



6 June 2017

**F.A.O NEIL WHITE  
SCRUTINY OFFICER**

Dear Neil,

Please read this in conjunction with our responses as letting agents.

*1. What do you do when a tenant complains about poor conditions?*

In the rare event of this applying to our properties, we would attend and attempt to deal with their concerns. The biggest reported issue is condensation issues, where walls have spore deposits of moisture which turn black. We always provide advice and supply literature in how to combat this common problem. If all else fails we request the attendance of a local authority housing standards officer.

*2. What process do you use to find tenants?*

The usual methods are 'To Let' board, rightmove, On the Market and local pad portals. We also liaise where appropriate with homeless services, probation Service etc.

*3. What effect has the national Rent Deposit Scheme had for you as a landlord?*

Only that the extra administrative procedure takes up more time. Our methods are unaltered, we compile comprehensive inventories etc.

*4. Would you take on a tenant who is on Housing Benefit? Has the change to Universal Credit affected this?*

We have historically rented to many housing benefit tenants without too many issues. We have excellent relations with local housing benefit departments. However, yes the introduction of Universal Credit fills us with trepidation in relation to tenants who cannot deal with their own finances and the procedure to obtain direct payment (alternative payment arrangements). All areas where this has been rolled out are reporting high levels of rent arrears.



*5. What incentives can we offer to landlords to work with vulnerable tenants?*

A local authority officer to advocate with DWP in relation with UC claims.

A robust rent deposit scheme, that will pay rent in advance and either a cash bond or an underwritten pledge to cover rent arrears and damage to the property, with no end date.

*6. Are you aware of the Rent with Confidence scheme, if you are what your thoughts on it are?*

As per 'Agent' response

*7. What do you think would improve the standards in the private rented housing sector?*

As per 'Agent' response

Richard Hall  
Landlord

Lyndon Whitehouse  
Landlord