

Appendix C

YorProperty Feedback from Members and from training seminars

Scheme Feedback

An e-mail request for feedback on the scheme was sent out to all 97 members. 5 responded and their comments are detailed below.

Is the scheme website clear and easy to use?

- *Yes, clear and simple*
- *A bit early for me to make comment. Everything OK up to now.*
- *We found the scheme too difficult to follow and when finally up and advertising on your website had no response. We ended up successfully advertising with Adam Bennett and will do the same next year with both of our properties. We will still ensure they are up to standard but will not be advertising with YorProperty in the future.*
- *Easy to use yes, though i have not completed a single house due to the number of questions that are being asked – i gave up after partly completing one house.*
- *I found it 'hard' to log in for the first time as a landlord - you click on the tab at the top but it is not immediately obvious how you log in as you then have to scroll all the way down to find the correct box. The website as a whole is easy to use once you have used it a few times, e.g the uploaded certificates tab within the documents tab is not immediately obvious as it doesn't stand out - took me ages to find it*

What are we doing well?

- *Hopefully improving the standard of accommodation and making dodgy landlords improve standards!*
- *Not too sure, I don't think we get a report on how popular a property has been or how many unique hits the site has been getting – or even get a report on how many properties have been let via the site (to promote us adding the properties).*

Is there anything we need to improve on? If yes, please tell us what.

- *Something to reassure landlords that students will use your system and that it will work as well as dealing with individual universities. I for one am a bit nervous about next year!!*
- *Give us some feedback on what is being done to promote the site as it does not seem to be listed on Google unless you type in YorProperty (but who knows about YorProperty unless your a landlord?). At the moment I don't know if I should just go it alone as I have done for many years or pay and fully join your scheme.*
- *It can take a while to get in touch with you over the phone although I know you were busy when the Accommodation Office closed. Again it took a while for emails to be responded to.*

Any other comments

- *I worry about the training for landlords that is required to stay on the scheme. I think decent landlords that have been doing business fairly and considerately for years could be excused this training. Maybe some sort of reference system from former tenants could work?*
- *I think I have said everything for now... If you cut down the amount of options for each property, then I might be a little bit more willing to complete the forms.*
- *I think your biggest issue is the fact that you require landlords to attend training courses. This is totally unrealistic for me (and I suspect a lot of other landlords in my position) as this is the only property that I have registered on your scheme, which was previously let through the York University Accommodation Office. Furthermore I do not live in York. Is the training you describe in your email for 'professional landlords'? I simply own one property which I let to students and whilst I ensure it adheres to the standards expected, I would question whether I need to complete a foundation course and work towards CPD points. I would be happy to do something online but I think it is totally unnecessary to expect single property landlords to attend training sessions. I would appreciate your comments on this.*

Training Feedback

Landlord training – training sessions arranged at West Offices for weekdays, evenings and Saturdays. 42 members have attended 6 hours of training to date – feedback from this has been overwhelmingly positive

“Very informative, excellent subject knowledge of both presenters”

“I have definitely learnt a lot not just from the course but also from experience shared with the group from other landlords. I will be putting some new systems in place as a result of the course. Thank you for running it!”

“A lot of information to take on board, but all very relevant.”

“Informative and relevant information”

Overall feedback rated from very good to poor is 29 very good, 11 good and 2 average.

Given the positive reception of the training to date, there could be merit for it to be extended to landlords and agents who are not accredited or who do not want to join a voluntary accreditation scheme. Attendance could be for a one-off fee and the Council could then list the agent / landlord as having been trained. Again this will contribute to the raising of standards in the sector.