

Topic Guide for Landlord Interviews

- **Customer service** – level of enquiries and complaints, how they are handled, the process, the feedback you receive
- **Property maintenance and standards** – feedback on their service, perceived satisfaction levels from customers, prompts – property standards, grounds maintenance and cleaning, quality of repairs and maintenance
- **Engagement and communication** – how they engage and communicate with their customers, particularly around keeping them informed, opportunities for feedback/ having their say, and what they do with feedback
- **Neighbourhood** – what they do to keep their property areas safe, how they deal with complaints about the neighbourhood, relationships with other services to tackle any issues, desirability of different neighbourhoods they operate in
- **Property needs** – do they get feedback from tenants when moving out of their property, anything on the types of property they consider to be high demand/ low demand