Southampton's private rented sector Scrutiny Inquiry Panel survey report

southampton dataobservatory Data, Intelligence & Insight Team | *November 2023*



Introduction

Who are the respondents?

Rent, tenancies & living arrangements

- Who are Southampton's landlords?
- How long have Southampton's residents been renting for?
- The cost of renting in Southampton

Communication with landlords

- Experiences of interactions with landlords
- Reporting issues to landlords

Free-text comments

- Things that have gotten better
- Things that have gotten worse







Southampton City Council undertook public research into resident experiences of renting in the private sector, to inform the work of the Scrutiny Inquiry Panel into the same issue, due to take place from November 2023.

This online survey took place between **10/10/2023 – 23/10/2023** and received **599** responses. It was distributed to Southampton City Council's People's Panel; a public link was also made available on the Southampton City Council website.

As this research only concerns experiences of renting in the private sector in Southampton, respondents that said they were either not Southampton residents or did not rent privately were not asked to complete the survey; these respondents also do not count towards response totals in the following report.

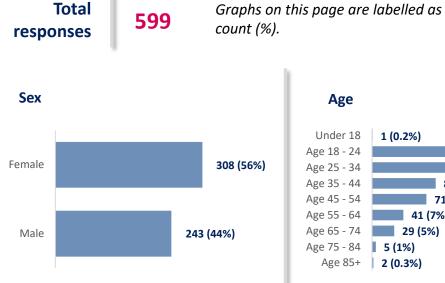
This report provides a summary of the survey responses both for the consideration of decision makers and any interested individuals and stakeholders.

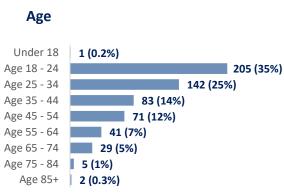




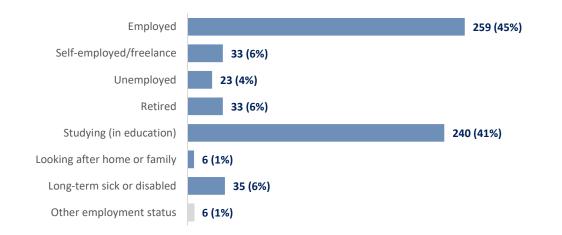
Who are the respondents?



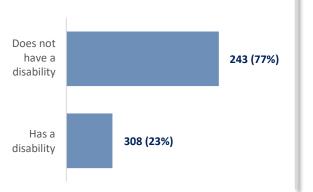




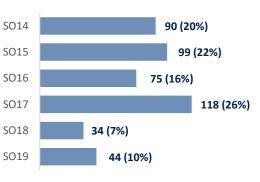
Employment status



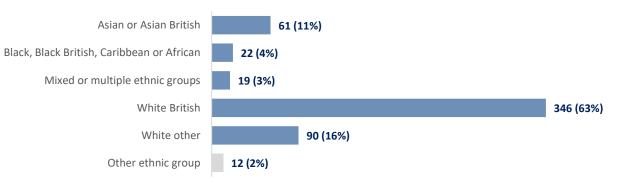
Disability



Postcode



Ethnicity



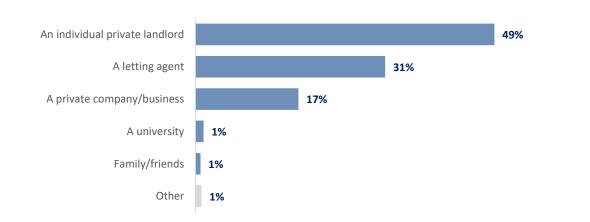


Rent, tenancies & living arrangements





Question 3 | Who are you currently renting from?



Key findings

- 62% of those aged over 35 rent via an individual landlord, as opposed to 36% of those aged 18 -24, who rent . by individual landlords and letting agents at 36% each and private businesses at 26%
- 55% of respondents of a White British ethnicity rent by individual landlords, 13% points more than • respondents from ethnic minority groups (42%)
- 61% of respondents with a disability rent from individual landlords, 13% points more than those that do not • have a disability (48%), with the latter renting from letting agents 10% points more than the former (33% to 23%)
- Renting from individual landlords is most common among respondents in SO16 (59%), and is the least common in SO14 (40%), however in each postcode, renting from individual landlords is the most popular response
- Renting from individual landlords is more common among respondents that have been renting for longer: 66% of those that have been renting in Southampton for more than 10 years, and 70% of those that have been renting their current home for more than 10 years
- 57% of those that said they were satisfied with their landlord rent from an individual landlord

Breakdowns			Total
Age 18 - 24	36%	36% 26%	205
Age 25 - 34	51%	33% 11%	142
Age 35+	62%	26% 10%	231
White British ethnicity	55%	30% 12%	346
Ethnic minority group(s)	42%	34% 21%	204
Has a disability	61%	23% 13%	128
Does not have a disability	48%	33% 16%	423
Employed, self-employed	55%	29% 12%	289
Studying (in education)	36%	38% 23%	240
Retired, unemployed, long-term sick or caring*	64%	20% 14%	97
SO14*	40%	28% 28%	90
SO15*	46%	35% 15%	99
SO16*	59%	29% 12%	75
S017	52%	31% 17%	118
Renting in Southampton for less than 3 years	38%	37% 21%	222
between 3-5 years	49%	34%	145
between 6-10 years	59%	27% 11%	110
for more than 10 years	66%	18% 12%	107
Renting current home for less than 3 years	41%	36% 19%	370
between 3-5 years*	63%	30% 6%	81
between 6-10 years*	66%	22% 9%	91
for more than 10 years**	70%		40
Independent household	53%	33% 12%	341
Shared household	46%	22%	239
Satisfied with landlord	57%	26% 14%	277
Not satisfied with landlord	43%	35% 19%	192

An individual private landlord A letting agent

Family/friends

A private company/business

Other

Source: Private rented sector survey, October 2023

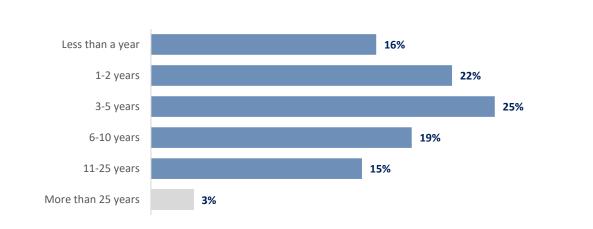
*Less than 100 respondents; **less than 50 respondents.

Respondents | 599

A university



Question 5 | How long have you been renting from private landlords in Southampton? Respondents | 584



Key findings

- Male respondents said that they'd been renting for 1-2 years 8% points more than women, 27% to 19% .
- Shorter amounts of time spent renting were more common among ethnic minority respondents than White British respondents; 53% of the former said they'd been renting for 1-2 years or less, compared to the latter, who responded the same at 29%
- It should be noted that some breakdowns show a pattern in response numbers which suggests a large number of undergraduate student respondents: respondents aged 18 – 24, respondents in education, respondents in postcode SO17, and those living in a shared household all show responses split roughly into thirds, between rental periods of less than a year, 1-2 years, and 3-5 years – these marry up with the three academic years of a standard full-time undergraduate degree. SO17 is also the main postcode of the University of Southampton's Highfield campus, with the lower response rate for rental periods of less than a year possibly explained by the number of students in halls of residence in their first year of study
- Residents that have a disability said that they've been renting for longer than those that do not have a disability; 28% of respondents with a disability have been renting between 11-25 years, compared to 12% of those without a disability

Breakdowns					Total
Female	15% 19%	26%	21%	16%	306
Male	17% 27	% 239	% 17%	14%	242
Age 18 - 24	31%	36%	32	2%	203
Age 25 - 34	15% 20%	31%	27%	6 7%	142
Age 35+	11% 15%	27%	33%	8%	230
White British ethnicity	12% 17%	23%	23%	21%	345
Ethnic minority group(s)	23%	30%	27%	13%	202
Has a disability	17%	24% 18	% 28%	6	127
Does not have a disability	19% 24	% 265	% 18%	12%	421
Employed, self-employed	8% 16%	26%	28%	20%	289
Studying (in education)	29%	37%	28	%	238
Retired, unemployed, long-term sick or caring*	10% 16%	25%	30%	13%	96
SO14*	27%	19%	27% 17	% 9%	89
SO15*	17% 13%	29%	17%	21%	99
SO16*	13% 27%	25%	23%	9%	75
S017	17%	36%	31%	10%	118
Rents from individual private landlord	10%	24%	22%	20%	292
letting agent	22%	2	.8% 17	% 9%	181
company/business*	22%	28%	23% 13%	6 12%	94
Independent household	9% 12% 2	3% 2	7% 2	4%	339
Shared household	27%	36%	28%	7%	239
Satisfied with landlord	17% 249	% 19%	21%	15%	276
Not satisfied with landlord	12% 20%	30%	21%		191

■ Less than a year ■ 1-2 years ■ 3-5 years ■ 6-10 years ■ 11-25 years ■ More than 25 years

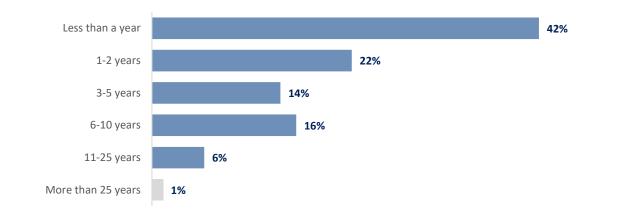


How long have Southampton's residents been renting for?



Question 6 | How long have you been renting your current home?





Key findings

- The duration of ongoing tenancies are shorter than the length of time respondents said they've been renting • overall; while 15% of respondents said that they've been renting in Southampton between 11-25 years, for this question, 6% of respondents said they've been renting their current home for the same amount of time. Similarly, 42% of respondents said that they've been renting their current home for less than a year, compared to 16% that said they've been renting in Southampton generally for the same duration
- Again, tenancies of an ongoing duration of less than a year are most common in student demographics: 78% of . 18-24 year-olds; 71% of those in education; 55% of residents of postcode SO17; and 69% of respondents living in shared households
- More men said they've been renting their current home for less than a year than women (47% to 38%), and . respondents from an ethnic minority background said they've been living in their current home for less than a year 13% points more than respondents of a White British ethnicity (50% to 37%)
- Over half of respondents in postcode SO14 said they'd been renting their current home for less than a year . (53%)
- Longer-term tenancies were more popular as a response with respondents that have a disability than those without; 42% of the former have been renting their current home between 6-10 years or more, while 17% of respondents without a disability said the same

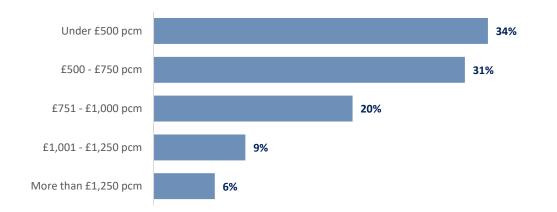
Breakdowns			Total
Female	38%	23% 13% 19	% 306
Male	47%	20% 15%	241
Age 18 - 24	78%	1	203
Age 25 - 34	39%	31% 20%	9% 141
Age 35+	13% 19% 19%	6 33%	13% 230
White British ethnicity	37%	20% 13% 20%	8% 344
Ethnic minority group(s)	50%	23% 17%	8% 202
Has a disability	25% 20%	13% 28%	12% 127
Does not have a disability	47%	22% 14%	12% 420
Employed, self-employed	25% 27%	19% 23%	288
Studying (in education)	71%	22%	6 238
Retired, unemployed, long-term sick or caring $\!\!\!\!\!*$	19% 9% 19%	28% 18	95
SO14*	53%	13% 17%	12% 89
SO15*	33% 2	3% 14% 22%	6 99
SO16*	36%	27% 19% 2	13% 75
S017	55%	29%	9% 117
Rents from individual private landlord	28% 24%	5 18% 2 1%	8% 291
letting agent	54%	20% 13%	5 11% 181
company/business*	59%	18%	9% 6% 93
Independent household	23% 22%	19% 25%	338
Shared household	69%	21%	238
Satisfied with landlord	39%	23% 13% 17	<mark>% 7% 275</mark>
Not satisfied with landlord	44%	21% 12%	191

■ Less than a year ■ 1-2 years ■ 3-5 years ■ 6-10 years ■ 11-25 years ■ More than 25 years

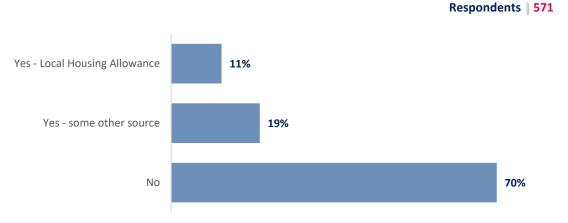
The cost of renting in Southampton



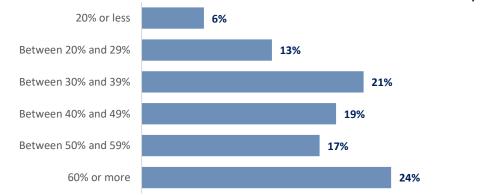
Question 9 | How much do you currently pay each month for your rent, excluding utility bills and Council Tax? Respondents 391



Question 11 | Do you receive any financial help with your rent?

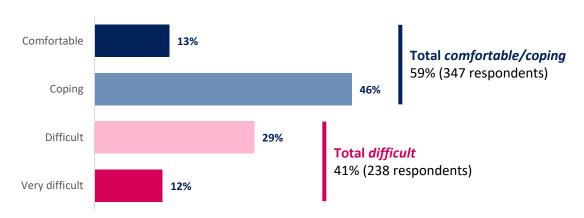


Question 10 | How much of your monthly income do you currently spend on rent? Respondents 565



 Question 12 | Which of the following best describes your household finances?

 Respondents | 585





Total

Question 9 | How much do you currently pay each month for your rent, excluding utility bills and Council Tax? free-text question

Breakdowns

Respondents | 391

Key findings

- Men said that they paid less than £500 pcm in rent 10% points more than women, 40% to 30%
- The proportion of respondents saying that they pay more than £750 pcm in rent increases with age, from 12% of 18 - 24 year-olds to 40% of 25-34 yearolds and 54% of those aged 35 or older
- Respondents said that the different types of landlord in the breakdowns (individual, letting agent, or business) each provided rent under £500 pcm at similar levels (between 33% and 34%). For other rent levels, the landlord types differed, with 33% of respondents with individual private landlords paying between £500 - £750 pcm in rent, compared to 24% of respondents renting from a letting agent. 33% of respondents with individual private landlords pay more than £750 pcm in rent, compared to 42% of those renting from a letting agent
- Responses further indicate that rent appears to increase the longer the respondent has been renting; 47% of respondents that have been renting privately for less than 3 years pay less than £500 pcm in rent, compared to 17% of those that have been renting for more than 10 years. The most popular response on rent levels for those that have been renting between 6 -10 years is between £751 - £1,000 pcm at 45%, whereas the most popular response with those that have rented for more than 10 years is between £500 - £750 pcm at 44%. Thus the rent level of the most popular response increases from respondents renting for less than 3 years to those having rented for between 6 – 10 years, before falling again among respondents having rented for over a decade

	L					
Female	30%	29%		26%	9%	
Male	40%		32%	12%	9% 7	%
Age 18 - 24		65%		23%	6%	
Age 25 - 34*	23%	38%		24%	9% 8	%
Age 35+	12%	34%	31%	14	89	6
Employed, self-employed	16%	34%	27%	14	% 9%	6
Studying (in education)		58%		25%	8%	
SO14*	34%	32%		20%	7% 7	%
SO15*	25%	41%		25%		
SO16*	29%	24%	22%	18	% 7	%
S017*	9	58%	22	2% 11	L%	
Rents from individual private landlord	34%	33%	6	22%	6%	
letting agent	34%	24%	17%	169	6 9 %	6
company/business*	33%	4	1%	15%	6%	
Renting in Southampton for less than 3 years	47%		29%	10%	6% 9%	6
between 3-5 years	38%	3	3%	16%		
between 6-10 years	15% 19%	6	45%			
for more than 10 years	17%	44%		26%	9%	
Independent household	9% 34	%	33%	15	%	
Shared household		67%		27%		

■ Under £500 pcm ■ £500 - £750 pcm ■ £751 - £1,000 pcm ■ £1,001 - £1,250 pcm ■ More than £1,250 pcm



Fotal

Question 10 | How much of your monthly income do you currently spend on rent? Respondents 565

Breakdowns

Key t	find	ings
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- More than half of respondents in multiple breakdowns spend over 50% of their monthly income on rent: 18 24 year-olds (52%), has a disability (50%), in education (54%), retired, unemployed, long-term sick or with caring responsibilities (56%), postcode SO14 (50%), those that rent from a company or business (57%), and those that have been renting in Southampton for less than 3 years (50%)
- Women said that they spend over 60% of their monthly income on rent 12% points more than men, 27% to 19%; 48% of women said they spend more than 50% of their monthly income on rent, more than 16% points more than men at 32%
- There is a similar situation in the disability breakdown: respondents with a disability said that they spend more than 50% of their monthly income on rent 12% points more than those without a disability, 50% to 38%
- Respondents that rent from a company or business pay more than 50% of their income on rent 16% points more than those that rent from a letting agent and 21% points more than those that rent from an individual private landlord
- The proportion of their incomes respondents say they spend on rent decreases with longer tenancies: 50% of those renting for less than 3 years pay more than 50% of their income on rent, compared to 36% of those that have been renting for over a decade

Female		14%	17	%	18%	5
Male	8%	139	6	27%	6	
Age 18 - 24	8%	7%	16%	1	16%	
Age 25 - 34		19%		26%	6	
Age 35+	7%	14%		22%		
Has a disability	9	%	16%		22%	
Does not have a disability	7%	14%		23%		1
Employed, self-employed		18%		2	9%	
Studying (in education)	7%	7%	16%	1	17%	
Retired, unemployed, long-term sick or caring*	9%	7%	17	%		
SO14*		10%	19	9%	15%	
SO15*		11%	28%	28%		
SO16*		14%		26%		
S017	8%	14	%	13%	15%	6
Rents from individual private landlord		17	%	22%	6	
letting agent		10%	23	3%		21%
company/business*	7%	5%	18%	14	4%	
Renting in Southampton for less than 3 years		7%	19%	6	17%	
between 3-5 years		15%		22%		20
between 6-10 years	8%	1	8%		25%	
for more than 10 years		15%		21%		2
Independent household		13%		23%		22
Shared household		12%	,	20%		16%
Satisfied with landlord		14	4%	22%	6	

Not satisfied with landlord

14%	17%	18%	21%		27%	2
13%	27%		20%	13%	19%	2
7%	16% 1	6%	15%	3	7%	1
19%	26%		18%	19%	16%	1
% 14%	22%	2	21%	17%	19%	2
9% 169	6 22	%	23%		27%	1
% 14%	23%	1	.9%	15%	23%	4
18%	29%	6	20%	12%	16%	2
<mark>% 7% 1</mark> 0	6% 17 5	%	20%		34%	2
9% 7% 10	0% 17%		25%		31%	:
10%	19%	15%	22%		28%	
11%	28%	1	8%	18%	22%	
14%	26%		21%	10%	24%	
% 14%	13%	15%	20%		29%	1
17%	22%		19%	16%	20%	2
10%	23%	21%	1	17%	24%	1
% 5% 18	% 14%		22%	5	35%	:
7%	19%	17%	17%		33%	2
15%	22%	20	%	18%	22%	1
18%	25	%	18%	15%	17%	1
15%	21%	2	23%	18%	17%	1
13%	23%	21	L%	17%	22%	3
12%	20%	16%	189	%	27%	2
14%	22%		20%	15%	20%	2
9%	23%	18%	19%		28%	1

20% or less
 Between 30% and 39%
 Between 50% and 59%

Between 20% and 29%
 Between 40% and 49%
 60% or more

Question 11 | Do you receive any financial help with your rent? Respondents 571

Breakdowns

Key	find	ings
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- 35% of female respondents said that they receive support with their rent, compared to 25% of men
- 8% of 25 34 year-old respondents said they receive financial help with their rent, compared to 29% of those aged over 35 that said that they do
- Respondents that have been renting for longer said that they receive Local Housing Allowance (LHA) to a greater extent than others: 32% of those renting for over a decade said they receive LHA, compared to 19% of those renting between 6 – 10 years and 4% of those renting between 3 – 5 years
- Respondents that said they are satisfied with their landlord confirmed they receive financial support with their rent to a greater extent than those dissatisfied with their landlord, 32% to 26%

13% 22%	65%	301
9% 16%	75%	238
46%	53%	195
	92%	139
24% 5%	71%	228
14% 19%	67%	340
7% 21%	73%	197
28% 18%	54%	124
6% 19%	75%	412
8% 6%	86%	282
39%	60%	231
40%	17% 42%	92
13% 16%	71%	286
7% 18%	75%	177
7% 18% 8% 35%	75% 57%	177 91
8% 35%	57%	91
8% 35% 34%	57% 65%	91 216
8% 35% 34% 16%	57% 65% 80%	91 216 140
8% 35% 34% 16% 19% 5%	57% 65% 80% 77%	91 216 140 107
8% 35% 34% 16% 19% 5% 32% 6%	57% 65% 80% 77% 62%	91 216 140 107 105
8% 35% 34% 16% 19% 5% 32% 6% 18% 7%	57% 65% 80% 77% 62% 74%	91 216 140 107 105 334
	9% 16% 46% 24% 5% 14% 19% 7% 21% 28% 18% 6% 19% 8% 6% 39% 40%	9% 16% 75% 46% 53% 92% 92% 24% 5% 71% 14% 19% 67% 7% 21% 73% 28% 18% 54% 6% 19% 75% 8% 6% 86% 39% 60% 40% 17% 42%

■ Yes - Local Housing Allowance ■ Yes - some other source ■ No



Question 13 | Which of the following best describes your current household finances? Respondents | 585

Breakdowns

Key findings

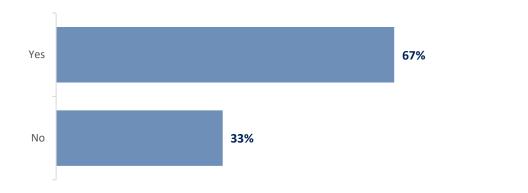
- Female respondents said that their household finances are difficult 6% points more than men, 43% to 37%, although both responded either comfortable or coping by more than 50%
- 72% of respondents between 18 24 years-old said that their household finances were *comfortable* or *coping*, the highest of any breakdown, 21% points more than respondents aged over 35 (51% *comfortable* or *coping*)
- Respondents with a disability said that their household finances were *difficult* at 63%, including 25% that said they were *very difficult*
- 52% of respondents that have been renting in Southampton for more than 10 years said that their household finances were *difficult*, and 57% of those not satisfied with their landlord responded the same

						Total <i>comfo</i> r <i>coping</i>	Total d	Total
Female	9%	48%		30%	13%	57%	43%	307
Male	19%	44%		26%	10%	63%	37%	242
Age 18 - 24	14%	58%		22	% <mark>6%</mark>	72%	28%	203
Age 25 - 34	12%	43%		32%	13%	55%	45%	142
Age 35+	14%	37%		32%	17%	51%	49%	231
Has a disability		33%	38%		25%	37%	63%	128
Does not have a disability	17%	50%		25%	9%	67%	33%	421
Employed, self-employed	14%	42%		32%	12%	56%	44%	289
Studying (in education)	13%	52%		26%	9%	65%	35%	238
Retired, unemployed, long-term sick or caring*	8%	41%	2	8%	23%	49%	51%	97
SO14*	16%	50%		26%	9%	66%	34%	90
SO15*	12%	46%		31%	10%	59%	41%	99
SO16*	8%	53%		25%	13%	61%	39%	75
S017	15%	54%		21%	10%	69%	31%	117
Rents from individual private landlord	15%	42%		29%	13%	57%	43%	292
letting agent	12%	48%		29%	12%	59%	41%	181
company/business*	14%	53%		26%	7%	66%	34%	95
Renting in Southampton for less than 3 years	17%	53%		21%	9%	70%	30%	221
between 3-5 years	12%	41%		34%	13%	53%	47%	145
between 6-10 years	12%	45%		30%	13%	57%	43%	110
for more than 10 years	9%	38%		36%	17%	48%	52%	107
Independent household	12%	42%		30%	16%	54%	46%	340
Shared household	15%	52%		26%	6%	67%	33%	238
Satisfied with landlord	19%	53%		23	% <mark>5%</mark>	72%	28%	277
Not satisfied with landlord	7%	36%	38	3%	19%	43%	57%	192

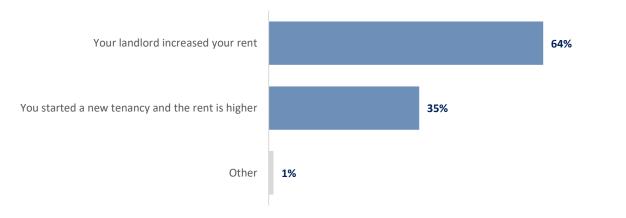
■ Comfortable ■ Coping ■ Difficult ■ Very difficult



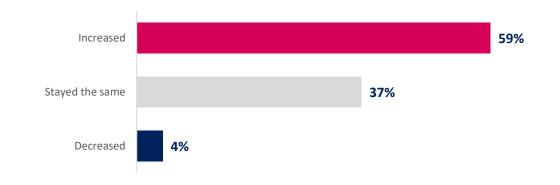
Question 14 | Have you started a new tenancy or renewed an existing tenancy at any point in the last 12 months? Respondents | 585



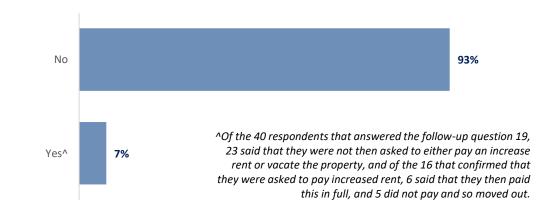
Question 16 | Which of the following best describes why your rent has increased? Respondents | 340



Question 15 | Has your rent increased, decreased, or stayed the same over the last 12 months? Respondents | 581



Question 18 | In the last five years, have you ever been served aneviction (Section 21) notice by your landlord?Respondents | 587



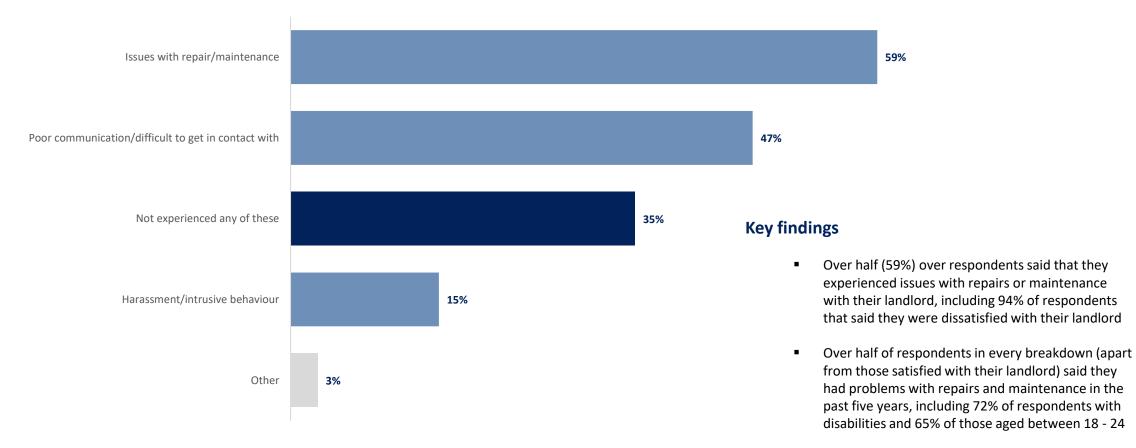


Communication with landlords





Question 20 | Over the last five years of renting privately in Southampton, have you experienced any of the following problems with your landlord or letting agent? *multiple-choice question* Respondents | 571





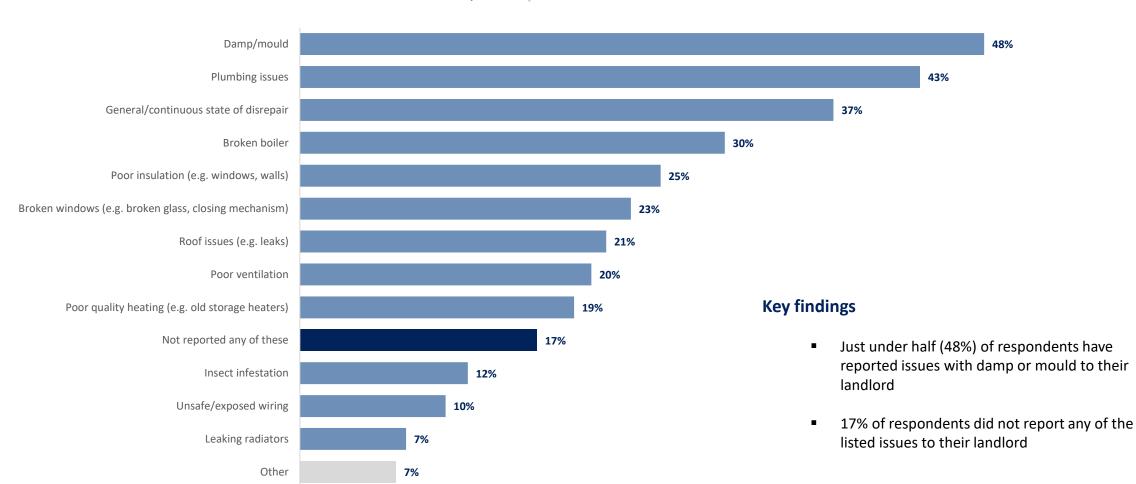
Experiences of interactions with landlords | *Breakdowns*



	lssues with repair/maintenance	Poor communication/difficult to get in contact with	Not experienced any of these	Harassment/intrusive behaviour	Other	Total
Female	61%	46%	34%	14%	2%	307
Male	56%	46%	36%	15%	4%	240
Age 18 - 24	4 65%	57%	28%	16%	2%	203
Age 25 - 34	4 63%	54%	29%	19%	5%	141
Age 35-	52%	33%	43%	11%	2%	230
White British ethnicity	61%	48%	34%	16%	3%	344
Ethnic minority group(s) 56%	43%	37%	13%	3%	202
Has a disability*	* 72%	50%	24%	22%	2%	127
Does not have a disability	55%	44%	39%	12%	3%	420
Employed, self-employed	58%	45%	37%	13%	3%	288
Studying (in education	61%	51%	31%	16%	2%	237
Retired, unemployed, long-term sick or caring*	57%	37%	39%	14%	1%	97
SO14*	* 67%	52%	24%	17%	3%	90
SO15*	* 51%	39%	42%	9%	1%	99
SO16*	* 53%	36%	40%	12%	4%	75
S017	65%	59%	29%	21%	3%	115
Rents from individual private landlord	53%	40%	42%	15%	2%	292
Rents from letting agent	t 66%	54%	28%	14%	2%	178
Rents from company/business*	* 63%	53%	25%	17%	6%	95
Renting in Southampton for less than 3 years	5 3%	43%	39%	12%	2%	218
between 3-5 years	s 68%	61%	26%	17%	3%	145
between 6-10 years	s 56%	39%	39%	17%	1%	109
for more than 10 years	6 2%	43%	36%	16%	4%	107
Independent household	57%	41%	38%	14%	2%	339
Shared household		54%	31%	16%	3%	237
Satisfied with landlord		23%	62%	4%	2%	273
Not satisfied with landlord		79%	3%	33%	4%	192



Question 22 | Have you ever reported any of the following problems about the condition of your home to your landlord? *multiple-choice question*



Respondents 578



Reporting issues to landlords | *Breakdowns*^

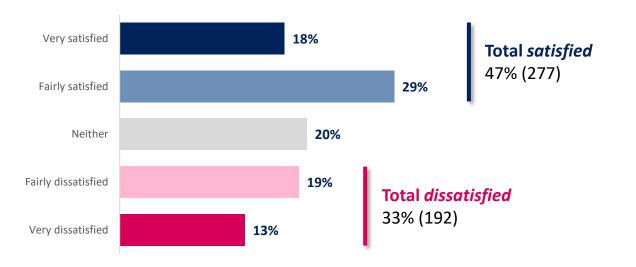
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^Breakdowns where overall respondents totalled 100 or more.	Damp/mould	Plumbing issues	General/ continuous state of disrepair	Broken boiler	Poor insulation (e.g. windows, walls)	Broken windows (e.g. broken glass, closing mechanism)	Roof issues (e.g. leaks)	Poor ventilation	Total
Female	e 53%	42%	38%	31%	25%	25%	25%	18%	307
Male	e 41%	45%	37%	28%	25%	21%	17%	22%	236
Age 18 - 24	4 57%	44%	42%	23%	29%	23%	15%	28%	200
Age 25 - 34	4 54%	43%	44%	31%	24%	28%	26%	24%	140
Age 35-	+ 37%	44%	30%	35%	23%	21%	25%	12%	230
White British ethnicity	y 51%	47%	37%	34%	27%	23%	24%	21%	342
Ethnic minority group(s) 43%	38%	38%	25%	21%	23%	18%	19%	200
Has a disability	y 59%	48%	41%	36%	36%	27%	31%	21%	128
Does not have a disability	y 43%	42%	36%	27%	22%	21%	18%	20%	415
Employed, self-employed	44%	44%	35%	36%	23%	25%	27%	18%	285
Studying (in education) 55%	43%	39%	23%	29%	23%	14%	27%	235
Retired, unemployed, long-term sick or caring'	* 50%	42%	40%	29%	28%	22%	25%	14%	96
SO14'	* 46%	44%	38%	21%	22%	23%	20%	22%	87
SO15'	* 46%	44%	35%	32%	20%	26%	26%	15%	98
SO16'	* 39%	46%	35%	31%	27%	32%	27%	19%	74
SO17	7 61%	53%	46%	27%	34%	24%	20%	32%	117
Rents from individual private landlor	48%	44%	37%	31%	26%	26%	23%	20%	288
Rents from letting agen	t 51%	38%	39%	28%	25%	22%	23%	19%	180
Rents from company/business'	* 43%	49%	35%	27%	22%	15%	14%	17%	93
Renting in Southampton for less than 3 years	s 45%	39%	36%	18%	21%	18%	11%	22%	217
between 3-5 years	s 62%	49%	45%	31%	34%	30%	23%	29%	143
between 6-10 years	s 40%	39%	32%	38%	17%	21%	32%	13%	108
for more than 10 years	s 45%	51%	36%	43%	33%	26%	30%	15%	107
Independent household	43%	42%	34%	32%	23%	23%	24%	15%	338
Shared household	56%	46%	43%	26%	28%	24%	18%	28%	234
Satisfied with landlord	32%	31%	16%	22%	12%	13%	16%	6%	269
Not satisfied with landlord	68%	59%	69%	42%	42%	36%	32%	39%	192

Experiences of interactions with landlords

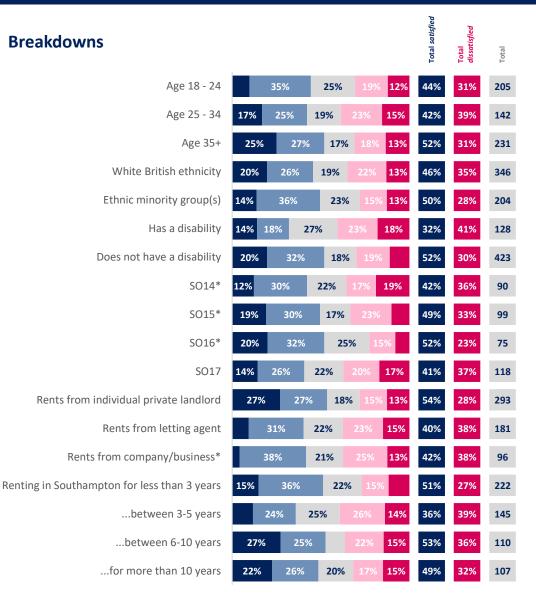


Question 24 | To what extent are you satisfied or dissatisfied with the service your landlord provides overall? Respondents 587



Key findings

- 47% of respondents said they were satisfied with their landlords, compared to 33% that are dissatisfied
- Those that rent from an individual landlord responded overall *satisfied* to a greater extent than
 either those that rent from a letting agent or those that rent from a business (54% compared to
 40% and 42% respectively)
- Respondents with a disability responded satisfied 20% points less than those without a disability (32% to 52%)
- Those that have been renting for between 3 5 years responded satisfied at 36%, compared to the range of 49% to 53% of the other tenure breakdowns



Very satisfied
Fairly satisfied

■ Neither ■ Fairly dissatisfied ■ Very dissatisfied

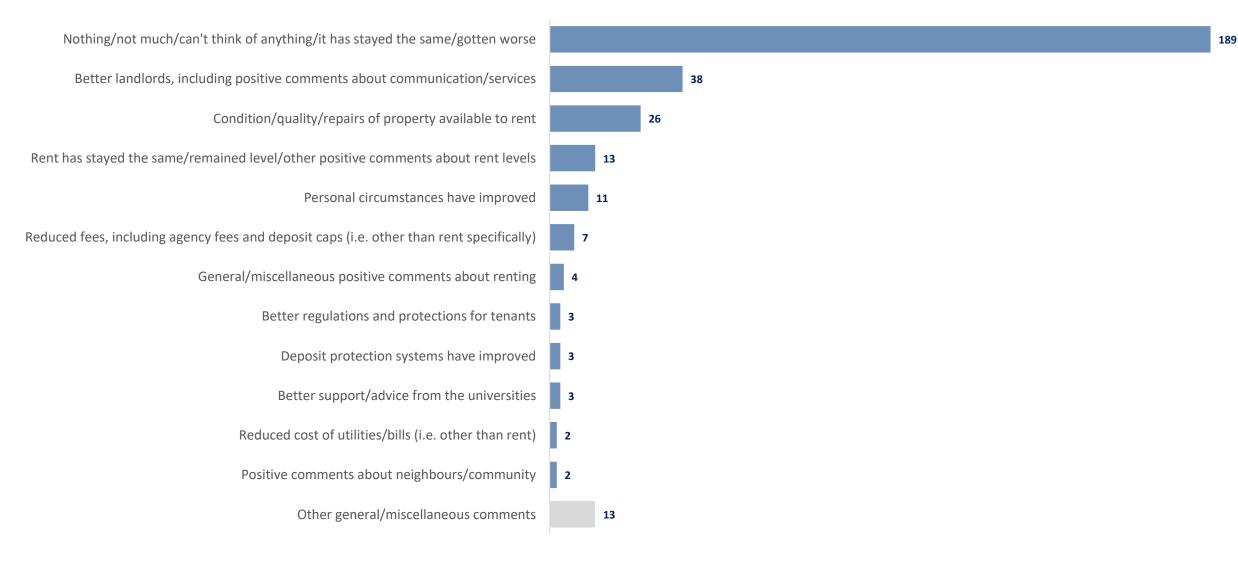
Source: Private rented sector survey, October 2023

*Less than 100 respondents; **less than 50 respondents.





Question 25 | What is one thing about renting privately in Southampton that has got **better** over the last five years?





Question 26 | What is one thing about renting privately in Southampton that has got **worse** over the last five years?

