To help us tailor our service to your needs, it would to useful to obtain a greater understanding of landlords operating within the private rented sector in the borough. Please answer the following questions as accurately as possible.

Q7. What is your role within the private rented sector? (Please tick ✓ one box)

Private landlord	Letting agent	I own rental properties, and also offer a management service to others	I collect rent payments only
☐	☐	☐	☐

Q8. If you are a private landlord, do you: (Please tick ✓ one box)

Manage all aspects of the tenancy yourself	Use a letting agent only to find tenants	Use a letting agent to manage all aspects of the tenancy	Manage some properties yourself, and use an agent for others
☐	☐	☐	☐

Q9. Please indicate how many properties you own/manage in the Wigan borough:

Terraced House	Semi-detached house	Detached house	Bungalow	Flat/Apartment	HMO

Q10. If you are a private landlord, please indicate how many properties you own/manage outside the Wigan borough:

Terraced House	Semi-detached house	Detached house	Bungalow	Flat/Apartment	HMO

Please circle your answer to the following questions:

Q11. Did you intentionally purchase property for rental purposes? Y/N

Q12. Do you intend to purchase more property for rental purposes in the Wigan borough? Y/N

Q13. Do you intend to purchase more property for rental purposes outside the Wigan borough? Y/N

Q14. Do you intend to withdraw from the private rented sector in the near future? Y/N

Q15. Do you provide assistance to tenant's applying for Housing Benefit? Y/N

Q16. Do you know how to find up to date LHA rates? Y/N

Q17. Are you aware of our LHA Safeguards Policy? Y/N

Q16. Would you be interested in attending landlord training days organised by the Council? Y/N

Q17. Would you like a dedicated officer to act as a point of contact for landlord queries? Y/N

We are very grateful for your feedback. We shall report our findings in the next issue of our landlord newsletter.

Please return this questionnaire using the return envelope provided. Alternatively it can be dropped into us at:

Council Tax Offices
Moore Street East
Whelley
Wigan
WN1 3DS

It can also be faxed to 01942 828613
Or scanned and e-mailed to lha@wigan.gov.uk

Landlord Questionnaire

February 2010

Wigan Council

As a service user of Wigan Council's benefits department, the aim of this survey is to obtain your views on the service we provide. The information that you provide is totally confidential and will help the Council to improve and develop services to meet your potential needs. Whatever your opinion, please take a few moments to help us by completing this questionnaire.

Please read these instructions carefully before completing the questionnaire :-

- Please read each question carefully and tick a box to indicate your answer.
- In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.
- Once you have finished, please take a minute to check you have answered all the questions.

Q1. Thinking about the last time you had to contact the council with a query regarding Housing/Council Tax Benefit for one of your tenants, please indicate whether you agree of disagree with the following statements:

(Please tick ✓ one box per row)	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Does not apply
The council office is somewhere that is easy for me to get to	☐1	☐2	☐3	☐4	☐5	☐6
The council office's opening hours are convenient for me	☐1	☐2	☐3	☐4	☐5	☐6
Staff tried to sort out my query on the phone so I didn't have to go into the office	☐1	☐2	☐3	☐4	☐5	☐6
I was given the name of a person at the council office to contact about my query	☐1	☐2	☐3	☐4	☐5	☐6
Overall, I am satisfied with the ways in which I can contact the council office	☐1	☐2	☐3	☐4	☐5	☐6

Q2. If you had to visit the council office regarding your query, please indicate whether you agree or disagree with each of the following statements about the visit you made:

(Please tick ✓ one box per row)	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Does not apply
I did not have to wait a long time before I saw the person I needed to.	☐1	☐2	☐3	☐4	☐5	☐6
I could talk with this person in a private place if I wanted to.	☐1	☐2	☐3	☐4	☐5	☐6
The council office was 'clean and tidy'.	☐1	☐2	☐3	☐4	☐5	☐6
There are enough seats in my council office.	☐1	☐2	☐3	☐4	☐5	☐6
I asked for help with a disability or language interpretation and overall I am happy with the help I received.	☐1	☐2	☐3	☐4	☐5	☐6
Overall, I am satisfied with the experience of visiting the council office.	☐1	☐2	☐3	☐4	☐5	☐6

Q3. If you telephoned the council office regarding your query, please indicate whether you agree or disagree with each of the following statements:

(Please tick ✓ one box per row)	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Does not apply
The telephone call I made to the council office was answered quickly.	☐1	☐2	☐3	☐4	☐5	☐6
When I made the call to the council office I was **not** transferred between several different people.	☐1	☐2	☐3	☐4	☐5	☐6
Once the call to my council had been answered, my query was dealt with swiftly.	☐1	☐2	☐3	☐4	☐5	☐6
When I called the council office it was easy to speak to the right member of staff.	☐1	☐2	☐3	☐4	☐5	☐6
Overall, I am satisfied with the telephone service provided by the council office.	☐1	☐2	☐3	☐4	☐5	☐6

Q4. Think about the staff that you spoke to regarding your query. Please indicate whether you agree of disagree with each of the following statements:

(Please tick ✓ one box per row)	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Does not apply
Staff in the council office were friendly.	☐1	☐2	☐3	☐4	☐5	☐6
I was confident that what the staff said was correct.	☐1	☐2	☐3	☐4	☐5	☐6
I felt able to ask the questions I wanted to.	☐1	☐2	☐3	☐4	☐5	☐6
Staff were not in a rush.	☐1	☐2	☐3	☐4	☐5	☐6
I was treated fairly and sensitively with respect.	☐1	☐2	☐3	☐4	☐5	☐6
Overall, I am satisfied with the service provided by staff in my council office.	☐1	☐2	☐3	☐4	☐5	☐6

Q5. Taking everything into account, how satisfied or dissatisfied are you with the service you receive from the council office?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
☐1	☐2	☐3	☐4	☐5

Q6. From the list below please tick the 3 areas that you feel need improving most:
(Please tick ✓ three boxes only)

1.	The quality of our letters	☐1
2.	The quality of our claim forms	☐2
3.	The speed we deal with claims and changes of circumstances	☐3
4.	The quality of our phone service	☐4
5.	The quality of our face to face service	☐5
6.	The ease of using our services	☐6
7.	Website and other online service	☐7
8.	The quality of our printed information	☐8
9.	Other - Please write in:	☐9