%	-	17 2%	2 2%
It is quiet/ peaceful location	16 1%	1 1%	4 1%	8 2%	1 1%	2 2%	3 1%	13 2%	6 2%	-	5 1%	3 2%	2 2%	2 1%	2 1%	7 1%	9 2%	-	6 1%	2 1%	8 2%	14 1%	2 1%	7 1%	9 1%	15 1%	-	12 1%	3 2%
Landlord/ letting agent are easy to contact/ always available	15 1%	2 1%	5 1%	5 1%	2 1%	1 1%	6 1%	8 1%	3 1%	1 2%	7 2%	3 1%	1 1%	3 1%	-	12 2%	3 1%	-	5 1%	4 1%	6 1%	11 1%	4 1%	9 2%	6 1%	14 1%	-	15 1%	-
I am free to decorate the place as I see fit/ make amendments/ personalise	14 1%	2 1%	3 1%	5 1%	2 1%	2 2%	2 *	11 1%	2 1%	-	6 1%	6 1%	-	-	2 1%	8 1%	6 1%	-	1 *	6 2%	7 1%	13 1%	1 *	10 2%	4 1%	13 1%	-	13 1%	-
I like the other tenants/ my housemates/ have a good relationship with other tenants/ my housemates	13 1%	7 4%	5 1%	-	1 1%	-	7 1%	2 *	3 1%	1 2%	2 *	-	7 6%	6 3%	2 1%	9 1%	4 1%	-	8 2%	2 1%	3 1%	13 1%	-	5 1%	8 1%	11 1%	1 3%	9 1%	3 2%
It is a new build/ modern building	12 1%	3 2%	5 1%	3 1%	-	1 1%	5 1%	5 1%	3 1%	-	3 1%	3 3%	3 3%	2 1%	4 2%	2 *	9 2%	1 4%	9 2%	3 1%	-	9 1%	3 1%	4 1%	8 1%	11 1%	-	11 1%	1 1%
I am allowed to keep pets	12 1%	1 1%	4 1%	1 *	3 2%	3 2%	3 1%	8 1%	3 1%	1 2%	3 1%	5 1%	-	3 1%	-	8 1%	4 1%	-	3 1%	2 1%	7 1%	11 1%	1 *	8 1%	4 1%	8 1%	2 5%	8 1%	4 3%
The property is clean	11 1%	1 1%	5 1%	4 1%	1 1%	-	5 1%	6 1%	4 1%	1 2%	3 1%	2 *	1 1%	3 1%	1 *	6 1%	5 1%	-	9 2%	-	2 *	5 *	6 2%	2 *	9 1%	11 1%	-	11 1%	-
The property is warm	11 1%	1 1%	4 1%	5 1%	1 1%	-	4 1%	6 1%	4 1%	1 2%	3 1%	2 *	1 1%	3 1%	2 1%	7 1%	4 1%	-	7 1%	3 1%	1 *	8 1%	3 1%	4 1%	7 1%	10 1%	-	8 1%	1 1%

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 83

**Q115. Why do you say that?**

**Base: All respondents who don't have any regrets about their decision to rent their current accommodation**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1370	156	517	403	163	131	550	764	347	45	426	439	113	224	265	762	581	27	483	390	497	1063	307	582	788	1227	38	1094	121
The property has good views/ it is in picturesque surroundings	8 1%	-	1 *	3 1%	3 2%	1 1%	1 *	7 1%	4 1%	-	2 *	2 *	-	-	-	4 1%	4 1%	-	1 *	1 *	6 1%	8 1%	-	3 1%	5 1%	8 1%	-	6 1%	1 1%
Other positive	74 5%	9 6%	29 6%	17 4%	5 3%	14 11%	29 5%	40 5%	21 6%	4 9%	23 5%	22 5%	4 4%	13 6%	13 5%	37 5%	35 6%	2 7%	24 5%	25 6%	25 5%	57 5%	17 6%	35 6%	39 5%	68 6%	2 5%	60 5%	6 5%
NET: Negative	194 14%	28 18%	71 14%	56 14%	18 11%	21 16%	86 16%	101 13%	44 13%	5 11%	67 16%	55 13%	23 20%	31 14%	37 14%	101 13%	92 16%	1 4%	62 13%	52 13%	80 16%	177 17%	17 6%	102 18%	92 12%	141 11%	16 42%	108 10%	53 44%
I had little choice/ there are limited options available	28 2%	4 3%	10 2%	7 2%	3 2%	4 3%	12 2%	15 2%	4 1%	1 2%	8 2%	10 2%	5 4%	3 1%	7 3%	15 2%	13 2%	-	10 2%	8 2%	10 2%	22 2%	6 2%	12 2%	16 2%	17 1%	3 8%	18 2%	6 5%
The property is poorly maintained/ looked after/ repairs are not done	26 2%	5 3%	12 2%	5 1%	-	4 3%	14 3%	11 1%	5 1%	1 2%	9 2%	9 2%	2 2%	3 1%	7 3%	14 2%	12 2%	-	6 1%	11 3%	9 2%	25 2%	1 *	17 3%	9 1%	19 2%	4 11%	8 1%	13 11%
The property is in poor condition/ a poor state of repair	22 2%	3 2%	8 2%	6 1%	4 2%	1 1%	9 2%	12 2%	5 1%	1 2%	6 1%	9 2%	1 1%	3 1%	7 3%	11 1%	11 2%	-	7 1%	5 1%	10 2%	22 2%	-	17 3%	5 1%	11 1%	7 18%	6 1%	11 9%
I have had problems/ the property/ living here is not what I expected	18 1%	5 3%	7 1%	4 1%	1 1%	1 1%	11 2%	6 1%	3 1%	-	7 2%	2 *	6 5%	6 3%	2 1%	12 2%	6 1%	-	10 2%	3 1%	5 1%	18 2%	-	6 1%	12 2%	15 1%	-	11 1%	4 3%
Negative mention of letting agents (non-specific/ other)	17 1%	5 3%	10 2%	2 *	-	-	14 3%	2 *	2 1%	-	9 2%	2 *	4 4%	6 3%	3 1%	-	17 3%	-	10 2%	4 1%	3 1%	16 2%	1 *	10 2%	7 1%	12 1%	-	1 *	15 12%
Other negative mention of landlord	16 1%	6 4%	7 1%	-	-	3 2%	11 2%	4 1%	3 1%	1 2%	5 1%	3 1%	4 4%	4 2%	4 2%	8 1%	7 1%	1 4%	6 1%	4 1%	6 1%	15 1%	1 *	9 2%	7 1%	9 1%	1 3%	3 *	5 4%
I wish I had saved for a mortgage/ wish I had bought/ own my own property	14 1%	1 1%	4 1%	8 2%	1 1%	-	5 1%	9 1%	1 *	-	4 1%	9 2%	-	2 1%	3 1%	7 1%	7 1%	-	4 1%	5 1%	5 1%	10 1%	4 1%	7 1%	7 1%	13 1%	-	12 1%	1 1%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 83

**Q115. Why do you say that?****Base: All respondents who don't have any regrets about their decision to rent their current accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1370	156	517	403	163	131	550	764	347	45	426	439	113	224	265	762	581	27	483	390	497	1063	307	582	788	1227	38	1094	121
There is damp/ mould in the property	12 1%	1 1%	5 1%	5 1%	1 1%	-	6 1%	6 1%	5 1%	-	2 *	4 1%	1 1%	1 *	4 2%	6 1%	6 1%	-	2 *	3 1%	7 1%	12 1%	-	5 1%	7 1%	6 *	2 5%	7 1%	1 1%	
The rent is expensive	12 1%	1 1%	3 1%	6 1%	1 1%	1 1%	3 1%	8 1%	4 1%	-	5 1%	3 1%	-	1 *	1 *	6 1%	6 1%	-	4 1%	4 1%	4 1%	11 1%	1 *	5 1%	7 1%	10 1%	-	12 1%	-	
The property is cold/ poor central heating	11 1%	2 1%	2 *	4 1%	2 1%	1 1%	4 1%	7 1%	4 1%	-	3 1%	2 *	2 2%	1 *	3 1%	5 1%	6 1%	-	3 1%	1 *	7 1%	11 1%	-	5 1%	6 1%	9 1%	1 3%	8 1%	2 2%	
Any problems/ required repairs are not dealt with quick enough	9 1%	-	3 1%	4 1%	-	2 2%	3 1%	6 1%	-	-	6 1%	3 1%	-	3 1%	-	7 1%	2 *	-	1 *	3 1%	5 1%	9 1%	-	6 1%	3 *	7 1%	1 3%	6 1%	3 2%	
The property does not have the features that I would like (non-specific/ other) e.g good rooms,a garden etc	8 1%	2 1%	4 1%	1 *	-	1 1%	6 1%	2 *	2 1%	-	3 1%	1 *	2 2%	-	3 1%	3 *	5 1%	-	2 *	3 1%	3 1%	8 1%	-	5 1%	3 *	6 *	1 3%	5 *	-	
The size is inappropriate/ the amount of space is not what I need	7 1%	-	4 1%	2 *	1 1%	-	4 1%	3 *	2 1%	-	2 *	2 *	1 1%	2 1%	1 *	3 *	4 1%	-	1 *	2 1%	4 1%	7 1%	-	1 *	6 1%	5 *	-	6 1%	-	
Any problems/ required repairs are dealt with poorly/ a bad job is done	4 *	-	1 *	-	1 1%	2 2%	1 *	3 *	1 *	-	3 1%	-	-	-	2 1%	2 *	2 *	-	-	2 1%	2 *	4 *	-	3 1%	1 *	2 *	-	-	2 2%	
I dislike the area/ location/ it is not a suitable location	4 *	-	-	3 1%	1 1%	-	-	4 1%	3 1%	-	-	1 *	-	-	-	3 *	1 *	-	1 *	1 *	2 *	3 *	1 *	-	4 1%	3 *	-	4 *	-	
I have bad neighbours/ I have a bad relationship with my neighbours	3 *	-	1 *	1 *	1 1%	-	1 *	2 *	2 1%	-	-	1 *	-	-	-	1 *	1 *	1 4%	-	-	3 1%	3 *	-	2 *	1 *	2 *	-	1 *	2 2%	

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 83

**Q115. Why do you say that?****Base: All respondents who don't have any regrets about their decision to rent their current accommodation**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
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I dislike the other tenants/ my housemates/ I have a poor relationship with the other tenants/ my housemates	3*	1 1%	-	2*	-	-	-	2*	1*	-	-	-	2*	1*	-	2*	1*	-	1*	-	2*	3*	-	1*	2*	2*	-	3*	-	
I am unhappy with the level of rent I pay	3*	-	-	3 1%	-	-	-	3*	-	-	1*	2*	-	1*	-	-	3 1%	-	1*	1*	1*	2*	1*	2*	1*	3*	-	3*	-	
I receive poor value for money/ the rent is poor for the property/ location I live in	3*	2 1%	-	-	1 1%	-	1*	1*	-	-	1*	1*	1*	1*	-	1*	2*	-	1*	1*	1*	3*	-	2*	1*	1*	1 3%	-	2 2%	
I have a bad landlord (non-specific)	2*	-	1*	1*	-	-	1*	1*	1*	-	-	-	1 1%	-	1*	2*	-	-	-	1*	1*	2*	-	2*	-	-	-	-	-	2 2%
I should have shopped around/ looked at alternative properties/ researched the move better	2*	-	-	1*	1 1%	-	-	2*	1*	-	-	1*	-	-	-	1*	1*	-	-	-	2*	2*	-	2*	-	-	1 3%	-	1 1%	
I dislike the property	2*	1 1%	-	-	-	1 1%	1*	1*	1*	-	-	-	1 1%	1*	-	1*	1*	-	1*	-	1*	2*	-	1*	1*	-	1 3%	-	1 1%	
It is in an inconvenient location/ it is not close to amenities, facilities family etc	2*	-	-	-	-	2 2%	-	2*	-	-	2*	-	-	-	-	1*	1*	-	-	2 1%	-	1*	1*	1*	1*	2*	-	2*	-	
Bills are expensive	1*	-	1*	-	-	-	1*	-	1*	-	-	-	-	-	1*	-	1*	-	1*	-	-	1*	-	-	1*	1*	-	-	-	



## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 83

**Q115. Why do you say that?**

**Base: All respondents who don't have any regrets about their decision to rent their current accommodation**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
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Base	1370	156	517	403	163	131	550	764	347	45	426	439	113	224	265	762	581	27	483	390	497	1063	307	582	788	1227	38	1094	121
I feel trapped/ I want to move out but I am unable to	1	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	1	-	-	1	1	-	-	-
I am unhappy/ it is a bad experience living here	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	1	-	1	-	1	-	-	1	1	-	-	1	
Other negative	16 1%	3 2%	5 1%	3 1%	3 2%	2 2%	7 1%	9 1%	3 1%	1 2%	7 2%	4 1%	1 1%	2 1%	2 1%	12 2%	4 1%	-	3 1%	3 1%	10 2%	14 1%	2 1%	10 2%	6 1%	11 1%	2 5%	10 1%	4 3%
NET: Neutral	54 4%	3 2%	30 6%	13 3%	6 4%	2 2%	25 5%	28 4%	16 5%	3 7%	13 3%	16 4%	6 5%	5 2%	11 4%	22 3%	31 5%	1 4%	20 4%	20 5%	14 3%	50 5%	4 1%	26 4%	28 4%	42 3%	2 5%	28 3%	15 12%
Any problems are minor/ nothing to worry about/ easily solved	15 1%	1 1%	10 2%	2 *	2 1%	-	8 1%	7 1%	8 2%	-	2 *	3 1%	2 2%	1 *	2 1%	5 1%	10 2%	-	8 2%	3 1%	4 1%	15 1%	-	9 2%	6 1%	12 1%	1 3%	8 1%	4 3%
There is room for improvement/ it is not perfect	12 1%	1 1%	9 2%	2 *	-	-	6 1%	5 1%	2 1%	1 2%	3 1%	5 1%	1 1%	1 *	3 1%	4 1%	8 1%	-	4 1%	5 1%	3 1%	11 1%	1 *	7 1%	5 1%	8 1%	-	7 1%	3 2%
It serves its purpose	11 1%	1 1%	3 1%	3 1%	3 2%	1 1%	3 1%	8 1%	3 1%	2 4%	1 *	4 1%	1 1%	1 *	1 *	5 1%	5 1%	1 4%	3 1%	5 1%	3 1%	10 1%	1 *	5 1%	6 1%	7 1%	2 5%	5 *	3 2%
Other neutral	20 1%	1 1%	9 2%	6 1%	3 2%	1 1%	9 2%	11 1%	5 1%	-	7 2%	5 1%	3 3%	3 1%	5 2%	9 1%	11 2%	-	6 1%	9 2%	5 1%	18 2%	2 1%	8 1%	12 2%	17 1%	-	10 1%	6 5%
No reason in particular	30 2%	4 3%	15 3%	9 2%	1 1%	1 1%	13 2%	15 2%	6 2%	1 2%	9 2%	14 3%	-	9 4%	2 1%	15 2%	15 3%	-	6 1%	13 3%	11 2%	21 2%	9 3%	15 3%	15 2%	25 2%	-	23 2%	3 2%
Don't know	17 1%	2 1%	7 1%	3 1%	1 1%	4 3%	7 1%	9 1%	5 1%	1 2%	5 1%	5 1%	1 1%	1 *	4 2%	10 1%	7 1%	-	3 1%	5 1%	9 2%	12 1%	5 2%	7 1%	10 1%	11 1%	-	9 1%	1 1%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 84

**Q116. To what extent do you agree or disagree with each of the following statements?**

**Summary**

Base: All respondents

	Statements	
	Conditions in the private rented sector are good	I worry about having to leave my property before I want to
Base	1749	1749
Strongly agree (+2)	86 5%	366 21%
Tend to agree (+1)	513 29%	526 30%
Neither agree nor disagree (0)	482 28%	301 17%
Tend to disagree (-1)	394 23%	318 18%
Strongly disagree (-2)	151 9%	212 12%
NET: Agree	599 34%	892 51%
NET: Disagree	545 31%	530 30%
NET: Agree minus disagree	54 3%	362 21%
Don't know	123 7%	26 1%
Mean	-0.01	0.30
Standard deviation	1.07	1.32
Standard error	0.03	0.03

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 85

**Q116. To what extent do you agree or disagree with each of the following statements?**

**Conditions in the private rented sector are good**

**Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2-5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Strongly agree (+2)	86 5%	16 8%	40 6%	20 4%	7 3%	3 2%	47 6%	34 4%	20 5%	5 9%	20 4%	37 6%	4 3%	24 8%	16 5%	51 5%	34 4%	1 3%	31 5%	28 6%	27 4%	56 4%	30 9%	46 6%	40 4%	81 6%	1 1%	78 6%	7 2%
Tend to agree (+1)	513 29%	62 30%	207 31%	143 28%	57 28%	44 29%	226 31%	266 28%	115 27%	18 33%	169 31%	173 30%	38 26%	96 33%	105 31%	285 30%	220 29%	8 24%	190 31%	162 32%	161 26%	395 28%	118 36%	211 27%	302 31%	477 35%	12 6%	448 36%	29 10%
Neither agree nor disagree (0)	482 28%	46 22%	174 26%	154 30%	60 30%	48 31%	184 25%	284 30%	110 26%	14 26%	162 30%	163 28%	33 22%	65 22%	99 30%	250 26%	223 29%	9 27%	155 25%	146 29%	181 29%	388 27%	94 29%	194 25%	288 30%	371 27%	44 23%	336 27%	62 22%
Tend to disagree (-1)	394 23%	56 27%	151 22%	103 20%	49 24%	35 23%	165 23%	211 22%	100 23%	9 17%	116 22%	127 22%	42 29%	63 22%	75 22%	208 22%	176 23%	10 30%	148 24%	106 21%	140 23%	342 24%	52 16%	199 25%	195 20%	283 21%	72 37%	231 19%	106 37%
Strongly disagree (-2)	151 9%	17 8%	58 9%	52 10%	15 7%	9 6%	64 9%	82 9%	44 10%	3 6%	44 8%	41 7%	19 13%	25 9%	26 8%	85 9%	64 8%	2 6%	59 9%	36 7%	56 9%	143 10%	8 2%	80 10%	71 7%	68 5%	55 28%	59 5%	68 24%
NET: Agree	599 34%	78 37%	247 37%	163 32%	64 32%	47 31%	273 37%	300 32%	135 31%	23 43%	189 35%	210 36%	42 29%	120 41%	121 36%	336 35%	254 33%	9 27%	221 36%	190 37%	188 30%	451 32%	148 46%	257 33%	342 35%	558 41%	13 7%	526 43%	36 13%
NET: Disagree	545 31%	73 35%	209 31%	155 30%	64 32%	44 29%	229 31%	293 31%	144 34%	12 22%	160 30%	168 29%	61 41%	88 30%	101 30%	293 31%	240 32%	12 36%	207 33%	142 28%	196 32%	485 34%	60 19%	279 36%	266 28%	351 25%	127 65%	290 23%	174 61%
NET: Agree minus disagree	54 3%	5 2%	38 6%	8 2%	0 0%	3 2%	44 6%	7 1%	-9 -2%	11 20%	29 5%	42 7%	-19 -13%	32 11%	20 6%	43 5%	14 2%	-3 -9%	14 2%	48 9%	-8 -1%	-34 -2%	88 27%	-22 -3%	76 8%	207 15%	-114 -58%	236 19%	-138 -48%
Don't know	123 7%	13 6%	43 6%	39 8%	14 7%	14 9%	44 6%	72 8%	40 9%	5 9%	28 5%	39 7%	11 7%	17 6%	14 4%	76 8%	44 6%	3 9%	39 6%	30 6%	54 9%	101 7%	22 7%	54 7%	69 7%	97 6%	11 6%	85 7%	15 5%
Mean	-0.01	0.02	0.03	-0.05	-0.04	-0.02	0.04	-0.05	-0.08	0.27	0.01	0.07	-0.25	0.11	0.03	0.01	-0.02	-0.13	-0.02	0.08	-0.07	0.36	-0.08	0.05	0.17	-0.91	0.22	-0.73	
Standard deviation	1.07	1.13	1.09	1.06	1.02	0.96	1.10	1.04	1.10	1.08	1.03	1.06	1.10	1.14	1.04	1.09	1.05	1.01	1.09	1.04	1.06	1.07	0.97	1.12	1.02	1.02	0.92	1.01	1.03
Standard error	0.03	0.08	0.04	0.05	0.07	0.08	0.04	0.03	0.06	0.15	0.05	0.05	0.09	0.07	0.06	0.04	0.04	0.18	0.05	0.05	0.04	0.03	0.06	0.04	0.03	0.03	0.07	0.03	0.06

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 86

**Q116. To what extent do you agree or disagree with each of the following statements?**

**I worry about having to leave my property before I want to**

**Base: All respondents**

	Age							Household Type					Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Strongly agree (+2)	366 21%	24 11%	133 20%	137 27%	43 21%	29 19%	132 18%	225 24%	89 21%	5 9%	109 20%	150 26%	13 9%	39 13%	70 21%	172 18%	187 25%	7 21%	96 15%	109 21%	161 26%	325 23%	41 13%	202 26%	164 17%	278 20%	59 30%	210 17%	91 32%
Tend to agree (+1)	526 30%	41 20%	224 33%	167 33%	62 31%	32 21%	223 31%	298 31%	123 29%	20 37%	153 28%	193 33%	37 25%	74 26%	96 29%	276 29%	244 32%	6 18%	182 29%	150 30%	194 31%	437 31%	89 27%	241 31%	285 30%	412 30%	54 28%	379 31%	80 28%
Neither agree nor disagree (0)	301 17%	33 16%	109 16%	100 20%	33 16%	26 17%	122 17%	169 18%	69 16%	7 13%	98 18%	105 18%	22 15%	58 20%	64 19%	171 18%	123 16%	7 21%	107 17%	92 18%	102 16%	236 17%	65 20%	118 15%	183 19%	228 17%	33 17%	225 18%	41 14%
Tend to disagree (-1)	318 18%	61 29%	129 19%	58 11%	34 17%	36 24%	153 21%	142 15%	89 21%	13 24%	109 20%	65 11%	42 29%	63 22%	68 20%	189 20%	125 16%	4 12%	139 22%	90 18%	89 14%	250 18%	68 21%	123 16%	195 20%	262 19%	23 12%	237 19%	41 14%
Strongly disagree (-2)	212 12%	43 20%	68 10%	45 9%	27 13%	29 19%	84 12%	107 11%	52 12%	6 11%	63 12%	61 11%	30 20%	48 17%	32 10%	131 14%	73 10%	8 24%	84 14%	61 12%	67 11%	158 11%	54 17%	92 12%	120 12%	177 13%	23 12%	166 13%	30 10%
NET: Agree	892 51%	65 31%	357 53%	304 59%	105 52%	61 40%	355 49%	523 55%	212 49%	25 46%	262 49%	343 59%	50 34%	113 39%	166 50%	448 47%	431 57%	13 39%	278 45%	259 51%	355 57%	762 53%	130 40%	443 57%	449 47%	690 50%	113 58%	589 48%	171 60%
NET: Disagree	530 30%	104 50%	197 29%	103 20%	61 30%	65 42%	237 32%	249 26%	141 33%	19 35%	172 32%	126 22%	72 49%	111 38%	100 30%	320 34%	198 26%	12 36%	223 36%	151 30%	156 25%	408 29%	122 38%	215 27%	315 33%	439 32%	46 24%	403 33%	71 25%
NET: Agree minus disagree	362 21%	-39 -19%	160 24%	201 39%	44 22%	-4 -3%	118 16%	274 29%	71 17%	6 11%	90 17%	217 37%	-22 -15%	2 1%	66 20%	128 13%	233 31%	1 3%	55 9%	108 21%	199 32%	354 25%	8 2%	228 29%	134 14%	251 18%	67 34%	186 15%	100 35%
Don't know	26 1%	8 4%	10 1%	4 1%	3 1%	1 1%	16 2%	8 1%	7 2%	3 6%	7 1%	6 1%	3 2%	8 3%	5 1%	16 2%	9 1%	1 3%	14 2%	6 1%	6 1%	19 1%	7 2%	8 1%	18 2%	20 1%	3 2%	20 2%	4 1%
Mean	0.30	-0.29	0.34	0.58	0.30	-0.03	0.23	0.42	0.26	0.10	0.26	0.53	-0.27	-0.02	0.32	0.18	0.46	0.00	0.11	0.31	0.48	0.37	-0.02	0.44	0.19	0.26	0.54	0.19	0.57
Standard deviation	1.32	1.33	1.28	1.24	1.34	1.41	1.30	1.31	1.33	1.24	1.31	1.28	1.30	1.31	1.28	1.32	1.29	1.50	1.30	1.32	1.31	1.31	1.30	1.34	1.29	1.33	1.35	1.31	1.35
Standard error	0.03	0.09	0.05	0.06	0.10	0.11	0.05	0.04	0.06	0.17	0.06	0.05	0.11	0.08	0.07	0.04	0.05	0.27	0.05	0.06	0.05	0.04	0.07	0.05	0.04	0.04	0.10	0.04	0.08

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 87

**Q117. Thinking about the notice period in your current tenancy agreement, would you say it...?****Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Gives you enough time to move on	640 37%	81 39%	265 39%	162 32%	68 34%	64 42%	286 39%	324 34%	154 36%	23 43%	215 40%	182 31%	66 45%	126 43%	126 38%	384 40%	246 32%	10 30%	263 42%	206 41%	171 28%	487 34%	153 47%	261 33%	379 39%	549 40%	45 23%	529 43%	55 19%	
Is possibly too short for finding a new place to live	578 33%	63 30%	232 34%	181 35%	63 31%	39 25%	250 34%	314 33%	143 33%	17 31%	178 33%	205 35%	35 24%	94 32%	122 36%	260 27%	313 41%	5 15%	211 34%	170 33%	197 32%	491 34%	87 27%	259 33%	319 33%	456 33%	68 35%	401 32%	97 34%	
Is definitely too short for finding a new place to live	184 11%	10 5%	58 9%	76 15%	25 12%	15 10%	56 8%	126 13%	54 13%	2 4%	47 9%	73 13%	8 5%	22 8%	32 10%	83 9%	98 13%	3 9%	48 8%	50 10%	86 14%	170 12%	14 4%	107 14%	77 8%	110 8%	41 21%	88 7%	66 23%	
N/A I'm not certain how long my notice period is	347 20%	56 27%	118 18%	92 18%	46 23%	35 23%	138 19%	185 19%	78 18%	12 22%	99 18%	120 21%	38 26%	48 17%	55 16%	228 24%	104 14%	15 45%	100 16%	82 16%	165 27%	277 19%	70 22%	157 20%	190 20%	262 19%	41 21%	219 18%	69 24%	
NET: Too short	762 44%	73 35%	290 43%	257 50%	88 44%	54 35%	306 42%	440 46%	197 46%	19 35%	225 42%	278 48%	43 29%	116 40%	154 46%	343 36%	411 54%	8 24%	259 42%	220 43%	283 46%	661 46%	101 31%	366 47%	396 41%	566 41%	109 56%	489 40%	163 57%	
NET: Enough time minus too short	-122 -7%	8 4%	-25 -4%	-95 -19%	-20 -10%	10 7%	-20 -3%	-116 -12%	-43 -10%	4 7%	-10 -2%	-96 -17%	23 16%	10 3%	-28 -8%	41 4%	-165 -22%	2 6%	4 1%	-14 -3%	-112 -18%	-174 -12%	52 16%	-105 -13%	-17 -2%	-17 -1%	-64 -33%	40 3%	-108 -38%	

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 88  
**Q118. To what extent do you agree or disagree that there is adequate choice of private rental properties that meet your current needs and are within your budget and area?**  
Base: All respondents

	Age							Household Type					Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2-5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Strongly agree (+2)	26 1%	6 3%	9 1%	4 1%	2 1%	5 3%	10 1%	14 1%	8 2%	-	7 1%	9 2%	2 1%	6 2%	5 1%	17 2%	8 1%	1 3%	8 1%	9 2%	9 1%	21 2%	5 2%	15 2%	11 1%	23 2%	-	23 2%	2 1%
Tend to agree (+1)	147 8%	44 21%	43 6%	20 4%	18 9%	22 14%	69 9%	64 7%	33 8%	7 13%	48 9%	41 7%	18 12%	34 12%	31 9%	77 8%	69 9%	1 3%	65 10%	43 8%	39 6%	116 8%	31 10%	70 9%	77 8%	131 10%	10 5%	119 10%	15 5%
Neither agree nor disagree (0)	52 3%	8 4%	19 3%	9 2%	6 3%	10 7%	25 3%	25 3%	14 3%	2 4%	16 3%	13 2%	7 5%	11 4%	10 3%	29 3%	20 3%	3 9%	17 3%	13 3%	22 4%	40 3%	12 4%	22 3%	30 3%	42 3%	4 2%	38 3%	3 1%
Tend to disagree (-1)	186 11%	23 11%	49 7%	57 11%	23 11%	34 22%	55 8%	125 13%	49 11%	7 13%	57 11%	56 10%	17 12%	22 8%	33 10%	107 11%	77 10%	2 6%	62 10%	57 11%	67 11%	156 11%	30 9%	72 9%	114 12%	153 11%	20 10%	132 11%	33 11%
Strongly disagree (-2)	102 6%	7 3%	26 4%	32 6%	19 9%	18 12%	25 3%	76 8%	31 7%	1 2%	34 6%	29 5%	7 5%	13 4%	21 6%	54 6%	48 6%	-	24 4%	30 6%	48 8%	92 6%	10 3%	52 7%	50 5%	67 5%	22 11%	62 5%	32 11%
NET: Agree	173 10%	50 24%	52 8%	24 5%	20 10%	27 18%	79 11%	78 8%	41 10%	7 13%	55 10%	50 9%	20 14%	40 14%	36 11%	94 10%	77 10%	2 6%	73 12%	52 10%	48 8%	137 10%	36 11%	85 11%	88 9%	154 11%	10 5%	142 11%	17 6%
NET: Disagree	288 16%	30 14%	75 11%	89 17%	42 21%	52 34%	80 11%	201 21%	80 19%	8 15%	91 17%	85 15%	24 16%	35 12%	54 16%	161 17%	125 16%	2 6%	86 14%	87 17%	115 19%	248 17%	40 12%	124 16%	164 17%	220 16%	42 22%	194 16%	65 23%
NET: Agree minus disagree	-115 -7%	20 10%	-23 -3%	-65 -13%	-22 -11%	-25 -16%	-1 *	-123 -13%	-39 -9%	-1 -2%	-36 -7%	-35 -6%	-4 -3%	5 2%	-18 -5%	-67 -7%	-48 -6%	0 0%	-13 -2%	-35 -7%	-67 -11%	-111 -8%	-4 -1%	-39 -5%	-76 -8%	-66 -5%	-32 -16%	-52 -4%	-48 -17%
Don't know	1236 71%	122 58%	527 78%	389 76%	134 66%	64 42%	546 75%	645 68%	294 69%	37 69%	377 70%	432 74%	96 65%	204 70%	235 70%	671 70%	539 71%	26 79%	446 72%	356 70%	434 70%	1000 70%	236 73%	553 71%	683 71%	961 71%	139 71%	863 70%	202 70%
Mean	-0.37	0.22	-0.27	-0.76	-0.57	-0.43	-0.09	-0.61	-0.46	-0.12	-0.39	-0.37	-0.18	-0.02	-0.34	-0.37	-0.40	0.14	-0.16	-0.37	-0.57	-0.43	-0.10	-0.33	-0.41	-0.26	-0.96	-0.24	-0.92
Standard deviation	1.23	1.15	1.23	1.11	1.24	1.22	1.20	1.20	1.25	1.05	1.23	1.25	1.18	1.25	1.26	1.23	1.23	1.07	1.20	1.25	1.22	1.23	1.17	1.29	1.18	1.22	1.09	1.23	1.16
Standard error	0.05	0.12	0.10	0.10	0.15	0.13	0.09	0.07	0.11	0.26	0.10	0.10	0.16	0.13	0.13	0.07	0.08	0.40	0.09	0.10	0.09	0.06	0.13	0.09	0.07	0.06	0.15	0.06	0.13

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 89  
**Q119. Thinking about your rent, how easy or difficult is it for you to afford?**  
Base: All respondents

	Total	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharrers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No		
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
Very easy	(4)	159 9%	11 5%	67 10%	37 7%	18 9%	26 17%	67 9%	89 9%	43 10%	4 7%	58 11%	42 7%	12 8%	30 10%	41 12%	98 10%	60 8%	1 3%	49 8%	43 8%	67 11%	113 8%	46 14%	61 8%	98 10%	140 10%	11 6%	134 11%	12 4%
Fairly easy	(3)	845 48%	101 48%	346 51%	222 43%	99 49%	77 50%	379 52%	435 46%	206 48%	30 56%	280 52%	263 45%	66 45%	147 51%	155 46%	469 49%	363 48%	13 39%	315 51%	251 49%	279 45%	668 47%	177 55%	346 44%	499 52%	720 52%	54 28%	662 54%	96 33%
Fairly difficult	(2)	545 31%	76 36%	189 28%	170 33%	68 34%	42 27%	214 29%	305 32%	129 30%	17 31%	155 29%	194 33%	50 34%	86 30%	97 29%	282 30%	249 33%	14 42%	192 31%	159 31%	194 31%	472 33%	73 23%	270 34%	275 28%	407 30%	71 36%	353 29%	103 36%
Very difficult	(1)	149 9%	17 8%	49 7%	65 13%	14 7%	4 3%	50 7%	92 10%	39 9%	1 2%	33 6%	60 10%	16 11%	17 6%	37 11%	80 8%	65 9%	4 12%	53 9%	39 8%	57 9%	136 10%	13 4%	82 10%	67 7%	78 6%	50 26%	63 5%	62 22%
NET: Easy	1004 57%	112 53%	413 61%	259 51%	117 58%	103 67%	446 61%	524 55%	249 58%	34 63%	338 63%	305 53%	78 53%	177 61%	196 59%	567 59%	423 56%	14 42%	364 59%	294 58%	346 56%	781 55%	223 69%	407 52%	597 62%	860 62%	65 33%	796 64%	108 38%	
NET: Difficult	694 40%	93 44%	238 35%	235 46%	82 41%	46 30%	264 36%	397 42%	168 39%	18 33%	188 35%	254 44%	66 45%	103 36%	134 40%	362 38%	314 41%	18 55%	245 39%	198 39%	251 41%	608 43%	86 27%	352 45%	342 35%	485 35%	121 62%	416 34%	165 57%	
NET: Easy minus difficult	310 18%	19 9%	175 26%	24 5%	35 17%	57 37%	182 25%	127 13%	81 19%	16 30%	150 28%	51 9%	12 8%	74 26%	62 19%	205 21%	109 14%	-4 -12%	119 19%	96 19%	95 15%	173 12%	137 42%	55 7%	255 26%	375 27%	-56 -29%	380 31%	-57 -20%	
Prefer not to say	51 3%	5 2%	22 3%	17 3%	3 1%	4 3%	20 3%	28 3%	12 3%	2 4%	13 2%	21 4%	3 2%	10 3%	5 1%	26 3%	24 3%	1 3%	13 2%	16 3%	22 4%	36 3%	15 5%	25 3%	26 3%	32 2%	9 5%	25 2%	14 5%	
Mean	2.60	2.52	2.66	2.47	2.61	2.84	2.65	2.57	2.61	2.71	2.69	2.51	2.51	2.68	2.61	2.63	2.57	2.34	2.59	2.61	2.60	2.55	2.83	2.51	2.67	2.69	2.14	2.72	2.21	
Standard deviation	0.78	0.72	0.76	0.81	0.75	0.74	0.75	0.80	0.80	0.64	0.75	0.78	0.80	0.75	0.84	0.79	0.77	0.75	0.76	0.76	0.81	0.78	0.73	0.79	0.76	0.73	0.88	0.73	0.84	
Standard error	0.02	0.05	0.03	0.04	0.05	0.06	0.03	0.03	0.04	0.09	0.03	0.03	0.07	0.04	0.05	0.03	0.03	0.13	0.03	0.03	0.03	0.02	0.04	0.03	0.02	0.02	0.06	0.02	0.05	

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 90

**Q120. In general, what do you consider to be the best things about living in private rented accommodation?**

**Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Repairs are done for you/less responsibility for upkeep	854 49%	78 37%	293 44%	251 49%	125 62%	107 70%	314 43%	511 54%	214 50%	18 33%	287 53%	275 47%	60 41%	120 41%	171 51%	446 47%	403 53%	5 15%	291 47%	250 49%	313 51%	695 49%	159 49%	316 40%	538 56%	739 54%	51 26%	700 57%	75 26%
Choice of location	726 42%	86 41%	262 39%	215 42%	79 39%	84 55%	291 40%	406 43%	184 43%	23 43%	241 45%	217 37%	61 41%	124 43%	140 42%	409 43%	308 40%	9 27%	256 41%	213 42%	257 42%	584 41%	142 44%	320 41%	406 42%	601 44%	63 32%	536 43%	100 35%
Ability to move to another property	601 34%	79 38%	237 35%	167 33%	71 35%	47 31%	262 36%	317 33%	134 31%	14 26%	220 41%	176 30%	57 39%	123 42%	133 40%	315 33%	281 37%	5 15%	255 41%	181 36%	165 27%	509 36%	92 28%	253 32%	348 36%	487 35%	60 31%	444 36%	90 31%
Less hassle than owning	575 33%	66 31%	175 26%	171 33%	89 44%	74 48%	194 27%	358 38%	152 35%	12 22%	193 36%	168 29%	50 34%	85 29%	103 31%	317 33%	254 33%	4 12%	196 32%	150 30%	229 37%	465 33%	110 34%	224 29%	351 36%	491 36%	45 23%	437 35%	83 29%
Independence/Having your own place/privacy	525 30%	94 45%	203 30%	121 24%	59 29%	48 31%	249 34%	246 26%	165 38%	17 31%	168 31%	124 21%	51 35%	100 34%	104 31%	286 30%	228 30%	11 33%	207 33%	144 28%	174 28%	430 30%	95 29%	232 30%	293 30%	446 32%	43 22%	390 32%	77 27%
Good relationship with Landlord	491 28%	31 15%	170 25%	138 27%	73 36%	79 52%	174 24%	305 32%	123 29%	13 24%	166 31%	160 28%	29 20%	75 26%	90 27%	361 38%	128 17%	2 6%	136 22%	143 28%	212 34%	356 25%	135 42%	209 27%	282 29%	457 33%	13 7%	441 36%	16 6%
Ability to live in good neighbourhoods	445 25%	37 18%	161 24%	118 23%	69 34%	60 39%	172 24%	263 28%	112 26%	7 13%	145 27%	162 28%	19 13%	75 26%	76 23%	252 26%	190 25%	3 9%	143 23%	126 25%	176 28%	349 24%	96 30%	206 26%	239 25%	383 28%	35 18%	342 28%	58 20%
Price of rent	376 21%	53 25%	137 20%	103 20%	44 22%	39 25%	148 20%	202 21%	87 20%	13 24%	114 21%	111 19%	51 35%	52 18%	62 19%	237 25%	132 17%	7 21%	123 20%	108 21%	145 23%	294 21%	82 25%	161 21%	215 22%	316 23%	34 17%	301 24%	38 13%
Near schools/work	299 17%	33 16%	157 23%	90 18%	16 8%	3 2%	158 22%	127 13%	30 7%	8 15%	64 12%	171 29%	26 18%	52 18%	67 20%	168 18%	123 16%	8 24%	109 18%	95 19%	95 15%	254 18%	45 14%	140 18%	159 16%	230 17%	34 17%	214 17%	40 14%
Flexible tenancy arrangements	280 16%	45 21%	119 18%	67 13%	29 14%	20 13%	145 20%	124 13%	61 14%	11 20%	102 19%	74 13%	32 22%	59 20%	50 15%	160 17%	118 16%	2 6%	118 19%	76 15%	86 14%	219 15%	61 19%	117 15%	163 17%	240 17%	18 9%	224 18%	30 10%
Choice of properties available	262 15%	49 23%	110 16%	58 11%	24 12%	21 14%	132 18%	109 11%	48 11%	5 9%	95 18%	82 14%	32 22%	53 18%	61 18%	136 14%	121 16%	5 15%	111 18%	78 15%	73 12%	218 15%	44 14%	118 15%	144 15%	219 16%	24 12%	204 16%	36 13%
Feel safe/have secure housing	256 15%	36 17%	86 13%	59 12%	40 20%	35 23%	103 14%	140 15%	74 17%	16 30%	75 14%	69 12%	22 15%	50 17%	34 10%	168 18%	83 11%	5 15%	94 15%	66 13%	96 16%	192 13%	64 20%	121 15%	135 14%	227 16%	17 9%	211 17%	20 7%
Good quality properties	242 14%	37 18%	90 13%	59 12%	29 14%	27 18%	103 14%	122 13%	60 14%	7 13%	85 16%	73 13%	17 12%	47 16%	48 14%	136 14%	100 13%	6 18%	101 16%	74 15%	67 11%	167 12%	75 23%	103 13%	139 14%	221 16%	9 5%	212 17%	13 5%



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 90

**Q120. In general, what do you consider to be the best things about living in private rented accommodation?****Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Mille- nnials 22-37	Older Ten- ants: 38+	One- person house- hold	Lodger	Couple who rent entire prop- erty	Family who rent entire prop- erty	Shar- ers	Less than 5 years	5-10 years	Land- lord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Spacious accommodation is available	216	28	74	65	27	22	87	119	41	9	64	80	22	32	39	139	74	3	76	63	77	166	50	99	117	188	15	161	31
	12%	13%	11%	13%	13%	14%	12%	13%	10%	17%	12%	14%	15%	11%	12%	15%	10%	9%	12%	12%	12%	12%	15%	13%	12%	14%	8%	13%	11%
Other	29	2	6	12	4	5	5	23	7	2	9	9	2	4	5	16	12	1	10	6	13	24	5	15	14	22	2	17	5
	2%	1%	1%	2%	2%	3%	1%	2%	4%	2%	2%	2%	1%	1%	1%	2%	2%	3%	2%	1%	2%	2%	2%	2%	1%	2%	1%	1%	2%
Nothing	163	16	64	51	20	12	61	96	44	5	45	56	13	15	33	92	63	8	48	40	75	134	29	86	77	83	49	71	63
	9%	8%	10%	10%	10%	8%	8%	10%	10%	9%	8%	10%	9%	5%	10%	10%	8%	24%	8%	8%	12%	9%	9%	11%	8%	6%	25%	6%	22%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 91

**Q121. In general, what do you consider to be the worst things about living in private rented accommodation?**

**Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Problems with landlord/ agent	1422	173	571	425	154	99	619	749	335	38	439	484	126	240	278	761	637	24	516	420	486	1199	223	645	777	1109	176	981	258
High rents	905	114	342	278	107	64	383	485	211	20	289	304	81	155	184	480	411	14	349	264	292	769	136	415	490	683	130	597	182
My rent means I find it hard to save	744	105	332	211	67	29	374	345	160	10	229	271	74	125	159	385	349	10	282	238	224	646	98	361	383	565	100	489	151
I feel it is a waste of money	595	76	298	162	42	17	322	255	125	13	190	214	53	99	129	320	267	8	225	195	175	520	75	281	314	440	85	379	129
Having to pay a security deposit	507	65	197	159	52	34	219	267	120	7	153	178	49	106	106	249	250	8	209	143	155	443	64	229	278	384	76	339	100
Having to pay a holding deposit	458	62	175	135	51	35	201	239	106	9	146	148	49	86	100	234	220	4	191	128	139	396	62	207	251	346	67	313	84
Hard to find properties for those on Housing Benefit	303	15	92	122	45	29	91	209	105	9	57	115	17	29	48	174	127	2	74	89	140	271	32	131	172	217	56	195	66
Housing Benefit doesn't adequately cover rent	288	10	84	115	44	35	81	204	100	6	58	113	11	18	56	164	121	3	62	90	136	242	46	125	163	219	42	193	56
No freedom to do what I want with the property (e.g. alterations/ decorations)	729	97	301	217	71	43	337	364	162	15	240	240	72	127	154	362	356	11	297	218	214	630	99	329	400	550	103	488	148
NET: financial)	689	99	259	205	75	51	291	365	152	21	203	247	66	105	136	378	303	8	254	204	231	603	86	342	347	472	126	394	199
Finding a landlord that will house me (e.g. - one that will take children, pets, housing benefit etc.)	416	43	151	140	47	35	157	247	89	10	110	179	28	47	74	247	167	2	138	128	150	361	55	210	206	296	70	262	98

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 91

**Q121. In general, what do you consider to be the worst things about living in private rented accommodation?**

**Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Problems with landlord/poor communication	297 17%	55 26%	109 16%	79 15%	35 17%	19 12%	131 18%	143 15%	69 16%	11 20%	89 17%	89 15%	39 27%	54 19%	59 18%	168 18%	122 16%	7 21%	120 19%	74 15%	103 17%	265 19%	32 10%	152 19%	145 15%	179 13%	79 41%	136 11%	118 41%
Problems with letting or management agents/poor communication	268 15%	47 22%	108 16%	76 15%	25 12%	12 8%	128 18%	125 13%	67 16%	7 13%	79 15%	79 14%	36 24%	48 17%	54 16%	110 12%	156 20%	2 6%	110 18%	83 16%	75 12%	240 17%	28 9%	133 17%	135 14%	173 13%	54 28%	129 10%	104 36%
Possibility of being evicted makes me feel anxious/ unsettled	539 31%	44 21%	200 30%	195 38%	65 32%	35 23%	206 28%	321 34%	137 32%	13 24%	142 26%	218 38%	29 20%	67 23%	96 29%	276 29%	253 33%	10 30%	155 25%	152 30%	232 37%	478 34%	61 19%	267 34%	272 28%	386 28%	95 49%	323 26%	140 49%
Length of time I can stay in the property/lack of security	438 25%	31 15%	153 23%	159 31%	59 29%	36 24%	151 21%	277 29%	112 26%	8 15%	142 26%	147 25%	29 20%	52 18%	83 25%	233 24%	198 26%	7 21%	145 23%	120 24%	173 28%	382 27%	56 17%	225 29%	213 22%	340 25%	52 27%	288 23%	91 32%
Poor quality of properties	384 22%	57 27%	142 21%	115 23%	45 22%	25 16%	158 22%	202 21%	96 22%	4 7%	117 22%	115 20%	52 35%	67 23%	70 21%	206 22%	172 23%	6 18%	142 23%	114 22%	128 21%	343 24%	41 13%	187 24%	197 20%	228 17%	101 52%	197 16%	133 46%
Takes too long to repair damages/do maintenance	365 21%	60 29%	142 21%	110 22%	35 17%	18 12%	168 23%	178 19%	68 16%	5 9%	110 20%	134 23%	48 33%	61 21%	68 20%	179 19%	182 24%	4 12%	120 19%	101 20%	144 23%	347 24%	18 6%	203 26%	162 17%	195 14%	105 54%	123 10%	178 62%
Small accommodation/properties/need more space	279 16%	42 20%	113 17%	79 15%	31 15%	14 9%	132 18%	138 15%	75 17%	6 11%	90 17%	72 12%	36 24%	54 19%	49 15%	150 16%	123 16%	6 18%	109 18%	75 15%	95 15%	253 18%	26 8%	125 16%	154 16%	191 14%	50 26%	166 13%	61 21%
Lack of choice/variety of accommodation where I live	245 14%	35 17%	82 12%	83 16%	27 13%	18 12%	92 13%	147 15%	61 14%	4 7%	62 12%	94 16%	24 16%	35 12%	47 14%	137 14%	105 14%	3 9%	87 14%	81 16%	77 12%	217 15%	28 9%	117 15%	128 13%	156 11%	54 28%	147 12%	63 22%
Problems with neighbours	231 13%	31 15%	77 11%	72 14%	33 16%	18 12%	93 13%	131 14%	76 18%	7 13%	64 12%	60 10%	24 16%	38 13%	43 13%	116 12%	111 15%	4 12%	83 13%	57 11%	91 15%	204 14%	27 8%	107 14%	124 13%	168 12%	41 21%	151 12%	49 17%
Properties are not suitable for my household (e.g. family, accommodating disabilities)	91 5%	10 5%	33 5%	27 5%	13 6%	8 5%	34 5%	54 6%	14 3%	2 4%	26 5%	42 7%	7 5%	11 4%	17 5%	47 5%	42 6%	2 6%	27 4%	32 6%	32 5%	82 6%	9 3%	56 7%	35 4%	45 3%	29 15%	46 4%	25 9%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 91

**Q121. In general, what do you consider to be the worst things about living in private rented accommodation?**

**Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
No lift/too many high steps	57 3%	11 5%	14 2%	17 3%	7 3%	8 5%	17 2%	35 4%	14 3%	3 6%	17 3%	16 3%	7 5%	9 3%	8 2%	32 3%	22 3%	3 9%	17 3%	16 3%	24 4%	49 3%	8 2%	27 3%	30 3%	39 3%	11 6%	37 3%	13 5%
Other	33 2%	3 1%	14 2%	8 2%	4 2%	4 3%	13 2%	17 2%	5 1%	-	17 3%	5 1%	6 4%	6 2%	8 2%	15 2%	17 2%	1 3%	12 2%	14 3%	7 1%	27 2%	6 2%	16 2%	17 2%	23 2%	4 2%	20 2%	6 2%
Nothing	122 7%	4 2%	28 4%	33 6%	26 13%	31 20%	23 3%	97 10%	44 10%	3 6%	41 8%	32 6%	2 1%	19 7%	13 4%	79 8%	39 5%	4 12%	31 5%	32 6%	59 10%	62 4%	60 19%	41 5%	81 8%	109 8%	1 1%	107 9%	1 *

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 92

**Q122. Taking everything into account, to what extent do you personally agree or disagree that being a private renter is a good way of occupying a home?**

**Base: All respondents**

	Total	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
		18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
Strongly agree (+2)	55 3%	10 5%	15 2%	7 1%	9 4%	14 9%	20 3%	31 3%	13 3%	1 2%	18 3%	20 3%	3 2%	11 4%	7 2%	37 4%	18 2%	-	14 2%	14 3%	27 4%	42 3%	13 4%	31 4%	24 2%	48 3%	4 2%	49 4%	2 1%	
Tend to agree (+1)	194 11%	33 16%	50 7%	43 8%	29 14%	39 25%	62 8%	120 13%	57 13%	8 15%	64 12%	47 8%	18 12%	28 10%	38 11%	118 12%	72 9%	4 12%	71 11%	60 12%	63 10%	159 11%	35 11%	83 11%	111 12%	170 12%	10 5%	158 13%	22 8%	
Neither agree nor disagree (0)	133 8%	18 9%	38 6%	34 7%	21 10%	22 14%	44 6%	84 9%	42 10%	5 9%	37 7%	38 7%	11 7%	24 8%	22 7%	65 7%	65 9%	3 9%	45 7%	40 8%	48 8%	108 8%	25 8%	48 6%	85 9%	112 8%	13 7%	91 7%	22 8%	
Tend to disagree (-1)	107 6%	23 11%	33 5%	30 6%	9 4%	12 8%	46 6%	56 6%	19 4%	2 4%	37 7%	33 6%	16 11%	20 7%	25 7%	54 6%	52 7%	1 3%	37 6%	32 6%	38 6%	96 7%	11 3%	58 7%	49 5%	79 6%	18 9%	68 5%	27 9%	
Strongly disagree (-2)	34 2%	6 3%	11 2%	12 2%	2 1%	3 2%	13 2%	20 2%	8 2%	2 4%	8 1%	12 2%	4 3%	4 1%	12 4%	15 2%	19 2%	-	12 2%	10 2%	12 2%	29 2%	5 2%	17 2%	17 2%	17 1%	11 6%	17 1%	12 4%	
NET: Agree	249 14%	43 20%	65 10%	50 10%	38 19%	53 35%	82 11%	151 16%	70 16%	9 17%	82 15%	67 12%	21 14%	39 13%	45 13%	155 16%	90 12%	4 12%	85 14%	74 15%	90 15%	201 14%	48 15%	114 15%	135 14%	218 16%	14 7%	207 17%	24 8%	
NET: Disagree	141 8%	29 14%	44 7%	42 8%	11 5%	15 10%	59 8%	76 8%	27 6%	4 7%	45 8%	45 8%	20 14%	24 8%	37 11%	69 7%	71 9%	1 3%	49 8%	42 8%	50 8%	125 9%	16 5%	75 10%	66 7%	96 7%	29 15%	85 7%	39 14%	
NET: Agree minus disagree	108 6%	14 7%	21 3%	8 2%	27 13%	38 25%	23 3%	75 8%	43 10%	5 9%	37 7%	22 4%	1 1%	15 5%	8 2%	86 9%	19 2%	3 9%	36 6%	32 6%	40 6%	76 5%	32 10%	39 5%	69 7%	122 9%	-15 -8%	122 10%	-15 -5%	
Don't know	1226 70%	120 57%	526 78%	385 75%	132 65%	63 41%	545 75%	638 67%	290 68%	36 67%	375 70%	430 74%	95 65%	203 70%	231 69%	666 70%	535 70%	25 76%	443 71%	352 69%	431 70%	991 70%	235 73%	547 70%	679 70%	951 69%	139 71%	854 69%	202 70%	
Mean	0.25	0.20	0.17	0.02	0.49	0.54	0.16	0.28	0.35	0.22	0.29	0.20	0.00	0.25	0.03	0.37	0.08	0.38	0.21	0.23	0.29	0.21	0.45	0.22	0.27	0.36	-0.39	0.40	-0.29	
Standard deviation	1.09	1.14	1.12	1.09	0.97	1.02	1.13	1.07	1.02	1.11	1.08	1.16	1.10	1.09	1.16	1.09	1.10	0.74	1.07	1.08	1.14	1.10	1.07	1.17	1.03	1.03	1.20	1.06	1.08	
Standard error	0.05	0.12	0.09	0.10	0.12	0.11	0.08	0.06	0.09	0.26	0.08	0.10	0.15	0.12	0.11	0.06	0.07	0.26	0.08	0.09	0.08	0.05	0.11	0.08	0.06	0.05	0.16	0.05	0.12	

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 93

**Q123. In five years' time - which of these is the type of housing you expect to live in?**

**Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Renting	1057	102	304	352	161	138	325	692	296	32	279	370	80	135	177	592	444	21	297	286	474	851	206	471	586	835	119	749	181
	60%	49%	45%	69%	80%	90%	45%	73%	69%	59%	52%	64%	54%	47%	53%	62%	58%	64%	48%	56%	77%	60%	64%	60%	61%	61%	61%	61%	63%
Renting from a housing association	51	2	14	14	12	9	13	36	19	2	13	13	4	7	13	26	24	1	9	18	24	40	11	19	32	36	9	36	9
	3%	1%	2%	3%	6%	6%	2%	4%	4%	4%	2%	2%	3%	2%	4%	3%	3%	3%	1%	4%	4%	3%	3%	2%	3%	3%	5%	3%	3%
Renting from the council/ local authority	101	11	30	28	15	17	32	64	19	3	32	41	6	13	16	52	47	2	20	31	50	84	17	50	51	68	26	57	30
	6%	5%	4%	5%	7%	11%	4%	7%	4%	6%	6%	7%	4%	4%	5%	5%	6%	6%	3%	6%	8%	6%	5%	6%	5%	5%	13%	5%	10%
Renting from a private landlord	905	89	260	310	134	112	280	592	258	27	234	316	70	115	148	514	373	18	268	237	400	727	178	402	503	731	84	656	142
	52%	42%	39%	61%	66%	73%	38%	62%	60%	50%	43%	54%	48%	40%	44%	54%	49%	55%	43%	47%	65%	51%	55%	51%	52%	53%	43%	53%	49%
NET: Own or part own	637	104	353	140	30	10	390	218	113	21	246	195	62	150	150	333	294	10	311	209	117	531	106	286	351	503	69	453	101
	36%	50%	52%	27%	15%	7%	53%	23%	26%	39%	46%	34%	42%	52%	45%	35%	39%	30%	50%	41%	19%	37%	33%	36%	36%	37%	35%	37%	35%
Owning and occupying a property	563	86	319	122	26	10	349	195	101	19	222	170	51	138	131	292	262	9	276	182	105	465	98	249	314	442	64	399	94
	32%	41%	47%	24%	13%	7%	48%	21%	24%	35%	41%	29%	35%	48%	39%	31%	34%	27%	44%	36%	17%	33%	30%	32%	33%	32%	33%	32%	33%
Having shared ownership (i.e. part rent, part buy)	74	18	34	18	4	-	41	23	12	2	24	25	11	12	19	41	32	1	35	27	12	66	8	37	37	61	5	54	7
	4%	9%	5%	4%	2%	-	6%	2%	3%	4%	4%	4%	7%	4%	6%	4%	4%	3%	6%	5%	2%	5%	2%	5%	4%	4%	3%	4%	2%
Other	55	4	16	19	11	5	15	39	20	1	14	15	5	5	8	30	23	2	14	13	28	43	12	27	28	39	7	35	5
	3%	2%	2%	4%	5%	3%	2%	4%	5%	2%	3%	3%	3%	2%	2%	3%	3%	6%	2%	3%	5%	3%	4%	3%	3%	3%	4%	3%	2%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 94

**Q124. In five years' time - which of these would you want to live in?****Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Renting	540	34	116	185	90	115	114	410	172	23	149	173	23	57	84	329	201	10	121	153	266	416	124	232	308	446	48	405	71
	31%	16%	17%	36%	45%	75%	16%	43%	40%	43%	28%	30%	16%	20%	25%	34%	26%	30%	19%	30%	43%	29%	38%	30%	32%	32%	25%	33%	25%
Renting from a housing association	73	4	14	25	15	15	14	58	32	2	19	19	1	10	11	40	33	-	13	22	38	58	15	36	37	52	17	44	19
	4%	2%	2%	5%	7%	10%	2%	6%	7%	4%	4%	3%	1%	3%	3%	4%	4%	-	2%	4%	6%	4%	5%	5%	4%	4%	9%	4%	7%
Renting from the council/local authority	137	7	27	53	29	21	25	107	38	5	37	53	4	10	24	81	54	2	23	39	75	118	19	58	79	94	24	84	34
	8%	3%	4%	10%	14%	14%	3%	11%	9%	9%	7%	9%	3%	3%	7%	8%	7%	6%	4%	8%	12%	8%	6%	7%	8%	7%	12%	7%	12%
Renting from a private landlord	330	23	75	107	46	79	75	245	102	16	93	101	18	37	49	208	114	8	85	92	153	240	90	138	192	300	7	277	18
	19%	11%	11%	21%	23%	52%	10%	26%	24%	30%	17%	17%	12%	13%	15%	22%	15%	24%	14%	18%	25%	17%	28%	18%	20%	22%	4%	22%	6%
NET: Own or part own	1171	173	544	317	102	35	602	516	245	30	379	395	122	228	246	606	543	22	492	343	336	982	189	534	637	904	142	808	209
	67%	82%	81%	62%	50%	23%	82%	54%	57%	56%	70%	68%	83%	79%	73%	63%	71%	67%	79%	68%	54%	69%	58%	68%	66%	66%	73%	65%	73%
Owning and occupying a property	1103	160	524	297	92	30	579	479	226	28	361	375	113	221	235	568	515	20	468	319	316	925	178	504	599	850	135	760	199
	63%	76%	78%	58%	46%	20%	79%	50%	53%	52%	67%	65%	77%	76%	70%	59%	68%	61%	75%	63%	51%	65%	55%	64%	62%	62%	69%	61%	69%
Having shared ownership (i.e. part rent, part buy)	68	13	20	20	10	5	23	37	19	2	18	20	9	7	11	38	28	2	24	24	20	57	11	30	38	54	7	48	10
	4%	6%	3%	4%	5%	3%	3%	4%	4%	4%	3%	3%	6%	2%	3%	4%	4%	6%	4%	5%	3%	4%	3%	4%	4%	4%	4%	4%	3%
Other	38	3	13	9	10	3	14	23	12	1	11	12	2	5	5	20	17	1	9	12	17	27	11	18	20	27	5	24	7
	2%	1%	2%	2%	5%	2%	2%	2%	3%	2%	2%	2%	1%	2%	1%	2%	2%	3%	1%	2%	3%	2%	3%	2%	2%	2%	3%	2%	2%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 95

**Q124. In five years' time - which of these would you want to live in?****Base: All respondents**

	Q123. In five years' time - which of these is the type of housing you expect to live in?								
	Total	NET: Renting	Renting from a housing association	Renting from the council/local authority	Renting from a private landlord	NET: Own or part own	Owning and occupying a property	Having shared ownership (i.e. part rent, part buy)	Other
Base	1749	1057	51	101	905	637	563	74	55
NET: Renting	540 31%	528 50%	35 69%	69 68%	424 47%	7 1%	3 1%	4 5%	5 9%
Renting from a housing association	73 4%	70 7%	23 45%	7 7%	40 4%	1 *	1 *	- -	2 4%
Renting from the council/local authority	137 8%	131 12%	5 10%	51 50%	75 8%	4 1%	1 *	3 4%	2 4%
Renting from a private landlord	330 19%	327 31%	7 14%	11 11%	309 34%	2 *	1 *	1 1%	1 2%
NET: Own or part own	1171 67%	517 49%	16 31%	32 32%	469 52%	629 99%	559 99%	70 95%	25 45%
Owning and occupying a property	1103 63%	480 45%	14 27%	27 27%	439 49%	600 94%	558 99%	42 57%	23 42%
Having shared ownership (i.e. part rent, part buy)	68 4%	37 4%	2 4%	5 5%	30 3%	29 5%	1 *	28 38%	2 4%
Other	38 2%	12 1%	- -	- -	12 1%	1 *	1 *	- -	25 45%



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 96

**Q125. What are you planning to do to enable you to move out of the private rental sector over the next five years?**

**Base: All respondents who want to own/ buy**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1171	173	544	317	102	35	602	516	245	30	379	395	122	228	246	606	543	22	492	343	336	982	189	534	637	904	142	808	209
NET: Financial	889	158	456	212	44	19	521	322	171	23	298	293	104	201	200	462	411	16	415	270	204	752	137	415	474	693	106	616	154
	76%	91%	84%	67%	43%	54%	87%	62%	70%	77%	79%	74%	85%	88%	81%	76%	76%	73%	84%	79%	61%	77%	72%	78%	74%	77%	75%	76%	74%
Save up for a deposit	593	117	339	121	15	1	395	168	103	15	213	196	66	147	145	310	271	12	296	182	115	497	96	273	320	461	70	412	107
	51%	68%	62%	38%	15%	3%	66%	33%	42%	50%	56%	50%	54%	64%	59%	51%	50%	55%	60%	53%	34%	51%	51%	51%	50%	51%	49%	51%	51%
Get a better paid job	409	95	209	91	12	2	261	119	78	13	125	122	71	115	97	222	178	9	208	125	76	354	55	189	220	310	59	270	79
	35%	55%	38%	29%	12%	6%	43%	23%	32%	43%	33%	31%	58%	50%	39%	37%	33%	41%	42%	36%	23%	36%	29%	35%	35%	34%	42%	33%	38%
Use a government scheme that helps people buy their own home	312	67	178	55	9	3	210	86	46	6	125	98	37	88	65	166	143	3	158	100	54	274	38	145	167	234	41	204	59
	27%	39%	33%	17%	9%	9%	35%	17%	19%	20%	33%	25%	30%	39%	26%	27%	26%	14%	32%	29%	16%	28%	20%	27%	26%	26%	29%	25%	28%
Move to a cheaper area	190	37	104	37	8	4	130	54	32	4	65	64	25	40	49	87	99	4	96	54	40	170	20	94	96	144	27	117	43
	16%	21%	19%	12%	8%	11%	22%	10%	13%	13%	17%	16%	20%	18%	20%	14%	18%	18%	20%	16%	12%	17%	11%	18%	15%	16%	19%	14%	21%
Get a more secure job	190	59	83	45	3	-	110	54	39	4	53	47	47	57	39	103	78	9	94	54	42	169	21	90	100	140	28	126	40
	16%	34%	15%	14%	3%	-	18%	10%	16%	13%	14%	12%	39%	25%	16%	17%	14%	41%	19%	16%	13%	17%	11%	17%	16%	15%	20%	16%	19%
Receive financial gift or inheritance from family or friends	177	29	74	47	20	7	91	80	34	4	67	56	16	37	27	78	96	3	77	45	55	156	21	92	85	134	26	116	38
	15%	17%	14%	15%	20%	20%	15%	16%	14%	13%	18%	14%	13%	16%	11%	13%	18%	14%	16%	13%	16%	16%	11%	17%	13%	15%	18%	14%	18%
Move to a cheaper property	103	19	48	22	9	5	55	43	20	1	33	36	13	19	27	48	50	5	47	32	24	90	13	49	54	77	19	66	24
	9%	11%	9%	7%	9%	14%	9%	8%	8%	3%	9%	9%	11%	8%	11%	8%	9%	23%	10%	9%	7%	9%	7%	9%	8%	9%	13%	8%	11%
Borrow money from family or friends	96	22	54	17	3	-	68	21	16	1	31	31	17	26	27	47	48	1	53	30	13	79	17	47	49	78	12	65	20
	8%	13%	10%	5%	3%	-	11%	4%	7%	3%	8%	8%	14%	11%	11%	8%	9%	5%	11%	9%	4%	8%	9%	9%	8%	9%	8%	8%	10%
Pay less into my pension	40	7	20	10	3	-	23	15	11	1	16	7	5	4	12	18	21	1	19	12	9	36	4	20	20	25	6	18	13
	3%	4%	4%	3%	3%	-	4%	3%	4%	3%	4%	2%	4%	2%	5%	3%	4%	4%	4%	3%	3%	4%	2%	4%	3%	3%	4%	2%	6%
Buy jointly with someone else	292	81	148	48	13	2	193	72	45	8	135	51	53	84	68	149	139	4	170	85	37	251	41	129	163	234	28	208	52
	25%	47%	27%	15%	13%	6%	32%	14%	18%	27%	36%	13%	43%	37%	28%	25%	26%	18%	35%	25%	11%	26%	22%	24%	26%	26%	20%	26%	25%
Consider a wider area/ different locations	224	47	103	48	15	11	125	86	42	3	91	61	27	51	46	125	95	4	100	66	58	200	24	108	116	171	33	147	48
	19%	27%	19%	15%	15%	31%	21%	17%	17%	10%	24%	15%	22%	22%	19%	21%	17%	18%	20%	19%	17%	20%	13%	20%	18%	19%	23%	18%	23%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 96

**Q125. What are you planning to do to enable you to move out of the private rental sector over the next five years?**

**Base: All respondents who want to own/ buy**

	Age						Household Type						Length of Renting		Property Management		Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1171	173	544	317	102	35	602	516	245	30	379	395	122	228	246	606	543	22	492	343	336	982	189	534	637	904	142	808	209
Allow plenty of time to look for suitable property	200	49	88	47	9	7	116	69	33	6	85	51	25	44	35	96	98	6	108	54	38	171	29	84	116	161	23	139	36
	17%	28%	16%	15%	9%	20%	19%	13%	13%	20%	22%	13%	20%	19%	14%	16%	18%	27%	22%	16%	11%	17%	15%	16%	18%	18%	16%	17%	17%
Other	68	6	22	22	12	6	20	44	11	2	29	19	7	13	9	34	32	2	24	17	27	55	13	32	36	44	14	46	17
	6%	3%	4%	7%	12%	17%	3%	9%	4%	7%	8%	5%	6%	6%	4%	6%	6%	9%	5%	5%	8%	6%	7%	6%	6%	5%	10%	6%	8%
Don't know	184	9	51	75	39	10	47	133	53	3	46	73	9	15	31	88	92	4	39	44	101	154	30	79	105	139	24	119	35
	16%	5%	9%	24%	38%	29%	8%	26%	22%	10%	12%	18%	7%	7%	13%	15%	17%	18%	8%	13%	30%	16%	16%	15%	16%	15%	17%	15%	17%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 97

**Q126. Which of the following best describes the household in which you live?****Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
One-person household - one person only	429	24	110	156	77	62	112	312	429	-	-	-	-	47	66	228	197	4	137	97	195	322	107	148	281	352	42	327	60
	25%	11%	16%	31%	38%	41%	15%	33%	100%	-	-	-	-	16%	20%	24%	26%	12%	22%	19%	32%	23%	33%	19%	29%	26%	22%	26%	21%
Household where you are living with the landlord as a lodger paying rent	54	11	25	12	3	3	28	23	-	54	-	-	-	10	10	45	8	1	27	14	13	36	18	28	26	45	3	49	-
	3%	5%	4%	2%	1%	2%	4%	2%	-	100%	-	-	-	3%	3%	5%	1%	3%	4%	3%	2%	3%	6%	4%	3%	3%	2%	4%	-
Couple who rent an entire property	539	67	226	112	66	68	256	268	-	-	539	-	-	115	108	292	242	5	214	164	161	440	99	248	291	437	52	380	84
	31%	32%	34%	22%	33%	44%	35%	28%	-	-	100%	-	-	40%	32%	31%	32%	15%	34%	32%	26%	31%	31%	32%	30%	32%	27%	31%	29%
Family who rent an entire property (one household composed mainly of people who are related to each other)	580	34	265	211	52	18	249	318	-	-	-	580	-	74	119	308	257	15	147	200	233	494	86	297	283	432	80	384	111
	33%	16%	39%	41%	26%	12%	34%	34%	-	-	-	100%	-	26%	36%	32%	34%	45%	24%	39%	38%	35%	27%	38%	29%	31%	41%	31%	39%
A property with 4 or more bedrooms that is let to unrelated sharers (e.g. a group of friends), but only has one or two floors	119	53	44	17	3	2	71	24	-	-	-	-	119	35	27	71	43	5	78	27	14	105	14	56	63	88	15	77	26
	7%	25%	7%	3%	1%	1%	10%	3%	-	-	-	-	81%	12%	8%	7%	6%	15%	13%	5%	2%	7%	4%	7%	7%	6%	8%	6%	9%
Five or more tenants who form more than one household sharing a toilet, bathroom or kitchen facilities, and where the property has 3 or more floors	28	21	3	3	1	-	14	4	-	-	-	-	28	9	5	11	14	3	19	6	3	28	-	7	21	23	3	20	6
	2%	10%	*	1%	*	-	2%	*	-	-	-	-	19%	3%	1%	1%	2%	9%	3%	1%	2%	-	1%	2%	2%	2%	2%	2%	2%

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 98

**Q126. Which of the following best describes the household in which you live?****Base: All respondents**

	Total	Q140. How many people aged 0-15 years live in your household?						
		0	1	2	3	4	5	6+
Base	1749	1246	250	188	53	9	2	1
One-person household - one person only	429 25%	415 33%	11 4%	2 1%	1 2%	-	-	-
Household where you are living with the landlord as a lodger paying rent	54 3%	42 3%	5 2%	3 2%	4 8%	-	-	-
Couple who rent an entire property	539 31%	497 40%	22 9%	15 8%	3 6%	1 11%	1 50%	-
Family who rent an entire property (one household composed mainly of people who are related to each other)	580 33%	157 13%	203 81%	168 89%	42 79%	8 89%	1 50%	1 100%
A property with 4 or more bedrooms that is let to unrelated sharers (e.g. a group of friends), but only has one or two floors	119 7%	108 9%	9 4%	-	2 4%	-	-	-
Five or more tenants who form more than one household sharing a toilet, bathroom or kitchen facilities, and where the property has 3 or more floors	28 2%	27 2%	-	-	1 2%	-	-	-

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 99

**Q127. Is your accommodation...?****Base: All respondents**

	Age								Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237
A house or bungalow	1071	96	407	337	128	103	415	621	169	34	300	477	91	159	200	618	434	19	336	326	409	877	194	518	553	831	125	755	177
	61%	46%	60%	66%	63%	67%	57%	65%	39%	63%	56%	82%	62%	55%	60%	65%	57%	58%	54%	64%	66%	62%	60%	66%	57%	60%	64%	61%	62%
A self-contained flat, maisonette or apartment	607	96	245	154	64	48	289	293	234	9	233	102	29	119	123	290	308	9	251	167	189	488	119	237	370	496	58	435	94
	35%	46%	36%	30%	32%	31%	40%	31%	55%	17%	43%	18%	20%	41%	37%	30%	40%	27%	40%	33%	31%	34%	37%	30%	38%	36%	30%	35%	33%
A room or rooms (e.g. bedsit or flatlet)	63	16	20	18	7	2	25	30	22	11	4	1	25	12	10	43	16	4	30	13	20	54	9	25	38	45	9	42	14
	4%	8%	3%	4%	3%	1%	3%	3%	5%	20%	1%	*	17%	4%	3%	5%	2%	12%	5%	3%	3%	4%	3%	3%	4%	3%	5%	3%	5%
Other (e.g. caravan, house boat)	8	2	1	2	3	-	1	5	4	-	2	-	2	-	2	4	3	1	5	2	1	6	2	4	4	5	3	5	2
	*	1%	*	*	1%	-	*	1%	1%	-	*	-	1%	-	1%	*	*	3%	1%	*	*	*	1%	1%	*	*	2%	*	1%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 100

**Q130. How much rent does the landlord/letting agent charge for your accommodation per month, excluding bills?****Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
£1-100	17	2	8	5	2	-	6	9	5	2	1	3	6	2	1	12	4	1	8	2	7	13	4	7	10	14	3	13	2
	1%	1%	1%	1%	1%	-	1%	1%	1%	4%	*	1%	4%	1%	*	1%	4%	3%	1%	*	1%	1%	1%	1%	1%	1%	2%	1%	1%
£101-200	12	4	6	1	-	1	8	2	1	3	1	3	4	4	3	5	6	1	8	4	-	8	4	5	7	9	2	9	1
	1%	2%	1%	*	-	1%	1%	*	*	6%	*	1%	3%	1%	1%	1%	1%	3%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	*
£201-400	213	47	70	47	32	17	88	108	77	13	54	23	46	33	38	140	71	2	97	43	73	178	35	91	122	164	27	157	33
	12%	22%	10%	9%	16%	11%	12%	11%	18%	24%	10%	4%	31%	11%	11%	15%	9%	6%	16%	8%	12%	12%	11%	12%	13%	12%	14%	13%	11%
£401-600	591	67	221	173	69	61	245	328	172	13	170	192	44	83	101	340	241	10	185	156	250	491	100	264	327	460	75	414	100
	34%	32%	33%	34%	34%	40%	34%	35%	40%	24%	32%	33%	30%	29%	30%	36%	32%	30%	30%	31%	40%	34%	31%	34%	34%	33%	38%	33%	35%
£601-800	383	40	157	112	41	33	163	206	76	6	137	144	20	74	84	178	202	3	149	133	101	313	70	168	215	308	38	268	72
	22%	19%	23%	22%	20%	22%	22%	22%	18%	11%	25%	25%	14%	26%	25%	19%	27%	9%	24%	26%	16%	22%	22%	21%	22%	22%	19%	22%	25%
£801-1000	156	9	60	50	23	14	57	95	26	1	48	78	3	26	28	78	76	2	49	50	57	136	20	94	62	121	19	102	28
	9%	4%	9%	10%	11%	9%	8%	10%	6%	2%	9%	13%	2%	9%	8%	8%	10%	6%	8%	10%	9%	10%	6%	12%	6%	9%	10%	8%	10%
£1001-2000	139	18	65	43	10	3	75	61	16	2	60	58	3	27	40	64	72	3	57	50	32	121	18	61	78	111	18	96	28
	8%	9%	10%	8%	5%	2%	10%	6%	4%	4%	11%	10%	2%	9%	12%	7%	9%	9%	9%	10%	5%	8%	6%	8%	8%	8%	9%	8%	10%
£2001-3000	6	1	2	1	2	-	2	3	-	-	2	2	2	2	2	1	5	-	3	3	-	5	1	3	3	6	-	5	1
	*	*	*	*	1%	-	*	*	-	-	*	*	1%	1%	1%	*	1%	-	*	1%	-	*	*	*	*	*	-	*	*
£3001+	2	1	-	-	1	-	-	1	1	-	-	-	1	-	-	-	2	-	1	1	-	2	-	1	1	2	-	2	-
	*	*	-	-	*	-	-	*	*	-	-	-	1%	-	-	-	*	-	*	*	-	*	-	*	*	*	-	*	-
Prefer not to say	196	15	73	68	20	20	74	118	49	11	60	60	16	29	33	117	69	10	50	58	88	133	63	75	121	156	12	147	21
	11%	7%	11%	13%	10%	13%	10%	12%	11%	20%	11%	10%	11%	10%	10%	12%	9%	30%	8%	11%	14%	9%	19%	10%	13%	11%	6%	12%	7%
Don't know	34	6	11	11	2	4	12	18	6	3	6	17	2	10	5	20	13	1	15	8	11	25	9	15	19	26	1	24	1
	2%	3%	2%	2%	1%	3%	2%	2%	1%	6%	1%	3%	1%	3%	1%	2%	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%	1%	2%	*
Mean	658.93	619.50	676.87	670.37	660.21	594.77	669.15	653.39	580.88	493.90	705.89	720.00	526.14	689.62	700.14	623.84	702.54	617.95	662.46	712.99	609.21	662.46	641.19	673.78	646.45	665.37	633.33	657.60	670.92
Standard deviation	329.30	405.00	315.45	302.62	405.09	204.42	319.30	315.31	287.85	309.13	326.44	299.84	450.58	345.48	346.42	286.63	370.60	311.45	356.97	372.40	240.51	329.19	329.96	330.66	327.84	344.30	282.53	345.71	302.63
Standard error	8.45	29.46	13.00	14.56	30.19	18.00	12.58	11.06	14.88	48.88	15.01	13.37	39.67	21.81	20.10	10.02	14.22	66.40	15.13	17.71	10.55	9.25	20.79	12.55	11.41	9.96	20.94	10.59	18.59

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 101

**Q130. How much rent does the landlord/letting agent charge for your accommodation per month, excluding bills?****Base: All respondents**

	Q122. Taking everything into account, to what extent do you personally agree or disagree that being a private renter is a good way of occupying a home?									
	Total	Strongly agree (+2)	Tend to agree (+1)	Neither agree nor disagree (0)	Tend to disagree (-1)	Strongly disagree (-2)	NET: Agree	NET: Disagree	NET: Agree minus disagree	Don't know
Base	1749	55	194	133	107	34	249	141	108	1226
£1-100	17 1%	1 2%	3 2%	1 1%	-	-	4 2%	-	4 4%	12 1%
£101-200	12 1%	1 2%	1 1%	1 1%	-	-	2 1%	-	2 2%	9 1%
£201-400	213 12%	9 16%	28 14%	14 11%	17 16%	1 3%	37 15%	18 13%	19 18%	144 12%
£401-600	591 34%	19 35%	68 35%	43 32%	29 27%	12 35%	87 35%	41 29%	46 43%	420 34%
£601-800	383 22%	9 16%	37 19%	33 25%	27 25%	9 26%	46 18%	36 26%	10 9%	268 22%
£801-1000	156 9%	8 15%	23 12%	7 5%	12 11%	5 15%	31 12%	17 12%	14 13%	101 8%
£1001-2000	139 8%	2 4%	10 5%	10 8%	10 9%	3 9%	12 5%	13 9%	-1 -1%	104 8%
£2001-3000	6 *	-	-	-	-	-	-	-	0 0%	6 *
£3001+	2 *	-	-	-	-	-	-	-	0 0%	2 *
Prefer not to say	196 11%	5 9%	20 10%	17 13%	11 10%	4 12%	25 10%	15 11%	10 9%	139 11%
Don't know	34 2%	1 2%	4 2%	7 5%	1 1%	-	5 2%	1 1%	4 4%	21 2%
Mean	658.93	593.69	608.87	653.38	669.86	722.67	605.47	682.54	-77.06	667.72
Standard deviation	329.30	281.45	246.00	286.76	259.96	297.95	253.76	269.26	-15.50	351.95
Standard error	8.45	40.21	18.87	27.47	26.67	54.40	17.15	24.08	-6.94	10.78

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 102

**Q131. Some people qualify for rent rebates or allowances such as Housing Benefit or Local Housing Allowance.**

**Is all or part of your rent covered by Housing Benefit or Local Housing Allowance?**

**Base: All respondents**

	Age						Household Type						Length of Renting			Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord	
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
Yes	445	22	113	173	66	71	106	330	154	16	79	182	14	41	70	276	162	7	97	113	235	371	74	182	263	342	56	314	76
	25%	10%	17%	34%	33%	46%	15%	35%	36%	30%	15%	31%	10%	14%	21%	29%	21%	21%	16%	22%	38%	26%	23%	23%	27%	25%	29%	25%	26%
No	1304	188	560	338	136	82	624	619	275	38	460	398	133	249	265	679	599	26	525	395	384	1054	250	602	702	1035	139	923	211
	75%	90%	83%	66%	67%	54%	85%	65%	64%	70%	85%	69%	90%	86%	79%	71%	79%	79%	84%	78%	62%	74%	77%	77%	73%	75%	71%	75%	74%



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 103  
**Q132. Gender**  
**Base: All respondents**

	Age						Household Type						Length of Renting		Property Management		Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237
Male	749	57	301	230	88	73	302	423	231	31	234	179	74	119	158	415	322	12	265	219	265	596	153	335	414	603	75	549	109
	43%	27%	45%	45%	44%	48%	41%	45%	54%	57%	43%	31%	50%	41%	47%	43%	42%	36%	43%	43%	43%	42%	47%	43%	43%	44%	38%	44%	38%
Female	999	153	371	281	114	80	427	526	198	23	305	400	73	171	176	540	438	21	357	289	353	828	171	448	551	773	120	687	178
	57%	73%	55%	55%	56%	52%	58%	55%	46%	43%	57%	69%	50%	59%	53%	57%	58%	64%	57%	57%	57%	58%	53%	57%	57%	56%	62%	56%	62%
Other	1	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	1	-	-	-	1	1	-	1	-	1	-	1	-

## Tenant Survey March 2018 - Live in England ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 104  
**Q133. Age**  
Base: All respondents

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
18-24	210	210	-	-	-	-	140	-	24	11	67	34	74	101	23	93	106	11	171	29	10	182	28	87	123	165	23	142	39
	12%	100%	-	-	-	-	19%	-	6%	20%	12%	6%	50%	35%	7%	10%	14%	33%	27%	6%	13%	9%	11%	13%	12%	12%	11%	14%	
25-34	442	-	442	-	-	-	442	-	68	13	168	156	37	105	157	224	212	6	223	153	66	375	67	210	232	351	44	306	79
	25%	-	66%	-	-	-	61%	-	16%	24%	31%	27%	25%	36%	47%	23%	28%	18%	36%	30%	11%	26%	21%	27%	24%	25%	23%	25%	28%
35-44	410	-	231	179	-	-	148	262	89	19	94	190	18	44	64	235	166	9	102	162	146	343	67	210	200	302	59	270	68
	23%	-	34%	35%	-	-	20%	28%	21%	35%	17%	33%	12%	15%	19%	25%	22%	27%	16%	32%	24%	24%	21%	27%	21%	22%	30%	22%	24%
45-54	332	-	-	332	-	-	-	332	109	5	76	130	12	19	41	186	140	6	64	80	188	263	69	133	199	258	42	238	61
	19%	-	-	65%	-	-	-	35%	25%	9%	14%	22%	8%	7%	12%	19%	18%	18%	10%	16%	30%	18%	21%	17%	21%	19%	22%	19%	21%
55-64	202	-	-	-	202	-	-	202	77	3	66	52	4	12	29	113	89	-	44	53	105	159	43	80	122	166	17	161	26
	12%	-	-	-	100%	-	-	21%	18%	6%	12%	9%	3%	4%	9%	12%	12%	-	7%	10%	17%	11%	13%	10%	13%	12%	9%	13%	9%
65+	153	-	-	-	-	153	-	153	62	3	68	18	2	9	21	104	48	1	18	31	104	103	50	64	89	135	10	120	14
	9%	-	-	-	-	100%	-	16%	14%	6%	13%	3%	1%	3%	6%	11%	6%	3%	3%	6%	17%	7%	15%	8%	9%	10%	5%	10%	5%
NET: Under 35	652	210	442	-	-	-	582	-	92	24	235	190	111	206	180	317	318	17	394	182	76	557	95	297	355	516	67	448	118
	37%	100%	66%	-	-	-	80%	-	21%	44%	44%	33%	76%	71%	54%	33%	42%	52%	63%	36%	12%	39%	29%	38%	37%	37%	34%	36%	41%
NET: 35-54	742	-	231	511	-	-	148	594	198	24	170	320	30	63	105	421	306	15	166	242	334	606	136	343	399	560	101	508	129
	42%	-	34%	100%	-	-	20%	63%	46%	44%	32%	55%	20%	22%	31%	44%	40%	45%	27%	48%	54%	43%	42%	44%	41%	41%	52%	41%	45%
NET: 55+	355	-	-	-	202	153	-	355	139	6	134	70	6	21	50	217	137	1	62	84	209	262	93	144	211	301	27	281	40
	20%	-	-	-	100%	100%	-	37%	32%	11%	25%	12%	4%	7%	15%	23%	18%	3%	10%	17%	34%	18%	29%	18%	22%	22%	14%	23%	14%
Average age	41.61	22.18	32.00	46.67	59.32	70.28	29.57	52.44	47.65	36.57	41.80	40.47	29.61	31.88	38.21	42.95	40.25	34.03	34.16	40.75	49.80	40.72	45.50	40.90	42.19	42.05	40.06	42.43	39.38

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 105  
**Q133. Age**  
**Base: All respondents**

	Q122. Taking everything into account, to what extent do you personally agree or disagree that being a private renter is a good way of occupying a home?									
	Total	Strongly agree (+2)	Tend to agree (+1)	Neither agree nor disagree (0)	Tend to disagree (-1)	Strongly disagree (-2)	NET: Agree	NET: Disagree	NET: Agree minus disagree	Don't know
Base	1749	55	194	133	107	34	249	141	108	1226
18-24	210 12%	10 18%	33 17%	18 14%	23 21%	6 18%	43 17%	29 21%	14 13%	120 10%
25-34	442 25%	10 18%	24 12%	21 16%	21 20%	6 18%	34 14%	27 19%	7 6%	360 29%
35-44	410 23%	7 13%	44 23%	28 21%	19 18%	13 38%	51 20%	32 23%	19 18%	299 24%
45-54	332 19%	5 9%	25 13%	23 17%	23 21%	4 12%	30 12%	27 19%	3 3%	252 21%
55-64	202 12%	9 16%	29 15%	21 16%	9 8%	2 6%	38 15%	11 8%	27 25%	132 11%
65+	153 9%	14 25%	39 20%	22 17%	12 11%	3 9%	53 21%	15 11%	38 35%	63 5%
NET: Under 35	652 37%	20 36%	57 29%	39 29%	44 41%	12 35%	77 31%	56 40%	21 19%	480 39%
NET: 35-54	742 42%	12 22%	69 36%	51 38%	42 39%	17 50%	81 33%	59 42%	22 20%	551 45%
NET: 55+	355 20%	23 42%	68 35%	43 32%	21 20%	5 15%	91 37%	26 18%	65 60%	195 16%
Average age	41.61	45.95	45.88	45.08	40.70	39.56	45.90	40.43	5.47	40.50

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 106

**Q134. To which of these ethnic groups do you consider you belong?****Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
White	1604	183	597	478	193	153	643	898	399	47	497	533	128	256	305	890	688	26	553	470	581	1301	303	711	893	1268	177	1142	266
	92%	87%	89%	94%	96%	100%	88%	95%	93%	87%	92%	92%	87%	88%	91%	93%	90%	79%	89%	93%	94%	91%	94%	91%	93%	92%	91%	92%	93%
NET: BAME	131	25	69	28	9	-	79	46	27	6	37	45	16	32	26	58	67	6	66	29	36	115	16	65	66	101	15	88	18
	7%	12%	10%	5%	4%	-	11%	5%	6%	11%	7%	8%	11%	11%	8%	6%	9%	18%	11%	6%	6%	8%	5%	8%	7%	7%	8%	7%	6%
Mixed	29	5	15	6	3	-	17	11	5	1	10	8	5	11	2	12	17	-	17	6	6	26	3	17	12	23	2	20	5
	2%	2%	2%	1%	1%	-	2%	1%	1%	2%	2%	1%	3%	4%	1%	1%	2%	-	3%	1%	1%	2%	1%	2%	1%	2%	1%	2%	2%
Asian	46	8	30	6	2	-	30	13	7	1	11	22	5	10	10	23	20	3	22	12	12	41	5	28	18	33	8	31	8
	3%	4%	4%	1%	1%	-	4%	1%	2%	2%	2%	4%	3%	3%	3%	2%	3%	9%	4%	2%	2%	3%	2%	4%	2%	4%	3%	3%	
Black	35	2	19	11	3	-	19	15	10	2	9	12	2	7	12	12	21	2	16	7	12	30	5	16	19	29	3	25	3
	2%	1%	3%	2%	1%	-	3%	2%	2%	4%	2%	2%	1%	2%	4%	1%	3%	6%	3%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%
Chinese	11	8	3	-	-	-	10	-	3	2	3	2	1	2	2	5	5	1	8	2	1	10	1	3	8	8	2	6	2
	1%	4%	*	-	-	-	1%	-	1%	4%	1%	*	1%	1%	1%	1%	1%	3%	1%	*	*	1%	*	1%	1%	1%	1%	*	1%
Other	10	2	2	5	1	-	3	7	2	-	4	1	3	2	-	6	4	-	3	2	5	8	2	1	9	8	-	6	-
	1%	1%	*	1%	*	-	*	1%	*	-	1%	*	2%	1%	-	1%	1%	-	*	*	1%	1%	1%	*	1%	1%	-	*	-
Prefer not to answer	14	2	7	5	-	-	8	5	3	1	5	2	3	2	4	7	6	1	3	9	2	9	5	8	6	8	3	7	3
	1%	1%	1%	1%	-	-	1%	1%	1%	2%	1%	*	2%	1%	1%	1%	1%	3%	*	2%	*	1%	2%	1%	1%	1%	2%	1%	1%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 107

**Q135. Which of the following best describes your current working status?****Base: All respondents**

	Age							Household Type					Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Working	1203	105	555	392	128	23	581	606	272	45	386	416	84	202	258	643	546	14	435	392	376	983	220	564	639	948	130	862	193
Working full time - working 30 hours per week or more	906	77	434	295	92	8	452	443	228	37	311	267	63	163	197	478	420	8	353	300	253	734	172	408	498	719	93	652	143
Working part time - working between 8 and 29 hours per week	297	28	121	97	36	15	129	163	44	8	75	149	21	39	61	165	126	6	82	92	123	249	48	156	141	229	37	210	50
NET: Not working	546	105	118	119	74	130	149	343	157	9	153	164	63	88	77	312	215	19	187	116	243	442	104	220	326	429	65	375	94
Not working but seeking work or temporarily unemployed or sick	96	11	24	44	16	1	27	63	44	1	18	24	9	7	16	55	39	2	33	18	45	84	12	33	63	69	13	60	25
Not working and not seeking work/ student	163	82	27	37	17	-	58	58	46	5	32	28	52	52	18	86	65	12	98	28	37	143	20	58	105	123	24	105	31
NET: Retired	152	-	-	4	20	128	-	152	64	2	65	19	2	8	18	96	55	1	17	32	103	104	48	65	87	134	10	124	14
Retired on a state pension only	64	-	-	-	1	63	-	64	28	2	26	8	-	5	4	47	17	-	4	10	50	43	21	25	39	54	6	51	6
Retired with a private pension	88	-	-	4	19	65	-	88	36	-	39	11	2	3	14	49	38	1	13	22	53	61	27	40	48	80	4	73	8
House person, housewife, househusband, etc.	135	12	67	34	21	1	64	70	3	1	38	93	-	21	25	75	56	4	39	38	58	111	24	64	71	103	18	86	24

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 108

**Q136. What is the highest educational level that you have achieved to date?****Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
No formal education	6	1	2	1	-	2	2	4	4	-	1	-	1	1	1	5	1	-	3	1	2	4	2	4	2	6	-	6	-
Primary school	7	-	3	2	1	1	2	5	2	-	2	3	-	1	1	6	1	-	-	4	3	7	-	3	4	3	3	5	2
Secondary school, high school, NVQ levels 1 to 3, etc.	870	54	282	308	121	105	267	577	214	19	238	366	33	100	134	508	344	18	237	240	393	693	177	381	489	686	103	608	140
University degree or equivalent professional qualification, NVQ level 4, etc.	563	77	249	139	67	31	288	263	148	19	199	139	58	111	133	283	276	4	232	177	154	466	97	261	302	444	59	406	96
Higher university degree, doctorate, MBA, NVQ level 5, etc.	234	33	120	57	13	11	138	93	50	14	78	60	32	48	55	121	108	5	103	72	59	197	37	108	126	187	19	163	38
Still in full time education	56	43	13	-	-	-	28	-	8	1	16	9	22	25	8	25	25	6	46	9	1	51	5	24	32	42	9	41	10
Prefer not to answer	13	2	4	4	-	3	5	7	3	1	5	3	1	4	3	7	6	-	1	5	7	7	6	3	10	9	2	8	1

**Tenant Survey March 2018 - Live in England**  
**ONLINE Fieldwork:- 21st-26th March 2018**

Absolutes/col percents

Table 109

**Q137. Do you or any member of your household have any long-standing illness, disability or infirmity - by long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?**

**Base: All respondents**

	Age						Household Type						Length of Renting		Property Management		Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Yes	516	39	125	194	86	72	132	369	156	13	160	168	19	48	65	297	209	10	133	138	245	447	69	246	270	389	73	344	111
	30%	19%	19%	38%	43%	47%	18%	39%	36%	24%	30%	29%	13%	17%	19%	31%	27%	30%	21%	27%	40%	31%	21%	31%	28%	28%	37%	28%	39%
Yes, I do	423	30	99	158	76	60	99	311	155	11	125	117	15	37	54	247	167	9	113	108	202	361	62	202	221	322	55	284	89
	24%	14%	15%	31%	38%	39%	14%	33%	36%	20%	23%	20%	10%	13%	16%	26%	22%	27%	18%	21%	33%	25%	19%	26%	23%	23%	28%	23%	31%
Yes, someone else in the household	135	14	33	53	15	20	42	88	2	3	53	72	5	15	17	79	55	1	33	37	65	125	10	70	65	98	22	83	32
	8%	7%	5%	10%	7%	13%	6%	9%	*	6%	10%	12%	3%	5%	5%	8%	7%	3%	5%	7%	11%	9%	3%	9%	7%	7%	11%	7%	11%
No	1233	171	548	317	116	81	598	580	273	41	379	412	128	242	270	658	552	23	489	370	374	978	255	538	695	988	122	893	176
	70%	81%	81%	62%	57%	53%	82%	61%	64%	76%	70%	71%	87%	83%	81%	69%	73%	70%	79%	73%	60%	69%	79%	69%	72%	72%	63%	72%	61%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 110

**Q138. Are you/or any member of your household registered as a disabled person (or as visually impaired) with the local council/ social services?**

**Base: All respondents**

	Age						Household Type						Length of Renting		Property Management		Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
NET: Yes	164	9	40	57	29	29	39	119	38	5	52	67	2	11	20	107	57	-	28	48	88	144	20	77	87	128	19	116	27
	9%	4%	6%	11%	14%	19%	5%	13%	9%	9%	10%	12%	1%	4%	6%	11%	7%	-	5%	9%	14%	10%	6%	10%	9%	10%	9%	10%	9%
Yes, I am	102	4	21	35	24	18	19	80	37	2	31	30	2	5	14	74	28	-	14	29	59	87	15	46	56	84	10	75	16
	6%	2%	3%	7%	12%	12%	3%	8%	9%	4%	6%	5%	1%	2%	4%	8%	4%	-	2%	6%	10%	6%	5%	6%	6%	6%	5%	6%	6%
Yes, someone else in household is	71	5	21	24	7	14	22	46	2	4	24	41	-	7	8	40	31	-	15	21	35	65	6	36	35	52	10	48	12
	4%	2%	3%	5%	3%	9%	3%	5%	*	7%	4%	7%	-	2%	2%	4%	4%	-	2%	4%	6%	5%	2%	5%	4%	4%	5%	4%	4%
No	1585	201	633	454	173	124	691	830	391	49	487	513	145	279	315	848	704	33	594	460	531	1281	304	707	878	1249	176	1121	260
	91%	96%	94%	89%	86%	81%	95%	87%	91%	91%	90%	88%	99%	96%	94%	89%	93%	100%	95%	91%	86%	90%	94%	90%	91%	91%	90%	91%	91%



## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 111

**Q139. Including yourself, how many people aged 18 years or over live in your household?****Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
1	530	31	148	202	84	65	150	370	406	4	8	93	19	53	82	285	235	10	161	130	239	406	124	184	346	421	59	386	85
	30%	15%	22%	40%	42%	42%	21%	39%	95%	7%	1%	16%	13%	18%	24%	30%	31%	30%	26%	26%	39%	28%	38%	23%	36%	31%	30%	31%	30%
2	929	88	439	242	86	74	453	458	18	31	502	362	16	168	196	503	415	11	328	301	300	773	156	451	478	732	106	654	149
	53%	42%	65%	47%	43%	48%	62%	48%	4%	57%	93%	62%	11%	58%	59%	53%	55%	33%	53%	59%	48%	54%	48%	58%	50%	53%	54%	53%	52%
3	137	18	43	39	25	12	45	84	3	12	19	83	20	23	29	82	48	7	41	40	56	112	25	64	73	111	10	96	21
	8%	9%	6%	8%	12%	8%	6%	9%	1%	22%	4%	14%	14%	8%	9%	9%	6%	21%	7%	8%	9%	8%	8%	8%	8%	8%	5%	8%	7%
4	95	36	32	19	6	2	55	27	1	5	10	31	48	28	17	54	40	1	51	28	16	82	13	57	38	68	11	60	19
	5%	17%	5%	4%	3%	1%	8%	3%	*	9%	2%	5%	33%	10%	5%	6%	5%	3%	8%	6%	3%	6%	4%	7%	4%	5%	6%	5%	7%
5	33	19	6	7	1	-	16	8	-	2	-	9	22	10	7	22	11	-	21	6	6	28	5	17	16	25	5	23	9
	2%	9%	1%	1%	*	-	2%	1%	-	4%	-	2%	15%	3%	2%	2%	1%	-	3%	1%	1%	2%	2%	2%	2%	2%	3%	2%	3%
6+	25	18	5	2	-	-	11	2	1	-	-	2	22	8	4	9	12	4	20	3	2	24	1	11	14	20	4	18	4
	1%	9%	1%	*	-	-	2%	*	*	-	-	*	15%	3%	1%	1%	2%	12%	3%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%
Mean	2.01	3.02	2.00	1.81	1.78	1.68	2.15	1.79	1.07	2.44	2.06	2.15	3.90	2.33	2.06	2.02	1.98	2.67	2.25	1.99	1.80	2.05	1.84	2.13	1.92	2.00	2.05	2.00	2.08
Standard deviation	1.09	1.90	0.84	0.88	0.81	0.68	1.07	0.81	0.38	0.90	0.35	0.83	2.01	1.27	0.99	1.03	1.08	2.26	1.40	0.87	0.82	1.13	0.90	1.10	1.08	1.09	1.22	1.10	1.17
Standard error	0.03	0.13	0.03	0.04	0.06	0.05	0.04	0.03	0.02	0.12	0.01	0.03	0.17	0.07	0.05	0.03	0.04	0.39	0.06	0.04	0.03	0.03	0.05	0.04	0.03	0.03	0.09	0.03	0.07

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 112

**Q140. How many people aged 0-15 years live in your household?****Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
0	1246	186	379	351	182	148	456	724	415	42	497	157	135	208	222	683	543	20	474	331	441	996	250	513	733	1014	124	911	189
	71%	89%	56%	69%	90%	97%	62%	76%	97%	78%	92%	27%	92%	72%	66%	72%	71%	61%	76%	65%	71%	70%	77%	65%	76%	74%	64%	74%	66%
1	250	14	127	90	15	4	127	121	11	5	22	203	9	45	54	138	107	5	75	82	93	210	40	129	121	186	33	167	50
	14%	7%	19%	18%	7%	3%	17%	13%	3%	9%	4%	35%	6%	16%	16%	14%	14%	15%	12%	16%	15%	15%	12%	16%	13%	14%	17%	14%	17%
2	188	8	126	49	4	1	116	71	2	3	15	168	-	26	46	95	87	6	53	65	70	162	26	106	82	132	28	122	35
	11%	4%	19%	10%	2%	1%	16%	7%	*	6%	3%	29%	-	9%	14%	10%	11%	18%	9%	13%	11%	11%	8%	14%	8%	10%	14%	10%	12%
3	53	2	33	17	1	-	27	25	1	4	3	42	3	9	12	29	22	2	18	23	12	47	6	33	20	37	9	29	13
	3%	1%	5%	3%	*	-	4%	3%	*	7%	1%	7%	2%	3%	4%	3%	3%	6%	3%	5%	2%	3%	2%	4%	2%	3%	5%	2%	5%
4	9	-	6	3	-	-	4	5	-	-	1	8	-	1	1	7	2	-	2	4	3	8	1	3	6	6	1	6	-
	1%	-	1%	1%	-	-	1%	1%	-	-	*	1%	-	*	*	1%	*	-	*	1%	*	1%	*	*	1%	*	1%	*	-
5	2	-	1	1	-	-	-	2	-	-	1	1	-	1	-	2	-	-	-	2	-	1	1	-	2	1	-	1	-
	*	-	*	*	-	-	-	*	-	-	*	*	-	*	-	*	-	-	-	*	-	*	*	-	*	*	-	*	-
6+	1	-	1	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	1	-	-	1	1	-	1	-
	*	-	*	-	-	-	-	*	-	-	*	*	-	-	-	*	-	-	-	*	-	*	-	-	*	*	-	*	-
Mean	0.48	0.17	0.76	0.50	0.13	0.04	0.62	0.39	0.04	0.43	0.13	1.22	0.12	0.46	0.56	0.48	0.47	0.70	0.39	0.62	0.45	0.50	0.37	0.58	0.40	0.43	0.62	0.43	0.55
Standard deviation	0.87	0.53	1.02	0.87	0.43	0.23	0.92	0.83	0.25	0.90	0.51	1.00	0.48	0.85	0.88	0.89	0.83	0.98	0.79	1.00	0.81	0.88	0.78	0.90	0.83	0.83	0.93	0.83	0.87
Standard error	0.02	0.04	0.04	0.04	0.03	0.02	0.03	0.03	0.01	0.12	0.02	0.04	0.04	0.05	0.05	0.03	0.03	0.17	0.03	0.04	0.03	0.02	0.04	0.03	0.03	0.02	0.07	0.02	0.05

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 113

**Q140a. How many people aged 16-17 years live in your household?****Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
0	1667	205	655	462	194	151	718	883	428	52	530	514	143	280	324	908	732	27	604	478	585	1361	306	747	920	1312	185	1177	276
	95%	98%	97%	90%	96%	99%	98%	93%	100%	96%	98%	89%	97%	97%	97%	95%	96%	82%	97%	94%	95%	96%	94%	95%	95%	95%	95%	95%	96%
1	71	4	14	44	7	2	9	59	1	1	7	59	3	8	7	42	25	4	14	26	31	54	17	31	40	56	10	51	11
	4%	2%	2%	9%	3%	1%	1%	6%	*	2%	1%	10%	2%	3%	2%	4%	3%	12%	2%	5%	5%	4%	5%	4%	4%	4%	5%	4%	4%
2	8	-	3	4	1	-	2	6	-	1	2	5	-	1	3	4	3	1	3	2	3	7	1	5	3	8	-	8	-
	*	-	*	1%	*	-	*	1%	-	2%	*	1%	-	*	1%	*	3%	*	3%	2%	3%	7%	1%	5%	3%	8%	-	8%	-
3	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	1	-	-	1	1	-	1	-
	*	-	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-	*	-	-	*	*	-	*	-
4	2	1	1	-	-	-	1	-	-	-	-	1	1	1	1	-	1	1	1	1	-	2	-	1	1	-	-	-	-
	*	*	*	-	-	-	*	-	-	-	-	1%	*	*	*	-	*	3%	*	*	-	*	-	*	*	-	-	-	-
5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.06	0.04	0.04	0.11	0.04	0.01	0.02	0.08	*	0.06	0.02	0.13	0.05	0.05	0.05	0.06	0.05	0.30	0.04	0.07	0.06	0.06	0.06	0.06	0.05	0.05	0.05	0.06	0.04
Standard deviation	0.28	0.31	0.25	0.35	0.23	0.11	0.21	0.30	0.05	0.30	0.17	0.40	0.36	0.31	0.32	0.26	0.26	0.81	0.26	0.33	0.26	0.29	0.25	0.29	0.28	0.26	0.22	0.27	0.19
Standard error	0.01	0.02	0.01	0.02	0.02	0.01	0.01	0.01	*	0.04	0.01	0.02	0.03	0.02	0.02	0.01	0.01	0.14	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.01	0.01

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 114  
Q139/140/140a Total Household Size  
Base: All respondents

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property		Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/ Landlord			
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287
1	427	28	100	155	81	63	103	314	398	3	6	2	18	45	65	229	192	6	135	96	196	321	106	139	288	348	44	319	64
	24%	13%	15%	30%	40%	41%	14%	33%	93%	6%	1%	*	12%	16%	19%	24%	25%	18%	22%	19%	32%	23%	33%	18%	30%	25%	23%	26%	22%
2	621	71	239	163	72	76	272	335	20	21	465	102	13	104	119	333	281	7	225	187	209	512	109	274	347	504	63	447	96
	36%	34%	36%	32%	36%	50%	37%	35%	5%	39%	86%	18%	9%	36%	36%	35%	37%	21%	36%	37%	34%	36%	34%	35%	36%	37%	32%	36%	33%
3	282	28	131	81	32	10	137	136	7	15	35	207	18	59	61	171	105	6	99	93	90	229	53	137	145	220	29	196	45
	16%	13%	19%	16%	16%	7%	19%	14%	2%	28%	6%	36%	12%	20%	18%	18%	14%	18%	16%	18%	15%	16%	17%	15%	16%	15%	15%	16%	16%
4	267	40	142	72	12	1	153	101	2	8	24	187	46	48	61	138	122	7	96	85	86	229	38	154	113	197	36	180	50
	15%	19%	21%	14%	6%	1%	21%	11%	*	15%	4%	32%	31%	17%	18%	14%	16%	21%	15%	17%	14%	16%	12%	20%	12%	14%	18%	15%	17%
5	93	22	40	25	4	2	42	41	-	6	4	57	26	19	20	51	42	-	40	28	25	80	13	53	40	63	16	57	23
	5%	10%	6%	5%	2%	1%	6%	4%	-	11%	1%	10%	18%	7%	6%	5%	6%	-	6%	6%	4%	6%	4%	7%	4%	5%	8%	5%	8%
6+	59	21	21	15	1	1	23	22	2	1	5	25	26	15	9	33	19	7	27	19	13	54	5	27	32	45	7	38	9
	3%	10%	3%	3%	*	1%	3%	2%	*	2%	1%	4%	18%	5%	3%	3%	2%	21%	4%	4%	2%	4%	2%	3%	3%	3%	4%	3%	3%
Mean	2.55	3.23	2.80	2.42	1.96	1.73	2.80	2.26	1.12	2.93	2.21	3.50	4.07	2.84	2.67	2.55	2.50	3.67	2.68	2.68	2.31	2.61	2.26	2.76	2.38	2.49	2.71	2.48	2.67
Standard deviation	1.45	1.92	1.37	1.40	1.03	0.81	1.39	1.31	0.53	1.18	0.69	1.18	2.02	1.54	1.40	1.41	1.40	2.72	1.58	1.45	1.27	1.48	1.26	1.46	1.42	1.42	1.52	1.42	1.46
Standard error	0.03	0.13	0.05	0.06	0.07	0.07	0.05	0.04	0.03	0.16	0.03	0.05	0.17	0.09	0.08	0.05	0.05	0.47	0.06	0.06	0.05	0.04	0.07	0.05	0.05	0.04	0.11	0.04	0.09

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 115

**Q141. What is your annual income, prior to tax being deducted? What is the combined annual income of your household, prior to tax being deducted?**

**Base: All respondents**

	Total	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
		18-24	25-39	40-54	55-64	65+	Mille-nials 22-37	Older Ten-ants: 38+	One-person house-hold	Couple who rent entire prop-erty	Family who rent entire prop-erty	Shar-ers	Less than 5 years	5-10 years	Land-lord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237	287	
Up to £7,000	(3.5)	93	34	24	27	6	2	29	41	35	1	6	15	36	19	11	47	39	7	47	13	33	81	12	34	59	68	15	64	19
		5%	16%	4%	5%	3%	1%	4%	4%	8%	2%	1%	3%	24%	7%	3%	5%	5%	21%	8%	3%	5%	6%	4%	4%	6%	5%	8%	5%	7%
£7,001 to £14,000	(10.5)	269	38	63	89	37	42	72	182	123	8	42	73	23	37	32	159	105	5	82	65	122	216	53	93	176	211	30	198	38
		15%	18%	9%	17%	18%	27%	10%	19%	29%	15%	8%	13%	16%	13%	10%	17%	14%	15%	13%	13%	20%	15%	16%	12%	18%	15%	15%	16%	13%
£14,001 to £21,000	(17.5)	289	28	89	85	48	39	103	179	89	14	65	100	21	43	63	180	105	4	92	79	118	238	51	117	172	216	39	195	51
		17%	13%	13%	17%	24%	25%	14%	19%	21%	26%	12%	17%	14%	15%	19%	19%	14%	12%	15%	16%	19%	17%	16%	15%	18%	16%	20%	16%	18%
£21,001 to £28,000	(24.5)	255	25	106	74	32	18	116	133	69	8	56	107	15	39	52	131	120	4	77	94	84	201	54	122	133	200	31	179	47
		15%	12%	16%	14%	16%	12%	16%	14%	16%	15%	10%	18%	10%	13%	16%	14%	16%	12%	12%	19%	14%	17%	16%	14%	15%	16%	14%	14%	16%
£28,001 to £34,000	(31)	211	20	94	67	19	11	96	113	42	5	66	82	16	31	44	116	94	1	80	61	70	173	38	120	91	166	20	152	30
		12%	10%	14%	13%	9%	7%	13%	12%	10%	9%	12%	14%	11%	11%	13%	12%	12%	3%	13%	12%	11%	12%	12%	15%	9%	12%	10%	12%	10%
£34,001 to £41,000	(37.5)	157	6	81	42	18	10	76	79	21	3	56	72	5	24	32	89	68	-	58	45	54	119	38	76	81	125	17	114	26
		9%	3%	12%	8%	9%	7%	10%	8%	5%	6%	10%	12%	3%	8%	10%	9%	9%	-	9%	9%	9%	12%	10%	8%	9%	10%	9%	9%	9%
£41,001 to £48,000	(44.5)	126	14	64	34	9	5	68	54	8	4	69	42	3	27	21	61	65	-	53	42	31	111	15	73	53	94	19	86	26
		7%	7%	10%	7%	4%	3%	9%	6%	2%	7%	13%	7%	2%	9%	6%	6%	9%	-	9%	8%	5%	8%	5%	9%	5%	7%	10%	7%	9%
£48,001 to £55,000	(51.5)	78	4	47	18	9	-	45	33	3	2	44	24	5	19	20	38	39	1	28	31	19	66	12	33	45	70	6	59	10
		4%	2%	7%	4%	4%	-	6%	3%	3%	4%	8%	4%	3%	7%	6%	4%	5%	3%	5%	6%	3%	5%	4%	4%	5%	5%	3%	5%	3%
£55,001 to £62,000	(58.5)	45	4	24	11	4	2	25	20	4	-	29	12	-	10	9	23	21	1	22	14	9	38	7	23	22	39	4	29	8
		3%	2%	4%	2%	2%	1%	3%	2%	1%	-	5%	2%	-	3%	3%	2%	3%	3%	3%	4%	3%	3%	2%	3%	2%	3%	2%	2%	3%
£62,001 to £69,000	(65.5)	30	3	16	5	4	2	19	11	2	1	21	5	1	9	11	13	17	-	13	7	10	28	2	11	19	25	2	19	7
		2%	1%	2%	1%	2%	1%	3%	1%	*	2%	4%	1%	1%	3%	3%	1%	2%	-	2%	1%	2%	2%	1%	1%	2%	2%	2%	2%	2%
£69,001 to £76,000	(72.5)	22	2	12	6	2	-	12	10	2	1	12	6	1	3	7	12	10	-	9	7	6	19	3	9	13	18	1	16	3
		1%	1%	2%	1%	1%	-	2%	1%	*	2%	2%	1%	1%	1%	2%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
£76,001 to £83,000	(79.5)	15	2	10	3	-	-	11	3	-	2	7	6	-	2	8	9	6	-	8	6	1	14	1	8	7	14	-	12	2
		1%	1%	1%	1%	-	-	2%	*	-	4%	1%	1%	-	1%	2%	1%	1%	-	1%	1%	*	1%	*	1%	1%	1%	-	1%	1%
£83,001 or more	(86)	29	4	9	11	4	1	11	17	2	1	14	10	2	2	6	11	18	-	10	14	5	22	7	14	15	26	1	26	2
		2%	2%	1%	2%	2%	1%	2%	2%	*	2%	3%	2%	1%	1%	2%	1%	2%	-	2%	3%	1%	2%	2%	2%	2%	2%	1%	2%	2%
NET: Lowest quartile	362	72	87	116	43	44	101	223	158	9	48	88	59	56	43	206	144	12	129	78	155	297	65	127	235	279	45	262	57	
		21%	34%	13%	23%	21%	29%	14%	23%	37%	17%	9%	15%	40%	19%	13%	22%	19%	36%	21%	15%	25%	21%	20%	16%	24%	20%	23%	21%	20%

## Tenant Survey March 2018 - Live in England

### ONLINE Fieldwork:- 21st-26th March 2018

Absolutes/col percents

Table 115

**Q141. What is your annual income, prior to tax being deducted? What is the combined annual income of your household, prior to tax being deducted?**

**Base: All respondents**

	Age						Household Type						Length of Renting		Property Management			Length of Renting Current Property			Had a Problem With Maintenance		Paid For/ Completed Self-Repair		Satisfied With Accommodation		Satisfied With Managing Agent/Landlord		
	Total	18-24	25-39	40-54	55-64	65+	Millennials 22-37	Older Tenants: 38+	One-person household	Lodger	Couple who rent entire property	Family who rent entire property	Sharers	Less than 5 years	5-10 years	Landlord	Agency	Don't know	Less than 2 years	2 - 5 years	More than 5 years	Yes	No	Yes	No	Yes	No	Yes	No
	Base	1749	210	673	511	202	153	730	949	429	54	539	580	147	290	335	955	761	33	622	508	619	1425	324	784	965	1377	195	1237
NET: Lower Middle quartile	289	28	89	85	48	39	103	179	89	14	65	100	21	43	63	180	105	4	92	79	118	238	51	117	172	216	39	195	51
	17%	13%	13%	17%	24%	25%	14%	19%	21%	26%	12%	17%	14%	15%	19%	19%	14%	12%	15%	16%	19%	17%	16%	15%	18%	16%	20%	16%	18%
NET: Upper Middle quartile	255	25	106	74	32	18	116	133	69	8	56	107	15	39	52	131	120	4	77	94	84	201	54	122	133	200	31	179	47
	15%	12%	16%	14%	16%	12%	16%	14%	16%	15%	10%	18%	10%	13%	16%	14%	16%	12%	12%	19%	14%	14%	17%	16%	14%	15%	16%	14%	16%
NET: Highest quartile	713	59	357	197	69	31	363	340	84	19	318	259	33	127	158	372	338	3	281	227	205	590	123	367	346	577	70	513	114
	41%	28%	53%	39%	34%	20%	50%	36%	20%	35%	59%	45%	22%	44%	47%	39%	44%	9%	45%	45%	33%	41%	38%	47%	36%	42%	36%	41%	40%
Prefer not to answer	130	26	34	39	10	21	47	74	29	4	52	26	19	25	19	66	54	10	43	30	57	99	31	51	79	105	10	88	18
	7%	12%	5%	8%	5%	14%	6%	8%	7%	7%	10%	4%	13%	9%	6%	7%	7%	30%	7%	6%	9%	7%	10%	7%	8%	8%	5%	7%	6%
Average income (£000's)	28.65	23.77	32.88	27.57	26.80	21.55	32.31	26.66	19.86	29.20	37.28	29.49	19.43	29.91	32.23	27.59	30.37	16.78	29.82	31.22	25.26	28.84	27.79	30.30	27.29	29.35	25.65	28.93	28.11