

Rent Recovery Policy: Summary report

This report was created on Friday 25 February 2022 at 14:03 and includes **1001** responses.

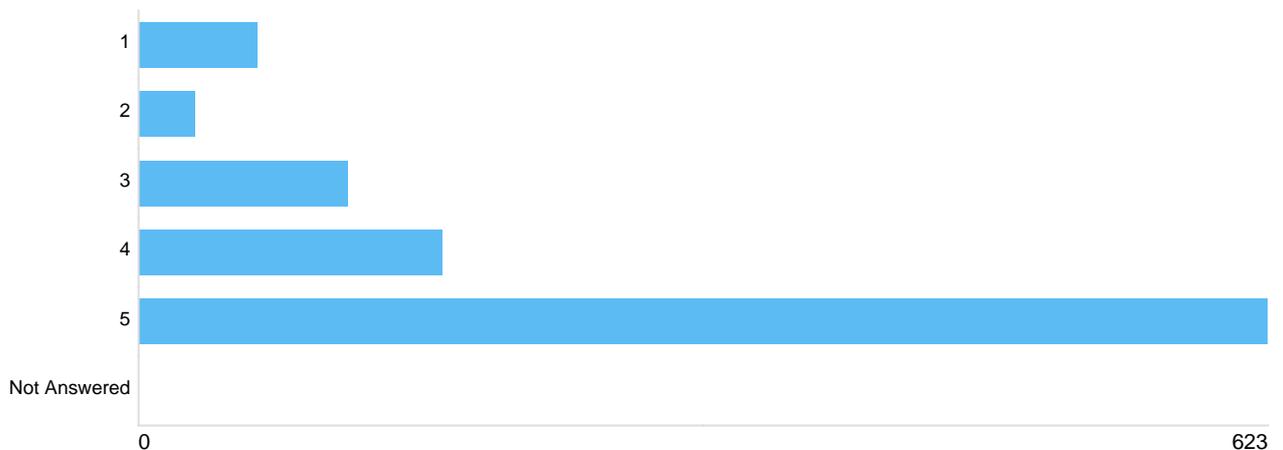
The activity ran from 26/01/2022 to 24/02/2022.

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Question 1: Do you agree with our approach that we should be emphasising the support that is available to tenants who may be struggling to pay their rent?

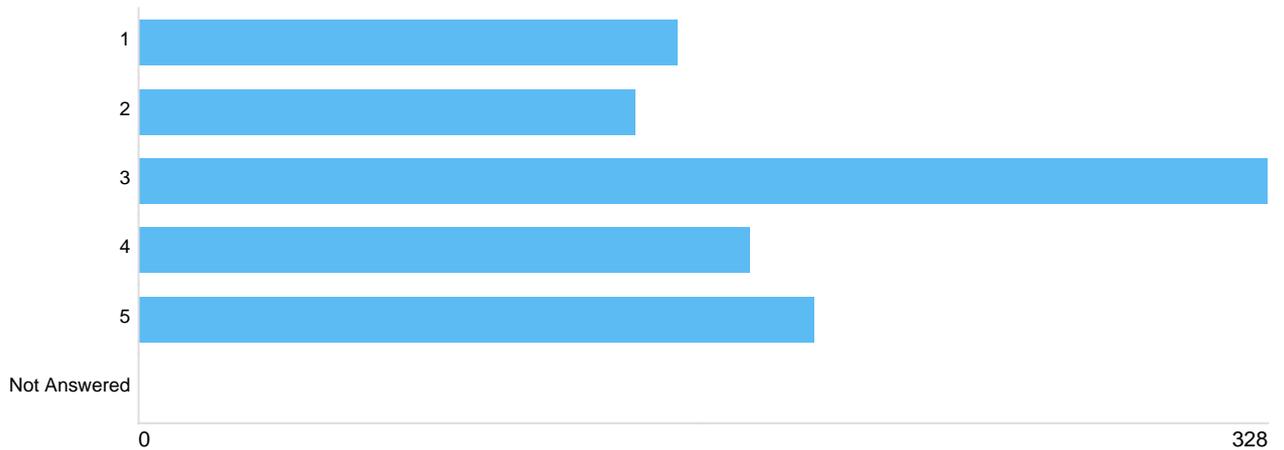
Support for tenants struggling to pay rent - With 1 being definitely disagree and 5 being definitely agree



Option	Total	Percent
1	65	6.49%
2	31	3.10%
3	115	11.49%
4	167	16.68%
5	623	62.24%
Not Answered	0	0.00%

Question 2: Do you think our approach to communicating with our tenants is clear?

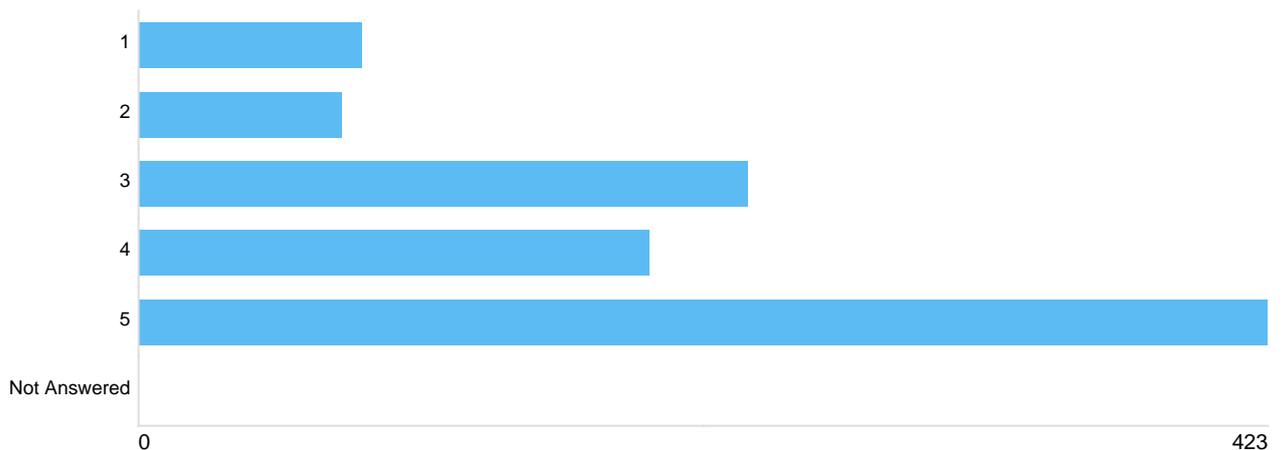
Clear communication - With 1 being definitely disagree and 5 being definitely agree



Option	Total	Percent
1	156	15.58%
2	144	14.39%
3	328	32.77%
4	177	17.68%
5	196	19.58%
Not Answered	0	0.00%

Question 3: Do you think contacting tenants in the first 2 weeks of their tenancy is the appropriate time?

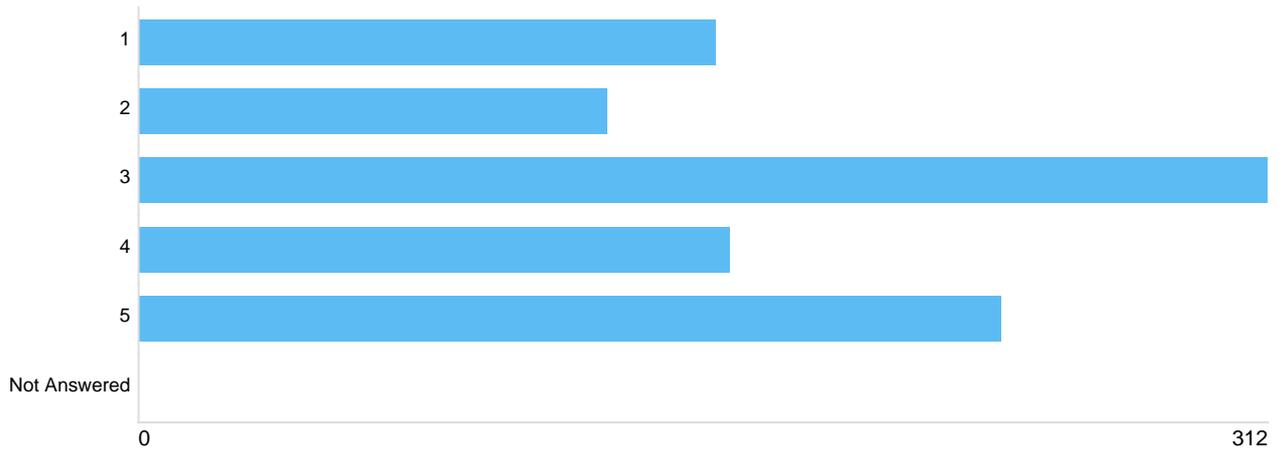
Contacting tenants - With 1 being definitely disagree and 5 being definitely agree



Option	Total	Percent
1	83	8.29%
2	76	7.59%
3	228	22.78%
4	191	19.08%
5	423	42.26%
Not Answered	0	0.00%

Question 4: Paying rent by Direct Debit is now a condition of tenancy. Do you think SCC promote this as well as we could?

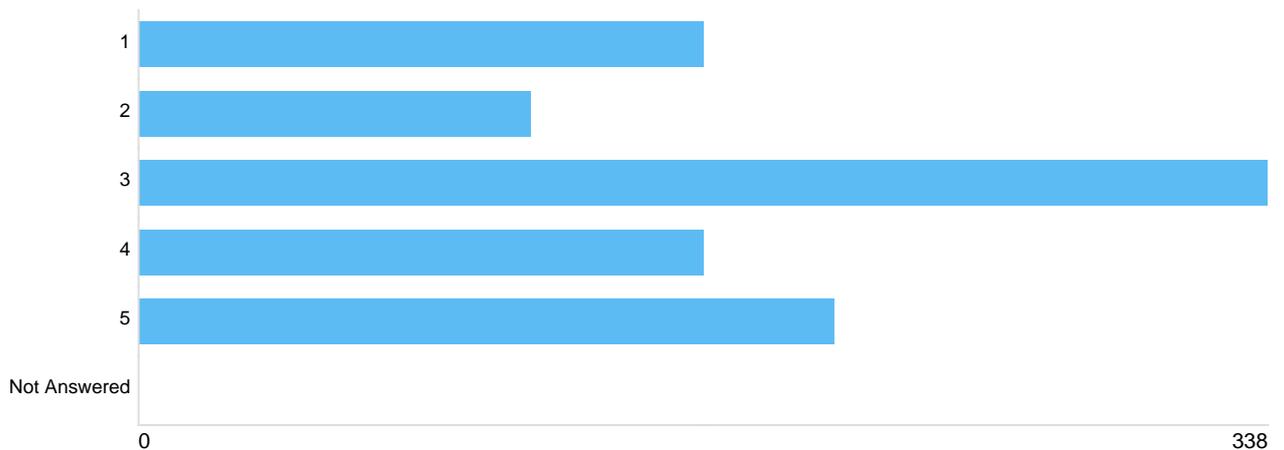
Promotion of DD - With 1 being definitely disagree and 5 being definitely agree



Option	Total	Percent
1	159	15.88%
2	129	12.89%
3	312	31.17%
4	163	16.28%
5	238	23.78%
Not Answered	0	0.00%

Question 5: Do you feel our approach to rent recovery and legal action is fair?

Approach to rent recovery - With 1 being definitely disagree and 5 being definitely agree



Option	Total	Percent
1	169	16.88%
2	117	11.69%
3	338	33.77%
4	169	16.88%
5	208	20.78%
Not Answered	0	0.00%

Question 6: If you would like to make any further comments, please do so here

Please explain your answer further

There were **390** responses to this part of the question.