

# Private Rented Sector Survey Findings: Tenants, Landlords & Estate Agents



Prepared for

**The Housing  
Agency/ PRTB**

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## 1. INTRODUCTION

DKM Economic Consultants, as the lead consultant, in a team comprising the **ESRI**, the leading socio-economic think-tank in Ireland, **RED C**, a leading and innovative survey company and a prominent property taxation expert, **John Cuddigan**, were appointed in April 2014 by the Housing Agency to prepare a report on the current state of the private rented sector and its likely future. The aim of the assignment was to advise the Housing Agency on how the private rented sector can be sustainable into the future and play a vital role in the provision of affordable and good quality accommodation for a wide range of households. The results of the research were published in two reports for the PRTB in October 2014:

- ✓ Rent Stability in the Private Rented Sector; and
- ✓ Future of the Private Rented Sector.

A key requirement of the Terms of Reference was to conduct a survey of attitudes to the private rented sector amongst three key segments:

- Current Tenants;
- Current Landlords, and;
- Estate Agents.

The three surveys were conducted by RED C addressing each of the target audiences separately. This report presents an analysis of the results of the surveys of Tenants, Landlords and Estate Agents<sup>1</sup>.

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<sup>1</sup> This paper reports detailed results as much as possible but for small percentages the results should be interpreted carefully due to lower numbers of responses.



## 2. ANALYSIS OF TENANTS' SURVEY

### 2.1 SURVEY OF TENANTS - METHODOLOGY

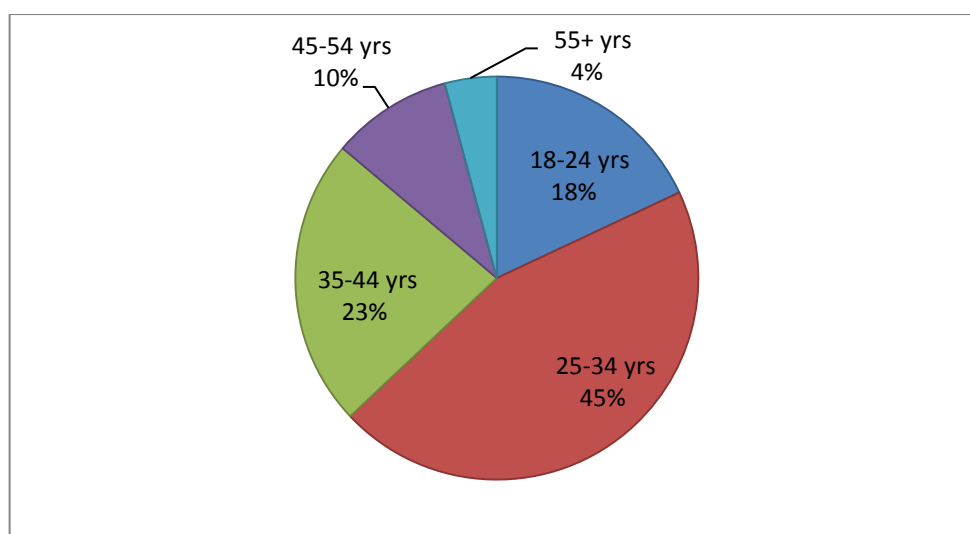
This survey was conducted online. RED C has an online panel of over 30,000 consumers who have signed up to participate in online surveys. This panel encompasses a broad cross-section of the population in terms of gender, age, social class and region so is broadly representative of the general adult population aged 18+. Information on housing tenure is held on all panellists, so it was possible to confine survey invitations to those who were known to be living in private rented accommodation. This equated to approx 6,000 out of the total panel of 30,000. Online interviews were conducted with a sample of 500 tenants from this panel. Invitations were sent randomly to every  $n^{\text{th}}$  tenant on the panel, which ensured a representative sample. The survey was undertaken between 13<sup>th</sup> and 19<sup>th</sup> May 2014.

The purpose of the survey is to develop an understanding of tenants who participate in the private rental sector (PRS). Accordingly, this section examines tenant characteristics, their motivations for renting, their attitudes and experiences of renting, interactions with their landlord/agency, their future intentions on continuing to rent. It also examines tenants' awareness of the PRTB and their interactions with it.

### 2.2 PROFILE OF TENANTS

This section provides a profile of the tenants who participated in the REDC/PRTB Tenant questionnaire. The survey provides information on tenants' age, socio economic group, marital status, employment status and nationality of tenants. Analysis of the survey indicates that a wide variety of people are accommodated in the private rental sector (PRS). How much tenants pay in rent is investigated and whether they experienced a rent increase in the last year. Experiences in regard to the amount of rent paid and rent increases by type of tenant are also examined.

**Figure 2.1: AGE PROFILE OF RESPONDENTS**



Source: Based on RED C survey data

Of those that responded to the survey, 23 per cent are renting under the Rent Supplement Scheme, while 6 per cent are renting under the Rental Accommodation Scheme.

Figure 2.1 provides a summary of the age distribution of tenants. Young adults make up the highest proportion of tenants in the PRS; 63 per cent of tenants surveyed are aged between 18-34 years, only 15 per cent of tenants are 45 years or older.

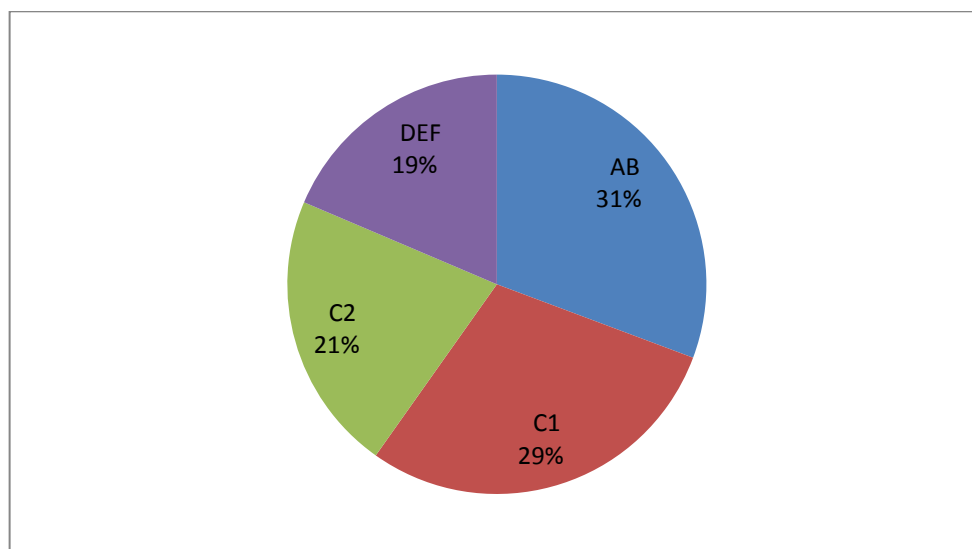
In terms of the social classifications, (Box 1), Figure 2.2 shows a breakdown of tenants across the various socio-economic groups.

**Box 1: Social Class Classification**

<b>Higher managerial/ professional/ administrative</b> (e.g. Established doctor, Solicitor, Board Director in a large organisation (200+ employees, top level civil servant/public service employee)	<b>A</b>
<b>Intermediate managerial/ professional/ administrative</b> (e.g. Newly qualified (under 3 years) doctor, Solicitor, Board director small organisation, middle manager in large organisation, principle officer in civil service/local government)	<b>B</b>
<b>Supervisory or clerical/ junior managerial/ professional/ administrative</b> (e.g. Office worker, Student Doctor, Foreman with 25+ employees, salesperson, etc) OR <b>Student</b>	<b>C1</b>
<b>Skilled manual worker</b> (e.g. Skilled Bricklayer, Carpenter, Plumber, Painter, Bus/ Ambulance Driver, HGV driver, AA patrolman, pub/bar worker, etc)	<b>C2</b>
<b>Semi or unskilled manual work</b> (e.g. Manual workers, all apprentices to be skilled trades, Caretaker, Park keeper, non-HGV driver, shop assistant)	<b>D</b>
<b>Casual worker – not in permanent employment OR</b> <b>Housewife/ Homemaker OR</b> <b>Retired and living on state pension OR</b> <b>Unemployed or not working due to long-term sickness OR</b> <b>Full-time carer of other household member</b>	<b>E</b>
<b>Farmer / Agricultural worker</b>	<b>F</b>

It is evident that 31 per cent of respondents are in the AB group, 29 per cent are in the C1 group, while 21 per cent are in the C2 group. 19 per cent of those sampled are classified in the DEF group.

**Figure 2.2: RESPONDENTS' SOCIO-ECONOMIC GROUPS**

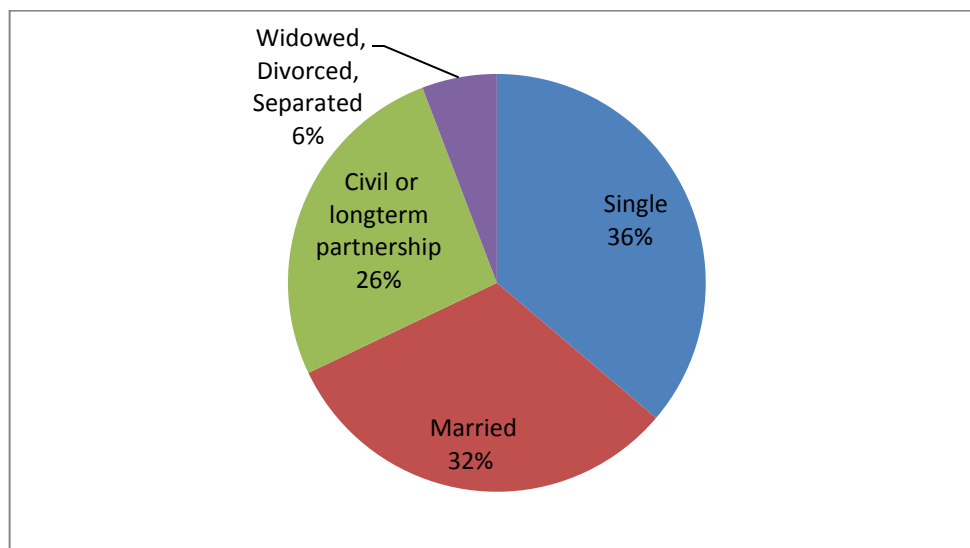


*Source: Based on RED C survey data*

Figure 2.3 contains information on the share of tenants by marital status. Single adults represent the largest share of tenants making up 36 per cent of those surveyed. The next largest group are married couples at 32 per cent. 26 per cent of tenants are in civil partnerships/long-term relationships while 6 per cent of the tenants surveyed are widowed, divorced or separated.

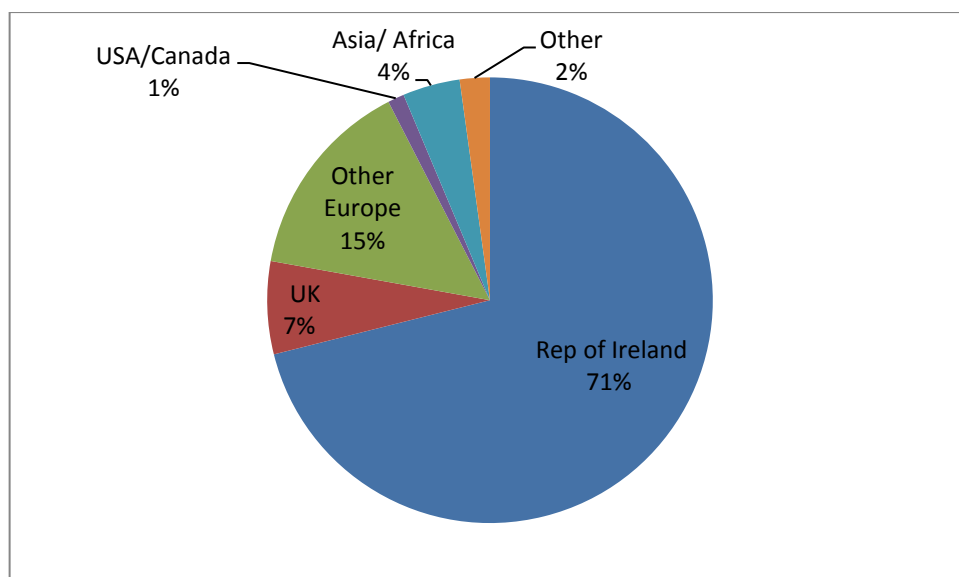
Approximately, 51 per cent are in full-time employment, while 15 per cent of tenants work part-time. 15 per cent of tenants are unemployed. Students make up 11 per cent of tenants. Those in retirement represent less than 1 per cent of tenants surveyed.<sup>2</sup>

<sup>2</sup> Due to the small number of observations for retirees, this group is excluded from subsequent analysis.

**Figure 2.3: MARITAL STATUS OF RESPONDENTS**

Source: Based on RED C survey data

Figure 2.4 provides a very interesting breakdown of tenants by nationality. Irish nationals represent the largest share of tenants at 71 per cent. UK nationals make up 7 per cent of tenants surveyed while 15 per cent of tenants are from other European countries. Tenants from more distant regions make up a small proportion of the tenants surveyed. 4 per cent of tenants identify Asia/Africa as their country of origin and 1 per cent of tenants indicate they are from USA/Canada.<sup>3</sup>

**Figure 2.4: RESPONDENTS' BY COUNTRY OF ORIGIN<sup>4</sup>**

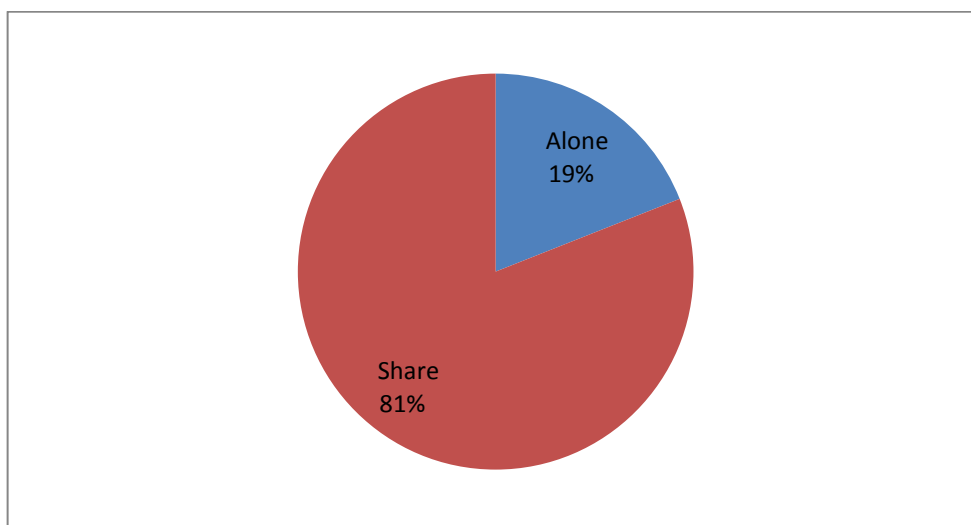
Source: Based on RED C survey data

<sup>3</sup> Due to small number of tenants in the sample from USA/Canada and the Other category they are merged together in the subsequent analysis.

Figure 2.5 indicates that **81 per cent of tenants share the property they rent**. Of those who share, a third share with just one other person, while 25 per cent share with two other people and 24 per cent share with three other people. 11 per cent of those who share do so with four other people, while 5.6 per cent share with five or more people.

Of those who share, 38 per cent do so with their partner and children, 20 per cent with their partner and 15 per cent share with other adults. In addition 14 per cent share with their friends, and 7 per cent responded that they are living with their children. Other, including living with the owner, account for 7 per cent of responses.

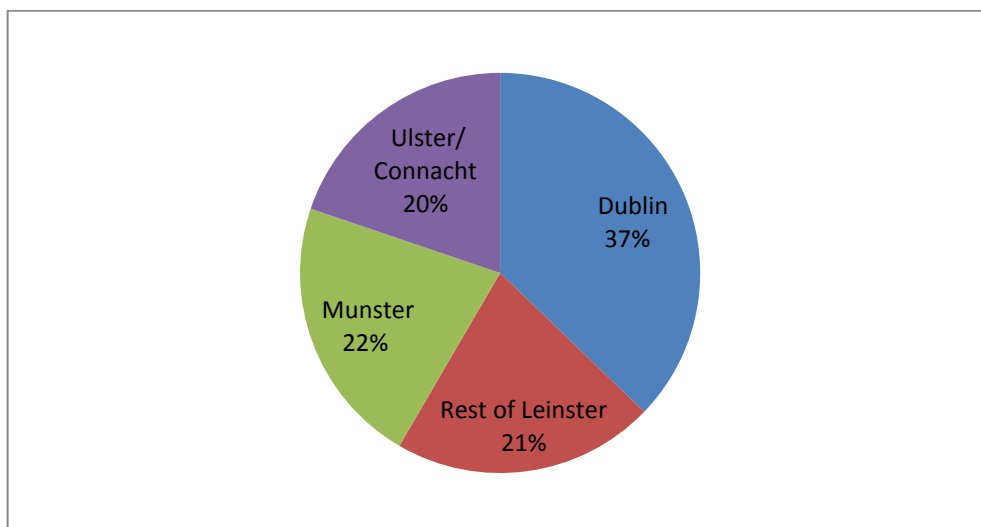
**Figure 2.5: PERCENTAGE OF RESPONDENTS WHO SHARE THE PROPERTY**



Source: Based on RED C survey data

Figure 2.6 presents a breakdown of tenants by region. The largest regional PRS is in Dublin with 37 per cent of respondents living there. The remaining regions each contain approximately 20-22 per cent of respondents.

**Figure 2.6: RESPONDENTS BY REGION**



Source: Based on RED C survey data

## 2.3 RENTS

This section provides information on rents paid by tenants. It investigates how rents paid by tenants differ according to their age, social economic class, employment status, property location and nationality. It examines which tenants' have experienced a rent increase in the last year. Finally, a review is provided of the explanations given by landlords to tenants justifying their rent increases.

Table 2.1 shows the percentage of tenants who pay rent within a particular rental band for the full sample and by age group. The rent amount used is the rent paid by the individual per month. For the full sample, **45 per cent of tenants pay up to €499 per month on average, 39 per cent pay between €500 and €999, and 10 per cent pay in excess of €1,000.** There are differences across age groups. Younger tenants appear to pay lower rents with close to 70 per cent of tenants in the 18-24 age groups paying up to €499 per month. 24 per cent of tenants in the 18-24 pay rent in the range of €500-€999 per month compared with 38 per cent to 45 per cent of tenants in the other age category. A weighted average rent figure for each age category is presented at the end of the table.

**Table 2.1: PERCENTAGE OF TENANTS WITHIN EACH RENTAL BAND BY AGE**

	Full Sample	18-24	25-34	35-44	45-54	55+
	%	%	%	%	%	%
Up to €499	45	67	42	39	33	43
€500-€999	39	24	41	45	41	38
€1000-€1499	9	1	9	9	18	10
€1500+	1	1	2	4	0	0
Don't know/Do not want to answer	6	7	6	3	8	9
Mean (€)	558	400	578	599	661	555

Source: Based on RED C survey data

Table 2.2 shows the percentage of tenants within each rent payment band by socio economic group. Approximately 60 per cent of tenants in the AB and C2 groups pay rents higher than €500, compared with 42 per cent of C1 tenants and 32 per cent of DEF tenants.

**Table 2.2: PERCENTAGE OF TENANTS WITHIN EACH RENTAL BAND BY SEC**

	AB	C1	C2	DEF
	%	%	%	%
Up to €499	36	52	33	62
€500-€999	43	35	50	27
€1000-€1499	14	6	8	5
€1500+	3	1	1	0
Don't know/Do not want to answer	4	6	8	6
Mean (€)	643	518	596	435

Source: Based on RED C survey data

Results in Table 2.3 indicate that tenants in full-time employment tend to pay higher rent per month. Close to 60 per cent of full-time workers pay rents of €500 or higher compared with 44 per cent of part-time workers, 34 per cent of those who are unemployed and 29 per cent of students.

**Table 2.3: PERCENTAGE OF TENANTS WITHIN EACH RENTAL BAND BY WORK STATUS**

	Work full-time	Work part-time	Unemployed	Housewife	Student
	%	%	%	%	%
Up to €499	37	53	58	39	59
€500-€999	47	33	30	37	27
€1000-€1499	11	9	4	8	2
€1500+	1	2	0	3	0
Don't know/Do not want to answer	4	3	8	13	12
Mean (€)	617	569	445	554	401

Source: Based on RED C survey data

Over half of tenants surveyed in Munster and Ulster/Connacht pay less than €499 per month compared with approximately 38 per cent of tenants in Dublin. For the higher rental bands, 5 per cent of tenants in Ulster/Connacht pay more than €999 in contrast to 18 per cent of tenants in Dublin. Indeed, these differences in the distribution of tenants across the rental bands are reflected in the mean rent figures. The lowest mean rent per month is in Munster with a value of €470. The highest mean rent per month of €652 is in Dublin.

Figure 2.7 shows the percentage of tenants who have experienced a rent rise in last 12 months for the full sample and by a number of tenant types. **19 per cent of tenants nationally have experienced a rent increase.** Comparing results across age groups, tenants in the 25-34 and 35-44 age groups are more likely to have experienced a rent increase in the previous 12 months. With regard to socio economic groups tenants in C1 group were less likely to have experienced a rent increase compared with the other categories. Looking at the percentage of tenants who have experienced a rent increase based on their work status, 21 per cent of those in full-time employment have seen a rise in their rental payments. Interestingly, a similar percentage of unemployed tenants have also experienced a rent rise. Only 13 per cent and 11 per cent of part-time workers and students have seen a rent increase, respectively. Results in Figure 2.7 suggest **that a larger percentage of tenants who pay higher rents appear to have experienced rent increases in the last year.** Finally, while 19 per cent of tenants have experienced a rent increase nationally, on a regional basis close to 30 per cent of Dublin tenants have seen a rent rise, compared with 18 per cent in the rest of Leinster and 12 per cent and 11 per cent in Munster and Ulster/Connacht respectively.

**Figure 2.7: TENANTS WHO HAVE EXPERIENCED A RENT RISE IN LAST 12 MONTHS**

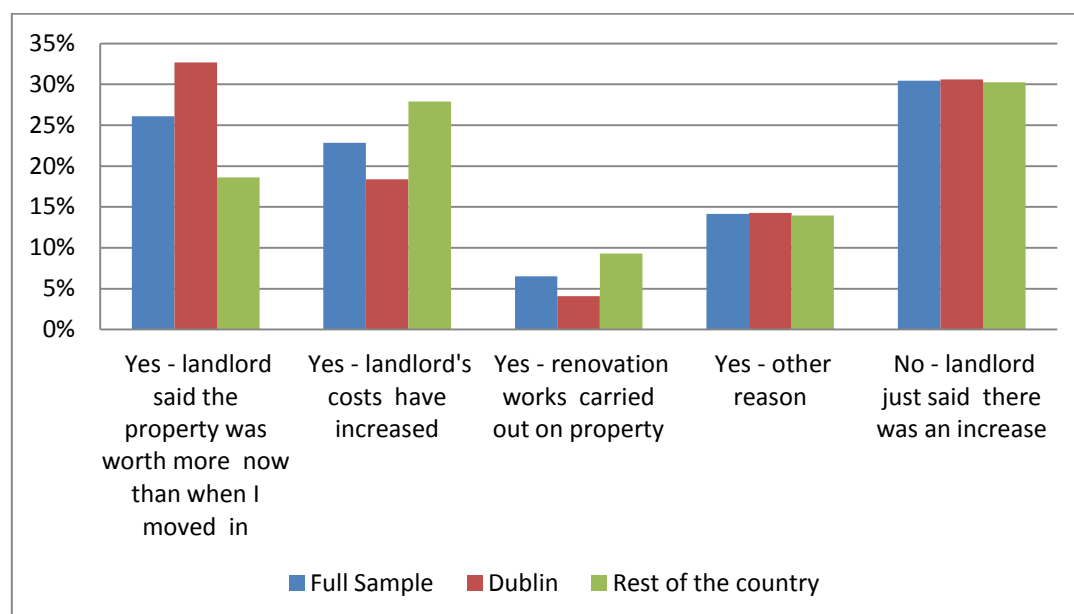


Source: Based on RED C survey data



According to the survey, **30 per cent of tenants received no explanation from their landlord for the rent increase**. In 26 per cent of cases the landlord justified the rent increase on the basis that the property was worth more now than when the tenant moved in. 23 per cent of tenants noted that the landlord claimed that their costs had increased, 7 per cent of landlords asserted that renovation works had been carried out on the property. Interestingly, across the two regions, the rise in the property value was the primary reason given in Dublin (33 per cent) while the increase landlord's costs was the main explanation given to tenants in the rest of the country. This result highlights that factors driving rent increases appear to differ across the country.

**Figure 2.8: REASONS FOR TENANTS' RENT INCREASE**

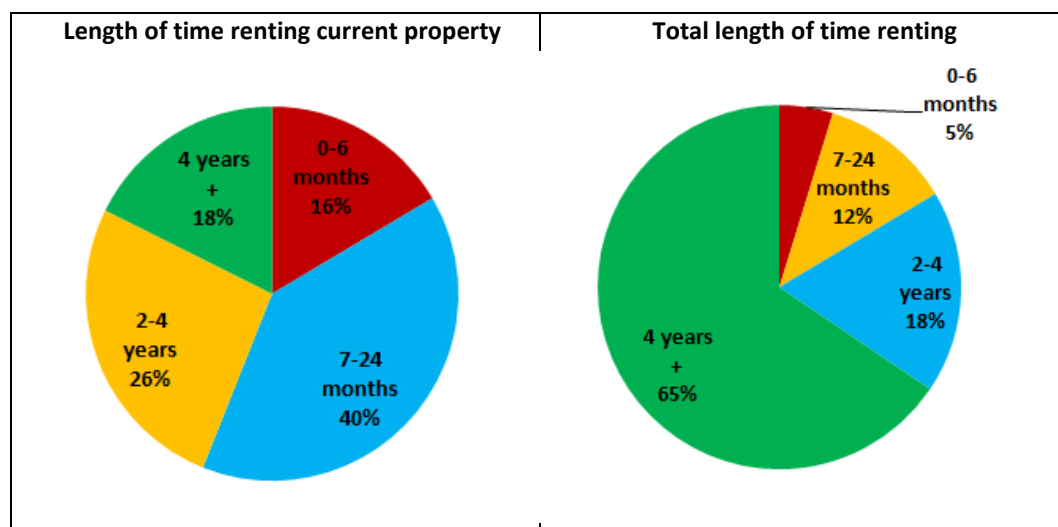


Source: Based on RED C survey data

Tenants were asked to indicate the percentage of their net income they are spending on rent. **50 per cent of respondents are spending 30 per cent or less of their net income on rent**, 34 per cent are spending between 31 and 50 per cent of their net income while 14 per cent are spending over 51 per cent. 2 per cent responded that they did not know.

## 2.4 TENANCY DURATION

Figure 2.9 shows the percentage of tenants who have lived at their current property by rental durations. It also shows information on how long tenants have rented in total by four duration periods. **Around 40 per cent of tenants have lived at their current property for 7-24 months while 26 per cent of tenants have resided at their current property for 2-4 years**. In terms of the total length of time renting, 5 per cent of tenants are renting for less than 6 months, more interestingly, though, is that **65 per cent of tenants surveyed are renting for more than four years**. When one considers that only 18 of tenants live at their current property for more than four years, this suggests there is a certain degree of tenant mobility.

**Figure 2.9: TENANCY DURATION**

Source: Based on RED C survey data

Table 2.4 provides a breakdown of current property tenancy duration by region. Property tenancy duration appears to differ across the four regions. **Current tenancy duration appears to be longer outside of Dublin.** 38 per cent of tenants in Dublin have resided at their current property for more than 2 years compared with 46 per cent of tenants in Rest of Leinster, 42 per cent in Munster. Property tenancy duration appears to be longest in Ulster/Connacht where 56 per cent of tenants have resided at their current property for more than two years.

**Table 2.4: DISTRIBUTION OF TENANTS BY CURRENT PROPERTY TENANCY DURATION AND REGION**

	Full Sample	Dublin	Rest of Leinster	Munster	Ulster/Connacht
	%	%	%	%	%
0 to 6 months	16	16	16	20	14
7 to 24 months	40	46	38	38	30
2 to 4 years	26	26	28	21	31
4 years +	18	12	18	21	25
Mean (years)	2.21	1.99	2.25	2.2	2.59

Source: Based on RED C survey data

Table 2.5 presents a breakdown of total property tenancy duration by region. Dublin and Munster are found to have a higher percentage of tenants with less than 2 years total rental experience compared with tenants in rest of Leinster and Ulster/Connacht.

**Table 2.5: DISTRIBUTION OF TENANTS BY TOTAL RENTAL EXPERIENCE AND REGION**

	Full Sample	Dublin	Rest of Leinster	Munster	Ulster/Connacht
	%	%	%	%	%
0 to 6 months	5	4	4	5	7
7 to 24 months	12	14	8	17	5
2 to 4 years	18	20	20	16	15
4 years +	66	63	68	61	73
Mean (years)	4.0	3.9	4.1	3.8	4.2

Source: Based on RED C survey data

Table 2.6 provides a breakdown of the percentage of tenants by the number of properties they have lived in and by how long they have rented. **88 per cent of tenants that have rented for no more than six months have lived in one property.** 47 per cent of tenants who rented for 7-24 months have lived in one property, and this declines to 13 per cent for those who have rented for 2-4 years. Only 7 per cent of tenants with more than 4 years total renting experience as tenants have remained in the same property.

**Table 2.6: PERCENTAGE OF TENANTS BY THE NUMBER OF PROPERTIES LIVED IN AND BY HOW LONG THEY HAVE RENTED**

Number of properties	Full sample	Total Length of Time Renting			
		0-6 months	7-24 months	2-4 years	4 years +
	%	%	%	%	%
One	17	88	47	13	7
Two	20	4	31	40	15
Three	19	4	17	30	17
Four	12	4	2	11	15
Five or more	32	.	3	7	46

Source: Based on RED C survey data

## 2.5 REASONS FOR RENTING

Table 2.7 presents a summary of the reasons why tenants are currently renting. It also provides a comparison of responses between male and female tenants. 18.3 per cent of responses indicate that renting best matches tenants' habitation requirements. **Based on the full set of responses, flexibility, convenience and transitory living arrangements are considered to be important reasons for renting.** 12 per cent of responses indicate that uncertainty about the appropriate location to settle down and live long term as a relevant reason. Convenience of the property's location for work, school and family was important in 11.7 per cent of the responses. 6 per cent of responses indicated that limited time in an area for college, job contracts etc as a reason for renting. On the other hand, **the inability to get a mortgage due to an insufficient deposit makes up 17.2 per cent of responses, while inability to get a mortgage due to lower than required earnings or job instability represents 14.9 per cent of replies. Combined, these two replies suggest that inability to access a mortgage is one the main reasons tenants chose to rent.** There appears to be no substantial differences between male and female motivations for renting.

**Table 2.7: REASONS TENANTS ARE CURRENTLY RENTING BY GENDER, (PERCENTAGE OF RESPONSES)**

	Full Sample	Male	Female
	%	%	%
Because it suits my requirements best	18.3	20.9	15.5
Can't get a mortgage - don't have the deposit saved/ savings to purchase	17.2	16.4	18.1
Can't get a mortgage - not earning enough or job is unstable/ on contract	14.9	14.5	15.3
Not sure where I want to settle down/ live long term	12.0	10.9	13.2
It's convenient to things I need to be close to (e.g. work, school, family members)	11.7	11.5	11.8
Feel I am too young to buy a property	7.4	7.9	7.0
Only in the area for a limited time i.e. For college, job contract etc	5.9	4.5	7.4
Can't find a suitable property to buy	5.2	6.4	3.9
I am waiting to be offered social housing (local authority or voluntary body)	4.7	4.7	4.6
Other	2.8	2.6	3.0

Source: Based on RED C survey data

Table 2.8 provides a breakdown of the reasons given for renting by age group. There are differences in the main motivations for renting across the age cohorts. For young tenants in the 18-24 years cohort, location of property for work, school family members, limited time in an area for college or job and belief that they were too young to buy a property were the most prevalent answers. In contrast, **a more prominent reason for renting among the older cohorts is that they are unable to get a mortgage.**

**Table 2.8: REASONS TENANTS ARE CURRENTLY RENTING BY AGE, (PERCENTAGE OF RESPONSES)**

	18-24	25-34	35-44	45-54	55+
	%	%	%	%	%
Because it suits my requirements best	15.0	18.6	17.7	22.8	28.1
Can't get a mortgage - don't have the deposit saved/ savings to purchase	10.2	17.8	23.4	19.0	15.6
Can't get a mortgage - not earning enough or job is unstable/ on contract	8.7	16.1	17.7	17.7	15.6
Not sure where I want to settle down/ live long term	11.7	13.9	12.0	5.1	6.3
It's convenient to things I need to be close to (e.g. work, school, family members)	17.0	11.7	6.9	7.6	12.5
Feel I am too young to buy a property	15.5	7.8	1.7	.	.
Only in the area for a limited time i.e. For college, job contract etc	14.6	3.9	1.7	5.1	.
Can't find a suitable property to buy	2.4	4.2	10.3	7.6	3.1
I am waiting to be offered social housing (local authority or voluntary body)	2.4	3.9	6.9	5.1	15.6
Other	2.4	2.0	1.7	10.1	3.1

Source: Based on RED C survey data

As shown in Table 2.9, tenants' motivations for renting appear to vary by region, between 16 and 21 per cent of responses in each region indicate that renting best matches tenants'

habitation requirements. The inability to get a mortgage is the most prominent reason given by candidates in the Rest of Leinster region (22+18 per cent). Convenience of location is found to be a particularly relevant explanation for renting in Dublin, representing 15 per cent of responses given. This compares to 9 per cent of responses for tenants living on the Rest of Leinster.

**Table 2.9: REASONS TENANTS ARE CURRENTLY RENTING BY REGION, (PERCENTAGE OF RESPONSES)**

	Dublin	Rest of Leinster	Munster	Ulster/Connacht
	%	%	%	%
Because it suits my requirements best	17.9	16.1	19.4	20.5
Can't get a mortgage - don't have the deposit saved/savings to purchase	14.7	21.9	15.6	19.3
Can't get a mortgage - not earning enough or job is unstable/ on contract	13.6	18.2	12.2	16.8
Not sure where I want to settle down/ live long term	12.8	10.4	13.9	9.9
It's convenient to things I need to be close to (e.g. work, school, family members)	14.9	8.9	9.4	9.9
Feel I am too young to buy a property	8.7	4.2	10.0	5.6
Only in the area for a limited time i.e. For college, job contract etc	7.1	4.2	5.6	5.6
Can't find a suitable property to buy	4.6	5.7	5.0	6.2
I am waiting to be offered social housing (local authority or voluntary body)	4.1	6.8	4.4	3.7
Other	1.6	3.6	4.4	2.5

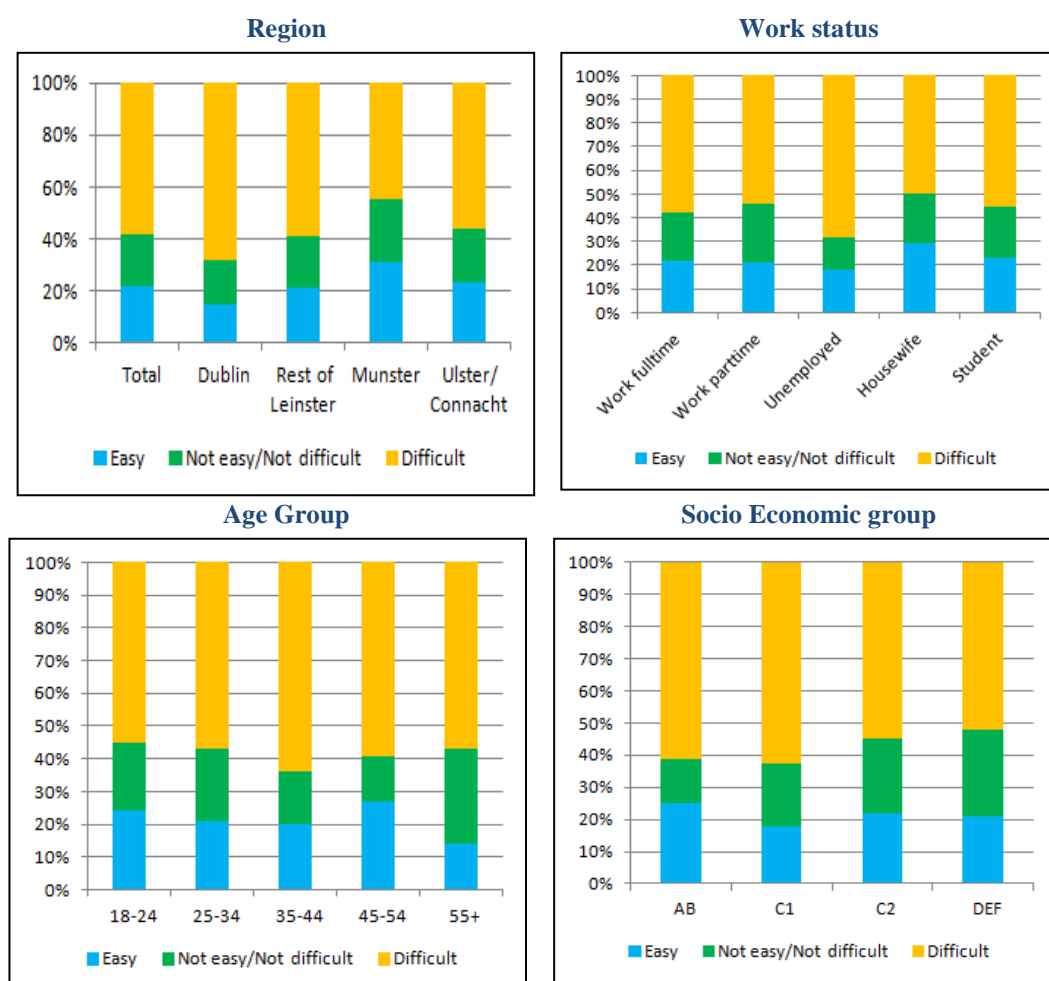
Source: Based on RED C survey data

## 2.6 EXPERIENCE FINDING A PROPERTY

Figure 2.10 provides a summary of tenants' assessments of how difficult it is to find suitable property to rent at present. For the full sample, **the majority of tenants found it difficult to find a suitable property; more precisely, 59 per cent found it difficult, 22 per cent of tenants found it easy, while 20 per cent found it neither easy nor difficult.** Interestingly, a suitable property appears to be more difficult for tenants to find in Dublin relative to the other three regions; 68 per cent of tenants found it difficult to find a suitable property in Dublin compared with 59 per cent of tenants in the rest of Leinster, 45 per cent in Munster and 56 per cent in Ulster/Connacht. Looking at tenants' assessment of how difficult it is to find suitable property to rent by age group, the results do not deviate too far from the national figure. There is some evidence to suggest that a higher proportion of tenants in the 35-44 year age group find it more difficult to find accommodation that is appropriate for their needs compared with the other age groups.

With regard to tenants' assessment by work status, unemployed tenants appear to find it more difficult to find a suitable property. 18 per cent of unemployed tenants found it easy to find a suitable property while 69 per cent found it difficult. In contrast, 22 per cent (58 per cent) of those in full-time employment found it easy (difficult) to find a suitable property.

**Figure 2.10: TENANTS' ASSESSMENT OF THE DIFFICULTY IN FINDING A SUITABLE PROPERTY TO RENT AT PRESENT BY TENANTS TYPES**



Source: Based on RED C survey data

## 2.7 EXPERIENCE MOVING INTO A PROPERTY

This section provides information on the profile of tenants who have signed and have a copy of their lease. It also examines the extent to which properties were furnished or had a BER. It investigates how these property choices/characteristics differ by tenants' age, social economic class, employment status, property location and nationality. This section also examines tenants' experience with landlords along a number of dimensions, including provision of references and deposit requirements and how they vary according to tenants' characteristics.

Figure 2.11 indicates that **80 per cent of total respondents have signed a lease while 93 per cent of those have a copy of the lease**. There is some variation across regions in terms of the number of tenants who have signed a lease, only 68 per cent of tenants in Ulster/Connacht signed a lease compared with 86 per cent in Leinster. The vast majority of tenants in each region have a copy of their signed lease. With regard to the age profile of those who have signed a lease, younger tenants in the 18-24 age group are more likely to have signed one (85 per cent), while tenants older than 54 years are less likely to have signed a lease (71 per cent).

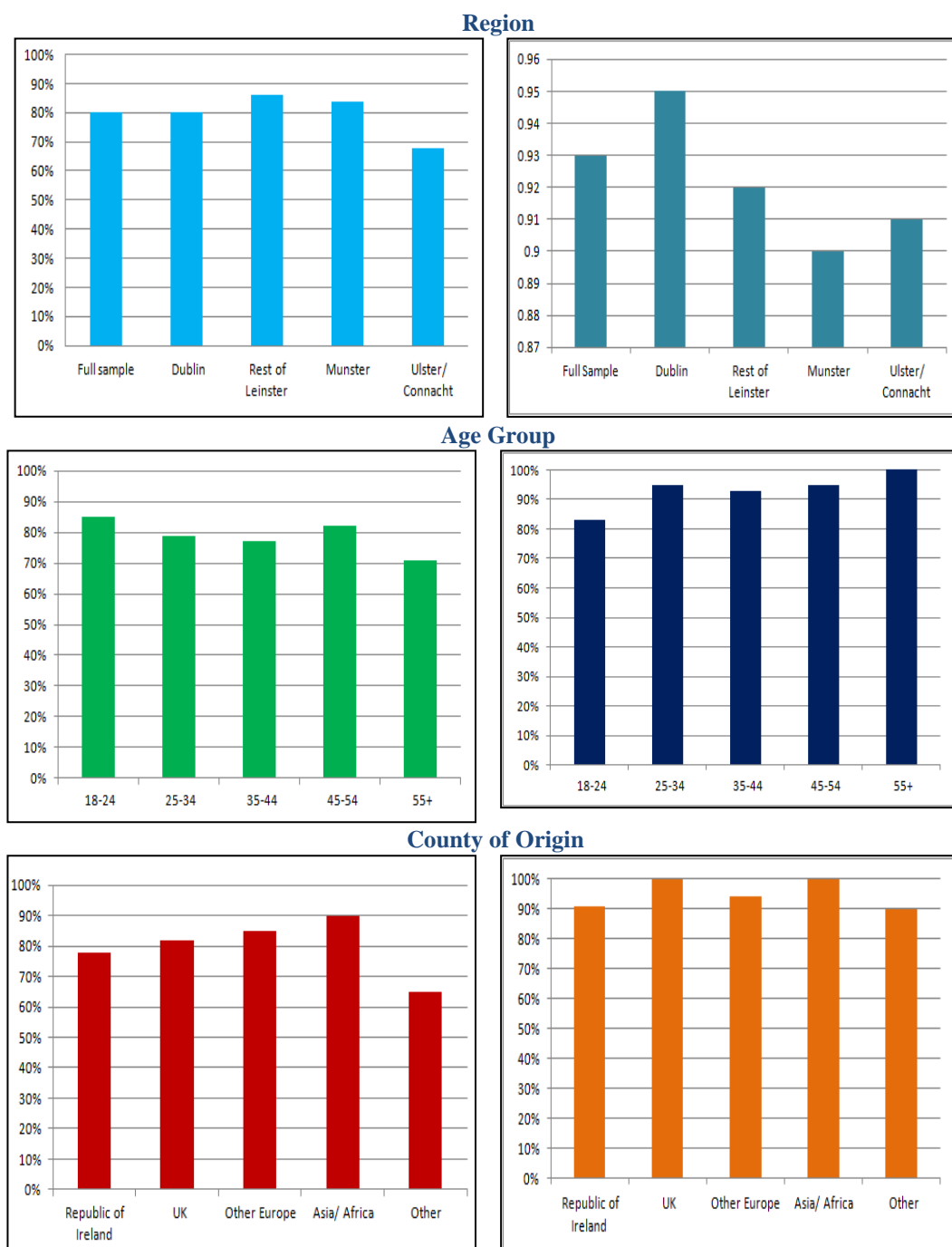
In terms of tenants' country of origin, 90 per cent of Asia/Africa tenants have signed a lease and this is well above the sample average of 80 per cent. Less than 80 per cent of Irish tenants have signed a lease. The majority of these tenants in each nationality category have a copy of their lease. There is limited variation across socio economic groups, just under 80 per cent tenants in groups AB and C1 have signed a lease while marginally more than 80 per cent of those in C2 and DEF have signed one. Interestingly, 85 per cent of DEF tenants have a copy of their lease while over 90 per cent of those in the other three socio economic categories have signed a lease and have copy.

**Leases of 7-12 month duration are the most common, 73 per cent** (full sample). This is true across regions, although with some variation, 83 per cent of lease in Dublin are 7-12 months duration, compared with 62 per cent of leases in Ulster/Connacht. Regarding longer term leases, 12 per cent of leases in Dublin are greater than one year, 17 per cent in Rest of Leinster, 21 per cent in Munster and 24 per cent Ulster/Connacht.

Similarly, leases of 7-12 month duration are the most common across each age group. Younger age groups do appear more likely to sign leases for one year or less. 79 per cent (83 per cent) of tenants aged 18-24 (25-34) years have signed a lease of one year or less. In comparison, 70 per cent of tenants aged 34-44 and 78 per cent of tenants aged 45-54 signed contracts of the same duration.

Leases of 7-12 month duration are the most common across nationalities. Tenants from Asia/Africa appear more likely to sign leases for longer than one year, 38 per cent. This compares with 18 per cent of Irish tenants and 15 per cent of tenants from the UK.

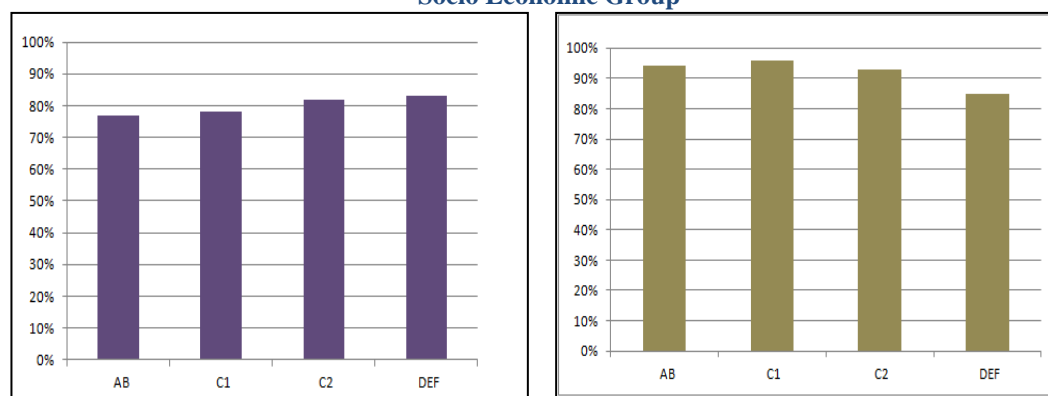
**Figure 2.11: TENANTS HAVE SIGNED A LEASE (LEFT HAND SIDE) AND HAVE A COPY OF LEASE (RIGHT HAND SIDE)**





## Private Rented Sector - Survey Findings: Tenants

Socio Economic Group

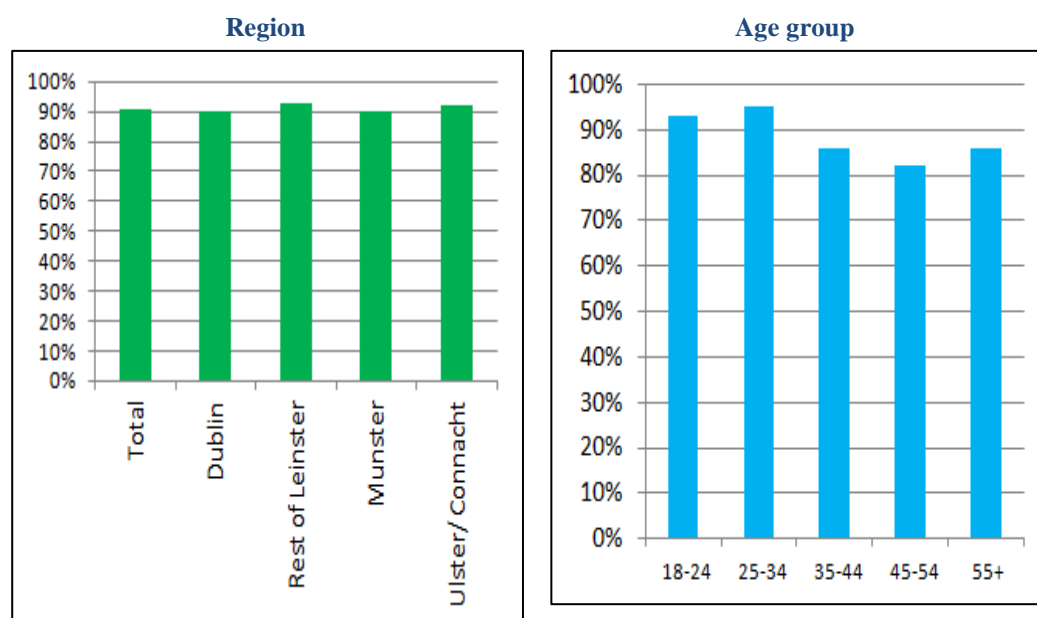


Source: Based on RED C survey data

### 2.7.2 Furnished properties

As shown in Figure 2.12, the vast majority of tenants tend to move into furnished property. More precisely, **91 per cent of tenants have moved into furnished property and there is very little variation across regions**. In terms of age profile, younger and older tenants differ regarding their decision to rent furnished or unfurnished properties. 93 per cent (95 per cent) of tenants in the 18-24 (25-34) age groups moved into furnished properties compared with 86 per cent (82 per cent) of tenants in the 35-44 (45-54) age groups.

Figure 2.12: TENANTS WHO MOVE INTO FURNISHED PROPERTY



Source: Based on RED C survey data

### 2.7.3 BER

As displayed in Figure 2.13, almost 50 per cent of tenants in the full sample do not know if their property has a BER. **25 per cent of tenants surveyed knew that they lived in a property with a BER**. A regional breakdown suggests that properties in Leinster (28 per cent) are more likely to have a BER than properties in the two other regions. Tenants in

the AB socio economic group are more likely to live in BER certified properties compared with the C1, C2 and DEF classes. Looking at younger tenants in the 18-24 age group, they appear less likely to know if their property has a BER while a higher proportion of tenants in the 45-54 years and 55+ age groups live in properties with a BER. Finally, tenants who pay higher rents are more likely to live in properties that have a BER.

**Figure 2.13: TENANTS WHO LIVE IN PROPERTY WITH BER**



Source: Based on RED C survey data

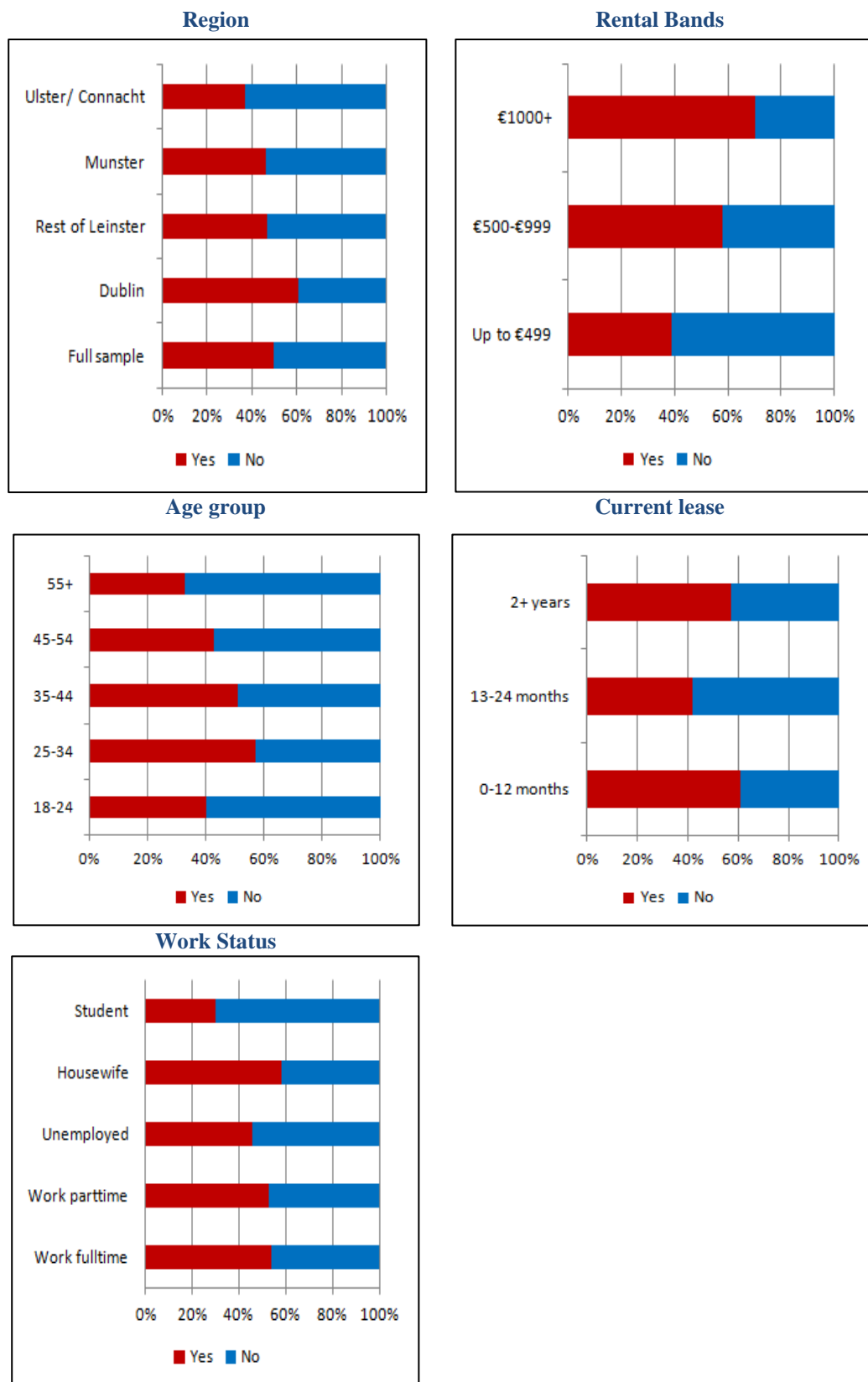
## 2.7.4 Tenants' Experiences with Landlord

### References

Figure 2.14 shows the percentage of tenants required to provide references from previous tenancies or employers to their landlord for the full sample and by region. **Nationally, 50 per cent of tenants are required to provide a reference;** however, the requirement

appears to differ between regions. In Dublin, 61 per cent of tenants submit a reference, compared with 47 per cent in Leinster, 46 per cent in Munster and 37 per cent in Ulster/Connacht. Interestingly, only 40 per cent of tenants aged between 18-24 years were required to submit a reference. This is in contrast to tenants in the 25-34 age group, where 57 per cent of tenants provided references. The proportion of tenants who give references declines for subsequent age groups. In terms of breakdown of tenants' references request by work status, an interesting finding is that **only 30 per cent of students rent in properties where the landlord required a reference. Tenants who live in properties requiring higher rents are more likely to have to provide a reference.** Less than 40 per cent of tenants living in properties with rents lower than €499 were required to provide a reference. This compares with 58 per cent of tenants living in properties costing €500-€999 a month and 70 per cent of tenant paying €1000 or more a month.

**Figure 2.14: TENANTS REQUIREMENT TO PROVIDE REFERENCES**



Source: Based on RED C survey data

## Deposit

As shown in Table 2.10, the vast majority of tenants were required to provide a deposit to the landlord. Nationally, only 10 per cent of tenants did not provide a deposit. There is very little variation across regions and very little variation in the requirement to give a deposit across socio-economic groups. Comparing the requirement to provide a deposit to the landlord across age groups the percentage is particularly high for the 18-24 age groups at 95 per cent.

**Table 2.10: PERCENTAGE OF TENANTS REQUIRED TO PROVIDE A SECURITY DEPOSIT TO THEIR LANDLORD BY REGION**

	Full Sample	Dublin	Rest of Leinster	Munster	Ulster/ Connacht
	%	%	%	%	%
Yes	90	91	88	91	90
No	10	9	12	9	10

Source: Based on RED C survey data

Table 2.11 shows the percentage of tenants who paid a deposit within a particular band by region. Nationally, 45 per cent of tenants paid a deposit between €301-€700. Comparing results across regions, 29 per cent of Dublin based tenants paid a deposit between €301-€700, 51 per cent of tenants in the rest of Leinster, 46 per cent of tenants in Munster and 67 per cent of tenants in Ulster/Connacht. A higher percentage of tenants in Dublin paid a higher deposit. 68 per cent of tenants paid a deposit in excess of €701. In contrast, 20 per cent of tenants in Ulster/Connacht paid a deposit above €701.

**Table 2.11: PERCENTAGE OF TENANTS WHO PAID A PARTICULAR DEPOSIT AMOUNT TO LANDLORD BY REGION**

	Full Sample	Dublin	Rest of Leinster	Munster	Ulster/ Connacht
	%	%	%	%	%
Up to €300	9	2	13	16	11
€301-€500	24	20	20	25	33
€501-€700	21	9	31	21	34
€701-€900	19	23	15	26	8
€901+	26	45	20	12	12
Don't know	1	1	1	-	1
Mean (€)	732.95	896.48	679.7	627.6	596.46

Source: Based on RED C survey data

## Property Inventory

Table 2.12 shows the percentage of tenants whose landlord/agent carried out an inventory on the property prior to moving in. On average, 42 per cent of properties were assessed before tenants moved in. This rate is similar across each region with the exception of Ulster/Connacht where an inventory was taken in 32 per cent of properties. Interestingly, over a quarter of tenants were not aware if an inventory was undertaken.

**Table 2.12: PERCENTAGE OF TENANTS WHOSE LANDLORD/AGENT CARRIED OUT AN INVENTORY ON THE PROPERTY PRIOR TO THEIR MOVING IN, BY REGION**

	Full Sample	Dublin	Rest of Leinster	Munster	Ulster/ Connacht
	%	%	%	%	%
Yes	42	46	41	44	32
No	32	30	32	31	38
Don't know	26	24	27	25	30

Source: Based on RED C survey data

### Rent book

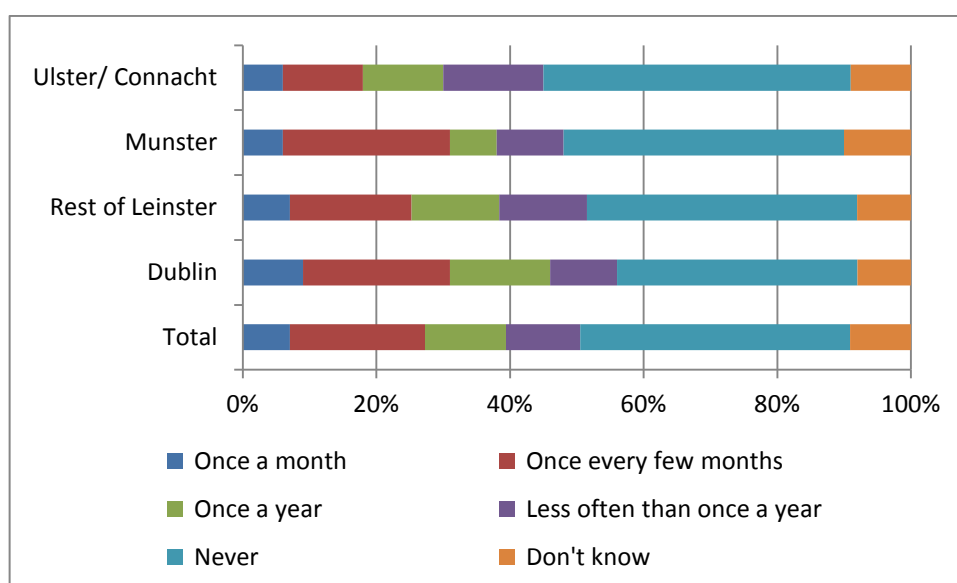
Nationally 24 per cent of tenants have a rent book or receive a quarterly rent receipt from the landlord and there is little variation across regions, Table 2.13.

**Table 2.13: TENANTS WHO HAVE A RENT BOOK OR RECEIVE A QUARTERLY RENT RECEIPT BY REGION, PERCENTAGE**

	Full Sample	Dublin	Rest of Leinster	Munster	Ulster/ Connacht
	%	%	%	%	%
Yes	24	22	25	25	25
No	71	72	73	65	73
Don't know	5	6	2	9	2

Source: Based on RED C survey data

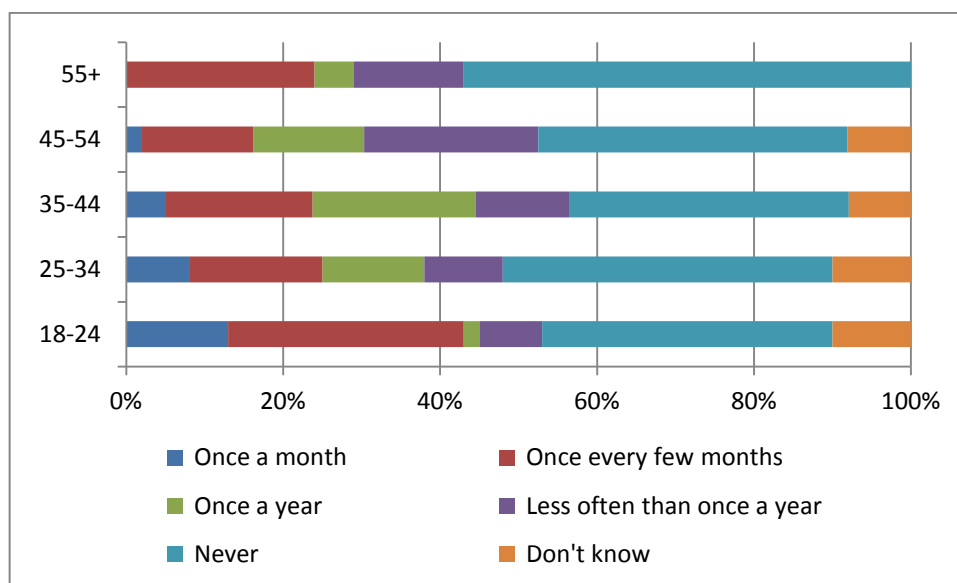
Figure 2.15 shows that, nationally, 40 per cent of tenants report their landlord has never inspected the property, 20 per cent of tenants find that their landlord inspects the property once every few months, while 23 per cent of tenants claim the landlord checks once a year or less often. Landlords in Dublin and Munster appear to more attentive; 31 per cent of landlords in Dublin and Munster inspect their properties at least once every few months compared with 25 per cent and 18 per cent in Rest of Leinster and Ulster/Connacht.

**Figure 2.15: PROPERTY INSPECTIONS BY FREQUENCY AND REGION**


Source: Based on RED C survey data

Figure 2.16 indicates that properties rented by tenants in the 18-24 age group appear to be inspected more regularly; 43 per cent of tenants aged 18-24 years had their property inspected at least once every few months which compares with 25 per cent of tenants aged 25-34, 24 per cent of tenants aged 35-44 and 16 per cent of tenants aged 45-54.

**Figure 2.16: PROPERTY INSPECTIONS BY FREQUENCY AND AGE GROUP**



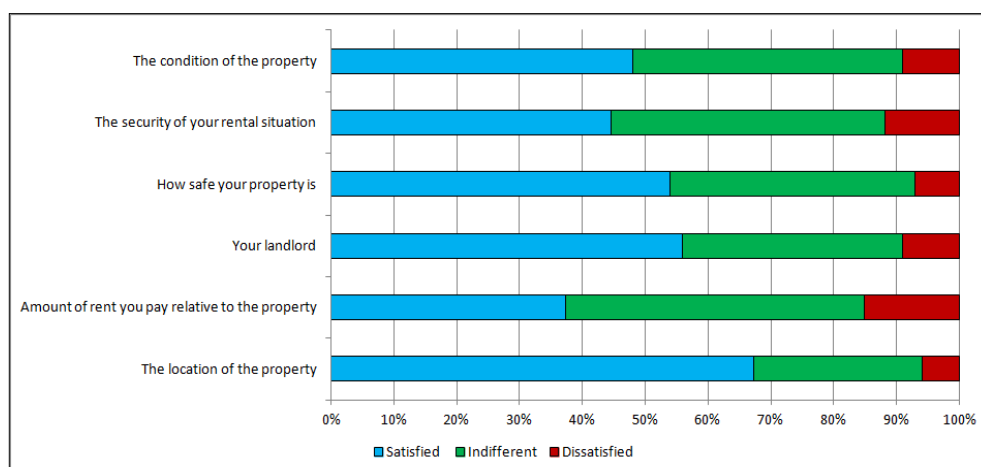
Source: Based on RED C survey data

## 2.8 TENANTS' ASSESSMENT OF VARIOUS STATEMENTS ABOUT THEIR RENTED PROPERTY

Figure 2.17 provides information on tenants' assessment of various statements about their rented property. Tenants were asked to rank each of the statements on a scale of 1 to 10 where 1 is not at all satisfied and 10 is extremely satisfied. The tenant's score was categorised into one of three groups, Satisfied (tenant gave a score between 8-10), Indifferent (4-7) and Dissatisfied (1-3).

68 per cent of tenants were satisfied with the location of the property. **Only 37 per cent were satisfied with the amount of rent they were paying relative to the property.** The majority of tenants were happy with their landlord, 56 per cent. 54 per cent were satisfied with the safety of the property. Only 45 per cent were satisfied with the security of their rental situation. Finally, 48 per cent of tenants were satisfied with the condition of the property.

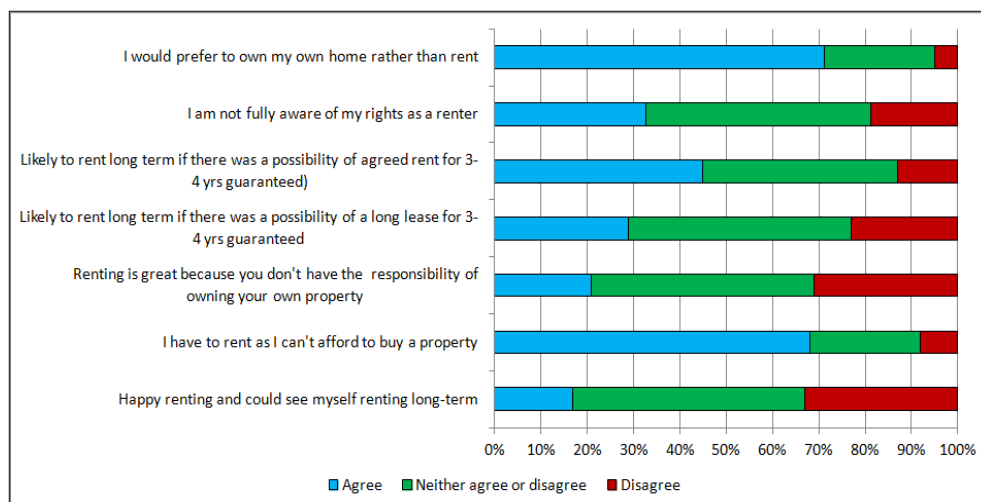
**Figure 2.17: TENANTS' ASSESSMENT OF VARIOUS STATEMENTS ABOUT THEIR RENTED PROPERTY**



Source: Based on RED C survey data

Table 2.18 provides information on tenants' assessment of various statements about renting. Tenants were asked to rank each of the statements on a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree. Only 17 per cent of tenants agreed with the statement that they are happy renting and could see themselves renting long-term, while 33 per cent of tenants disagreed with the statement. **68 per cent of tenants responded that they have to rent because they cannot afford to buy a property. Similarly, 72 per cent of tenants would prefer to own their own home rather than rent.** Only 21 per cent of tenants agreed with the statement that renting is great because you don't have the responsibility of owning your own property and a further 31 per cent disagreed with the statement. There is some indication that **rent stability would induce tenants to look more favourably on renting longer term.** 45 per cent of tenants agreed that they would be more likely to rent long term if there was a possibility of rent stability (agreed rent for 3-4 years guaranteed). Separately, 29 per cent of tenants agreed with the statement that they would be more likely to rent long term if there was a possibility of a long term lease (lease for 3-4 years guaranteed). In terms of renters' rights, 33 per cent of tenants agreed with the statement that they are not fully aware of their rights as a renter.



**Figure 2.18: TENANTS' ASSESSMENT OF VARIOUS STATEMENTS ABOUT RENTING**

Source: Based on RED C survey data

Table 2.14 provides information on the reasons why those who agreed with the statement “I would prefer to own my own home rather than rent” prefer not rent. Nationally, **the three main reasons why tenants who want to own their property are (i) they would like to be able to decorate and furnish their own home, (ii) prefer to pay a mortgage/ purchase their own home rather than rent, and (iii) they feel they have no security with renting because they could be asked to leave at any time.** These three reasons are the most prominent explanations in each of the regions. Approximately 50 per cent of respondents, nationally and for all regions except Ulster/Connacht, believed it was better to own a property and because it was a good investment.

**Table 2.14: REASONS TENANTS WOULD PREFER TO OWN HOME RATHER THAN RENT BY REGION**

	Full Sample	Dublin	Rest of Leinster	Munster	Ulster/Connacht
	%	%	%	%	%
Like to be able to decorate and furnish my own home	65	65	72	54	66
I would prefer to pay a mortgage/ purchase my own home rather than rent	61	64	66	57	53
No security with renting - could be asked to leave at any time	54	54	60	45	59
Better to own a property/ good investment	49	50	51	51	45
Something to pass to the next generation/ children	41	35	48	43	42
Would like to live alone in my own home	28	28	33	21	32
Not suitable for family living	24	25	22	27	18

Source: Based on RED C survey data

Table 2.15 provides information on the reasons tenants prefer not to rent by age group. **Older tenants in the 35-44 and 45-54 age groups were more likely to identify the lack of security with renting as a reason for preferring not to rent.** Compared with the younger cohorts, they were also less inclined to believe it was better to own a property because it would be a good investment.

**Table 2.15: REASONS TENANTS WOULD PREFER TO OWN HOME RATHER THAN RENT BY AGE**

	18-24	25-34	35-44	45-54
	%	%	%	%
Like to be able to decorate and furnish my own home	77	62	67	54
I would prefer to pay a mortgage/ purchase my own home rather than rent	67	65	55	51
No security with renting - could be asked to leave at any time	53	48	59	74
Better to own a property/ good investment	55	51	45	44
Something to pass to the next generation/ children	37	41	39	51
Would like to live alone in my own home	29	26	29	31
Not suitable for family living	30	23	21	28

Source: Based on RED C survey data

**Table 2.16: REASONS TENANTS WOULD PREFER TO OWN HOME RATHER THAN RENT BY WORK STATUS**

	Work full-time	Work part-time	Unemployed	Housewife	Student
	%	%	%	%	%
Like to be able to decorate and furnish my own home	0.62	0.74	0.62	0.71	0.64
I would prefer to pay a mortgage/ purchase my own home rather than rent	0.63	0.61	0.54	0.63	0.57
No security with renting - could be asked to leave at any time	0.5	0.61	0.64	0.63	0.43
Better to own a property/ good investment	0.48	0.48	0.46	0.54	0.59
Something to pass to the next generation/ children	0.38	0.47	0.38	0.57	0.36
Would like to live alone in my own home	0.27	0.35	0.3	0.2	0.32
Not suitable for family living	0.22	0.24	0.25	0.23	0.32

Source: Based on RED C survey data

**Table 2.17: REASONS TENANTS WOULD PREFER TO OWN HOME RATHER THAN RENT BY LENGTH OF TIME RENTING EVER**

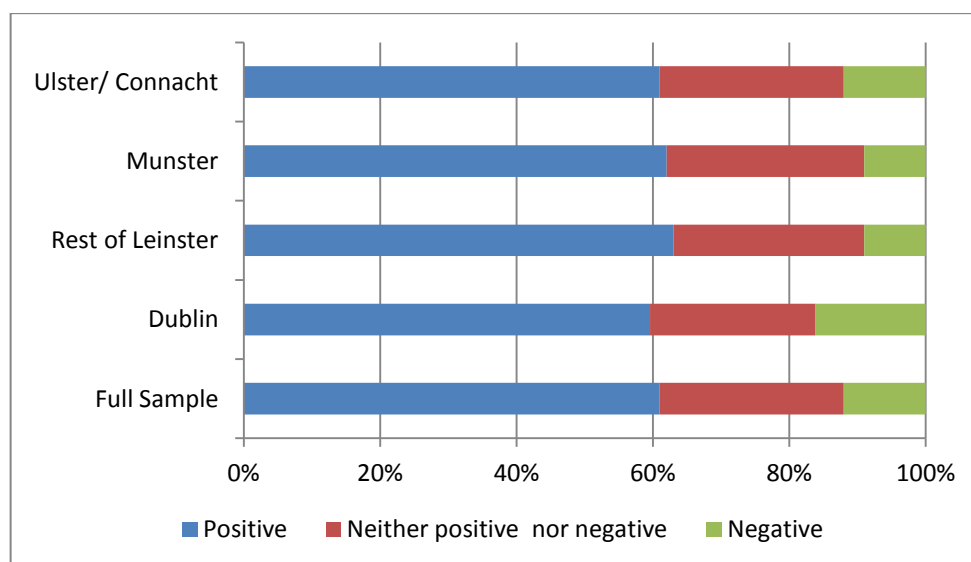
	0-6 months	7-24 months	2-4 years	4 years +
	%	%	%	%
Like to be able to decorate and furnish my own home	50	67	59	67
I would prefer to pay a mortgage/ purchase my own home rather than rent	60	54	59	62
No security with renting - could be asked to leave at any time	40	46	50	58
Better to own a property/ good investment	50	54	60	46
Something to pass to the next generation/ children	25	39	41	42
Would like to live alone in my own home	25	28	30	28
Not suitable for family living	35	28	28	21

Source: Based on RED C survey data

## 2.9 TENANTS' RENTING EXPERIENCE

Figure 2.19 provides information on tenants' assessment of their renting experience to date for the full sample of tenants and by region. **Overall, 61 per cent of tenants report their present experience of renting as being positive.** Tenants appear marginally more likely to report a positive view of their renting experience in regions outside of Dublin.

**Figure 2.19: TENANTS' ASSESSMENT OF THEIR EXPERIENCE OF RENTING AT PRESENT**

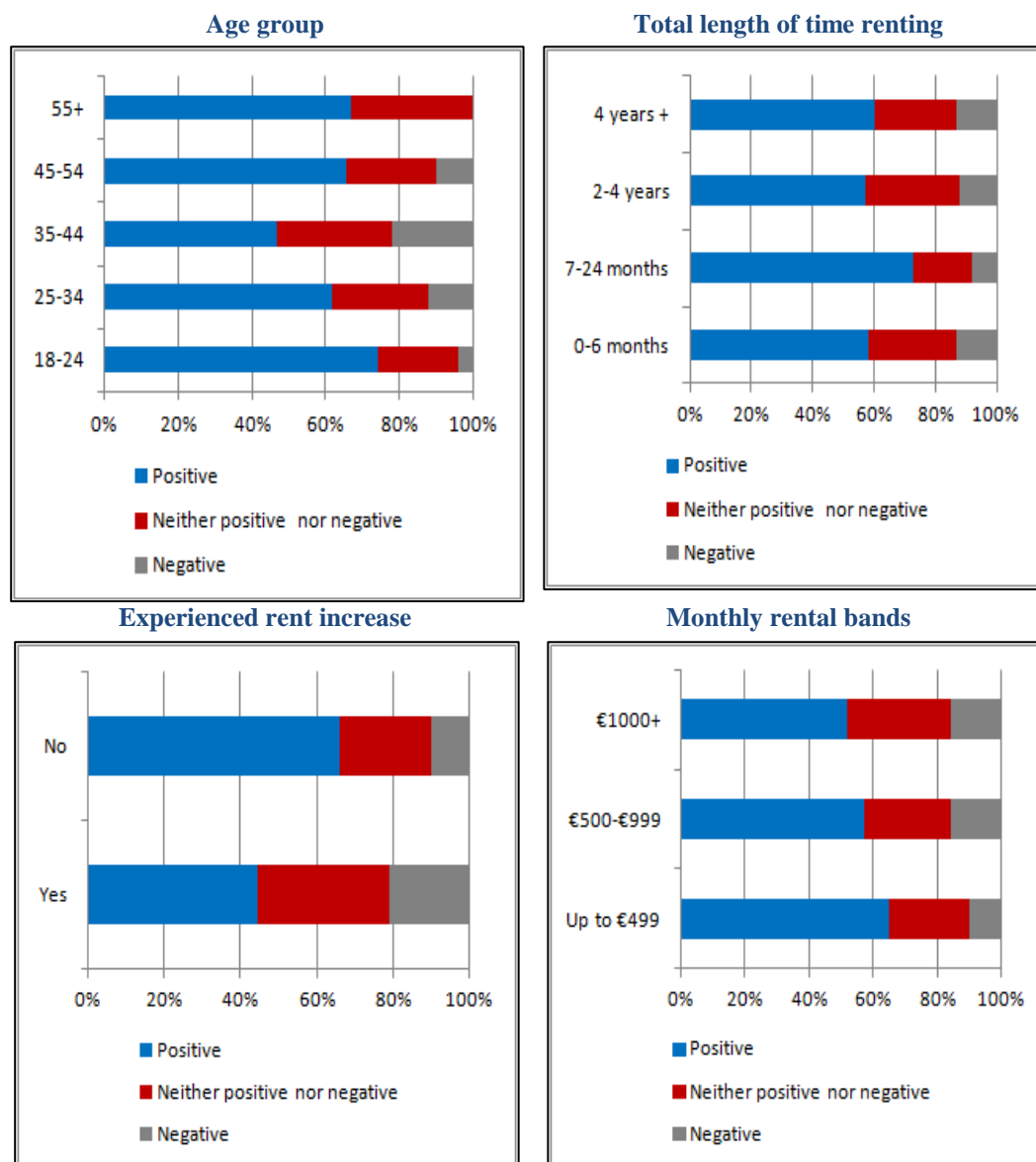


Source: Based on RED C survey data

Figure 2.20 shows that 74 per cent of tenants in the 18-24 age cohort consider their renting experience to be positive. This figure declines to 61 per cent for those in the 25-34 age cohort and to 47 per cent for those aged between 34-44 years. Interestingly, the percentage of tenants who view their renting experience positively rises again for tenants aged 45 or older. Tenants who have experienced a rent increase in the last 12 months are likely to be less satisfied with renting. Of the tenants who had to pay higher rent in the last 12 months 45 per cent considered renting experience to be positive while 21 per cent reported their renting experience to be negative. In contrast, for tenants whose rent did

not increase in the last 12 months, 66 per cent considered their renting experience to be positive while 10 per cent reported their renting experience to be negative. **Tenants who make higher monthly rent payments are likely to view their renting experience less positively and more likely to consider it to be negative.**

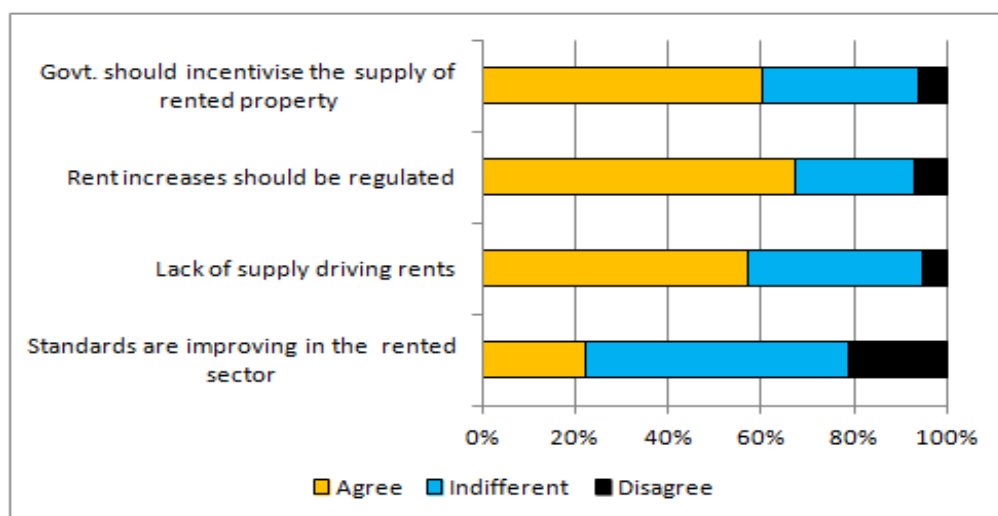
**Figure 2.20: TENANTS' ASSESSMENT OF THEIR EXPERIENCE OF RENTING AT PRESENT**



Source: Based on RED C survey data

Figure 2.21 presents a summary of tenants' responses to a number of statements related to the private rental sector. **Only 21 per cent of tenants agree with the statement that standards are improving in the rented sector. Tenants appear to be in strong agreement (i.e. over 50 per cent in each case) that the lack of supply is a key issue driving rents, that the size of the rent increase that can be charged by landlords should be regulated by the Government and that the Government should incentivise the supply of rented property.**

**Figure 2.21: TENANTS' RESPONSES TO STATEMENTS RELATED TO THE PRIVATE RENTAL SECTOR, PERCENTAGE**

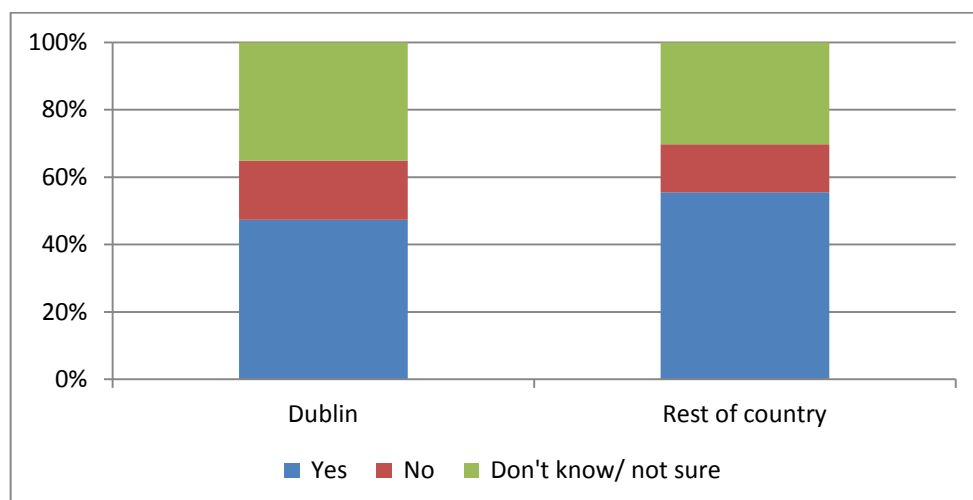


Source: Based on RED C survey data

## 2.10 TENANTS' FUTURE INTENTIONS ON RENTING

For the full sample, **52 per cent of tenants intend to stay in the private rented sector, 15 per cent stated they will not remain in the sector.** Interestingly, there are a large percentage of tenants who are unsure of their plans for the next couple of years, 32 per cent. Figure 2.22 provides information on the percentage of tenants who intend staying in the private rented sector over the next few years by region. The regional breakdown of results suggests that close to half of tenants in Dublin intend to continue renting while a higher percentage of tenants see themselves renting for the next few years in the rest of the country. Interestingly, the percentage of tenants unsure of their tenancy plans in the next few years varies between 35 per cent in Dublin and close to 30 per cent in the rest of the country.

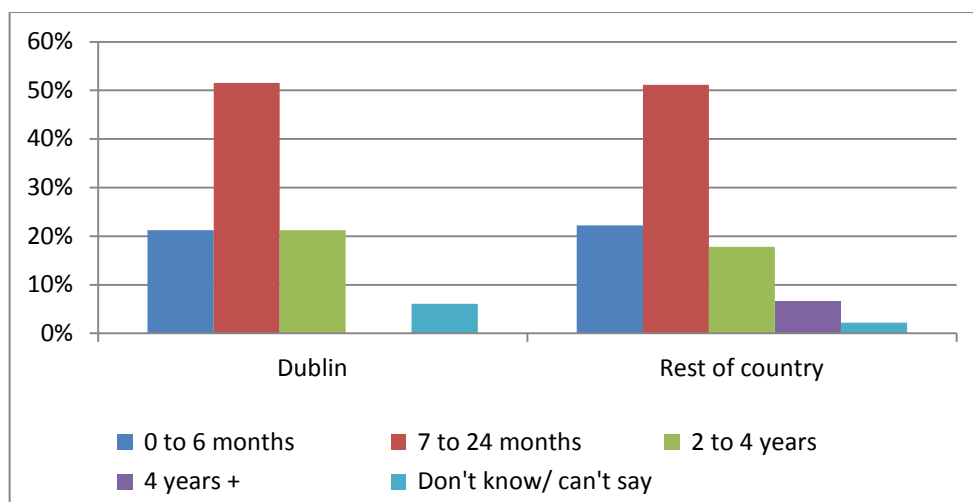
**Figure 2.22: TENANTS WHO INTEND STAYING IN THE PRIVATE RENTED SECTOR BY REGION**



Source: Based on RED C survey data

For the full sample, over 22 per cent of those planning to exit the sector aim to do so within the next 6 months, 51 per cent intend to exit within two years and 19 per cent within 4 years. Figure 2.23 provides a regional breakdown on the time period within which those tenants who plan to leave the private rental sector will do so. There appears to be only slight variations from the national figures when we look at the region breakdown.

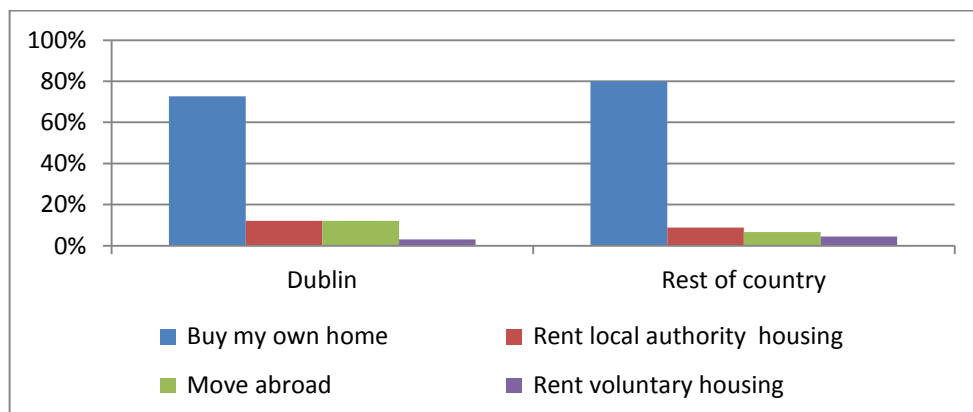
**Figure 2.23: TIME PERIOD WITHIN WHICH TENANTS PLAN TO LEAVE THE PRIVATE RENTAL SECTOR BY REGION**



Source: Based on RED C survey data

In regard to what tenants plan to do after leaving the private rental sector, **77 per cent of tenants exiting the sector intend to buy a home, 10 per cent envisage renting local authority housing, 9 per cent anticipate moving abroad while 4 per cent plan to rent voluntary housing, in the survey sample.** Figure 2.24 provides information on what tenants plan to do after leaving the private rental sector by region. **Buying a home is the primary reason given for leaving the private rental sector in both regions**, just over 70 per cent of tenants in Dublin plan to buy a home compared with almost 80 per cent in the rest of the country.

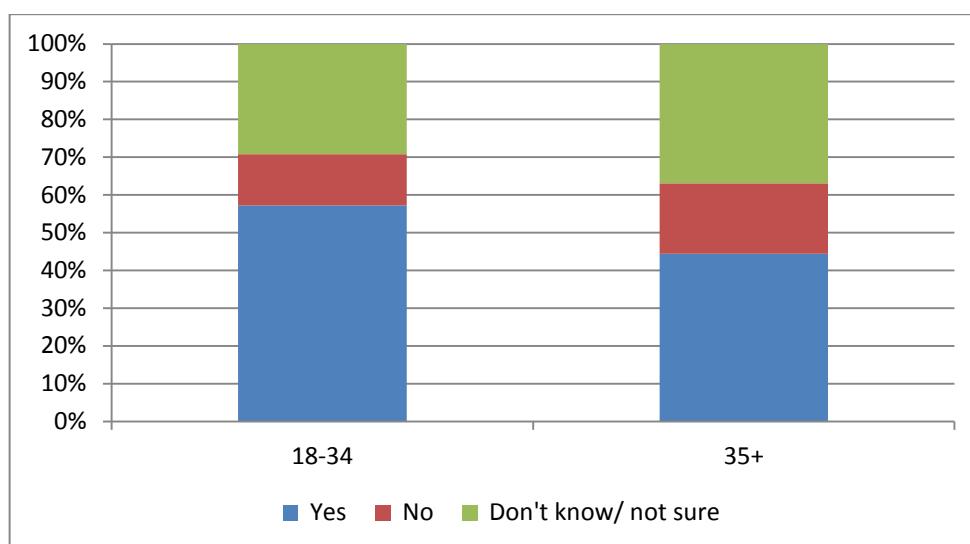
**Figure 2.24: INTENTIONS OF TENANTS WHO PLAN TO LEAVE PRIVATE RENTAL SECTOR BY REGION**



Source: Based on RED C survey data

Figure 2.25 indicates that over 55 per cent of tenants aged 18-34 intend to continue renting. Close to 45 per cent of tenants in the 35+ age group are intent on continuing to rent. Furthermore, this age group has a larger percentage of tenants who are uncertain about their tenancy plans, 38 per cent.

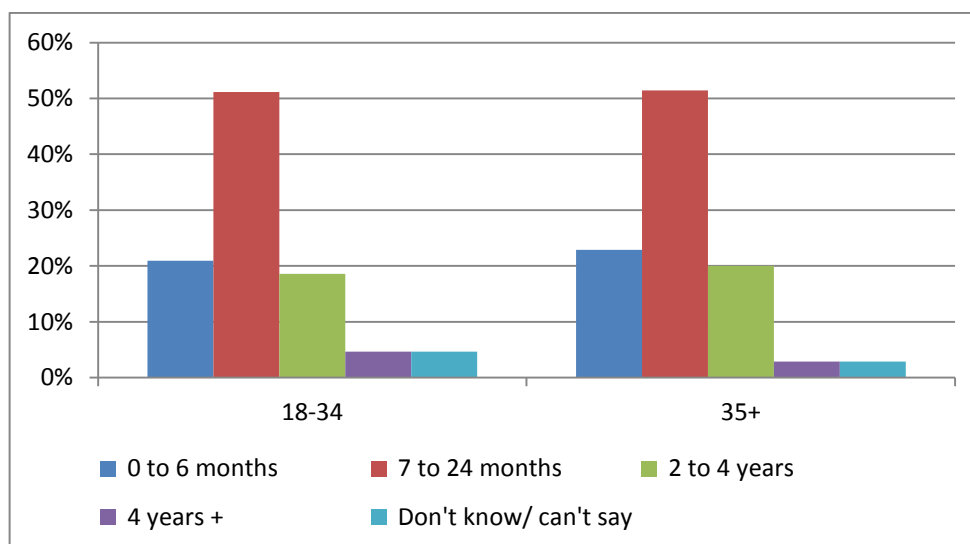
**Figure 2.25: TENANTS STAYING IN THE PRIVATE RENTED SECTOR FOR THE NEXT FEW YEARS BY AGE GROUP**



Source: Based on RED C survey data

Figure 2.26 suggests that of those who plan to move out within each age group, the majority in each case expect to do so within the next two years.

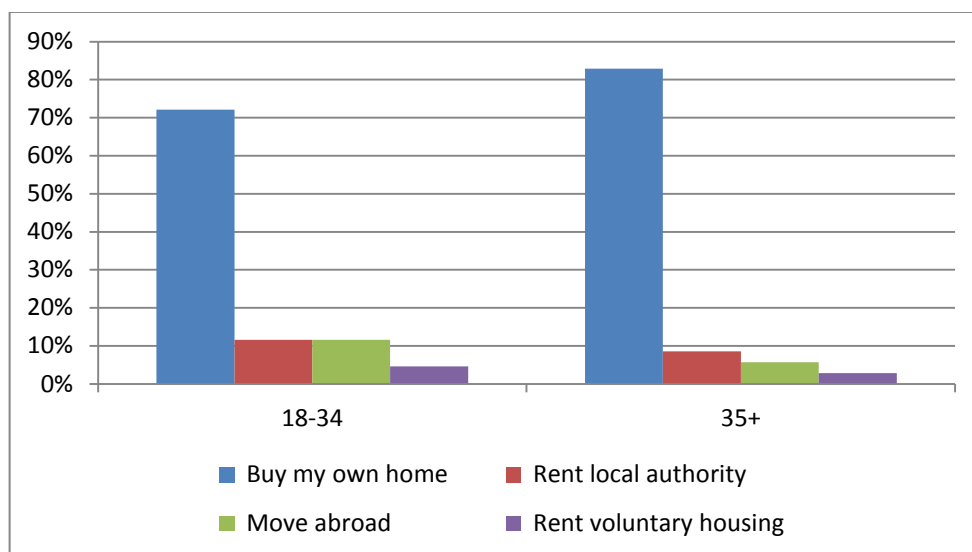
**Figure 2.26: TIME PERIOD WITHIN WHICH TENANTS PLAN TO LEAVE THE PRIVATE RENTAL SECTOR BY AGE**



Source: Based on RED C survey data

Figure 2.27 indicates that for the age groups buying a home is the most prominent intention. It is notable that over 80 per cent of those in the 35-44 age group intend buying a house.

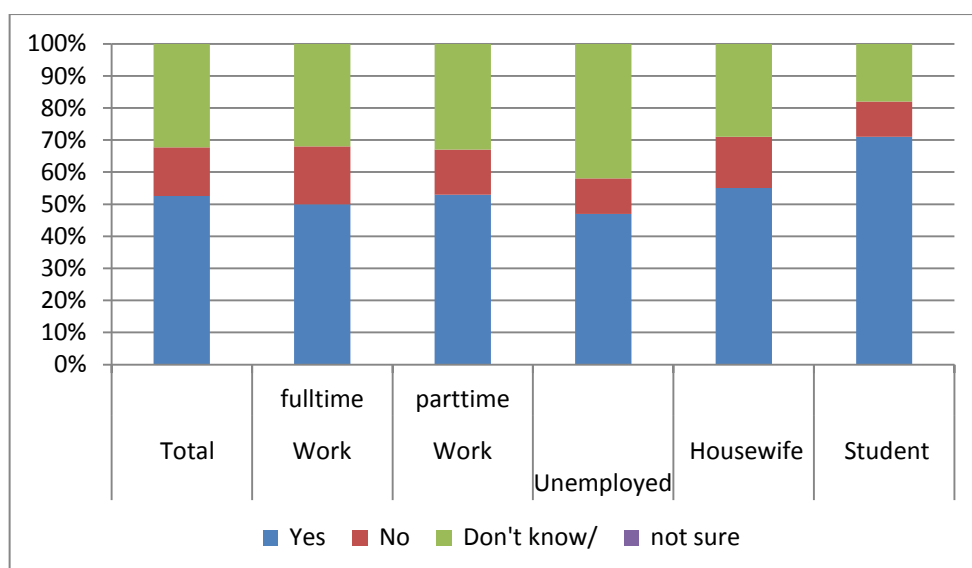
**Figure 2.27: INTENTIONS OF TENANTS WHO PLAN TO LEAVE THE PRIVATE RENTAL SECTOR BY AGE**



Source: Based on RED C survey data

Figure 2.28 suggests there are some differences in the percentage of tenants who intend staying in the private rented sector over the next few years based on their work status. In particular, over 70 per cent of students intend remaining in the private rental sector. 50 per cent of full-time workers plan to continue renting. Uncertainty about staying in the sector ranges between 18 per cent amongst students to 42 per cent amongst unemployed workers. Due to the small sample of intended exiters in almost all work status groups, analysis of the intending exit time from the sector and their future housing intentions are not presented.

**Figure 2.28: TENANTS STAYING IN THE PRIVATE RENTED SECTOR FOR THE NEXT FEW YEARS BY WORK STATUS**

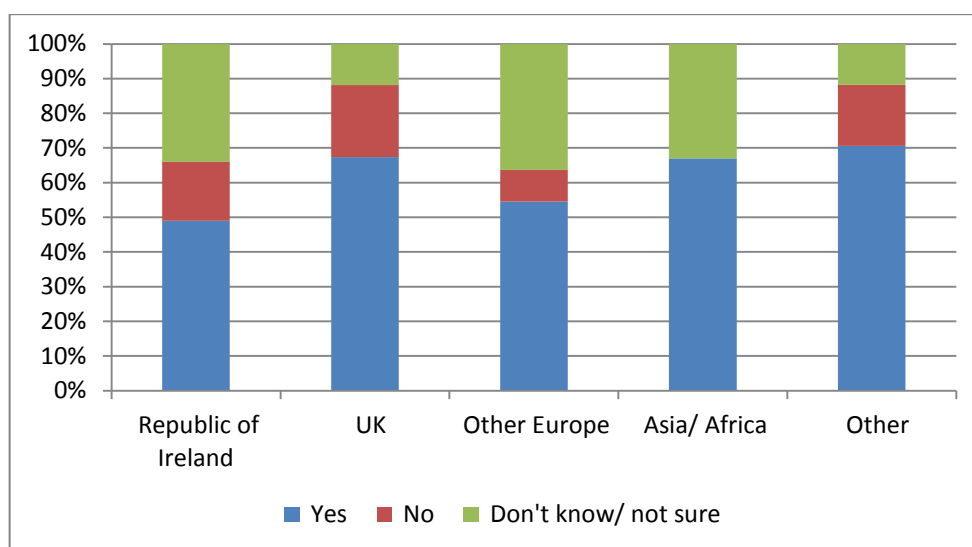


Source: Based on RED C survey data



Figure 2.29 suggests that foreign nationals are more likely to continue renting compared to Irish nationals. Due to the small sample of intending exiters in most nationality groups, analysis of the intended exit time from the sector and their future housing intentions are not presented.

**Figure 2.29: TENANTS STAYING IN THE PRIVATE RENTED SECTOR FOR THE NEXT FEW YEARS BY NATIONALITY**



Source: Based on RED C survey data

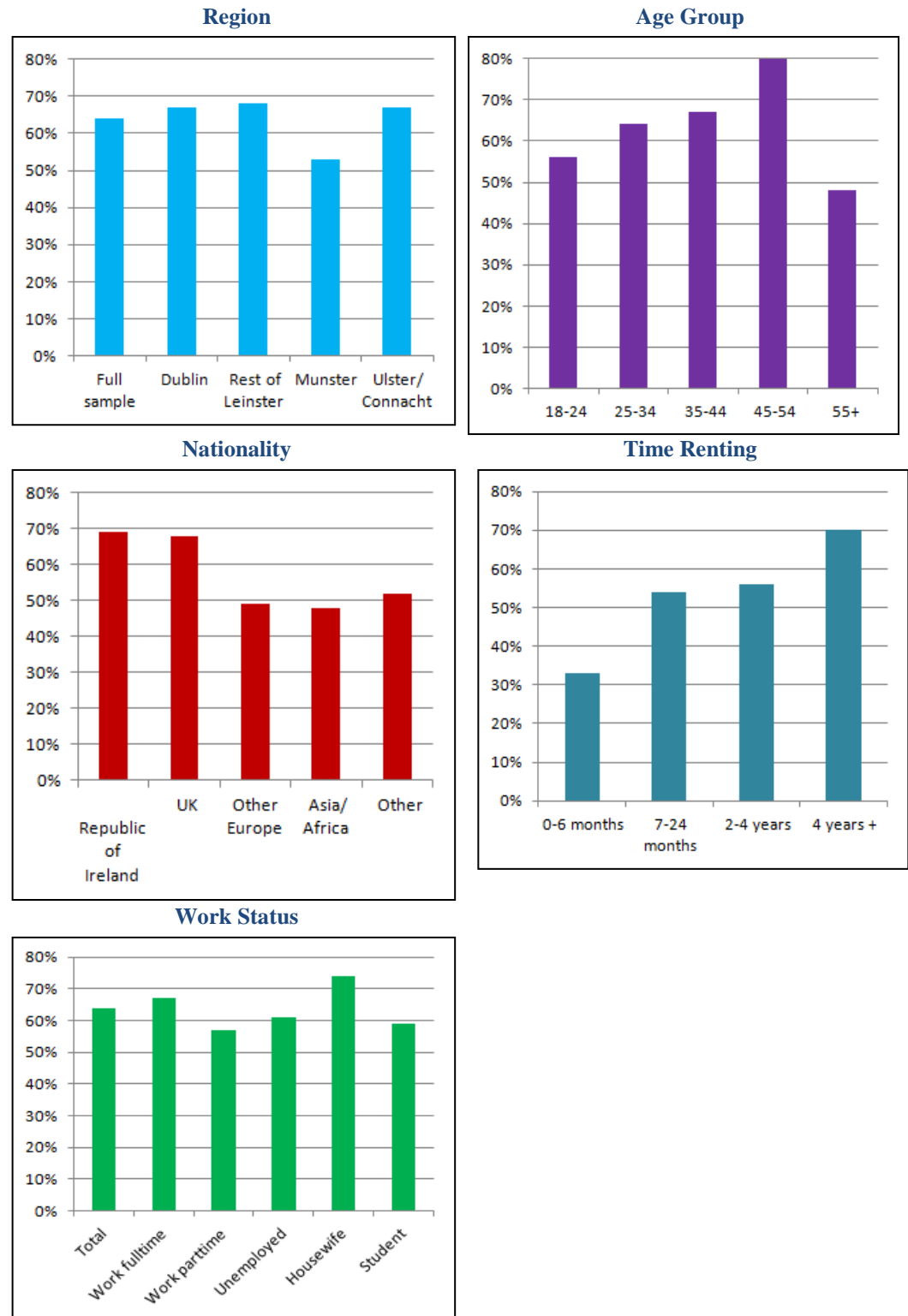
## 2.11 AWARENESS OF AND EXPERIENCE WITH THE PRIVATE RESIDENTIAL TENANCIES BOARD (PRTB)

This section provides a summary of tenants' awareness of and experience with the Private Residential Tenancies Board (PRTB).

Figure 2.30 indicates that **64 per cent of tenants have heard of the PRTB**. Similar awareness rates exist across regions with the exception of Munster where just over half of respondents located there were aware of the PRTB. Differences in tenants' PRTB awareness exist by nationality. Close to 70 per cent of Irish and UK nationals have heard of the PRTB compared with approximately half of tenants from other regions such as Asia/Africa and other European countries. In term of tenant work status, indications are that housewives and those who work full-time are most aware of the PRTB. Students and part-time workers are slightly less aware. The lower percentage for students is not unsurprising as they are likely to be less experienced in the rental market.

PRTB awareness appears to differ across age groups with young adults in the 18-24 age group and those in the older than 55 years being less familiar with the PRTB. Tenants in the 45-54 age group are most aware of the PRTB at 80 per cent. Finally, Figure 2.30 indicates that **the more experience people have of renting the more likely they are to be aware of the PRTB**. For example, 70 per cent of tenants with more than four years of experience of renting are familiar with the PRTB compared with 54 per cent of tenants who have rented for 7-24 months.

**Figure 2.30: AWARENESS OF THE PRTB BY TENANT TYPE**



Source: Based on RED C survey data

Table 2.18 presents information on the percentage of tenants who are aware if their rented property is registered with the PRTB. Results are presented for the full sample and

by region. One interesting insight is that **40 per cent of tenants sampled do not know if the property is registered**. Awareness of PRTB property registration varies by region. For example, 32 per cent of tenants located in Ulster/Connacht were not sure if their property is registered and this compares with 45 per cent of tenants in Munster. Based on the responses of those who know if their property is registered, almost two thirds of houses are registered in the sample. Over 70 per cent of houses in Dublin (i.e.  $100 \times 45 / (45 + 17)$ ) are registered compared with just over 54 per cent in Connacht/Ulster.

**Table 2.18: TENANTS' AWARENESS OF REGISTRATION OF PROPERTY WITH PRTB BY REGION**

	Full Sample	Dublin	Rest of Leinster	Munster	Ulster/Connacht
	%	%	%	%	%
Yes	40	45	35	38	37
No	21	17	21	16	31
Don't know	40	38	44	45	32

Source: Based on RED C survey data

Table 2.19 presents information on tenants' awareness of PRTB property registration by working status. Findings suggest that tenants who are unemployed (57 per cent) or are students (52 per cent) have the lowest awareness levels. In comparison, 36 per cent of full-time workers are unaware if their rented property is registered.

**Table 2.19: TENANTS' AWARENESS OF REGISTRATION OF PROPERTY WITH PRTB BY WORKING STATUS**

	Full Sample	Work full-time	Work part-time	Unemployed	Housewife	Student
	%	%	%	%	%	%
Yes	40	43	38	35	47	25
No	21	21	29	8	24	23
Don't know	40.00	36	33	57	29	52

Source: Based on RED C survey data

Table 2.20 presents information on the percentage of tenants who know whether their rented property is registered with the PRTB by country of origin. Tenants from European countries excluding UK and Asia/Africa have the lowest awareness levels. 49 per cent of tenants from European countries excluding UK and 43 per cent of Asian/African tenants do not know if their property is PRTB registered. Around 40 per cent of Irish and UK citizens do not know if their property is registered with the PRTB. Irish and British tenants are more likely to rent accommodation that is PRTB registered.

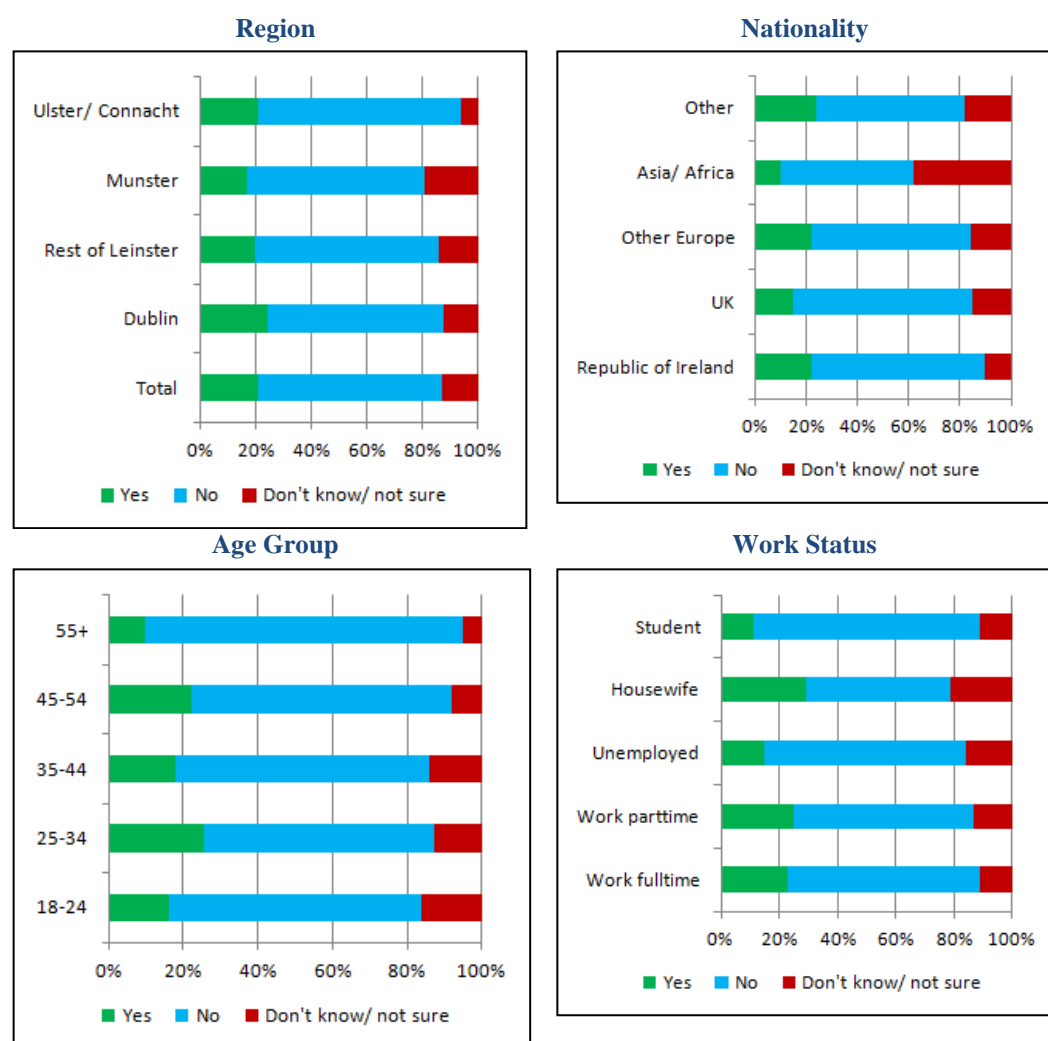
**Table 2.20: TENANTS' AWARENESS OF REGISTRATION OF PROPERTY WITH PRTB BY NATIONALITY**

	Republic of Ireland	UK	Other Europe	Asia/Africa	Other
	%	%	%	%	%
Yes	41	44	38	24	41
No	21	24	14	33	24
Don't know	38	32	49	43	35

Source: Based on RED C survey data

Figure 2.31 presents the percentage of tenants who have received information from the PRTB in relation to their current tenancy. For the full sample, **around 66 per cent of tenants have received no information from the PRTB**. A very similar figure is recorded for each region except for Ulster/Connacht, where 73 per cent of tenants have received no information. Furthermore, of those who are aware of what they have received, only 24 per cent have received information. This figure varies across regions with 28 per cent of tenants in Dublin having received PRTB information compared with 21 per cent of tenants in Munster. 30 per cent of tenants in the 25-34 age group who are aware of what they have received, have received information compared with 21 per cent for the 35-44 age group, 19 per cent for tenants in the 18-24 age cohort and 10 per cent of those aged 55 or more. Tenants from Asia/Africa appear least likely to have received information (16 per cent) followed by tenants from UK. 25 per cent of Irish tenant received information on the PRTB. Of the respondents who are aware of the information they have received, unemployed tenants and students appear least likely to have received PRTB information. Housewives and part- and full-time employees are the most likely to have received PRTB information.

**Figure 2.31: TENANTS IN RECEIPT OF INFORMATION FROM THE PRTB ON CURRENT TENANCY BY TENANT TYPE**

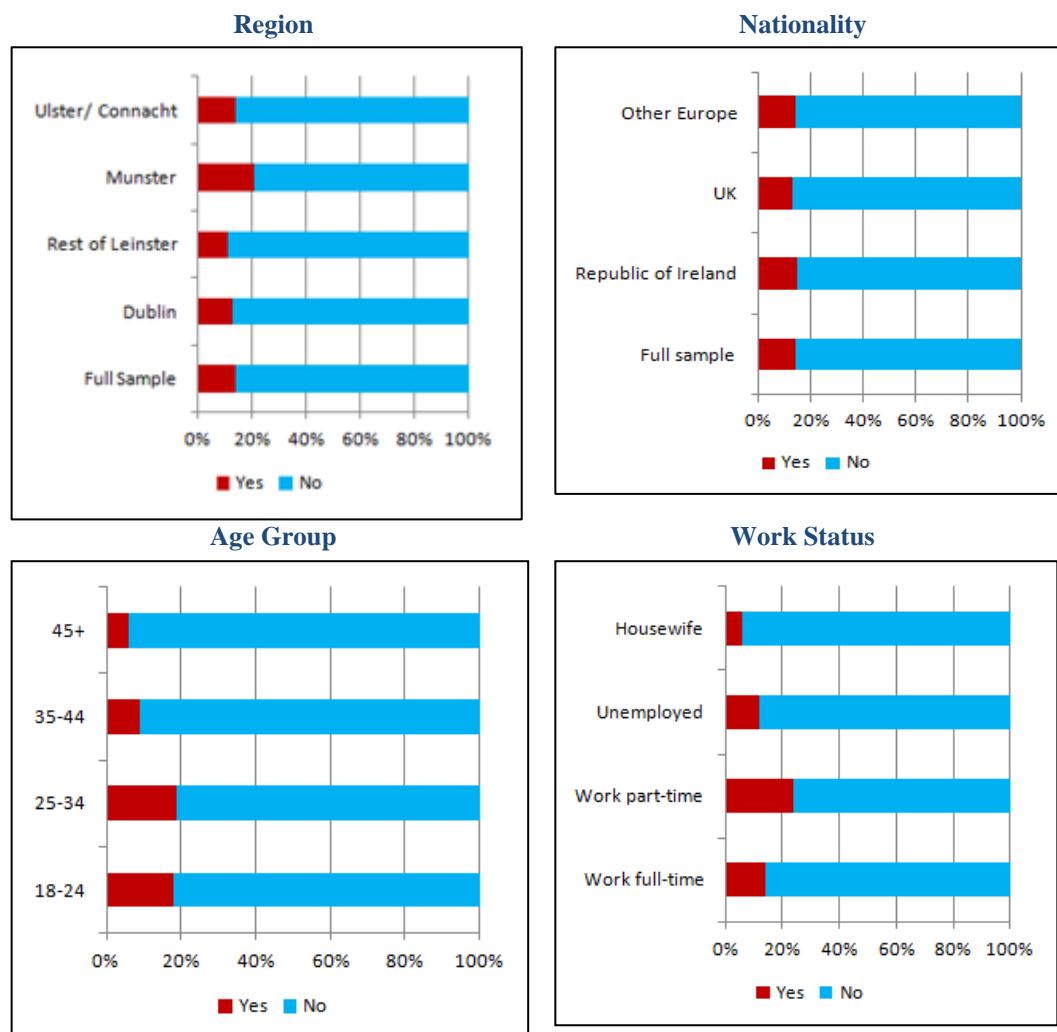


Source: Based on RED C survey data

### Tenants who have had contact with the PRTB

14 per cent of tenants whose property is registered with PRTB have had contact with the PRTB. This figure varies by region. 21 per cent of tenants in Munster have had dealings with PRTB compared with 11 per cent in the rest of Leinster.

**Figure 2.32: TENANTS WHO HAVE HAD CONTACT WITH THE PRTB BY TYPE**



Source: Based on RED C survey data

According to Figure 2.32, tenants in the younger age cohorts are more likely to have had contact with the PRTB. Interestingly, of those whose property is registered with the PRTB, a higher percentage of students and part-time workers have had contact with PRTB. A similar proportion of tenants from Ireland, UK and other European countries have contacted the PRTB.

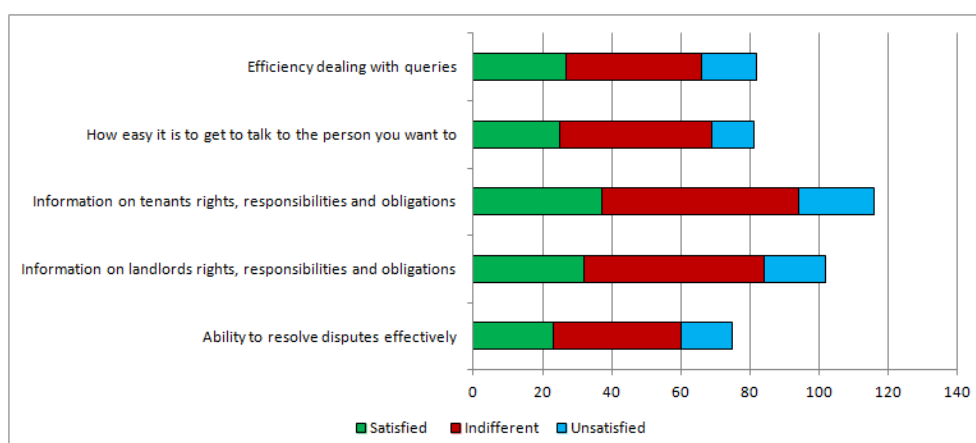
Table 2.21 highlights the nature of tenants contact with the PRTB. 24 per cent of tenants who contacted the PRTB did so in order to gather information on their tenant rights, 21 per cent were involved in a dispute with landlord, 17 per cent requested information on tenancy registration, 10 per cent had a complaint regarding landlord treatment and 10 per cent required information on rental charges.

**Table 2.21: NATURE OF THE CONTACT WITH THE PRTB**

	%
Getting up-to-date information on my rights as a tenant	24
Involved in a dispute with my landlord	21
Query regarding tenancy registering	17
Complaint about treatment from my landlord	10
Getting information on rental charges	10
Other	17

Source: Based on RED C survey data

Figure 2.33 provides information on tenants' assessment of five statements related to their experiences of dealing with the PRTB. 23 tenants who dealt with the PRTB were satisfied with their ability to resolve disputes effectively. 32 tenants were happy with the up-to-date information they provided on landlord's right, responsibilities and obligations. 37 tenants were satisfied with the up-to-date information they provided on tenants' rights, responsibilities and obligations. 25 were satisfied with the ease with which they could talk to the relevant person. 27 were content with how efficient the PRTB was at dealing with queries.

**Figure 2.33: TENANTS ASSESSMENT OF STATEMENTS RELATED TO THEIR EXPERIENCE DEALING WITH THE PRTB**

Source: Based on RED C survey data

### 3. ANALYSIS OF LANDLORDS' SURVEY

#### 3.1 SURVEY OF LANDLORDS - METHODOLOGY

This section contains the results of the survey of landlords undertaken as part of the study on the future of the private rented sector for the PRTB. The survey was conducted by RED C as a telephone Survey (CATI – Computer Aided Telephone Interviewing). Respondents were sourced using a database of registered landlords provided by the PRTB. Using the RED C CATI centre in Dundalk, landlords were called on the phone number provided. All interviews were conducted by fully trained and supervised RED C telephone interviewers. A random selection of respondents was selected to ensure a completely representative sample. In total, **400 interviews were completed over the period of the 4<sup>th</sup> to 21<sup>st</sup> June 2014.**

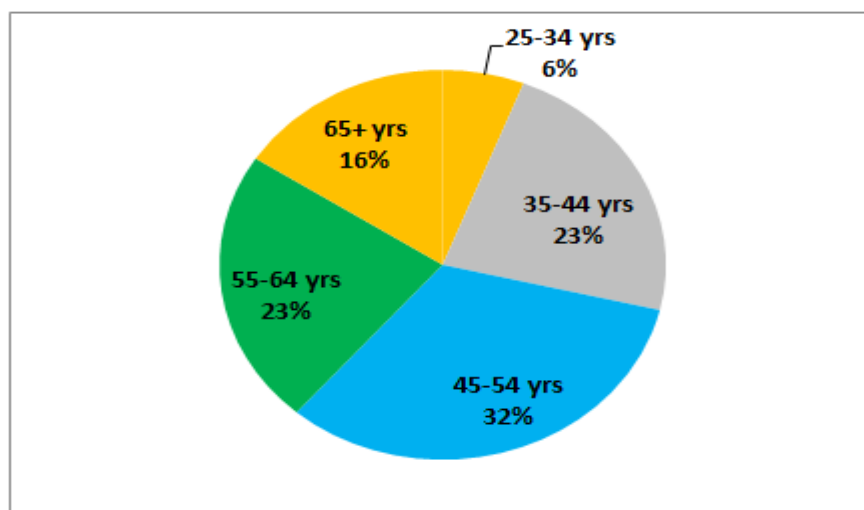
#### 3.2 PROFILE OF LANDLORDS

As part of the survey a number of socio-demographic characteristics were collected. Of those interviewed 61 per cent were male and 39 per cent female. Most landlords are married or in a civil partnership, long-term relationship, 83 per cent. Only 10 per cent of landlords are single. With regard to socio-economic group, the largest single category is C1, accounting for 27 per cent of responses. Those in social class B accounted for 24 per cent of landlords. Those in social class E, whose main income source is state benefit, only account for 14 per cent of landlords.

**The majority of landlords indicate that they are currently working fulltime, 65 per cent,** 16 per cent are working part-time, 10 per cent are working in the family home as homemakers, while 9 per cent are unemployed. 5 per cent of landlords in the market are Irish with the majority of the remainder being from the UK.

**The average age of a landlord is 52 years.** As shown in Figure 3.1, 23 per cent are aged between 35 and 44 years, a third between 45 and 54 years, and 23 per cent between 55 and 64 years. More recent landlords tend to be younger with an average age of 47 years and 37 per cent are aged between 35 and 44 years. Those who have been landlords for over 10 years had an average age of 61 years and 37 per cent were aged over 65 years.

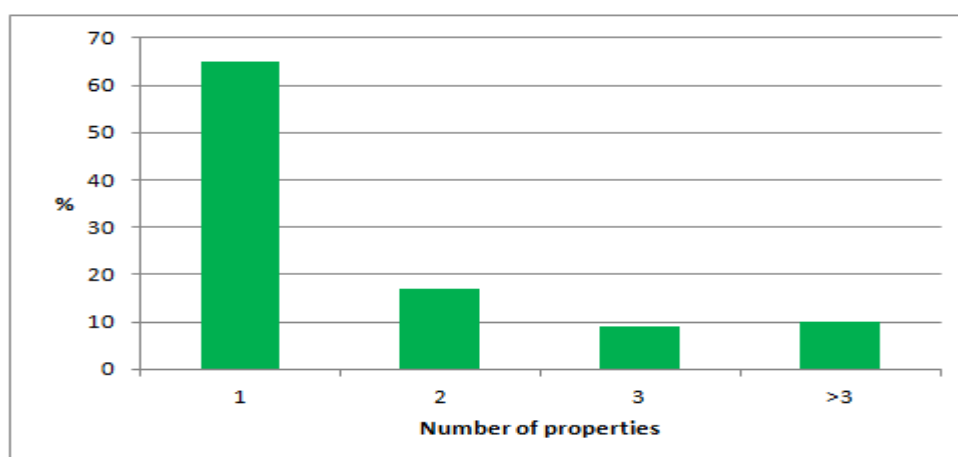
**On average respondents have been landlords for close to 9 years.** Two thirds of landlords are “longer-term” landlords, having been a landlord for over 5 years. One in five respondents has been a landlord for more than ten years. Just over a third of landlords have been so for less than 5 years.

**Figure 3.1: AGE OF RESPONDENTS**

Source: Based on RED C survey data

Based on the responses as to why someone decided to become a landlord, they were categorised as follows: those who had to move as their first house is in negative equity and they could not sell it; those who moved in with their partner and the first property was rented out; and those who inherited the property and ended up being accidental landlords. Accidental landlords are much more likely to have become landlords in recent times, with close to 55 per cent of accidental landlords having a property to rent for less than 5 years.

**The majority of landlords own just one property, 65 per cent of respondents.** A further 17 per cent have 2 properties and 9 per cent own three properties. Ten percent of landlords have more than three properties. Of those who are new landlords for less than 5 years, 92 per cent have one property. Similarly, of those who are landlords for 6 to 10 years, 59 per cent have one property, a further 25 per cent have 2 properties and 11 per cent have more than three properties. A third of those who have been landlords for over ten years have just one property, while another third have over three properties. The majority, 98 per cent, do not live in the property they are renting out. Unsurprisingly, the majority of accidental landlords have only one property available to rent, 82 per cent.

**Figure 3.2: NUMBER OF PROPERTIES**

Source: Based on RED C survey data



With regard to any change in the number of properties owned by landlords, the responses indicate a **degree of stability in the sector to date, with 91 per cent indicating they have not changed the number of properties that they own over the past three years.** 5 per cent have increased their property number while 4 per cent have reduced the number of properties that they own.

When asked about their dwellings, **most landlords supply a 3 bed house, 46 per cent.** This is relatively stable across number of years as a landlord, although a higher proportion of those who are landlords for over 10 year, 53 per cent, have this type of property. For all respondents, the next most common property type is a 2 bed apartment or penthouse, 29 per cent. Again, those who are landlords for over 10 years are more likely to own this property type, 38 per cent. One in five landlords own a 4 bed house, while just 13 per cent have a one bed apartment or penthouse.

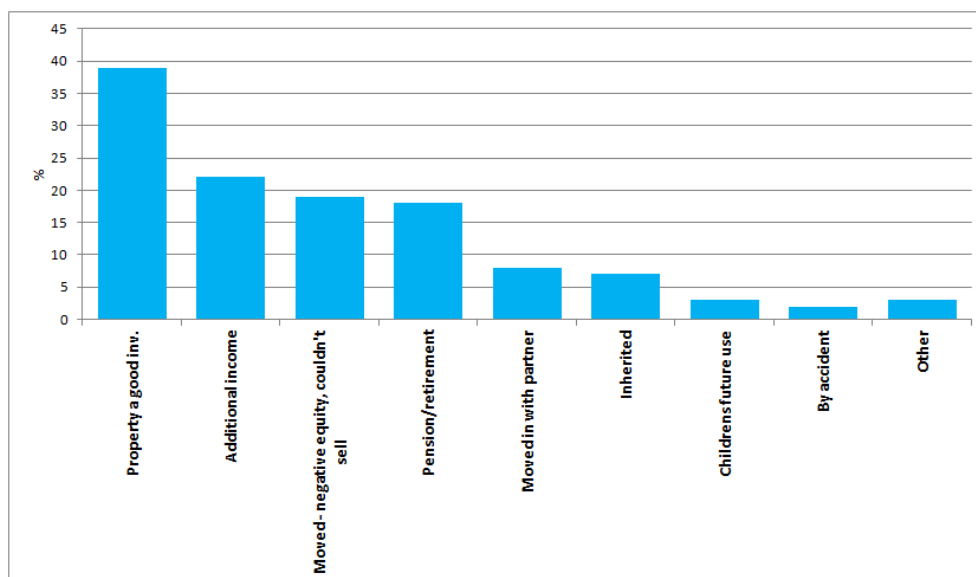
Landlords were asked where their properties are located. **Urban centres, or counties with a large urban centre dominate, with 37 per cent in Dublin, 10 per cent in both Cork and Galway, 5 per cent in Limerick and 4 per cent in Waterford.** In addition to those located in Dublin, 23 per cent are located in the rest of Leinster. Munster and Connacht/Ulster each account for a quarter of rental properties.

The majority of landlords are responsible for their properties themselves, 80 per cent, with just 14 per cent using a property letting company and 6 per cent using a property management company.

### 3.3 REASONS FOR BECOMING A LANDLORD

When asked **why they became a landlord 39 per cent indicated it was because they considered property to be a good investment.** Just over one in five considered being a landlord as a source of additional income. 18 per cent bought a property to rent out as a pension or as a source of savings for when they retired. Other reasons, including for future use by children, accounted for 8 per cent of respondents. A number of other reasons were also selected, which may point to a proportion being “accidental” landlords: 19 per cent are landlords because they had to move as their first house is in negative equity and they could not sell it; 8 per cent moved in with their partner and the first property was rented out; 10 per cent inherited the property, and 2 per cent responded “by accident”. On the basis of these responses **the survey would suggest that 36 per cent of landlords are “accidental” landlords.**

**Figure 3.3: RESPONDENTS REASON FOR BECOMING A LANDLORD**



Source: Based on RED C survey data

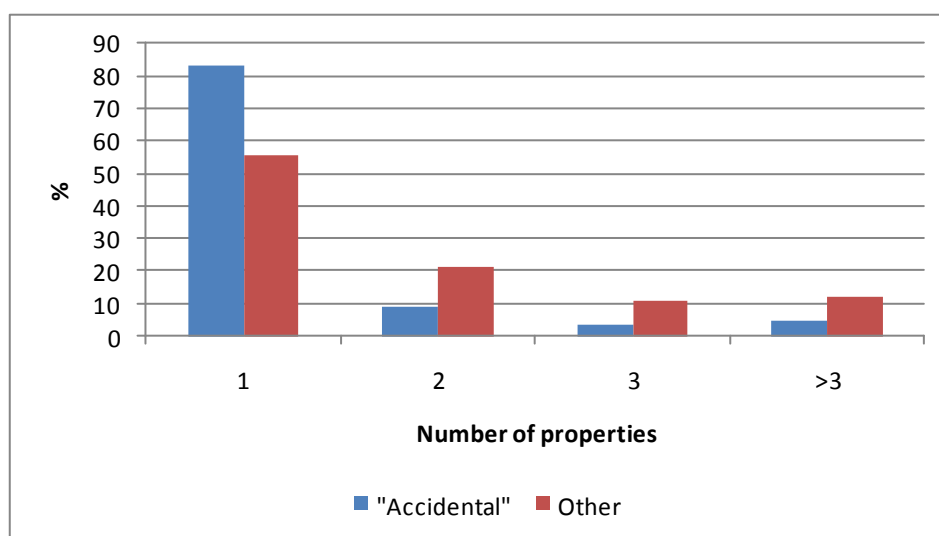
Looking at this by number of years a landlord, those who are landlords for less than 5 years are more likely to indicate reasons associated with being an “accidental” landlord – 32 per cent of these are landlords because they had to move as their first house is in negative equity and they could not sell it, while 13 per cent moved in with their partner and the first property was rented out.

**Figure 3.4: “ACCIDENTAL” LANDLORDS BY NUMBER OF YEARS A LANDLORD**



Source: Based on RED C survey data

As shown in Figure 3.5, accidental landlords are more likely to have just one property, with only very small proportions having 2 or more properties.

**Figure 3.5: "ACCIDENTAL" LANDLORDS BY NUMBER OF PROPERTIES**

Source: Based on RED C survey data

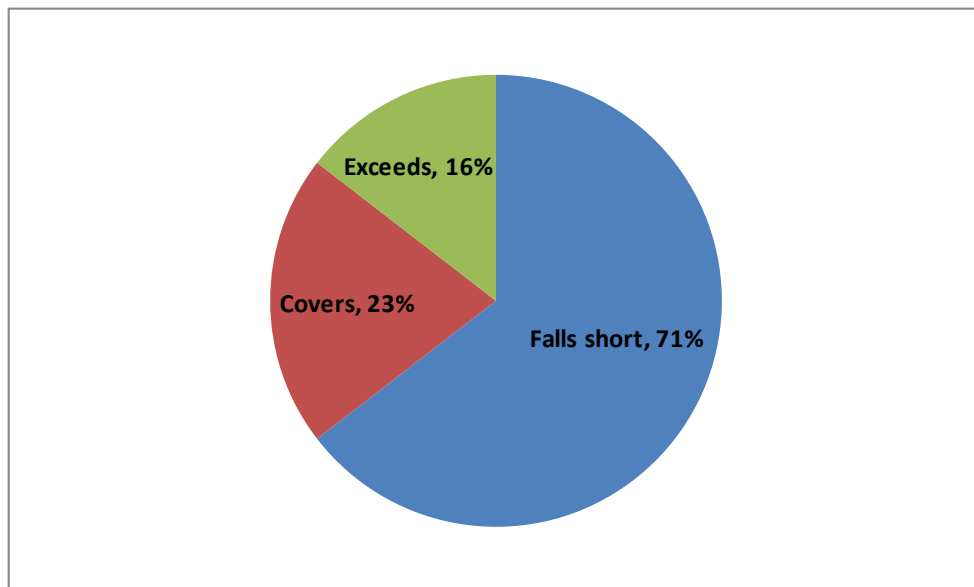
### 3.4 RENTS AND LANDLORD FINANCES

According to the survey, **84 per cent of landlords have not increased the rents on the properties that they own over the past 12 months**, while just 16 per cent say that they have. 21 per cent of those who are landlords for between 6 and 10 years increased rents in the last year, while just 10 per cent of those who have been landlords for 5 years or less have increased their rents.

Of those landlords who increased rents, the primary reason why rents were increased was because of increasing rents in the locality or because the landlord was of the view that the market could bear it, 65 per cent. A change in the lease or the tenant was the reason given by 22 per cent of landlords and 25 per cent responded that the increase was to cover additional costs.

**70 per cent of landlords indicate that they have an outstanding debt on the rental property.** This is highest amongst those who are landlords for 6 to 10 years, at 81 per cent. Just 56 per cent of those who are landlords for over 10 years have an outstanding debt on the property.

**Of those landlords with an outstanding debt, for nearly three quarters, 71 per cent, the rental income they receive does not cover the mortgage or loan repayments.** A further 23 per cent say that their mortgage and loan repayments are covered while the remainder indicated that rental income exceeded debt repayments. The proportion is lower for those who have been landlords for over 10 years, with 53 per cent responding that they are left with a shortfall and 38 per cent meeting mortgage or loan repayments. Of the 70 per cent of landlords who indicated that they have an outstanding debt on the rental property, only 8 per cent responded that they are in arrears of over 90 days on their property.

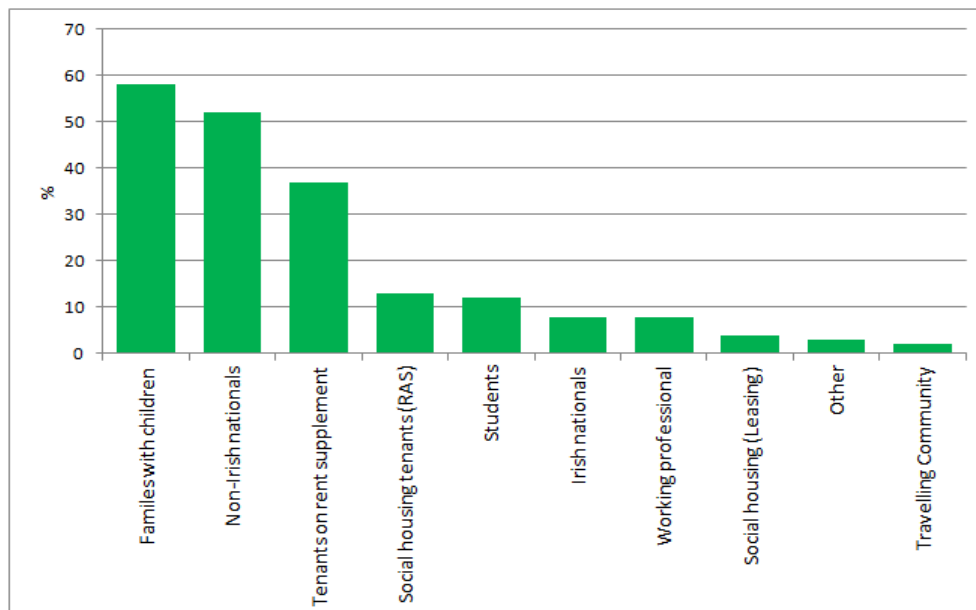
**Figure 3.6: RENTAL INCOME AND MORTGAGE OR LOAN REPAYMENTS**

Source: Based on RED C survey data

### 3.5 LANDLORDS' PERCEPTIONS OF TENANT TYPES

When asked about who they are currently letting to, individual landlords indicated a number of different tenant types. Thus, the percentages are based on the response to each individual group. **58 per cent of landlords are currently letting a property to families with children.** Non-Irish nationals are tenants of 52 per cent of landlords. With regard to social sector, those on Rent Supplement account for 37 per cent, those under the Rental Accommodation Scheme, 15 per cent, and those under the Leasing Initiative, 4 per cent. Students represent 12 per cent of tenants. Currently 8 per cent of landlords responded that they are letting to each category of Irish nationals or working professionals.

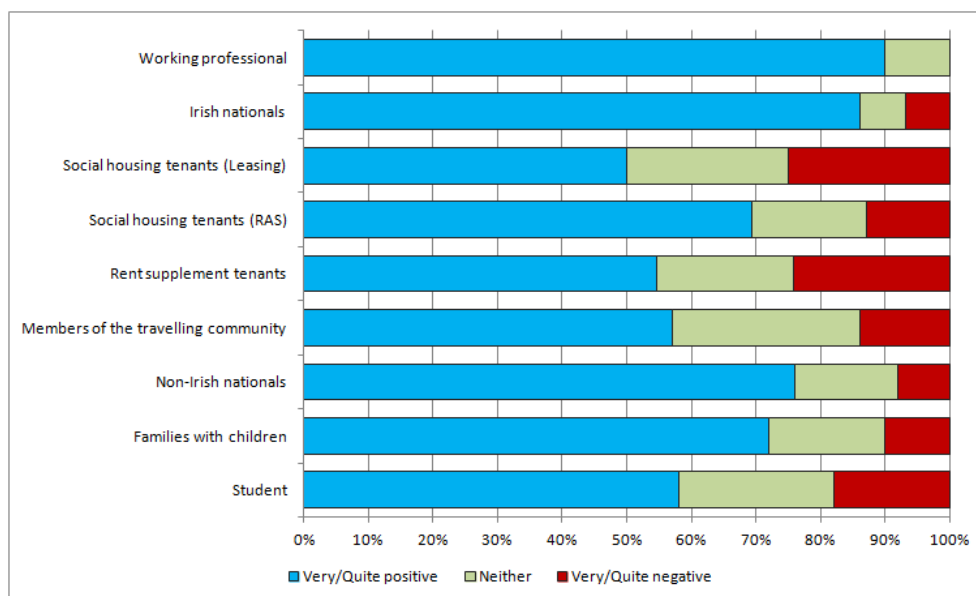
**Figure 3.7: CURRENT TENANTS**



Source: Based on RED C survey data

Figure 3.8 summarises landlords' experiences with different tenant types. Generally landlords indicate satisfaction with their tenants. However, dissatisfaction levels are higher amongst landlords renting to tenants with some form of social assistance.

**Figure 3.8: LANDLORDS EXPERIENCE OF DIFFERENT TENANT TYPES**



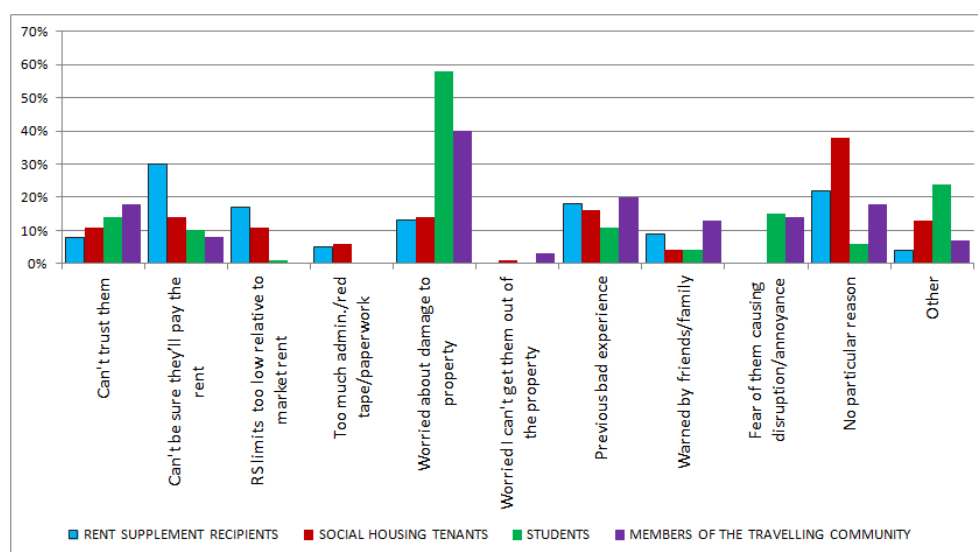
Source: Based on RED C survey data

Landlords were asked about their willingness to rent to different types of tenants. When asked if they would rent to non-Irish nationals 95 per cent of landlords indicated that they would. **Three quarters of landlords responded positively to renting to Rent Supplement tenants.** With regard to social housing tenants, 66 per cent said they would rent to tenants in this group. Only 44 per cent of landlords indicated that they would rent to

## Private Rented Sector - Survey Findings: Landlords

students and just 32 per cent indicated a willingness to rent to members of the travelling community. When asked about tenants that they would not rent to, 82 per cent of those that answered this question indicated that they would not rent to members of the travelling community, 68 per cent would not rent to students, 42 per cent indicated that they would not rent to social housing tenants and 31 per cent were of the same view with regard to Rent Supplement recipients. Only 8 per cent responded that they would not rent to non-Irish nationals. Reasons why landlords would not rent to different tenant types are given in Figure 3.9.

**Figure 3.9: REASONS GIVEN NOT TO RENT TO DIFFERENT TENANT TYPES**



Source: Based on RED C survey data

### 3.6 FUTURE PLANS

With regard to their future plans as landlords **62 per cent plan to remain as landlords but not to buy any more properties. Close to a third, 29 per cent intend to sell their properties as soon as they can.** This is particularly the case with more recent landlords, 36 per cent of which intend to sell as soon as they can. Just 4 per cent plan to remain as a landlord and increase the number of their properties. A further 5 per cent are undecided. Accidental landlords are marginally more likely to leave the sector, with 31.3 per cent responding that they intend to sell their properties as soon as they can, compared to 27.4 per cent for other landlords.

**Figure 3.10: RESPONDENTS' FUTURE PLANS AS A LANDLORD**

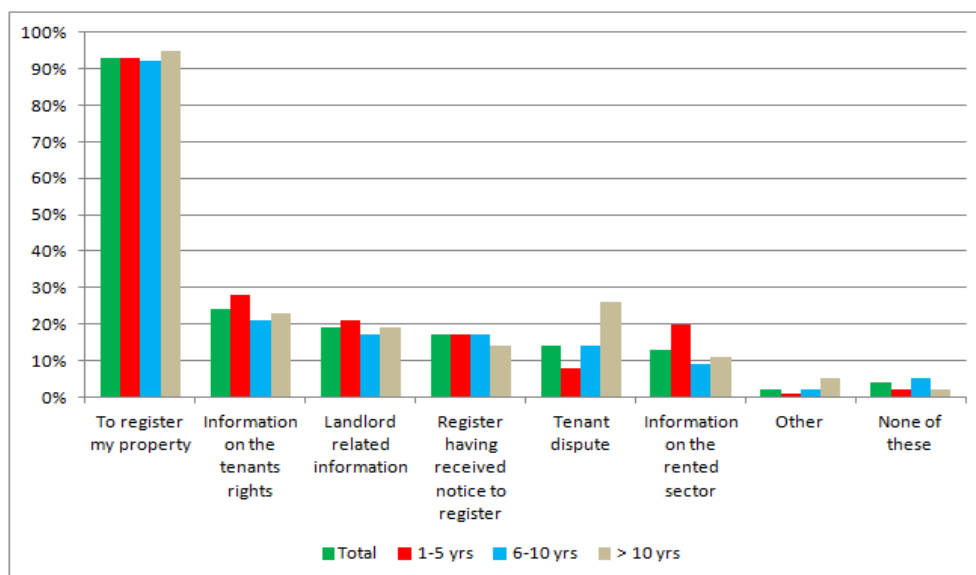
Source: Based on RED C survey data

### 3.7 LANDLORDS AND THE PRTB

**Awareness of the PRTB is high amongst landlords.** 99 per cent of those surveyed have heard of the PRTB. This however is unsurprising. The population from which the sample was drawn was supplied by the PRTB from landlord tenancy registrations. The 1 per cent not registered is aware of the requirement to be registered.

With regard to why landlords have been in contact with the PRTB, 93 per cent have been in contact to register their property and 17 per cent contacted the PRTB to register on foot of receiving a notice to register. With regard to getting information only 24 per cent indicated that they had been in contact to get information on the rights of tenants, while only 19 per cent have been in contact to get landlord-related information. 13 per cent had contacted the PRTB to get information on the rental sector. **Only 14 per cent of landlords indicated that they had been in contact with regard to a tenant dispute.** There is not a large variation in use of PRTB services based on the number of years the person has been a landlord, although landlords for more than 10 years are more likely to contact the PRTB with regard to a tenant dispute (24 per cent) and landlords for 1 to 5 years are more likely to contact for information on the rental sector (20 per cent).

**Figure 3.11: RESPONDENTS DEALING WITH THE PRTB**

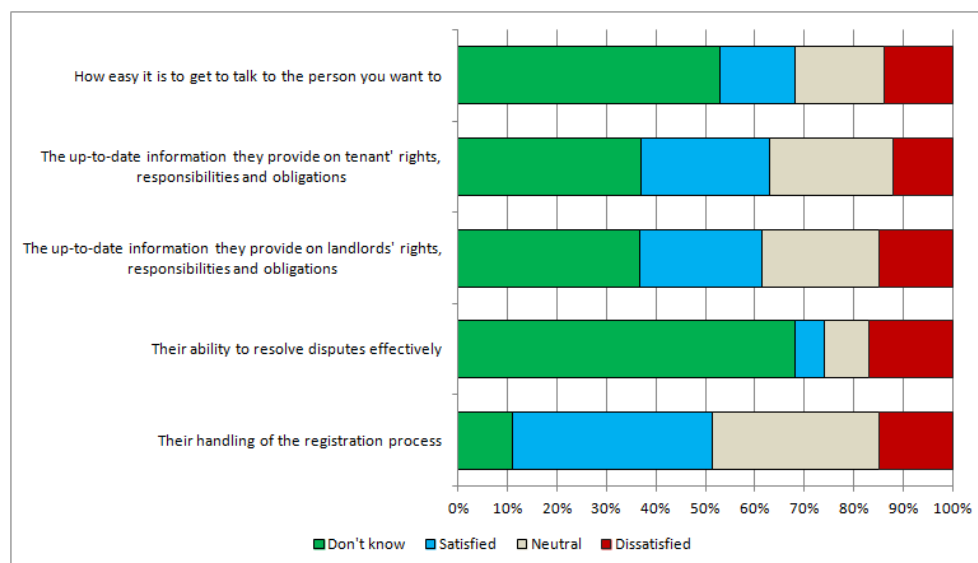


Source: Based on RED C survey data

Landlords were asked in to indicate their satisfaction across a range of PRTB services. With regard to how the PRTB handle the landlord registration process 41 per cent were positive, while 34 per cent were broadly neutral and 15 per cent were not satisfied with the PRTB in this regard. The majority of landlords have not used the PRTB to resolve a dispute and so the number ranking their satisfaction levels with this particular service was low. However of those who did respond the majority indicated dissatisfaction.



**Figure 3.12: SATISFACTION LEVELS OF RESPONDENTS DEALING WITH THE PRTB**

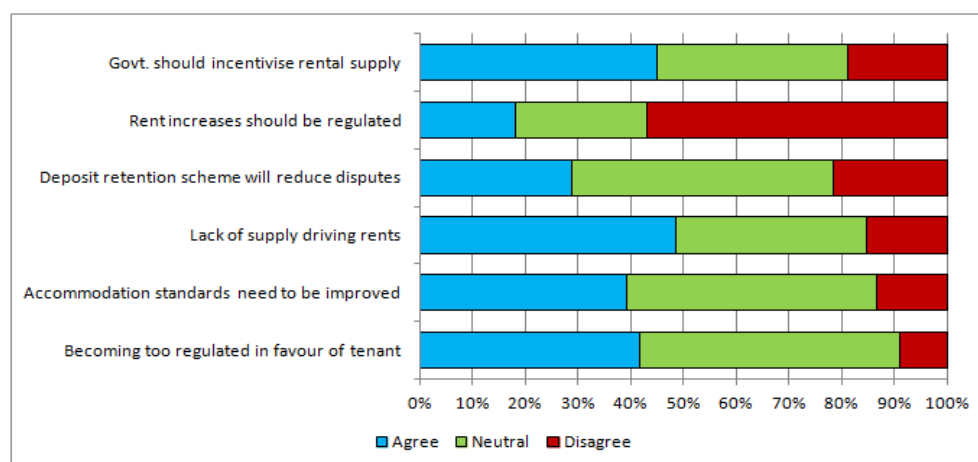


Source: Based on RED C survey data

### 3.8 PERCEPTIONS OF THE RENTAL SECTOR

As part of the survey landlords were asked to give their view on a series of statements about the rental sector. The results are shown in Figure 3.13. **Landlords are of the view that it is a lack of supply driving the increase in rents and that the supply of rental properties should be incentivised.** Unsurprisingly, the majority of landlords are not of the view that rent increases should be regulated by government. In addition, over 40 per cent of landlords agreed with the statement that the sector was becoming too regulated in favour of the tenant. Close to 40 per cent agreed that the standard of accommodation in the rental sector should be improved. In regard to the Deposit Retention Scheme due to come into force, only 29 per cent of landlords are of the view that this will reduce disputes, while 22 per cent disagreed.

**Figure 3.13: REGISTERED LANDLORDS, AGREEMENT WITH STATEMENTS ABOUT THE PRIVATE RENTED SECTOR**



Note: Responses exclude "Don't Know".

Source: Based on RED C survey data

## 4. ANALYSIS OF ESTATE AGENTS' SURVEY

### 4.1 SURVEY OF ESTATE AGENTS - METHODOLOGY

This section analyses the PRTB Estate Agent telephone survey, conducted by REDC, of 100 estate agents. The purpose of the survey is to develop an understanding of estate agents views on the private rental sector (PRS). Respondents were sourced by creating a master database of all estate agents in the country from a combination of daft.ie and myhome.ie. Using the RED C CATI centre in Dundalk, estate agent offices were called during office hours and the interview was conducted with the most senior member of staff in the office at that time. All interviews were conducted by fully trained and supervised RED C telephone interviewers. The survey was undertaken between 19<sup>th</sup> and 26<sup>th</sup> May 19<sup>th</sup> 2014.

### 4.2 PROFILE OF ESTATE AGENTS

The survey has collected some information on estate agent characteristics. Table 4.1 provides a breakdown of the estate agents by regions. Over 40 per cent of estate agents surveyed are based in Dublin, 24 per cent are located in the rest of Leinster, 26 per cent are in Munster and 9 per cent are in Ulster/Connacht.

**Table 4.1: LOCATION OF ESTATE AGENTS**

	%
Dublin	41
Rest of Leinster	24
Munster	26
Ulster/Connacht	9

*Source: Based on RED C survey data*

Table 4.2 provides a breakdown of the percentage estate agents by the length of time their office has been in business. Nationally, 7 per cent of responding estate agents have been in business for less than 5 years, 26 per cent for between 5-10 years, 21 per cent for between 11-20 years, while 46 per cent of estate agents are over 20 years in the business. A comparison of the age profile of estate agents between Dublin and the rest of the country provides some interesting insights. Perhaps a reflection of the quicker turnaround in the housing market in Dublin, 17 per cent of estate agents are found to be in business for less than 5 years while no such firms were surveyed in the rest of the country. Also, over 54 per cent of estate agents outside of Dublin are in business for 21 years or more which compares with 34 per cent of estate agents based in Dublin.

**Table 4.2: TABLE 1.2 LENGTH OF TIME ESTATE AGENT HAS BEEN OPEN**

	Full sample	Dublin	Rest of Country
	%	%	%
less than 5 years	7	17	0
5-10 years	26	24	27
11-20 years	21	24	19
20+ years	46	34	54

*Source: Based on RED C survey data*

Table 4.3 provides information on the number of employees employed by estate agents. The majority of estate agents employ less than 6 employees; 34 per cent of estate agents employ 1-2 people, 48 per cent employ 3-5 people. Only 18 per cent of estate agent offices employ more than 5 employees. Estate agents offices are likely to be larger outside of Dublin. 26 per cent of Dublin estate agents contain 6 or more employees compared with 8 per cent of those in the rest of the country.

**Table 4.3: PERCENTAGE OF EMPLOYEES EMPLOYED BY ESTATE AGENTS**

Number of employees	Full sample	Dublin	Rest of Country
	%	%	%
1-2	34	29	37
3-5	48	39	54
6-10	13	22	7
11+	5	4	1

Source: Based on RED C survey data

As shown in Table 4.4, close to 80 per cent of estate agents are independently owned. The regional breakdown indicates that 90 per cent of Dublin based estate agents are independently owned compared with 71 per cent of those surveyed outside of Dublin.

**Table 4.4: TYPE OF OWNERSHIP, PERCENTAGE**

	Full sample	Dublin	Rest to country
	%	%	%
Franchise	21	10	29
Independently owned	79	90	71

Source: Based on RED C survey data

The average number of properties for rent by estate agents nationally is 19. There are some estate agents with a very large number of properties for rent and this is likely to skew the mean figure. In this case, a more reliable reflection of estate agents' property rental activity nationally is the median value which is equal to 4. The median number of properties to rent by agents in Dublin is 5 compared with 3 properties in rest of the country.

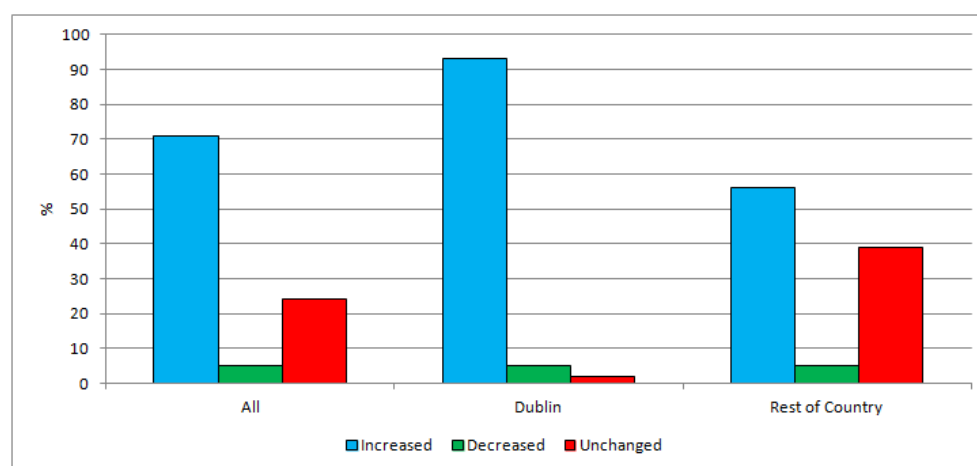
The mean number of properties estate agents have under management nationally is 169 with a standard deviation of 545. The median is equal to 20. A breakdown of results by the two regions indicates that **property management activity is a more prevalent in Dublin**, the median number of managed properties in Dublin is 74 compared with 5 in the rest of the country.

## 4.3 RENTS AND THE DEMAND AND SUPPLY OF RENTAL PROPERTIES

Nationally, 79 per cent of estate agents believe demand has increased, 19 per cent contend it has remained the same. Only 2 per cent believe it has declined. In Dublin, 93 per cent of estate agents were of the opinion that demand for rental properties in their area has increased, while no respondents stated that it has decreased. The opinion of estate agents on property demanded is less unanimous in the rest of the country. 69 per cent of estate agents outside of Dublin believed rental property demand has increased, while 27 per cent indicate that it is unchanged and 2 per cent believe it has decreased.

Figure 4.1 shows the percentage of estate agents who think rents charged in their area have increased, decreased or remained the same. For the full sample, **the majority of respondents believe rents have increased in their area; 71 per cent of estate agents believe rents have increased**, 24 per cent think they have remained the same and only 5 per cent believe they have decreased. Interestingly, the response of Dublin based agents is overwhelmingly of the opinion that rents have increased in their area, 93 per cent. In contrast, 56 per cent of estate agents in the rest of the county think that rents have increased while 39 per cent believe they have remained unchanged.

**Figure 4.1: ESTATE AGENTS VIEW ON CHANGE IN RENTS OVER THE PAST YEAR, PERCENTAGE**



Source: Based on RED C survey data

Table 4.5 presents the views of estate agents on the supply of property to rent in their local area. **Overall, 87 per cent of estate agents believe there are not enough rental properties available.** In Dublin, there is unanimous agreement among estate agents that there are not enough rental properties to satisfy demand. However, this view on the shortage of rental property is not uniform across the country. While the majority of estate agents in the rest of the country do think there is not enough properties in their area, 78 per cent, there is evidence to indicate that estate agents in some areas feel the supply of properties is sufficient (15 per cent) or too much (7 per cent).

**Table 4.5: ESTATE AGENTS VIEW ON SUPPLY OF PROPERTIES, PERCENTAGE**

	Full Sample	Dublin	Rest of Country
	%	%	%
Enough	9		15
Too much	4		7
Not enough	87	100	78

Source: Based on RED C survey data

#### 4.4 PERCEPTIONS OF THE RENTAL MARKET

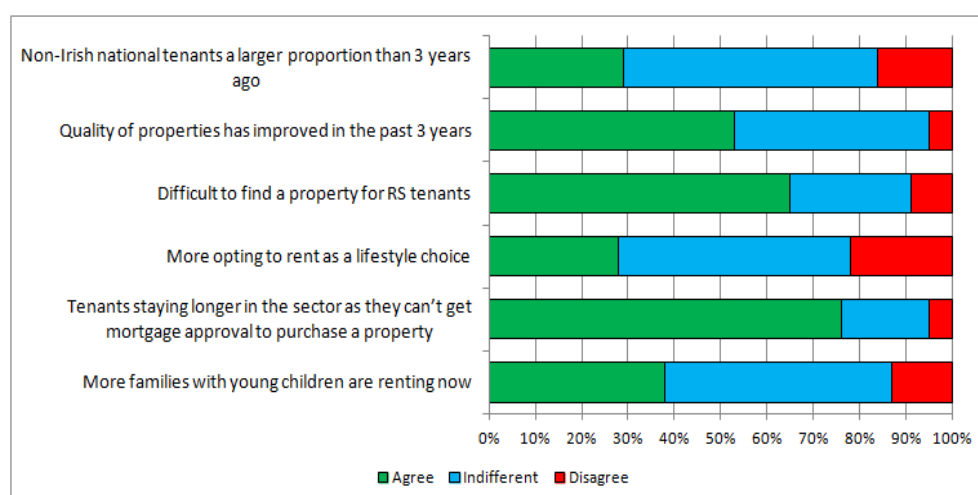
In order to get some insights into current trends in the rental market, respondents were asked the extent to which they agreed or disagreed with a series of statements about the rental market at present.

Figure 4.2 presents a summary of estate agents' responses to six statements in relation to rental in their area. Estate agents were asked to rank each of the statements on a scale of 1 to 10 where 1 means strongly disagree and 10 means strongly agree. The score was categorised into one of three groups, disagree (a score between 1-3), indifferent (4-7) and

agree (8-10). The table shows the percentage of estate agents who disagree, are indifferent or agree with each statement.

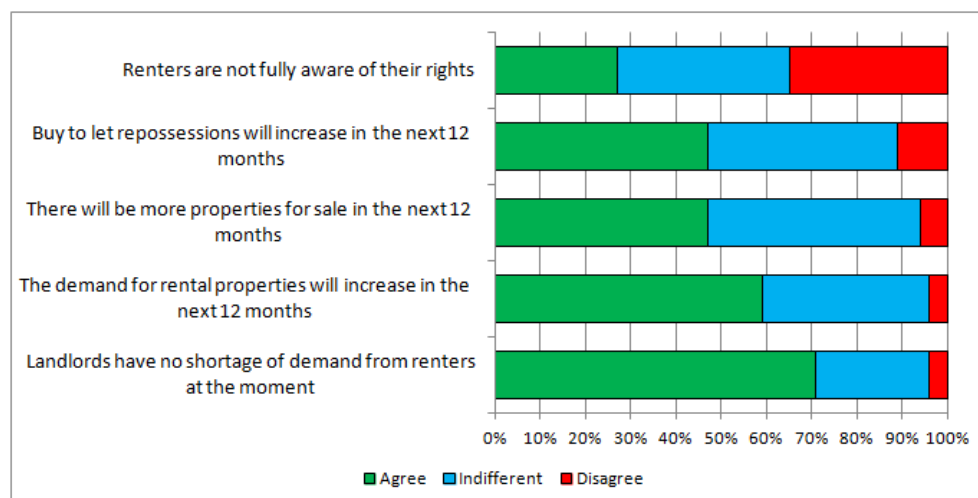
38 per cent of estate agents agree that more families with young children are renting now. **76 per cent of estate agents agree that tenants are staying longer in the sector as they can't get mortgage approval to purchase a property.** Opinion appears to be somewhat divided among estate agents about whether more tenants are opting to rent as a lifestyle choice, 28 per cent agree, while 22 per cent believe disagree. 65 per cent of estate agents agree that it is difficult to find a property for Rent Supplement tenants. Interestingly, 53 per cent of respondents agree that the quality of properties generally available in the private rented sector has improved in the past 3 years. Finally, agreement appears to be less robust on whether non-Irish national tenants present a larger proportion of the rental market compared with 3 years ago; 29 per cent of respondents agree with the statement, while 16 per cent disagree and 55 per cent are not sure.

**Figure 4.2: ESTATE AGENTS AGREEMENT WITH STATEMENTS ABOUT RENTING IN THEIR AREA**



Source: Based on RED C survey data

Figure 4.3 shows the percentage of estate agents who disagree, are indifferent or agree with five statements on rental properties in their areas. Consistent with results in Table 4.1, 71 per cent of respondent agree that landlords have no shortage of demand from renters at the moment. 59 per cent agree that demand for rental properties will increase in the next 12 months while only 4 per cent disagree with the statement. **47 per cent of estate agents agree that there will be more properties for sale in the next 12 months.** Regarding buy to let reposessions, **47 per cent of estate agents agree that they will increase in the next 12 months**, while 11 per cent disagree and 42 per cent of respondents are unsure. Opinion is divided among estate agents on whether renters are not fully aware of their rights, 27 per cent agreed with the statement while 35 per cent disagreed.

**Figure 4.3: ATTITUDES TO RENTING PROPERTIES IN THE LOCAL AREA**

Source: Based on RED C survey data

Table 4.6 presents the percentage of estate agents who have increased, decreased or maintained the price they charge to landlords for services provided. Overall, **estate agents' service charges have remained unchanged for 82 per cent of respondents**, decreased in 10 per cent of cases and increased for 8 per cent. Of those surveyed in Dublin, 73 per cent did not change their service charge, 20 per cent decreased it while 7 per cent increased it. For the rest of the country 88 per cent have maintained the price charged to landlords, 3 per cent decreased it and 8 per cent have increased their price.

**Table 4.6: ESTATE AGENTS PROPERTY SERVICE CHARGES OVER THE PAST 3 YEARS**

	Full Sample	Dublin	Rest of Country
	%	%	%
Increase	8	7	8
Decrease	10	20	3
Unchanged	82	73	88

Source: Based on RED C survey data

Figure 4.4 presents a summary of estate agents' responses to six statements in relation to common issues that they have to deal with landlords during the course of letting agreement. Overall, 77 per cent of estate agents have found landlords want to increase their rental income. Interestingly, this occurrence is much more common in Dublin (90 per cent) compared with those in the rest of the country (68 per cent).

A request for the house to be inspected appears to be a very prevalent request (81 per cent). Estate agents' experience with this issue appears to be slightly more common in Dublin (85 per cent) compared with the rest of country (78 per cent). A landlord requesting a change in tenant appears to be an issue that estate agents agree with least, with just 15 per cent of estate agents identifying it as a common issue nationally. 54 per cent of estate agents have noted that damage to property by tenant as an issue raised by the landlord. **In terms of difficulty in collecting rent and issues with rent arrears, 64 per cent of estate agents have found it to be a problem.** This issue appears to be more prominent outside of Dublin with 71 per cent of respondents flagging it as an issue compared with 44 per cent of estate agents in Dublin. 68 per cent of estate agents identify property maintenance as a common issue. Interestingly, this activity is more prevalent in

Dublin compared with the rest of the country. **Just over half of estate agents believed that landlords are not aware of their rights or responsibilities as landlords.** The proportion of landlords unaware of their rights appears to be larger in Dublin compared with the rest of the country according to estate agents.

**Figure 4.4: MAIN ISSUES ABOUT WHICH THAT ESTATE AGENTS' DEAL WITH LANDLORDS**

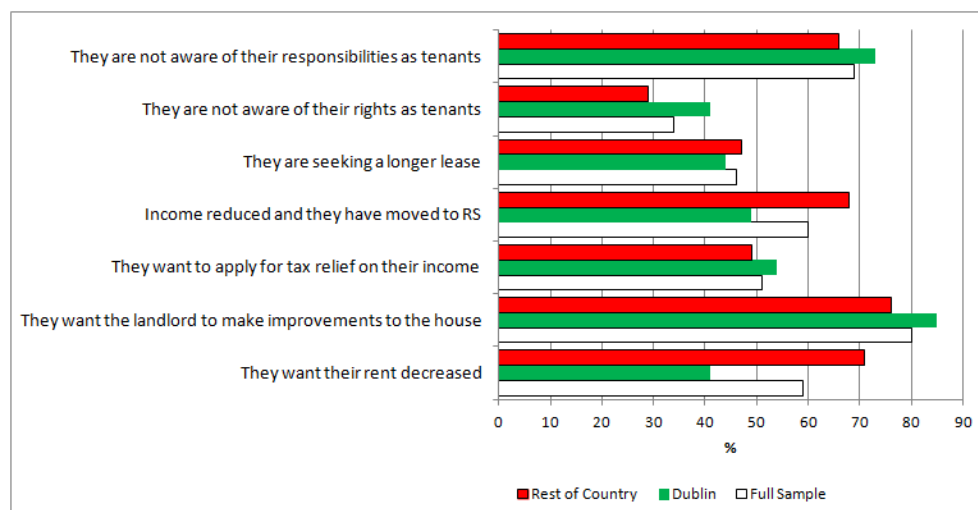


Source: Based on RED C survey data

Figure 4.5 presents a summary of estate agents' responses to six statements in relation to common issues that they have to deal with renters about during the course of a letting agreement. **Tenants requesting property improvements is the most prominent issue experienced by estate agents, 80 per cent agreed with the statement.** Close to 60 per cent of estate agents regularly experience tenants requesting a rent decrease. Interestingly, 41 per cent of estate agents found this to be a common issue in Dublin compared with 71 per cent of respondents outside of Dublin. 51 per cent of estate agents have found renters contacting them seeking to apply for tax relief on their income. 60 per cent of estate agents have dealt with tenants who had their incomes reduced and moved to Rent Supplement, this issue appears to be more common among estate agents outside of Dublin. There is some evidence of tenants approaching estate agents requesting longer leases, 46 per cent of those surveyed.

Regarding tenant's rights and responsibilities, **34 per cent of estate agents believe that renters are not aware of their rights, while 69 per cent believe renters are not aware of their responsibilities.**

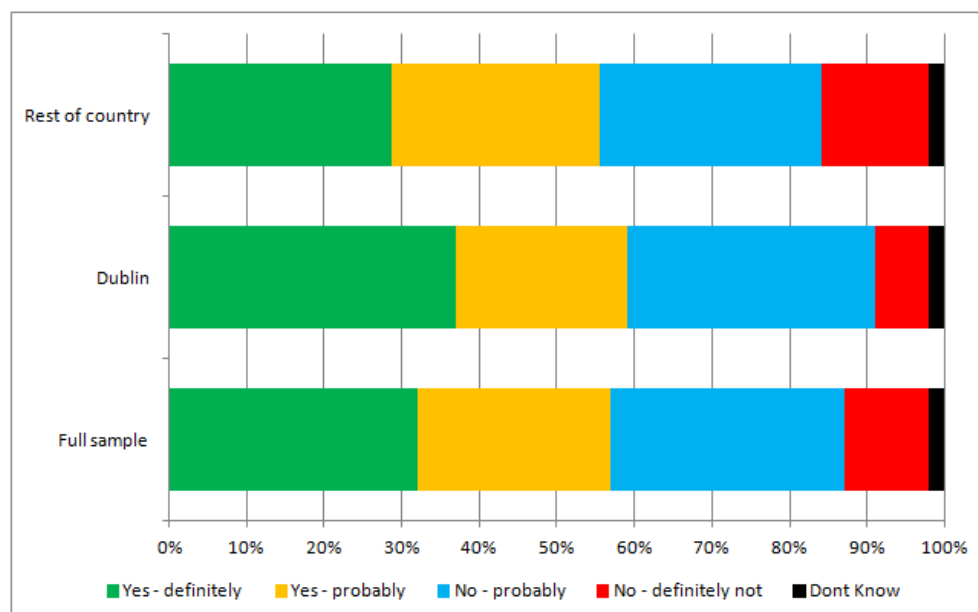
**Figure 4.5: MAIN ISSUES ABOUT WHICH ESTATE AGENTS' DEAL WITH TENANTS**



Source: Based on RED C survey data

In terms of the average length of contract, **67 per cent of estate agents indicate that contracts of 7-12 months are the most prevalent.** Only 12 per cent of estate agents responded that the average length of a letting contract was 2-3 years. Looking at demand for contracts of longer than a year, 57 per cent of estate agents believe that there is a demand for such contracts.

**Figure 4.6: DEMAND FOR CONTRACTS OF LONGER THAN A YEAR**



Source: Based on RED C survey data

Table 4.7 presents the percentage of estate agents who believe landlords are in favour of or against leases in excess of 12 months. Nationally, opinion appears to be divided among estate agents on landlords' preferences for leases exceeding 1 year, 40 per cent believe they are in favour of them while 41 per cent believe they are against them. Interestingly, the figures suggest that estate agents assessment of landlord preferences differ between the two regions. In Dublin, 49 per cent (29 per cent) of estate agents believe that



landlords are more likely to be against (in favour of) longer leases, compared with 36 per cent (47 per cent) of estate agents in the rest of the country.

**Table 4.7: ESTATE AGENTS PERCEPTION OF LANDLORDS' VIEWS ON LEASES IN EXCESS OF 12 MONTHS**

	Full sample	Dublin	Rest of Country
	%	%	%
Landlords in favour	40	29	47
Landlords neither in favour nor against	17	17	17
Landlords against	41	49	36
Don't know	2	5	0

Source: Based on RED C survey data

Table 4.8 presents a breakdown of the property type that estate agents consider to be highest in demand in their area. **3 bed houses are by far the most demanded property as indicated by 63 per cent of estate agents.** 2 bed Apartments or Penthouses are the next most demanded property type, although this is lower at 20 per cent.

**Table 4.8: PROPERTY TYPE ESTATE AGENTS CONSIDER TO BE MOST IN DEMAND IN THEIR AREA**

	Full sample	Dublin	Rest of Country
	%	%	%
1 bed Apartments or Penthouses	5	7	3
2 bed Apartments or Penthouses	20	24	17
3 or more bed apartment or Penthouses	1	0	2
1 or 2 bed houses	3	5	2
3 bed houses	63	54	69
4 bed houses	8	10	7

Source: Based on RED C survey data

Looking at the supply of property types, estate agents were asked to give their opinion on whether or not different types of property are in short supply. Figures indicate that the majority of estate agents believe each type of property is in short supply. **The largest consensus among estate agents is in regard to the shortage of 3 and 4 bedrooms properties, with 86 per cent and 83 per cent of estate agents agreeing respectively that they are in short supply.** In addition, there is a greater consensus among estate agents in Dublin on the shortage of each property type compared with estate agents in rest of the country.

**Table 4.9: ESTATE AGENTS AGREEMENT ON SUPPLY SHORTAGE OF EACH PROPERTY TYPE**

	Full sample	Dublin	Rest of Country
	%	%	%
1 bed Apartments or Penthouses	76	80	73
2 bed Apartments or Penthouses	77	78	76
3 or more bed Apartments or Penthouses	73	83	66
1 or 2 bed houses	73	78	69
3 bed houses	86	93	81
4 bed houses	83	95	75
5 bed houses or larger	65	71	61

Source: Based on RED C survey data

## 4.5 ESTATE AGENTS EXPERIENCE WITH TENANTS

Table 4.10 summarises estate agents by the type of tenant that they deal with. The vast majority of estate agents deal with families with children, non-Irish nationals, and tenants on Rent Supplement. Compared with estate agents in the rest of the country, those based in Dublin are more likely to deal with students and less likely to deal with members of the travelling community and social housing tenants in properties under the Rental Accommodation Scheme.

**Table 4.10: TYPE OF TENANTS ESTATE AGENTS DEAL WITH**

	Full sample	Dublin	Rest of Country
	%	%	%
Students	36	59	20
Families with children	94	93	95
Non-Irish nationals	92	95	90
Members of the Travelling Community	43	29	53
Tenants on Rent Supplement	90	78	98
Social Housing Tenants in properties under the Rental Accommodation Scheme	62	46	73
Social Housing Tenants in Properties under Leasing Initiative	43	37	47

Source: Based on RED C survey data

Table 4.11 provides information on estate agents' assessments of the type of tenants landlords are willing to rent to. 95 per cent of estate agents indicate that landlords are willingly to rent to non-Irish nationals. **When asked about tenants in receipt of Rent Supplement, 54 per cent of respondents believe landlords would rent to them.** Only 24 per cent of estate agents contend that landlords are willing to rent to members of the travelling community. Compared with Dublin based estate agents, those in the rest of the country indicate that landlords are more likely to rent to each of type of tenant.

**Table 4.11: ESTATE AGENTS' ASSESSMENTS OF THE TYPE OF TENANTS LANDLORDS ARE WILLINGLY TO RENT TO**

	Full sample	Dublin	Rest of Country
Rent Supplement Recipients	54	37	66
Social Housing Tenants	47	27	61
Students	41	32	47
Non-Irish Nationals	95	95	95
Members of the Travelling Community	24	15	31

Source: Based on RED C survey data

Estate agents who indicate that landlords were unlikely to rent to a particular type of tenant were asked to give their opinion on why landlords are not willing to accommodate Rent Supplement tenants. Of these estate agents, 32 indicated that Rent Supplement rent limits are too low relative to market rent. 26 estate agents contend that landlords' reluctance to rent to such tenants related to reservations about tenants' ability to pay to the rent. 26 estate agents noted that landlords had a bad experience with them before.

83 per cent of estate agents have experience of letting to tenants on Rent Supplement or in social housing under the Rental Accommodation Scheme. Estate agents were asked if they noticed that demand for letting agreements for social welfare tenants had increased, decreased or remained the same. As shown in Table 4.12, almost 60 per cent of these estate agents have found demand to have increased, while 37 per cent contend that demand has remained the same. Only 4 per cent of estate agents who have experienced letting to tenants receiving social welfare have experienced a decline.

**Table 4.12: ESTATE AGENTS VIEW ON DEMAND FOR LETTING AGREEMENTS FOR SOCIAL WELFARE TENANTS**

	Full Sample	Dublin	Rest of country
	%	%	%
Increase	59	53	64
Decrease	4	8	
Unchanged	37	39	36

Source: Based on RED C survey data

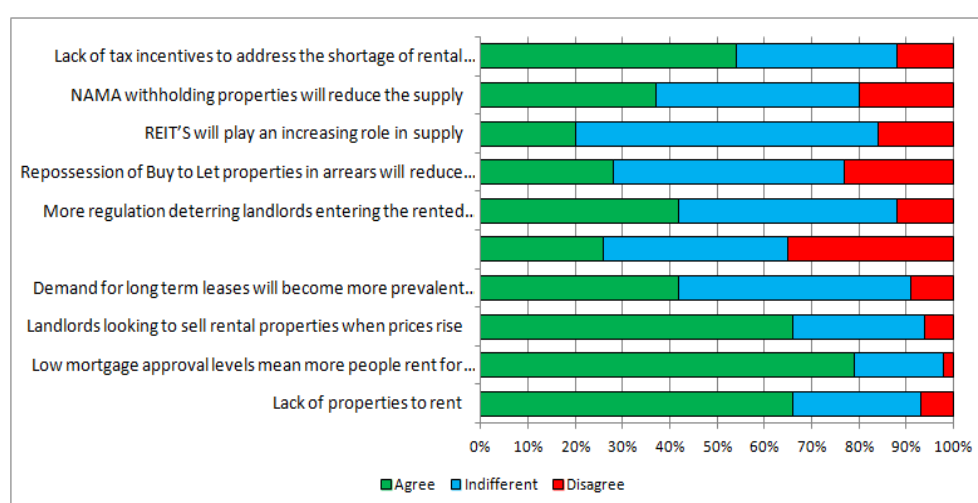
## 4.6 OUTLOOK FOR THE RENTAL SECTOR OVER THE NEXT 12 MONTHS

Figure 4.7 presents a summary of estate agents' responses to six statements about the rental market in the next 12 months. Estate agents were asked to rank each of the statements on a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree. The table shows the percentage of estate agents who disagree, are indifferent or agree with each statement.

When asked if there will be a lack of properties to rents in the next 12 months, 66 per cent of estate agents agree that there would be while only 7 per cent disagreed. With regard to the implications of low levels of mortgage approval for rental duration, **79 per cent agree that this would mean that more people would have to rent for longer. 66 per cent of estate agents believed that landlords will be looking to sell their rental properties when prices rise.** On the matter of whether demand for long term leases will become more prevalent amongst tenants, 42 per cent of estate agents agreed they would. **Estate agents**

appear undecided on whether rent controls would be a positive development for the market with 26 per cent indicating that they would be while 35 per cent believe they would not. 42 per cent of estate agents believe that more regulation would deter landlords from entering the rented sector. Interestingly, only 28 per cent of estate agents contend that the repossession of buy to let properties in arrears would reduce supply, while 23 per cent disagreed with this view. Most respondents (64 per cent) were unsure about whether Real Estate Investment Trusts (REITs) would play an increasing role in the supply of rented accommodation. NAMA withholding properties from the market is expected by 37 per cent of estate agents to reduce supply. Finally, 54 per cent of estate agents agreed that there is a lack of tax incentives to address the shortage of rental properties.

**Figure 4.7: ESTATE AGENTS' RESPONSES TO STATEMENT ON THE RENTAL MARKET IN THE NEXT 12 MONTHS**



Source: Based on RED C survey data



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