

## YouGov Survey Results

Sample Size: 2092

Fieldwork: 15th - 17th June 2011

Total	Gender		Age					Social Grade		Region						
Base	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55+	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland

If you have lived in a private rented property in the past ten years which, if any of the following problems have you experienced with your landlord? (Please tick all that apply)

	Unweighted Base	2092	969	1123	168	314	327	339	944	1214	878	510	306	208	302	447	117	202
	Base: All GB adults	2092	1004	1088	251	350	377	381	732	1151	941	515	343	201	268	479	105	182
Landlord did not carry out repairs or deal with poor conditions	11%	10%	11%	21%	24%	12%	7%	2%	10%	12%	9%	10%	8%	16%	13%	11%	8%	
Landlord did not ensure gas safety checks were carried out	2%	2%	3%	3%	4%	3%	1%	1%	2%	3%	1%	2%	1%	5%	3%	6%	2%	
Landlord did not protect my deposit and/ or unfairly kept my deposit	5%	6%	5%	11%	13%	5%	4%	1%	6%	5%	4%	4%	5%	10%	5%	8%	5%	
Landlord threatened me and/ or another tenant	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	-	1%	1%	2%	0%	
Landlord cut off my electricity/gas/water	0%	0%	0%	1%	0%	-	-	0%	0%	0%	-	-	-	0%	0%	2%	0%	
Landlord entered my home without permission	4%	3%	4%	9%	8%	4%	2%	0%	3%	4%	3%	3%	2%	5%	3%	5%	6%	
Landlord charged excessive fees for services (e.g. charge to renew contract or call out for repairs)	2%	3%	2%	5%	6%	2%	0%	0%	2%	2%	2%	1%	2%	3%	3%	1%	3%	
Other	2%	2%	2%	4%	4%	2%	1%	1%	2%	2%	2%	0%	1%	4%	2%	3%	1%	
Net of problems (excluding 'Other')	15%	15%	15%	30%	33%	17%	9%	3%	14%	16%	13%	13%	12%	23%	15%	19%	11%	
Net of problems (including 'Other')	16%	16%	16%	32%	35%	17%	10%	3%	15%	17%	14%	13%	13%	26%	16%	21%	11%	
Not applicable - I haven't experienced any problems with a landlord in a private rented property in the past ten years	16%	19%	13%	25%	30%	20%	12%	7%	16%	17%	17%	15%	12%	18%	20%	9%	12%	
Not applicable - I haven't lived in a private rented property in the past ten years	68%	65%	71%	43%	35%	63%	78%	90%	69%	66%	69%	71%	75%	56%	65%	70%	77%	

Total	Gender		Age					Social Grade		Region						
Base	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55+	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland

Which, if any, of the following did you do when the problem(s) occurred? (Please tick all that apply)

	Unweighted Base	298	126	172	60	115	57	36	30	158	140	68	35	22	65	64	20	24
<b>Base: All GB adults who have had a problem with a landlord in the last 10 years</b>		330	159	171	80	122	66	37	25	170	160	72	45	26	69	75	22	21
I tried to talk to my landlord- he/she did nothing		41%	40%	41%	38%	44%	42%	38%	34%	37%	45%	35%	59%	46%	43%	33%	31%	43%
I sorted the problem out with landlord		30%	28%	31%	29%	27%	37%	28%	25%	37%	22%	29%	17%	37%	30%	38%	28%	18%
I did nothing because I was scared of the consequences		7%	5%	9%	11%	8%	4%	7%	4%	5%	10%	5%	2%	-	9%	8%	20%	16%
I left the property then reported the problem		5%	3%	7%	5%	7%	2%	4%	2%	5%	4%	1%	11%	-	3%	2%	23%	6%
I left the property and did nothing		13%	17%	9%	9%	11%	18%	17%	12%	11%	14%	14%	15%	11%	11%	10%	10%	20%
I ignored the problem because I didn't know what to do		7%	6%	8%	10%	7%	7%	7%	2%	7%	7%	12%	13%	3%	4%	4%	6%	8%
I ignored the problem as I did not think anything would happen		12%	14%	9%	15%	13%	8%	14%	4%	14%	9%	13%	16%	9%	12%	13%	3%	3%
Other		12%	12%	12%	10%	11%	11%	16%	22%	14%	10%	14%	11%	9%	7%	18%	6%	15%
Don't know		3%	4%	3%	3%	5%	-	-	7%	3%	3%	3%	2%	-	9%	-	5%	-

To what extent do you agree or disagree with the following statement?

There needs to be stronger/ clearer rules for landlords to follow to protect tenants

	Unweighted Base	2092	969	1123	168	314	327	339	944	1214	878	510	306	208	302	447	117	202
<b>Base: All GB adults</b>		2092	1004	1088	251	350	377	381	732	1151	941	515	343	201	268	479	105	182
Strongly agree		31%	31%	31%	35%	28%	31%	30%	32%	30%	33%	31%	30%	31%	33%	29%	33%	36%
Agree		34%	34%	35%	34%	40%	35%	33%	32%	33%	37%	36%	35%	32%	29%	37%	34%	35%
Neither agree nor disagree		15%	15%	16%	14%	15%	13%	17%	16%	17%	13%	16%	14%	18%	14%	15%	19%	16%
Disagree		3%	4%	2%	1%	3%	5%	3%	3%	4%	2%	2%	5%	3%	5%	3%	0%	1%
Strongly disagree		1%	2%	1%	3%	0%	2%	0%	1%	1%	1%	0%	1%	2%	3%	2%	2%	1%
Don't know		15%	15%	15%	13%	15%	14%	17%	14%	15%	15%	15%	16%	15%	16%	15%	11%	11%