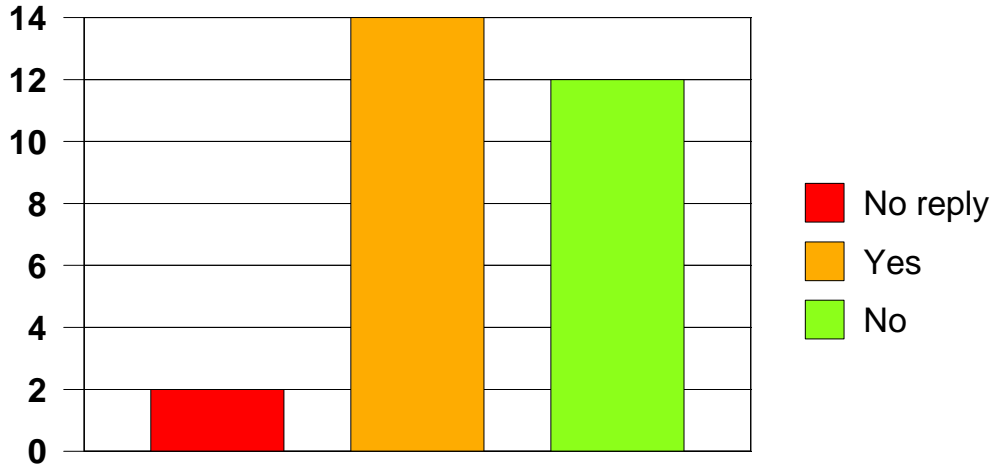


ENVIRONMENTAL SERVICES DIVISION

LANDLORDS SURVEY

Do you use our Environmental Services Division?

1.



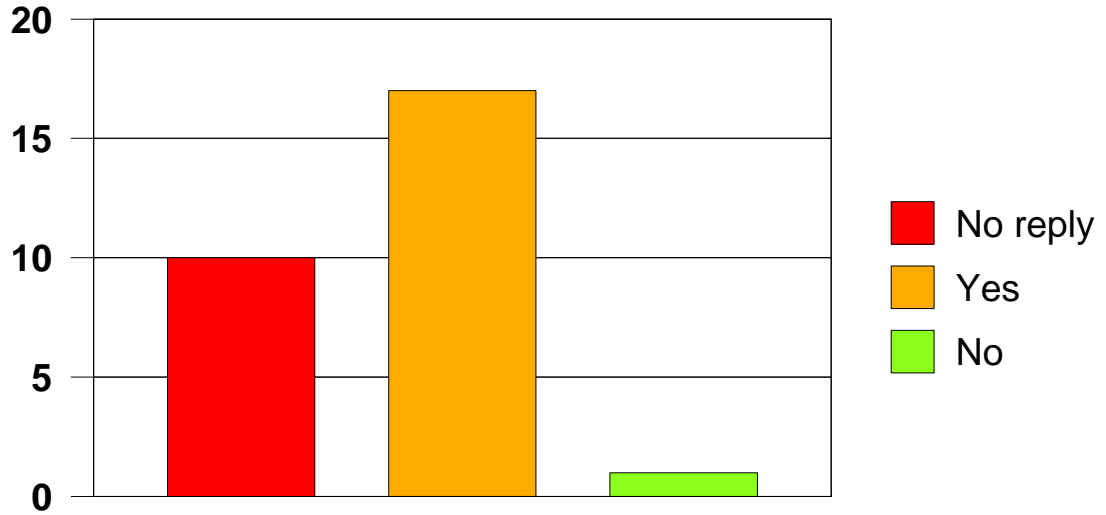
Which services do you use?

2.



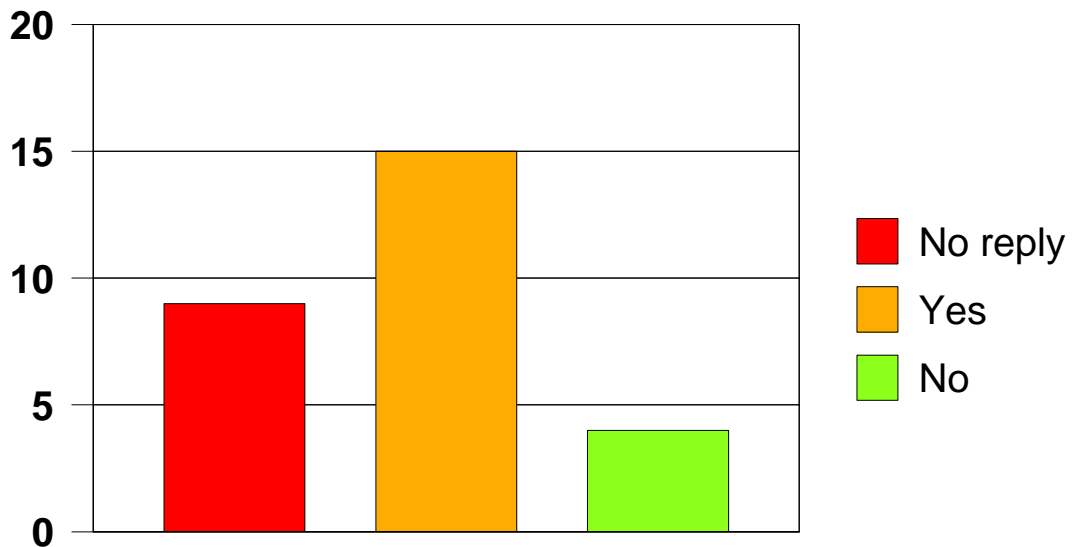
Do you find it easy to contact Environmental Services?

3.

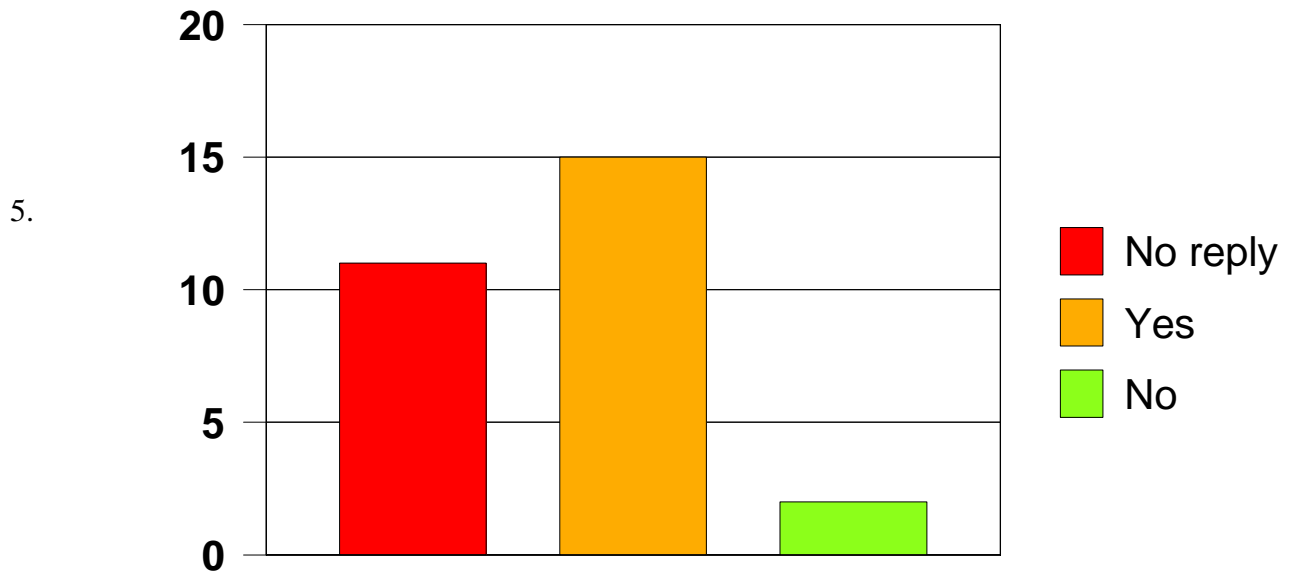


Are you happy with the service you receive from Environmental Services?

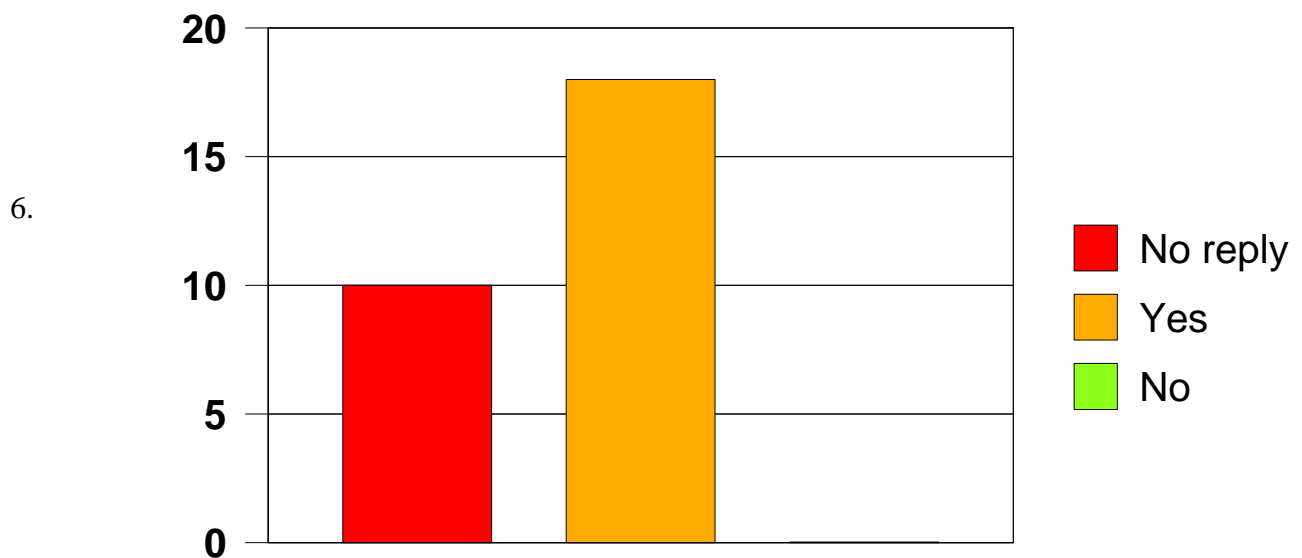
4.



Do you find the staff knowledgeable and helpful?

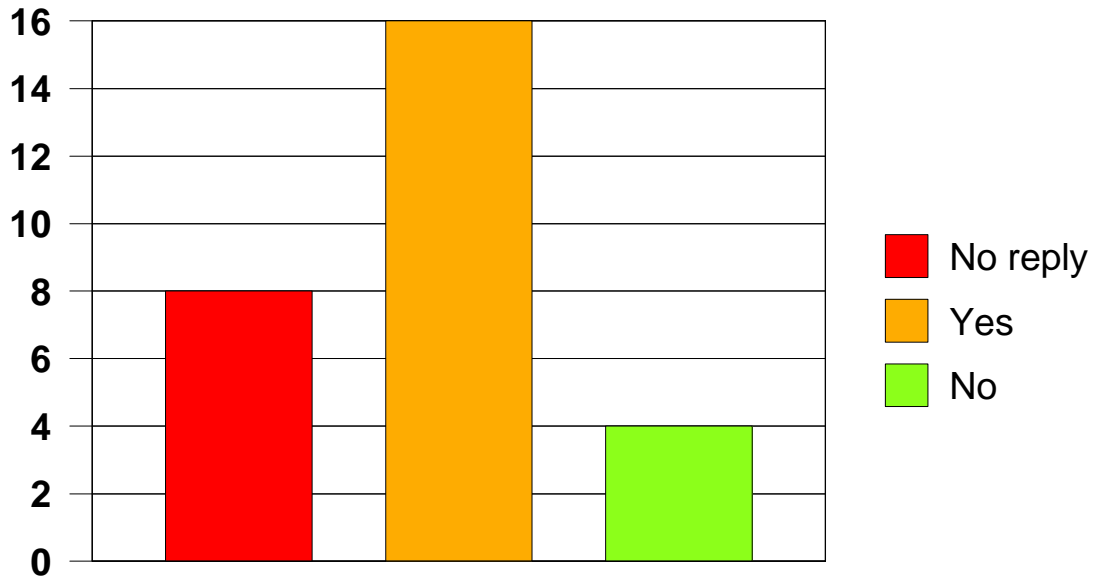


Are the staff courteous towards you when you contact the Department?



Do we provide the right services for landlords?

7.



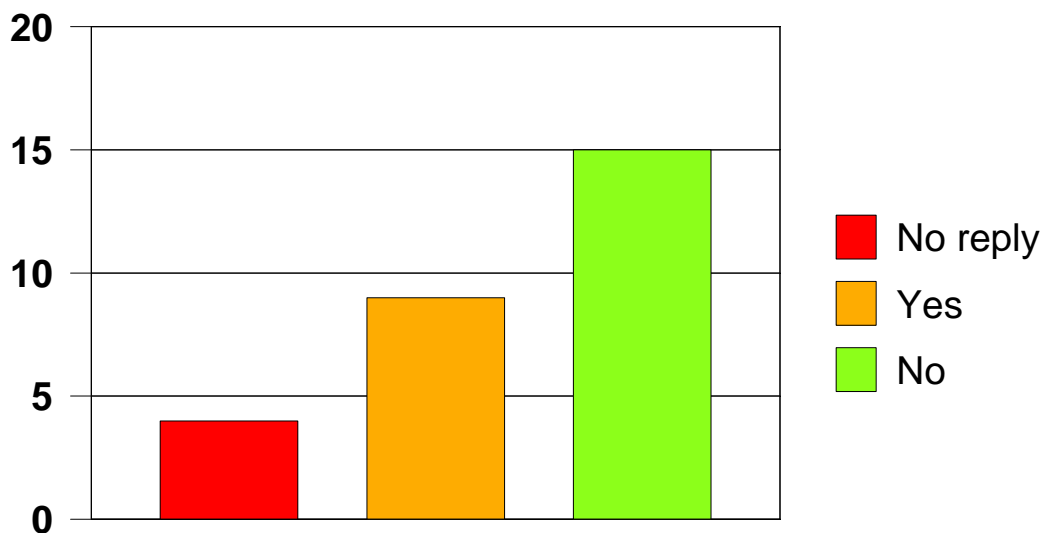
8.

Please state what services you would like us to provide:-

- Forum and information
- More information for what services can be provided without cost.
- Sandy Lane bulk refuse limited and selective, an improvement here would be helpful.
- Repair grants to elderly tenants not available.

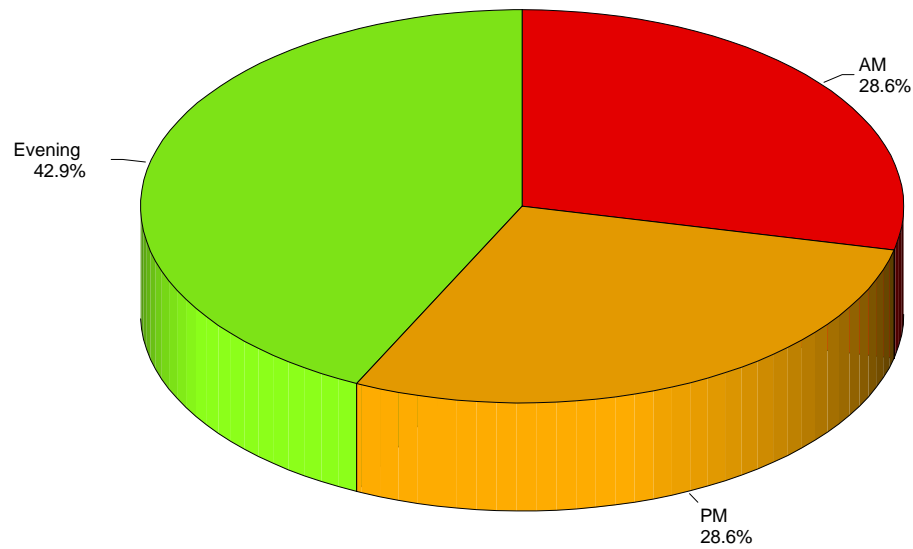
Would a "Landlords Forum" be of interest to you to discuss issues relating to tenancies?

9.



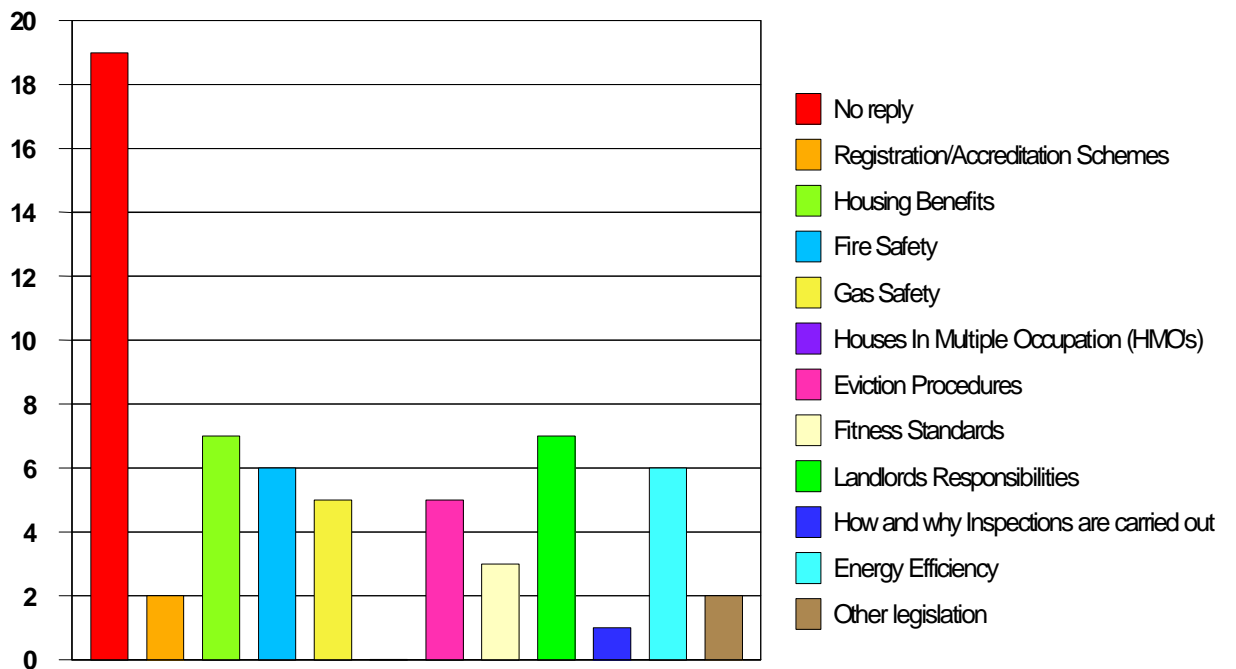
If "Yes", please indicate the most suitable time when you would attend.

10.



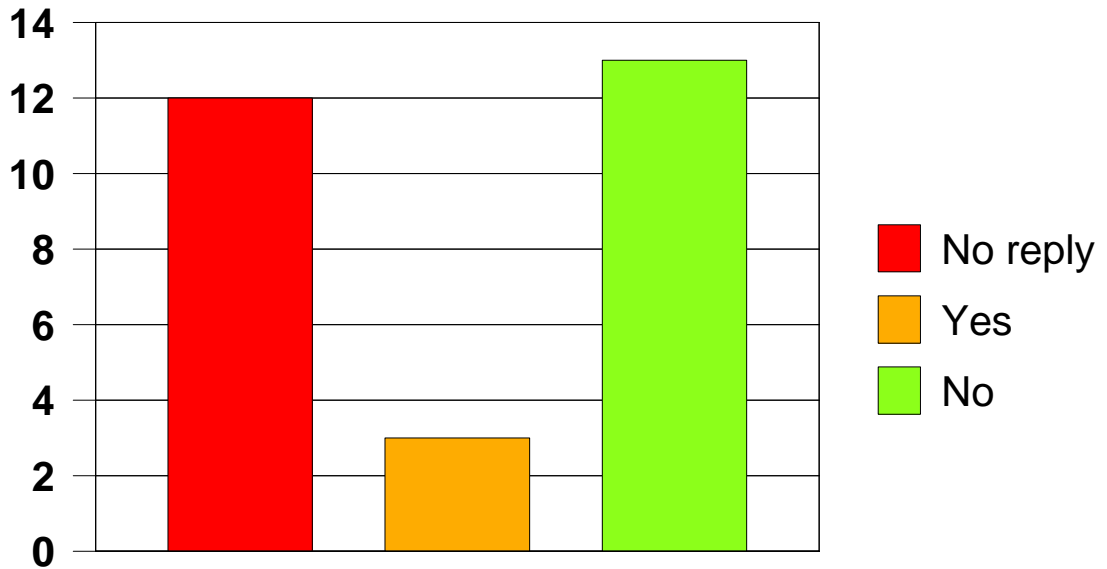
What topics would you like to see covered at Landlords Forums?

11.



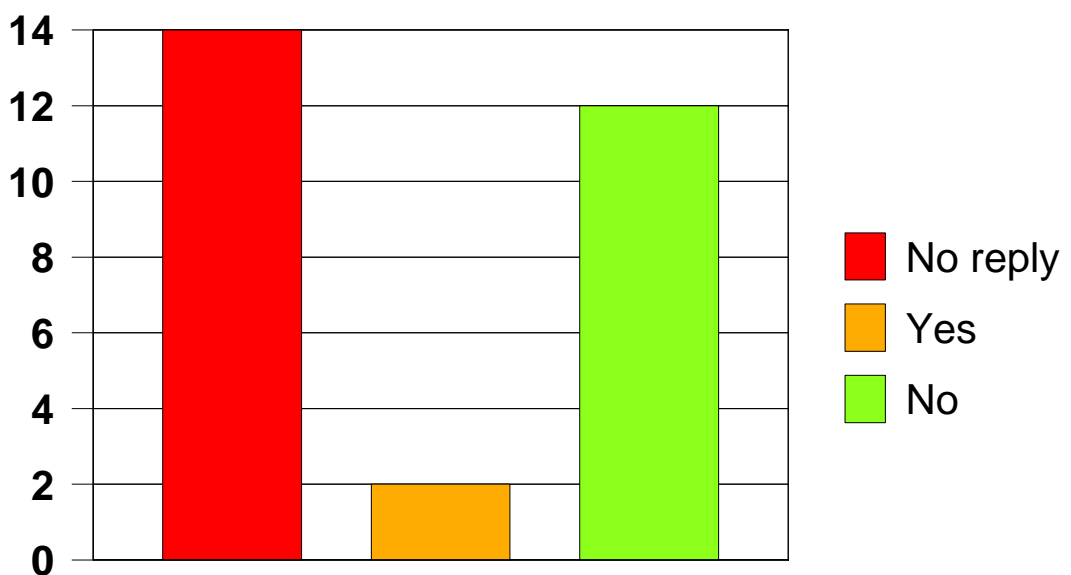
Do you require any training on any of the following? Fitness Standards.

12a.



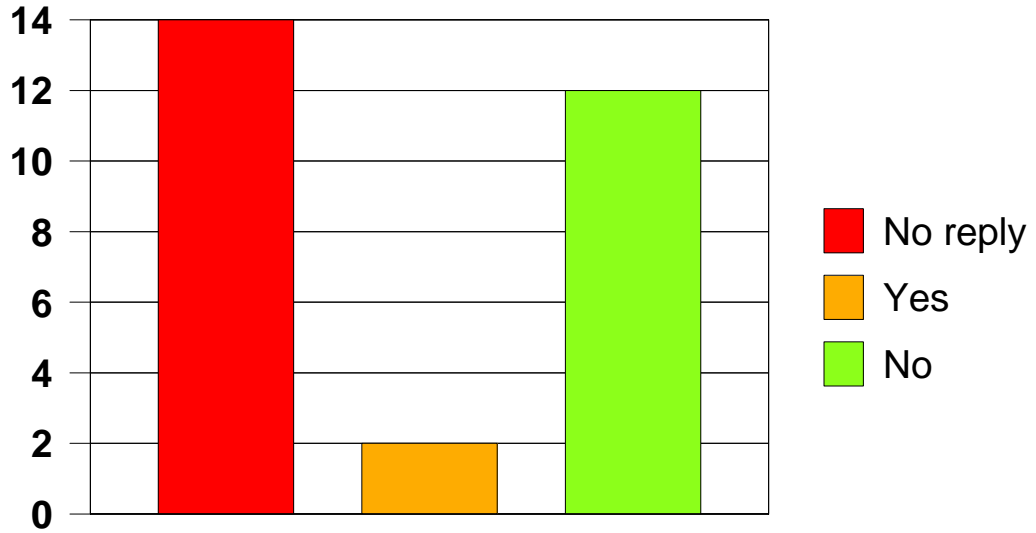
Do you require any training on any of the following? Gas Safety.

12b.



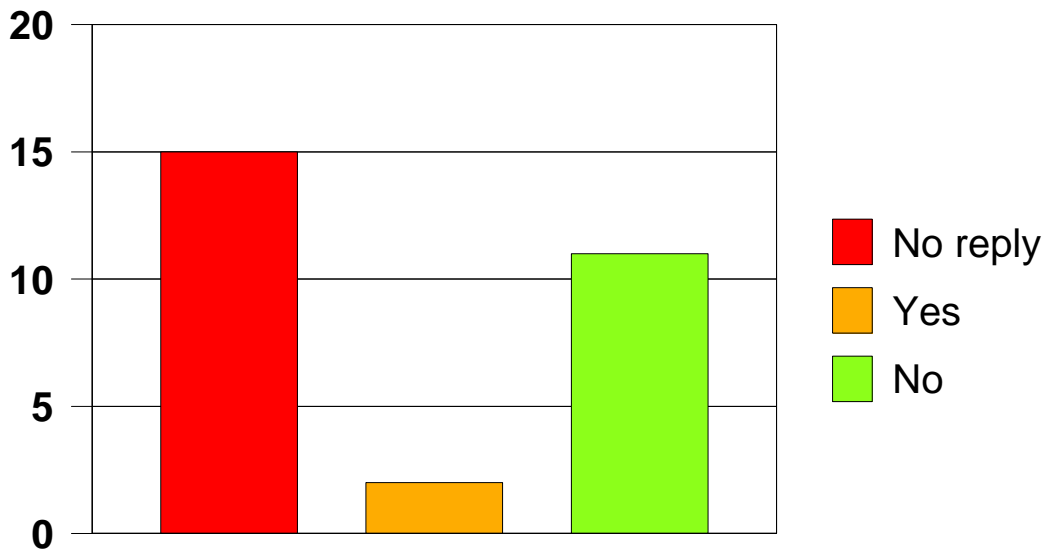
Do you require any training on any of the following? Furnishing Regulations.

12c.

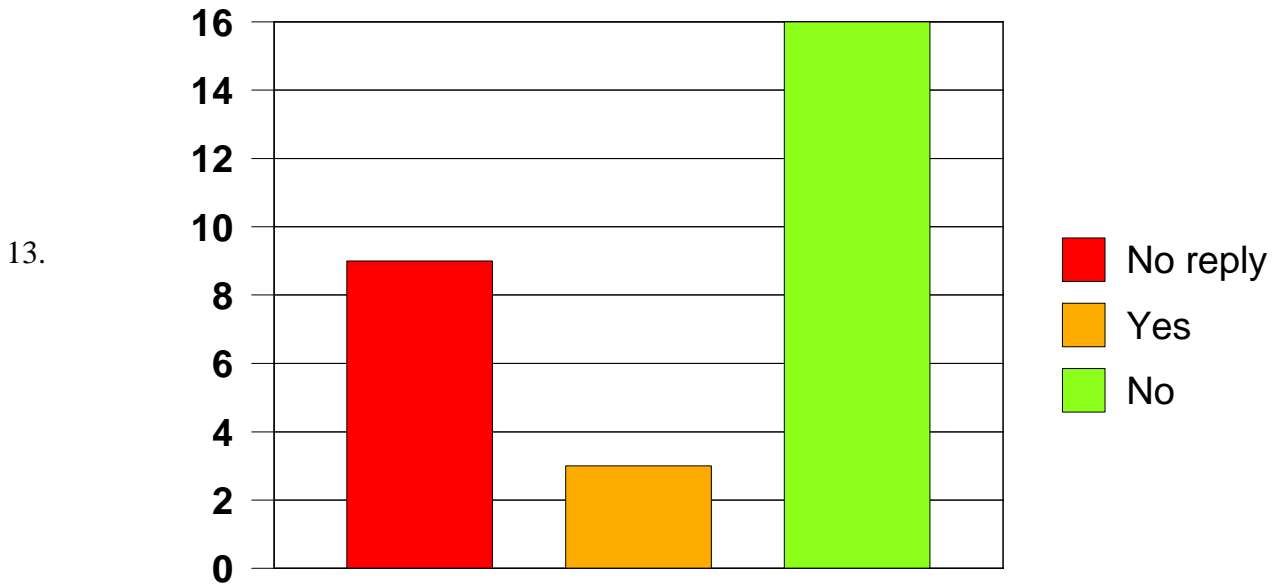


Do you require any training on any of the following? HMO Regulations.

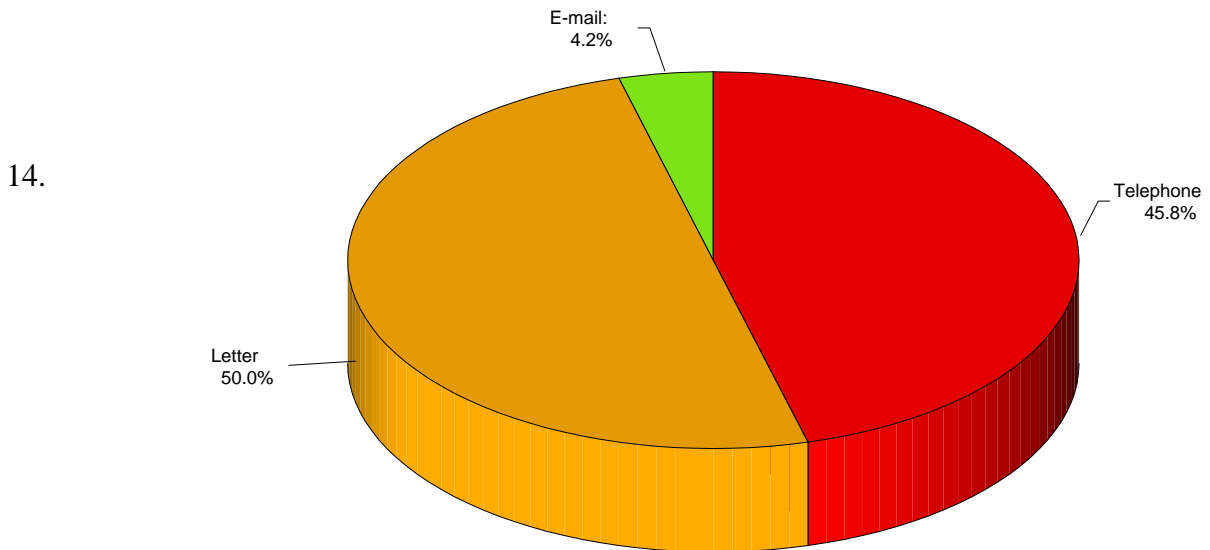
12d.



Are you prepared to pay for training?



What is the best way to contact you?



15. **Any other comments:**

- I am sorry the survey is initially uncompleted but other than the refuse service which we find to be adequate we do not have any other involvement with the Environmental Services Division - although I am sure they are all lovely!
- Please pay housing benefit in monthly instalments and not 4 weekly. We feel it is unfair to make landlords responsible for any overpayment of benefit when this is completely out of our control.
- Until now, I have been unaware that you provided services for landlords. In June 2000 my tenant Mr Graham White (A.K.A. Mr Graham Wright) vacated 13 Stour Gardens leaving unpaid bills and unbelievable filth. Although I was in contact with Babergh over the council tax bill, supplying Mr White's forwarding address, no mention was made of your services. It would be really great if staff in other parts of Babergh were encouraged to promote your services. Thank you for the opportunity to comment.
- At this particular time we only have one property to let anyway.
- A tenant asked for a report on a property. As landlord we were unaware and not notified to allow us to present our side. I asked the tenant for a copy which I felt was very vague and unhelpful. If I had been asked to present at the time of inspection it would have cleared up a lot of the disagreements at the time.
- Housing benefit paid retrospectively previous were in advance and in line with private rental payments. Currently I have a tenant who for holiday arrangements did not fill up her confirmation of renting to secure her continued benefit. Subsequently I am almost 7 weeks in arrears and I am looking to secure a tenant without benefits, paying in advance. Subsequently when this tenancy ends I will move in the direction of a private tenancy. When I was notified benefits ceased, the next months rental had started.
- I have an elderly tenant who requires a large sum spent in her house to cure damp and other problems. I am willing to pay a large proportion of the cost, but without a grant I cannot justify the total cost. I have been informed that there is unlikely to be any further repair grants "in the foreseeable future".
- I only use the Benefits Dept. they have always been helpful but they are a little slow sorting out rent increases.