

## **SUMMARY – LANDLORD REGISTRATION – 2020/21**

A survey of 100 random customers that are registered with Landlord Registration Scotland was undertaken in May 2020, to provide feedback on a range of issues relating to our performance and how they valued our visits. 13 surveys were returned. The main findings were:

- i. 100% were very satisfied with our overall service. This is an increase from the previous survey when 90% were very satisfied and 10% were fairly dissatisfied, which was the result of 2 responses, one from a customer who had been subject to a late payment fee due to the joint applicant not renewing, and the other was from a customer who was unhappy with receiving correspondence asking his wife to renew.
- ii. 92% were satisfied with our staffs professionalism and attitude.
- iii. 11 customers were very satisfied with the quality and accuracy of the information they were provided with. 2 didn't respond to these questions.

The survey feedback is very positive and confirms the professionalism and quality of our service. It also confirms how customers value our work.