

Appendix D – Landlord online survey questionnaire

[INTRO SCREEN]

Ipsos MORI, the independent research organisation, has been asked by the Scottish Government to carry out research on the Universal Credit Scottish Choices. The research aims to gather views about how the Scottish Choices work for landlords and claimants and how they could be improved.

As a landlord in Scotland, your views are really important to understanding how Scottish Choices are working. The survey is very short – it should only take 5 minutes of your time

[NEXT SCREEN]

Your responses will be kept strictly confidential in accordance with GDPR – it will not be possible to identify any organisations or individuals from the findings, which will be reported as percentages (e.g. “50% of landlords thought that ...”). We will not share your individual responses with the Scottish Government or anyone else.

If you would like any more information on the survey, please contact UCScottishChoices@ipsos-mori.com or phone 020 7347 3814. If you would like to read the survey privacy policy, this can be accessed here: <https://assets.ipsos-mori.com/scotland/ucsc recipients/privacy.pdf>

Please click ‘next’ to begin the survey.

Q1a

[ASK ALL]

Which of the following best describes you or the organisation you work for?

[MULTI CODE – 3 AND 4 ARE EXCLUSIVE, BUT CAN BE BOTH 1 AND 2. NO DK, NO REFUSED]

Private landlord	1
Private letting agent	2
Local Authority Housing Department	3
Housing Association	4
Other (PLEASE SAY WHAT)	5

Q1b

[ASK ALL]

If you work for an organisation (e.g. an agency, company, Council or Housing Association), please try and answer the following questions based on your knowledge of the properties your organisation lets out.

If you are a private landlord, please try and answer the following questions based on your knowledge of the properties you yourself let out.

Q2

[ASK ALL]

How many properties are you or your organisation responsible for? (If you are not sure exactly, please answer with your best estimate)

0-5	1
6-19	2
20-40	3
40-99	4
100-499	5
500+	6
Don't know	7
Prefer not to say	8

Q3

[ASK ALL]

Which Scottish local authority (or authorities) are your properties / your organisation's properties located in?

[MULTI-CODE]

Aberdeen City Council	1
Aberdeenshire Council	2
Angus Council	3
Argyll and Bute Council	4
City of Edinburgh Council	5
Clackmannanshire Council	6
Comhairle nan Eilean Siar	7
Dumfries and Galloway Council	8
Dundee City Council	9
East Ayrshire Council	10
East Dunbartonshire Council	11
East Lothian Council	12
East Renfrewshire Council	13
Falkirk Council	14
Fife Council	15
Glasgow City Council	16
Highland Council	17
Inverclyde Council	18
Midlothian Council	19
Moray Council	20
North Ayrshire Council	21
North Lanarkshire Council	22

Orkney Islands Council	23
Perth and Kinross Council	24
Renfrewshire Council	25
Scottish Borders Council	26
Shetland Islands Council	27
South Ayrshire Council	28
South Lanarkshire Council	29
Stirling Council	30
West Dunbartonshire Council	31
West Lothian Council	32
Scotland-wide	33
Rather not say	34

Q4

[ASK ALL]

How much would you say you know about the Universal Credit Scottish Choices scheme?

[SINGLE CODE]

I know a lot about it	1
I know a fair amount about it	2
I know a little about it	3
I don't know much about it	4
I know nothing about it	5
Unsure	6
Prefer not to say	7

[INFORMATION SCREEN- SHOW TO ALL]

As you may know, people on Universal Credit in Scotland can choose to:

- Have their rent paid direct to their landlord
- Get their Universal Credit payment twice a month, instead of monthly.

These two options are called Universal Credit ‘Scottish Choices’.

Q5A

[ASK ALL]

As far as you know, in the last 18 months, have you / your organisation had any tenants who were receiving Universal Credit?

[SINGLE CODE]

Yes	1
No	2
Don't know	3

Q5B

[ASK IF Q5A = 1]

In the last 18 months, how many tenants would you say you / your organisation have had who have been on Universal Credit?

Again, if you are not sure please give your best estimate.

[SINGLE CODE]

0-5	1
6-10	2
10-19	3
20-40	4
40-99	5
100 or more	6
Unsure	7
Prefer not to say	8

Q5C

[ASK IF Q5A = 1]

Were any of those tenants having all or part of their rent paid by DWP to you / your organisation directly (rather than the tenant paying it from their own account), via the Universal Credit Scottish Choices scheme?

Please note that Scottish Choices is different from the DWP's Alternative Payment Arrangements (APAs). Anyone on UC in Scotland can use a 'Scottish Choice' to have their rent paid directly to their landlord if they prefer, whereas APAs are generally initiated if people on UC are going into arrears, having trouble managing their money, or are particularly vulnerable in some way. We are interested in UC Scottish Choices, not in APAs.

[SINGLE CODE]

Yes - - I have had tenants pay 1
all/part of their rent direct to me
through Scottish Choices

No - - none of my tenants have been 2
on this Scottish Choices option in
the last 18 months

Unsure 3

Q5D

[ASK IF Q5C = 1]

And in the last 18 months, how many of your tenants on Universal Credit have had all or part of their rent paid to you / your organisation directly by the DWP through Scottish Choices?

[SINGLE CODE]

All or most of them 1

Some of them 2

Only a few of them 3

Unsure 4

Prefer not to say 5

Q5E

[ASK IF Q5C = 1 – do have tenants on SC direct payments option]

In your experience, what difference, if any, has this made to the timeliness of rent payments when tenants opt to have all or part of their rent paid by the DWP to you directly through Scottish Choices?

[SINGLE CODE]

Much more likely to receive payments on time	1
A little more likely to receive payments on time	2
No difference one way or another	3
A little less likely to receive payments on time	4
A lot less likely to receive payments on time	5
Varies too much to say	6
Unsure	7
Prefer not to say	8

Q6

[ASK ALL]

If you knew that a tenant was receiving Universal Credit, how likely or unlikely would you be to encourage them to apply for Scottish Choices so that their UC housing element was paid directly to you?

[SINGLE CODE]

Very likely	1
Fairly likely	2
Fairly unlikely	3
Very unlikely	4
Unsure	5
Prefer not to say	6

Q7

[ASK ALL]

As part of this research project, we would like to speak to some landlords in a little bit more detail about their views on the Universal Credit Scottish Choices. Would you be willing for us to contact you sometime in the next couple of months to see if you would be interested in taking part in this follow-up research? You would be free to decide at that stage whether you wanted to take part.

[SINGLE CODE]

Yes 1

No 2

Q8

[ASK IF Q7 = 1]

What is your name?

(We need to know this so we can re-contact you to ask you if you would be interested in follow-up research. Your details will be held securely by Ipsos MORI, separate from your responses to this survey, and will not be used for any other purpose.)

Q8

[ASK IF Q7 = 1]

What is the best email address to contact you at?

TEXT ANSWER – PLEASE ADD STANDARD CHECKS ON WHETHER VALID EMAIL ADDRESS FORMAT

Q9

[ASK IF Q7 = 1]

And what is the best number to contact you on?

NUMERIC ANSWER – PLEASE ADD STANDARD CHECKS ON WHETHER VALID PHONE NUMBER FORMAT

END

Thank you very much for taking the time to complete this survey. The findings will help inform the Scottish Government's evaluation of the Universal Credit Scottish Choices. Your individual responses will be kept strictly confidential.