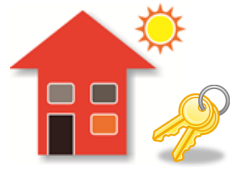




Northumberland
Rent Deposit
Guarantee

Rent Deposit Guarantee Scheme

Landlord Satisfaction Survey



Northumberland
Rent Deposit
Guarantee

We would like you to tell us about your recent experience using Northumberland County Council's Rent Deposit Guarantee Scheme to help secure your tenant for the property below.

This survey gives you the chance to tell us how you felt the scheme worked for you, this will help us to continuously improve our services to help meet the needs of Private Landlords and tenants in the area. Please complete this short survey and return it to PrivateSectorHousing@northumberland.gov.uk or return it in the pre paid envelope provided. Thank You.

Landlord Name and Contact Details	
Tenant Name:	
Address:	

1. How did you hear about the Rent Deposit Guarantee Scheme?

2. Were you satisfied with the length of time it took for the Rent Deposit Guarantee Scheme agreement to be put in place?

Yes No

If you said 'No' please tell us why and what the delay was:

3. Have you ever had to make a claim via the Rent Deposit Guarantee Scheme?

Yes No

If you said 'Yes' please, how did you find the process?

4. Were you satisfied with the level of communication between you and Northumberland County Council throughout the process?

Yes No

5. Would you use the Rent Deposit Guarantee Scheme again to secure any future tenants?

Yes

No

If you said 'No' please tell us why:

6. Have you had any issues with your tenant since their tenancy began in your property?

Yes

No

If you said 'Yes' please tell us what issues you are experiencing

7. Did you find the Rent Deposit Scheme useful in securing a tenant?

Yes

No

8. Did you find the Rent Deposit Guarantee Scheme helped you feel more confident about the tenant you were accepting for your property?

Yes

No

9. Overall, are you happy with the level of service provided to you by the Rent Deposit Guarantee Scheme?

Yes

No

10. Can we improve our service?

Yes

No

If you said 'Yes' your comments on how we can improve are most welcome

11. Are you happy for a member of the Private Sector team to contact you to discuss any issues that you have raised via this survey?

Yes

No

Note: If you tick 'Yes' to the above option, please ensure you provide up to date contact details on the front of this survey. Thank you.