



Research into the impact of short-term lets on communities across Scotland

Supporting material



PEOPLE, COMMUNITIES AND PLACES

SHORT-TERM LETS RESEARCH QUALITATIVE DEPTH INTERVIEW TOOLS

RESIDENTS – Qualitative depth interviews topic guide

Scottish Government has appointed Indigo House to carry out independent research to explore the impacts of short-term lets (advertised on platforms like Airbnb, booking.com, tripadvisor). We are exploring positive and negative impacts on communities, with a focus on neighbourhoods and housing.

By short-term lets we mean:

- letting of a room or rooms to the guest with the host in residence – “**sharing**”;
- letting of a room or rooms or the entire property where the host normally lives, when the host is absent (frequently this is when the host is on holiday in another person’s home) – “**swapping**”; or
- letting of a room or rooms or the entire property, where the host does not normally live and the host is absent – “**secondary letting**”.

You were previously interviewed and agreed to take part in an interview which will take up to about 20 minutes, with a charitable donation made for your participation.

Are you still ok to proceed?

Would another time suit better?

Confirm charitable donation

Crisis - provides education, training and support for homeless people.....

Dogs on the Streets - provides free veterinary care and other support to improve the welfare of dogs belonging to homeless people.....

Shelter - advice and campaigning organisation supporting people struggling with bad housing or homelessness

No preference

Data protection

I first need to take you through some data protection items.

The interview is anonymous. Any information you provide will be stored on the Indigo House secure server so that no one outside of the research team can access your data. All contact details will be destroyed at the end of the research.

Consent and how the information will be used

By taking part in this interview you are agreeing for the data to be collected and used for Scottish Government’s research and to inform policy on short-term lets.

No individual responses will be identifiable in any of these outputs.

Can I confirm

You understand the purpose of the research

You are happy to proceed with the research, and can chose to withdraw at any time

You agree to the interview being recorded / and or notes taken

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You agree for interview data to be analysed and reported thematically and in summary form.

Confirm that Participant has agreed

Yes / No

Note before interview

All demographics taken across from the recruitment / quantitative survey. Make sure familiar with this in advance of interview.

Awareness

1. Prior to participating in this research, how aware **were you of the use of short-term lets** in this area (state which area in particular)?

[Potential prompts on personal experience: had you heard of people 'hosting' or letting out their property previously in this area? Were you aware of any of your neighbours offering short term lets? Have you or friends or family used short term lets in this area?]

Perceptions of use

2. How would you describe the **amount of short-term lets** in this area now?

[Potential prompts: thinking about your neighbours, do you know if many of them do it? Would you say the use short term lets is noticeable? Not an issue, or not noticeable at all?]

3. Thinking about your particular area specifically, how do you think the **amount of short-term lets has changed** (if at all) over the last 3 years?

[potential prompts: is the change noticeable? What have you seen or heard that makes you say this? Would you say the use of short term lets is a recent thing? Has increased/ grown quickly? Slowly? Has not changed much? Declined?]

4. What do you think **are the main reasons for people offering** their room / property out on a short-term basis?

[Potential prompts: mainly people renting out a spare room, or people renting up properties to make a lot of money on property they don't own, people renting out their main home when they are away, speculative investors buying up property to let out on short term let basis; What have you seen or heard that makes you say this?]

5. How would you **describe the main types of visitors** who use short-term lets in your area?

[Potential prompts: tourists, business visitors, students, hen/stag parties, people on business? Are they generally old, young, singles, couples, groups? What have you seen or heard that makes you say this?]

6. Do you think the **type of visitors has changed** (if at all) over the last 3 years?

[potential prompts: is different or the same types of travellers/visitors? More or less singles, couples, groups?]

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7. What do you think **attracts visitors to your area to use short-term lets** in particular?

[Potential prompts: provides a more flexible option for visitors, more affordable option for travellers, lack of other visitor accommodation locally, wanting to experience living like a local]

Impacts

8. What would you say are the **good things** about short term lets for your area (community as per the case study area), if any?

Firstly the positive impacts on your **community**?

[Potential prompts on community impacts: increased investment in the neighbourhood/services, more lively/cosmopolitan area, increased tourism, provides more income for residents generally, helps people to get by and pay their rent/mortgage, improved reputation of the area, good for the local and national economy, raises the profile of this area]

Secondly the positive impacts on you **personally**

[Potential prompts on personal impacts: growth in property values, rent levels increased, lets local people generate additional income]

9. What would you say are the **bad things** about short term lets for your area (community as per the case study area) if any?

Firstly the negative impacts on your **community**?

[Potential prompts on community impacts: noise, antisocial behaviour, change in 'character', quality/availability of amenities, increase in waste in litter/waste, parking, public services, lack of access to residential housing, decrease in affordability, type of shops and amenities are focused on tourists]

Secondly the negative impacts on you **personally**

[Potential prompts on personal impacts: issues around noise, financial impacts, safety/security, personal and emotional wellbeing, damage to property]

10. What role, if any, do you think local or national government should play in **regulating** the sorts of short-term lets that we have discussed?

[Potential prompts: prohibit it entirely, not intervene at all, register properties, licence in some way, make properties pay tax]

11. What would **your desired outcomes** of such regulation be?

12. Finally, is there anything else that you would like to say to me about short-term lets in your area?

**Thank you and close, repeat details re the charitable donation
Let people know research report published later in year on Scottish Government
website**

SHORT-TERM LETS RESEARCH QUALITATIVE DEPTH INTERVIEW TOOLS

HOSTS – Qualitative depth interviews topic guide

Scottish Government has appointed Indigo House to carry out independent research to explore the impacts of short-term lets (advertised on platforms like Airbnb, booking.com, tripadvisor). We are exploring positive and negative impacts on communities, with a focus on neighbourhoods and housing.

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- letting of a room or rooms or the entire property, where the host does not normally live and the host is absent – “**secondary letting**”.

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Would another time suit better?

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Crisis - provides education, training and support for homeless people.....

Dogs on the Streets - provides free veterinary care and other support to improve the welfare of dogs belonging to homeless people.....

Shelter - advice and campaigning organisation supporting people struggling with bad housing or homelessness

No preference

Data protection

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No individual responses will be identifiable in any of these outputs.

Can I confirm

You understand the purpose of the research

You are happy to proceed with the research, and can chose to withdraw at any time

You agree to the interview being recorded / and or notes taken

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You agree for interview data to be analysed and reported thematically and in summary form.

Confirm that Participant has agreed

Yes / No

Note before interview

All profiling, demographics, other details re hosting and property taken across from the quantitative / recruitment survey

Make sure to check types of short-term let from the quantitative survey and confirm types of listings before starting the interview so that focus discussion accordingly.

Basic information

1. Confirm the **location of the hosted property / properties** as per recruitment response and as per the particular case study area and note any points of relevance.

2. Do **you live in this area**, as well as host in this area?

YES / NO

3. **If NO**, where do you live - [*Try to get as much detail – preferably full postcode*]

4. **If YES**, approximately how long have you lived here?

Less than 1 year / Between 1 and 5 years / Between 5 and 10 years / More than 10 years

5. **Reasons for having a short-term let**

[Potential prompts: earning income for letting out spare room, earning investment income, run short-term lets as a business, own holiday home, away for most of the time, other]

Perceptions of use

6. How would you describe the **amount of short-term lets** in this area now?

[Potential prompts: thinking about your neighbours, do you know if many of them do it? Would you say the use short term lets is noticeable? Not an issue, or not noticeable at all?]

7. Thinking about your particular area specifically, how do you think the **amount of short-term lets has changed** (if at all) over the last 3 years?

[potential prompts: is the change noticeable? What have you seen or heard that makes you say this? Would you say the use of short term lets is a recent thing? Has increased/ grown quickly? Slowly? Has not changed much? Declined?]

8. What do you think **are the main reasons for people offering** their room / property out on a short-term basis?

[Potential prompts: mainly people renting out a spare room, or people renting up properties to make a lot of money on property they don't own, people renting out their main home when they are away, speculative investors buying up property to let out on short term let basis; What have you seen or heard that makes you say this?]

9. How would you **describe the main types of visitors** who use short-term lets in your area?

[Potential prompts: tourists, business visitors, students, hen/stag parties, people on business? Are they generally old, young, singles, couples, groups? What have you seen or heard that makes you say this?]

10. Do you think the **type of visitors has changed** (if at all) over the last 3 years?

[potential prompts: is different or the same types of travellers/visitors? More or less singles, couples, groups?]

11. What do you think **attracts visitors to your area to use short-term lets** in particular?

[Potential prompts: provides a more flexible option for visitors, more affordable option for travellers, lack of other visitor accommodation locally, wanting to experience living like a local]

Impacts

12. What would you say are the **good things** about short term lets for your area (community as per the case study area), if any?

Firstly the positive impacts on your **community**?

[Potential prompts on community impacts: increased investment in the neighbourhood/services, more lively/cosmopolitan area, increased tourism, provides more income for residents generally, helps people to get by and pay their rent/mortgage, improved reputation of the area, good for the local and national economy, raises the profile of this area]

Secondly the positive impacts on you **personally**

[Potential prompts on personal impacts: growth in property values, rent levels increased, lets local people generate additional income]

13. What would you say are the **bad things** about short term lets for your area (community as per the case study area) if any?

Firstly the negative impacts on your **community**?

[Potential prompts on community impacts: noise, antisocial behaviour, change in 'character', quality/availability of amenities, increase in waste in litter/waste, parking, public services, lack of access to residential housing, decrease in affordability, type of shops and amenities are focused on tourists]

Secondly the negative impacts on you **personally**

[Potential prompts on personal impacts: issues around noise, financial impacts, safety/security, personal and emotional wellbeing, damage to property]

14. What role, if any, do you think local or national government should play in **regulating** the sorts of short-term lets that we have discussed?

[Potential prompts: prohibit it entirely, not intervene at all, register properties, licence in some way, make properties pay tax]

15. What would **your desired outcomes** of such regulation be?

16. Finally, is there anything else that you would like to say to me about short-term lets in your area?

Thank you and close, repeat details re the charitable donation

SHORT-TERM LETS RESEARCH QUALITATIVE DEPTH INTERVIEW TOOLS

COMMUNITY ACTORS - Qualitative depth interviews topic guide

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Data protection

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Can I confirm

You understand the purpose of the research

You are happy to proceed with the research, and can chose to withdraw at any time

You agree to the interview being recorded / and or notes taken

Agree for interview data to be analysed and reported thematically and in summary form.

Confirm that Participant has agreed

Yes / No

1. What **best describes your community interest?**

[councillor, community council, local development trust, other, individual - what]

2. **How long have you been interested / active in this community?**

[less than 1 year, between 1 and 5 years, between 5 and 10 years, more than 10 years]

3. **Do you live in this area?**

Yes/No

4. **If Yes, how long?**

[less than 1 year, between 1 and 5 years, between 5 and 10 years, more than 10 years]

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5. **If NO**, where [Try to be as specific as possible, full postcode if possible].

Awareness

6. Prior to participating in this research, how aware were you of the use of short-term lets in this area (state which area in particular)?

[Potential prompt on personal experience: had you heard of people 'hosting' or letting out their property previously in this area? Were you aware of any of your neighbours offering Short-term lets? Have you or friends or family used short term lets in this area?]

Perceptions of use

3. How would you describe the **amount of short-term lets** in this area now?

[Potential prompts: thinking about your neighbours, do you know if many of them do it? Would you say the use short-term lets is noticeable? Not an issue, or not noticeable at all?]

4. Thinking about your particular area specifically, how do you think the **amount of short-term lets has changed** (if at all) over the last 3 years?

[potential prompts: is the change noticeable? What have you seen or heard that makes you say this? Would you say the use of short-term lets is a recent thing? Has increased/ grown quickly? Slowly? Has not changed much? Declined?]

5. What do you think **are the main reasons for people offering** their room / property out on a short-term basis?

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6. How would you **describe the main types of visitors** who use short-term lets in your area?

[Potential prompts: tourists, business visitors, students, hen/stag parties, people on business? Are they generally old, young, singles, couples, groups? What have you seen or heard that makes you say this?]

7. Do you think the **type of visitors has changed** (if at all) over the last 3 years?

[potential prompts: is different or the same types of travellers/visitors? More or less singles, couples, groups?]

8. What do you think **attracts visitors to your area to use short term lets** in particular?

[Potential prompts: provides a more flexible option for visitors, more affordable option for travellers, lack of other visitor accommodation locally, wanting to experience living like a local]

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Impacts

9. What would you say are the **good things** about short term lets for your area (community as per the case study area), if any?

Firstly, the positive impacts on your **community**?

[Potential prompts on community impacts: increased investment in the neighbourhood/services, more lively/cosmopolitan area, increased tourism, provides more income for residents generally, helps people to get by and pay their rent/mortgage, improved reputation of the area, good for the local and national economy, raises the profile of this area]

Secondly, the positive impacts on you **personally**

[Potential prompts on personal impacts: growth in property values, rent levels increased, lets local people generate additional income]

10. What would you say are the **bad things** about short term lets for your area (community as per the case study area) if any?

Firstly, the negative impacts on your **community**?

[Potential prompts on community impacts: noise, antisocial behaviour, change in 'character', quality/availability of amenities, increase in waste in litter/waste, parking, public services, lack of access to residential housing, decrease in affordability, type of shops and amenities are focused on tourists]

Secondly, the negative impacts on you **personally**

[Potential prompts on personal impacts: issues around noise, financial impacts, safety/security, personal and emotional wellbeing, damage to property]

11. What role, if any, do you think local or national government should play in **regulating** the sorts of short-term lets that we have discussed?

[Potential prompts: prohibit it entirely, not intervene at all, register properties, licence in some way, make properties pay tax]

12. What would **your desired outcomes** of such regulation be?

13. Finally, is there anything else that you would like to say to me about short-term lets in your area?

Thank you and close

Let people know research report published later in year on Scottish Government website

SHORT-TERM LETS RESEARCH QUALITATIVE DEPTH INTERVIEW TOOLS

BUSINESSES - Qualitative depth interviews topic guide

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Can I confirm

You understand the purpose of the research

You are happy to proceed with the research, and can chose to withdraw at any time

You agree to the interview being recorded / and or notes taken

You agree for interview data to be analysed and reported thematically and in summary form.

Confirm that Participant has agreed

Yes / No

Basic information

1. Do you have a / do **business in X location** – be specific about the area (as per case study area)
2. What best **describes your business?**

[prompt: retail, landlord (private/social, letting agent), tourism, other – what, restaurant/food]

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14. **How long** have you done business in this area?

[prompt less than 1 year, between 1 and 5 years, between 5 and 10 years, more than 10 years]

15. Do you **live in this area**?

YES / NO

16. If YES, how long

[prompt less than 1 year, between 1 and 5 years, between 5 and 10 years, more than 10 years]

17. If NO, where *[Try to be as specific as possible, full postcode if possible].*

Awareness

18. Prior to participating in this research, how aware were you of the use of short-term lets in this area (state which area in particular)?

[Potential prompt on personal experience: had you heard of people 'hosting' or letting out their property previously in this area? Were you aware of any of your neighbours offering Short term lets? Have you or friends or family used short term lets in this area?]

Perceptions of use

19. How would you describe the **amount of short-term lets** in this area now?

[Potential prompts: thinking about your neighbours, do you know if many of them do it? Would you say the use short term lets is noticeable? Not an issue, or not noticeable at all?]

20. Thinking about your particular area specifically, how do you think the **amount of short-term lets has changed** (if at all) over the last 3 years?

[potential prompts: is the change noticeable? What have you seen or heard that makes you say this? Would you say the use of short term lets is a recent thing? Has increased/ grown quickly? Slowly? Has not changed much? Declined?]

21. What do you think **are the main reasons for people offering** their room / property out on a short-term basis?

[Potential prompts: mainly people renting out a spare room, or people renting up properties to make a lot of money on property they don't own, people renting out their main home when they are away, speculative investors buying up property to let out on short term let basis; What have you seen or heard that makes you say this?]

22. How would you **describe the main types of visitors** who use short-term lets in your area?

[Potential prompts: tourists, business visitors, students, hen/stag parties, people on business? Are they generally old, young, singles, couples, groups? What have you seen or heard that makes you say this?]

23. Do you think the **type of visitors has changed** (if at all) over the last 3 years?

[potential prompts: is different or the same types of travellers/visitors? More or less singles, couples, groups?]

24. What do you think **attracts visitors to your area to use short term lets** in particular?

[Potential prompts: provides a more flexible option for visitors, more affordable option for travellers, lack of other visitor accommodation locally, wanting to experience living like a local]

Impacts

25. What would you say are the **good things** about short-term lets for your area (community as per the case study area), if any?

Firstly the positive impacts on the **community in this area?**

[Potential prompts on community impacts: increased investment in the neighbourhood/services, more lively/cosmopolitan area, increased tourism, provides more income for residents generally, helps people to get by and pay their rent/mortgage, improved reputation of the area, good for the local and national economy, raises the profile of this area]

Secondly the positive impacts on your business /you **personally**

[Potential prompts on personal impacts: growth in property values, rent levels increased, lets local people generate additional income]

26. What would you say are the **bad things** about short term lets for your area (community as per the case study area) if any?

Firstly the negative impacts on the **community in this area?**

[Potential prompts on community impacts: noise, antisocial behaviour, change in 'character', quality/availability of amenities, increase in waste in litter/waste, parking, public services, lack of access to residential housing, decrease in affordability, type of shops and amenities are focused on tourists]

Secondly the negative impacts on your business/you **personally**

[Potential prompts on personal impacts: issues around noise, financial impacts, safety/security, personal and emotional wellbeing, damage to property]

27. What role, if any, do you think local or national government should play in **regulating** the sorts of short-term lets that we have discussed?

[Potential prompts: prohibit it entirely, not intervene at all, register properties, licence in some way, make properties pay tax]

28. What would **your desired outcomes** of such regulation be?

29. Finally, is there anything else that you would like to say to me about short-term lets in your area?

Thank you and close

Let people know research report published later in year on Scottish Government website



**The Scottish
Government**
Riaghaltas na h-Alba



**RESEARCH INTO THE IMPACT OF SHORT-TERM LETS ON
COMMUNITIES ACROSS SCOTLAND**

Resident Recruitment Screener and Profile Questionnaire

Good morning / afternoon / evening. My name is _____ from a research company called IBP Strategy & Research. We are conducting research for the Scottish Government as part of a team led by Indigo House Consultancy about the impact of short-term lets via online platforms on local communities. By this we mean holiday lets and other short-term lets to non-residents on online platforms such as AirBnB, Booking.com, Trip Advisor and HolidayLettings.co.uk.

The research project will explore the impacts of short-term lets - positive and negative - on communities, with a focus on neighbourhoods and housing. It will involve short-term lets hosts, residents, local businesses and community actors across 5 locations in Scotland. The final research report will be published at the Scottish Government website later this year.

We are asking people in this area if they would be willing to take part in a telephone interview of approximately 20 minutes duration, where one of our consultants will explore your views and experiences in detail. As a thank you for doing so, we will make a payment of £10 per interview to one of a number of housing-related charities, which you can choose.

If you agree to this, I will ask you for some details to check that you fit the eligibility profile for the survey, as we need to get responses from a spread of people. I will also ask for your details so that we can contact you for this subsequent interview and will ask you some brief questions about your current views and experience of short-term lets.

Would you be interested in taking part in this research?

Yes..... Continue

No..... Thank and close. Note on address database

1. Screening Questions

Q1.1 Can I confirm that you are ordinarily resident at this address? Note to interviewer; this is to confirm that this is not a temporary or holiday home.

- Yes Continue
No Thank and close

Q1.2 To the best of your knowledge, are any properties in your local neighbourhood let on a short-term basis in the way we describe.

For urban areas: By "neighbourhood" we mean either your close, your immediate neighbours or the street you live in and the streets nearby.

For rural areas: By "neighbourhood" we mean the local area.

- Yes Continue
No Thank and close. Explain that we wish to speak with people that are aware of short-term lets in their neighbourhood
Don't Know Thank and close. Explain that we wish to speak with people that are aware of short-term lets in their neighbourhood

Q1.3 Do you have / host a short-term let yourself? By this we mean holiday lets and other lets to non-residents on online platforms such as AirBnB, booking.com, Trip Advisor and holidaylettings.co.uk.

- No..... Continue
Yes Thank and close. Explain that a separate survey will be undertaken with short-term let hosts. Note on address database

Q1.4 Interviewer, record overall location.

- Edinburgh
Fife.....
Glasgow.....
Fort William.....
Skye.....

2. Contact Details

Q2.1 I would be grateful if you could provide the following information so that we can contact you. This will be used only for the purposes of this research project and will be kept only by members of the study team and will not be shared with our client or any other party. The information will be deleted and securely destroyed as soon as it is no longer needed for the purposes of this survey.

Name

Address

Postcode

Contact telephone

Contact email

3. Profile Information

I would now like to ask you some short background questions about yourself. Should you not wish to provide this information please just tell me that you prefer not to say.

Q3.1 Which of the following age bands do you fall into?

- 16 to 24.....
- 25 to 34.....
- 35 to 44.....
- 45 to 54.....
- 55 to 64.....
- 65+.....
- Prefer not to say

Q3.2 How would you describe your gender identity?

- Man / Boy.....
- Woman / Girl.....
- In another way
- Prefer not to say

Q3.3 Including yourself, how many people in each of the following age groups live in this property?

Children under 16	<input type="text"/>
Adults aged 16 to 64	<input type="text"/>
Adults aged 65+	<input type="text"/>
Total (should add to sum of above)	<input type="text"/>
Prefer not to say	<input type="checkbox"/>

Q3.4 What is the working status of the head of the household?

- Full-time employment (30+ hours per week).....
- Part-time employment (less than 30 hours).....
- Unemployed.....
- Looking after family/the home full-time.....
- Retired
- Full time education.....
- Other (please give details below).....
- Prefer not to say

I now have a couple of questions about your home.

Q3.5 Which of the following best describes this home? Interviewer to confirm with respondent.

- Detached house.....
- Detached bungalow
- Semi-detached house
- Semi-detached bungalow.....
- Terraced / end of terrace house
- A flat, maisonette or apartment (including four-in-a-block or conversion)
- A room or rooms
- A caravan, mobile home or a houseboat
- Some other kind of accommodation (please give details below)

Q3.6 Which of the following best describes your housing tenure with respect to this property?

- Buying with mortgage / loan
- Own it outright.....
- Rent privately
- Rent from Local authority / council / housing association / housing cooperative or charity
- Pay part rent / part mortgage
- Living here rent free
- Other (please give details below)

4. Awareness and Experience of Short-Term Lets

I would now like to ask you just some brief questions about your awareness and experience of short-term lets on your neighbourhood. We will use these responses to analyse people's views overall and as a starting point for the interview when we make contact with you.

Q4.1 Which of the following best describes the amount of short-term lets in your neighbourhood?

- There are too few short-term lets in the neighbourhood.....
- There is a reasonable number of short-term lets in the neighbourhood
- There are too many short-term lets in the neighbourhood.....
- I don't have a view about the number of short-term lets in the neighbourhood.....

Q4.2 How would you say that the number of short-term lets in your neighbourhood has changed over the past three years or so?

- Increased significantly.....
- Increased a bit
- No change
- Reduced a bit.....
- Reduced significantly
- Don't know

Q4.3 Which of the following best describes your overall view of the impact that short-term lets have on your neighbourhood?

- Positive
- Neutral
- Negative.....
- Don't know

Q4.4 Could you give me brief reasons for your answer to this? Interviewer, note comments in as much detail as possible.

Q4.5 To what extent do you agree or disagree that the following are positive impacts of having short-term lets in your neighbourhood?

	Agree Strongly	Agree	Neither Agree nor Disagree	Disagree	Disagree Strongly	Don't Know
Good for the local economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good for the national economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improves the overall vibrancy of the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourages investment that improves the neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lets local people meet different people / visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local people can earn money by letting out their home or part of it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Means that homes / holiday homes that would otherwise not be used are occupied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Raises the profile of the area for tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides accommodation for tourists visiting the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides short-term accommodation for business / contract workers coming to the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides short-term accommodation for local residents if moving, or refurbishing their home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any other positive impacts of having short-term lets in your neighbourhood? Interviewer, include substantive responses only; exclude "no" and "don't know" comments.

Q4.6 To what extent do you agree or disagree that the following are negative impacts of having short-term lets in your neighbourhood?

	Agree Strongly	Agree	Neither Agree nor Disagree	Disagree	Disagree Strongly	Don't Know
Damage to homes or common areas (e.g. graffiti or vandalism)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Higher insurance premiums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inconsiderate use of common spaces/surrounding areas (e.g. stairs and outside spaces)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased amount of littering/waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Negative impact on parking available in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Negative impact on the overall character of the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and disturbance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced affordability of housing for local people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduction in homes available for general residential use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Threats or abuse and other types of anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased cost of living in the neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More traffic problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any other negative impacts of having short-term lets in your neighbourhood? Interviewer, include substantive responses only; exclude "no" and "don't know" comments.

5. Charitable Donation

Q5.1 Finally, for our records, could you advise which of these charities you would like us to make the donation of £10 to for you taking part in the subsequent depth interview?

- Crisis - provides education, training and support for homeless people.....
- Dogs on the Streets - provides free veterinary care and other support to improve the welfare of dogs belonging to homeless people.....
- Shelter - advice and campaigning organisation supporting people struggling with bad housing or homelessness
- No preference

Closing Statement

Thank you for agreeing to take part in this research and for answering our initial questions.

A member of our team will contact you over the next few weeks to arrange and undertake this interview. If, however, we are not able to contact you and you would like to take part, please contact us directly at the telephone number on the "Thank You" card that I have provided.

Interviewer: issue Thank You card, thank and close



RESEARCH INTO THE IMPACT OF SHORT-TERM LETS ON COMMUNITIES ACROSS SCOTLAND

Hosts Survey

The Scottish Government have commissioned Indigo House Group, in partnership with IBP Strategy and Research, to carry out research about the impact of short-term lets via online platforms on local communities. By this we mean holiday lets and other lets to non-residents on online platforms such as Airbnb, Booking.com, Citylets.co.uk, Gumtree.com, HolidayLettings.co.uk, HomeAway.co.uk, OneFineStay.com and TripAdvisor.co.uk.

The research project will explore the impacts of short-term lets - positive and negative - on communities, with a focus on neighbourhoods and housing. It will involve short-term lets hosts, residents, local businesses and community actors across 5 locations in Scotland. The final research report will be published at the Scottish Government website later this year.

We are asking hosts of short-term let properties to complete the following survey which asks some details about your property / properties and your experiences as a short-term let host. The survey takes approximately 20 minutes to complete. We may wish to contact you to discuss these issues in more detail and you will be asked about this later in the survey.

The information that you provide will be held securely by IBP Strategy and Research and Indigo House group, and will be destroyed when it is no longer needed for the purposes of the research. It will be used only in aggregate for the purposes of statistical research and no information about your individual response will be passed on to the Scottish Government or any other party.

Please choose the box below to confirm that you offer a short-term let and are happy to proceed with the survey on the basis outlined.

Yes



1. Your Short-Term Lets

"Short-term lets" for the purposes of this research means holiday lets and other lets to non-residents on online platforms such as Airbnb, Booking.com, Citylets.co.uk, Gumtree.com, HolidayLettings.co.uk, HomeAway.co.uk, OneFineStay.com and TripAdvisor.co.uk.

Q1.1 This study is focused on 5 specific areas in different parts of Scotland. Please indicate in which of these areas you offer short-term lets. Please choose all that apply.

- Edinburgh Central (specifically, the New Town, the Old Town and Tollcross)
- Fife, East Neuk (specifically, Elie / Earlsferry, St Monans, Pittenweem, Anstruther / Cellardyke and Crail but NOT St. Andrews)
- Glasgow Central (specifically, Anderston, Yorkhill, Merchant City)
- Fort William
- Skye

When answering the remaining questions, please have in mind your short-term lets in these locations.

Q1.2 Which of the following platforms do you use to let your property / properties to guests? Please choose all that apply.

- Airbnb
- Booking.com
- Citylets.co.uk
- Gumtree.com
- Holidaylettings.co.uk
- HomeAway.co.uk
- OneFineStay.com
- TripAdvisor.co.uk
- My own website
- Another online platform (please give details below)
- Prefer not to say

Q1.3 How many separate listings (that is, private rooms or entire properties that you offer as short-term lets) do you offer in total? If you do not offer lets in a particular category, please enter a zero ("0").

Number of private rooms

Number of entire properties

Q1.4 Which of the following best describes the short-term let(s) that you offer? Please choose all that apply.

- I let out a room or rooms to guests while myself or other family members also live in the property
- I let out my home when I am away for short-term periods, for example on holiday
- I let out my home when I am away for longer periods, for example living away from home for a period
- I let out an entire home or homes on an ongoing basis to guests, but I do not live in the property
- I let out an entire home or homes where rooms are booked out separately by different guests, but I do not live in the property
- I let out an entire home or homes that was bought specifically to let out on an ongoing basis
- Prefer not to say

Q1.5 For approximately how many days in total in a typical year do you let out your short-term let property? If you let out more than one property, please answer based on the property you let out most often.

- Let out for 90 days or more in total
- Let out for fewer than 90 days in total
- Don't know
- Prefer not to say

Q1.6 How were the room(s) or property/properties that you offer for short-term lets previously used? Please give details of this below by choosing one option in each column. If you offer more than one listing, please answer for up to three listings that you let most frequently.

	Listing 1	Listing 2	Listing 3
Individual room(s) in my residential home, not previously let	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property previously used by an owner occupier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property previously let out privately on longer term residential lease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property previously used as a personal holiday home for short periods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property previously empty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New build property, has always been used for short-term let	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please give details)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Listing 1 - Other

Listing 2 - Other

Listing 3 - Other

Q1.7 Do you currently use your short-term let property or properties as a personal holiday home for short periods?

Yes

No

Not applicable - only let a room or rooms

Prefer not to say

Q1.8 Which of the following best describes your short-term let property / properties? If you offer multiple properties, please choose all that apply.

Detached house

Semi-detached or terraced house

A flat, maisonette or apartment with shared entrance

A flat, maisonette or apartment with private entrance

A room or rooms

Some other kind of accommodation (please give details below)

Prefer not to say

Q1.9 Which of the following describes the ownership situation of the property / properties that you offer as short-term lets? Please choose all that apply.

Owned by myself or a close family member

Rented by myself from another owner

Owned by someone else, with myself acting as their agent for the short-term let

Prefer not to say

Q1.10 How long have you been letting your property / properties to guests through online platforms?

Less than a year

Between approximately 1 to 3 years

Between approximately 3 to 5 years

More than 5 years

Don't know

Prefer not to say

2. Your Experiences as a Short-Term Let Host

"Short-term lets" for the purposes of this research means holiday lets and other lets to non-residents on online platforms such as Airbnb, Booking.com, Citylets.co.uk, Gumtree.com, HolidayLettings.co.uk, HomeAway.co.uk, OneFineStay.com and TripAdvisor.co.uk.

Q2.1 Why did you become a short-term let host? Please choose all that apply.

- Wanted to meet new people
- Had a spare room / rooms available I wanted to be used
- Had an existing property that was not being fully utilised
- Previously let property / properties on a longer-term residential basis and felt that short-term lets would be a better commercial prospect
- Saw it as a good business opportunity generally
- Was asked to do it by someone else
- Another reason (please say what below)
- Prefer not to say

Q2.2 Which of the following best describes your short-term let(s) as a source of income?

- My short-term let(s) supplement my main source of income
- My short-term let(s) are my main source of income
- Prefer not to say

Q2.3 What do you think about the amount of short-term lets in the neighbourhood(s) where you offer such let(s)?

For urban areas: By "neighbourhood" we mean either the close, neighbourhood or the street where the property is located and the streets nearby.

For rural areas: By "neighbourhood" we mean the local area.

	There are too few short-term lets in the neighbourhood	There is a reasonable number of short-term lets in the neighbourhood	There are too many short-term lets in the neighbourhood	I don't have a view about the number of short-term lets in the neighbourhood
Edinburgh Central	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fife, East Neuk - not including St. Andrews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Glasgow Central	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fort William	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skye	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2.9

Please use the space below to comment on any other negative impacts of the short-term lets in the neighbourhood(s) in which you offer them.



3. About You

This section asks you some short background questions about yourself and will help us to profile the views of different groups of people. Should you not wish to provide this information please just choose "prefer not to say".

Q3.1 Which of the following age bands do you fall into?

16 to 24

25 to 34

35 to 44

45 to 54

55 to 64

65+

Prefer not to say

Q3.2 How would you describe your gender identity?

Man / Boy

Woman / Girl

In another way

Prefer not to say

Q3.3 Which of the following best describes your working status?

Full-time employment (30+ hours per week)

Part-time employment (less than 30 hours)

Unemployed

Looking after family/the home full-time

Retired

Full time education

Other (please give details below)

Prefer not to say

4. Finding Out Your Views in More Detail

Q4.1 We would like to speak with short-term let hosts in your area in more detail to explore your views. This will involve one of our consultants contacting you for a short telephone interview of approximately 20 minutes duration. As a thank you for doing this, Indigo House will make a payment of £10 per interview to one of a number of housing-related charities which you can choose. Would you be willing to take part in such an interview?

Yes

No

Q4.2 Please provide the following information so that we can contact you. This will be used only for the purposes of this research project and will be kept only by members of the study team and will not be shared with our client or any other party. The information will be deleted and securely destroyed as soon as it is no longer needed for the purposes of this survey.

Name

Contact telephone

Contact email

Q4.3 Finally, for our records, could you advise which of these charities you would like us to make the donation of £10 to for you taking part in the subsequent depth interview?

Crisis - provides education, training and support for homeless people

Dogs on the Streets - provides free veterinary care and other support to improve the welfare of dogs belonging to homeless people

Shelter - advice and campaigning organisation supporting people struggling with bad housing or homelessness

No preference

Thank you for taking the time to complete this survey.

Please click the "Submit" button below to upload your response. You will be taken to the home page of Indigo House Group and this means that your response has been uploaded successfully.