

## Letting Agents Survey

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## Appendix 5. Letting Agents Survey

### A5.1 Introduction

A survey of local estate and letting agents was conducted as part of the Cambridge Sub-Region Housing Market Assessment. This was undertaken in order to gain a better understanding of the local housing market and private rented sector. This report summarises the results of the returned questionnaires from lettings agents. Section A4-3 summarises the Estate Agents survey.

A postal questionnaire was sent to 148 estate agents and 150 letting agents asking about most and least popular locations for renting and buying property, the type of homes that sold well/ were easy to let and those that were difficult to sell/let etc. Addresses were identified by searching the internet and Yellow Pages for all agents in the region. Questionnaires were sent to agents in the following areas:

- Cambridge City.
- East Cambridgeshire (Ely, Littleport and Sutton).
- Fenland (Chatteris, March, Whittlesey and Wisbech).
- Huntingdonshire (Huntingdon, Kimbolton, Ramsey, Sawtry, St Ives, St Neots and Yaxley).
- South Cambridgeshire (Sawston, Cambourne, Longstanton, Impington, Fulbourn, Melbourn and Histon).
- Forest Heath (Brandon, Lakenheath, Mildenhall and Newmarket).
- St Edmundsbury (Bury St Edmunds and Haverhill).

**Table 1: Response Rates, Letting Agents Surveys, Spring 2007**

	Questionnaires Sent	Responses	% Responses
Letting Agents Survey	150	35	23%

**Table 2: Questionnaires Sent and Responses**

	Questionnaires Sent	Lettings Responses	Responses by town
Cambridge City	29	9	Cambridge (9)
East Cambridgeshire	11	1	Ely (1)
Fenland	22	6	Chatteris (2), March (1), Wisbech (3)
Huntingdonshire	32	4	Huntingdon (2), Sawtry (1), St Ives (1)
South Cambridgeshire	10	3	Fulbourn (1), Impington (1), Longstanton (1)
Forest Heath	17	7	Brandon (1), Lakenheath (1), Mildenhall (3), Newmarket (2)
St Edmundsbury	16	5	Bury St Edmunds (3), Haverhill (2)
<b>Sub-Region</b>	<b>137</b>	<b>35</b>	

After a re-call, 35 of the letting agents and 22 of the estate agents returned completed questionnaires. There were 6 estate agent surveys returned marked "Addressee has gone away." There were 11 letting agents returned for this reason and two returned because they weren't letting agents, and Table 2 excludes these non-valid responses. The survey was

sent out in late March with a three-week deadline for returns. Due to a low response rate, a reminder was sent to all agents and the deadline was extended by another two weeks. A third reminder was sent to estate agents in areas from where we had had no responses a week later, this time electronically where email addresses were available. Despite these efforts, we received no responses from Whittlesey in Fenland, Littleport in East Cambridgeshire, or Huntingdon or St Ives in Huntingdonshire.

Most respondents managed all kinds of residential property. Two specified that they managed good quality properties, but not luxury. One agency in the city dealt exclusively with student accommodation and one agent in Forest Heath catered to the USAAF market. The questionnaire asked about the properties managed (who they were suitable for in terms of household type, whether the office accepted tenants on housing benefit, or manages furnished properties), popular and less popular locations and types of properties, where tenants came from and how approximately how long they stayed. A copy of the survey is included in Appendix 1.

Once the surveys were returned, the data was entered and the results are recorded in the report below. Appendix 4 looks at the results of the estate agents survey and this Appendix (5) at the letting agent survey results.

## A5.2 Results - properties managed and occupation

The questionnaire asked about the number of households managed by type, and the number that were occupied. Between them the respondents who answered this question managed 5,793 properties. Table 3 provides information on the number of properties occupied as a percentage of those managed by household type, where the information was provided.

**Table 3: Percentage of Properties Occupied by Type of Household and Office Location**

	Individuals	Couples	Families	Adult Sharers	Other	Total
Cambridge	86%	96%	80%	71%		88%
Cambridge	100%	100%	100%	100%		100%
Cambridge		100%	100%	100%		100%
Chatteris	90%	92%	100%			93%
Wisbech		100%	100%			100%
Lakenheath	90%	97%	97%			96%
Mildenhall	96%	86%	92%			90%
Huntingdon	89%	93%	86%			89%
Bury St Edmunds	96%	98%	92%	97%		97%
Haverhill	0%	100%	100%			100%

Only ten agents across the sub-region were able to provide a breakdown of both the number of properties managed and the number occupied (some felt that the categories were interchangeable – i.e. a house was suitable for all household structure) In most cases, there is a fairly close match, i.e. most of the properties are occupied. Some agents were unable to provide a breakdown by household type but provided a total figure (see Table 4). In the sub-region as a whole, 86% of properties were occupied.

**Table 4: Properties Managed and Properties Occupied, Total**

	Total properties	Total Occupied	% occupied	Respondents
Cambridge City	2,008	1,546	77%	6
East Cambridgeshire	215	180	84%	1
Fenland	156	152	97%	3

Huntingdonshire	602	551	92%	2
South Cambridgeshire	90	88	98%	1
Forest Heath	572	532	93%	4
St Edmundsbury	630	614	97%	2
<b>Sub Region</b>	<b>4,273</b>	<b>3,663</b>	<b>86%</b>	<b>19</b>

**Table 5: Properties Occupied by Household Type, Sub-Region**

	Households Occupied	Percentage
Individuals	304	16%
Couples	867	45%
Families	636	33%
Adult Sharers	114	6%
<b>Total Number of Properties</b>	<b>1,921</b>	<b>100%</b>

Eleven respondents gave details of the 1,921 properties occupied by household type (none of the respondents were based in South or East Cambridgeshire). In the sub-region as whole, properties suitable for couples were the most commonly occupied (45%) followed by family homes (33%). A smaller percentage of properties were occupied by adult sharers and individuals. On a district level, there were more occupied family homes in Forest Heath, and more adult sharers in Cambridge City, but there was little difference otherwise between each district.

### A5.3 Ownership of rental properties

**Table 6: Owners of Rental Properties**

	Private Companies	Individuals
Cambridge City	781 29% (3%)	1922 71% (97%)
East Cambridgeshire	0 0%	215 100%
Fenland	31 4%	748 96%
Huntingdonshire	13 2%	662 98%
South Cambridgeshire	0 0%	103 100%
Forest Heath <sup>1</sup>	55 9%	565 91%
St Edmundsbury	3 0.4%	849 99.6%
<b>Sub-Region</b>	<b>883</b> <b>15% (3%)</b>	<b>5064</b> <b>85% (97%)</b>

Table 6 shows the number of properties owned by private companies and individuals. We also asked about other categories of owners, but numbers were very small. One estate agent in Forest Heath managed one property owned by a university/college and also one by a public body (not including the local health service). None of the respondents managed properties owned by the local health service. One respondent in Fenland managed two properties owned by the church. It is likely that public bodies including the local health

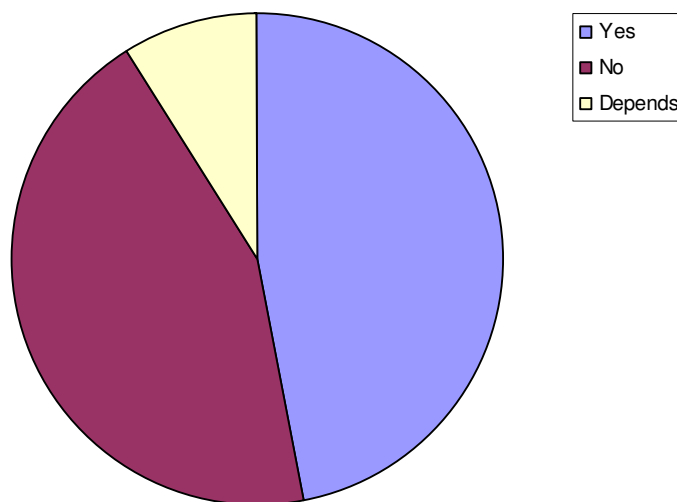
<sup>1</sup> One respondent from Forest Heath didn't give any numbers, but said that 70% of their sales had been to individuals and the rest were to private companies.

service are managing their own properties or possibly using a registered social landlord rather than using a private sector letting agent.

Figures in brackets show the percentage of properties owned by private companies (3%) and individuals (97%). The Student Accommodation Centre based in Cambridge City is removed from this total (all 706 of its properties are owned by private companies). In all areas, most properties are owned by individuals and the second largest group of owners are private companies. This supports the evidence in the estate agents survey about who the buy-to-let investors are (see Appendix 4). However, while both tables agree a large percentage of individuals and a smaller percentage of companies, there is some difference. Table 14 may represent growth in companies buying, but it may also point to distortions based on the small sample size. It may also be that some individuals are registering themselves as companies if they are buying several buy-to-let properties.

#### A5.4 Conditions of Tenancy

**Fig 1: “Do you Accept Tenants on Housing Benefit?” Sub-region by Number of Respondents**



**Table 7: “Do you Accept Tenants on Housing Benefit?” by District**

	Yes	No	Depends
Cambridge City	2	5	1
East Cambridgeshire	0	1	0
Fenland	4	1	1
Huntingdonshire	2	2	0
South Cambridgeshire	1	2	0
Forest Heath	3	3	1
St Edmundsbury	4	1	0
<b>Sub-Region</b>	<b>16</b>	<b>15</b>	<b>3</b>

In the sub-region as a whole, 47% of respondents said that they accepted tenants in receipt of housing benefits, compared to 44% who said no. The remaining 9% said that it depended on the landlord's instruction. There were some differences by district. More of the respondents in Cambridge City and South Cambridgeshire said no. In Fenland and St Edmundsbury it was the other way round. The numbers were the same in Huntingdonshire and Forest Heath. There was only one respondent from East Cambridgeshire. The questionnaire also asked about whether or not the agent managed furnished properties as previous research had suggested that furnished properties were harder to come by as they

are more expensive to insure and require additional standards etc. The results of this part of the survey are shown in Table 8.

**Table 8: Do you Manage Furnished Properties?" by District**

	<b>Yes</b>	<b>No</b>
Cambridge City	9	0
East Cambridgeshire	1	0
Fenland	5	1
Huntingdonshire	3	1
South Cambridgeshire	3	0
Forest Heath	2	5
St Edmundsbury	2	3
<b>Sub-Region</b>	<b>25</b>	<b>10</b>

Most of the agents who responded do manage some furnished properties. All of the agencies in Cambridge City and South Cambridgeshire said that managed furnished properties. More of the respondents in Forest Heath and St Edmundsbury said that they didn't manage furnished properties than those who did.

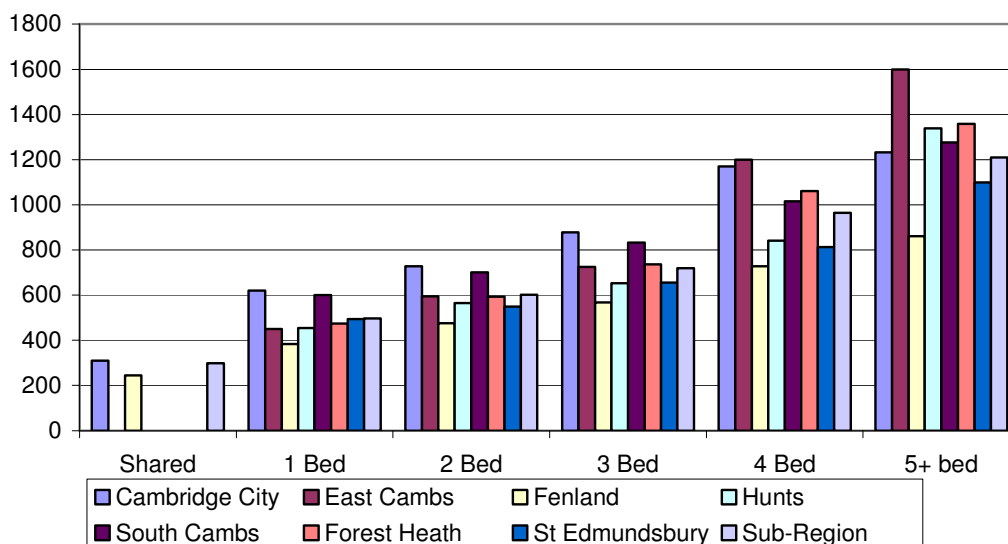
### A5.5 Average Monthly Rent

**Table 9: Average Monthly Rent, by Location of Office**

	<b>Shared</b>	<b>1 Bed</b>	<b>2 Bed</b>	<b>3 Bed</b>	<b>4 Bed</b>	<b>5+ bed</b>
Cambridge City	310	621	727	878	1,170	1,233
East Cambridgeshire		450	595	725	1,200	1,600
Fenland	244	383	475	567	729	860
Huntingdonshire		455	565	653	840	1,338
South Cambridgeshire		600	700	833	1,016	1,275
Forest Heath		474	594	737	1,061	1,358
St Edmundsbury		494	550	655	813	1,100
<b>Sub-Region</b>	<b>298</b>	<b>497</b>	<b>602</b>	<b>719</b>	<b>964</b>	<b>1211</b>

The average monthly rents for 1 to 3 bedroom properties are highest in Cambridge City and South Cambridgeshire. East Cambridgeshire is more expensive for larger properties (although this may be exaggerated as only one response was received from this district). Fenland had the cheapest rents across all property sizes of all the districts, and Huntingdonshire is the second cheapest in most cases. There was no information on the price of rooms in any of the districts except for Cambridge City and Fenland. This type of property is very often a room in someone else's house and people are more likely to manage lodgers for themselves rather than through a letting agent. These data largely support previous research on private sector rents within the region. The only surprise is the expense of larger properties in East Cambridgeshire.

**Fig 2: Average Monthly Rents by District and Room Size**



### A5.6 Tenants and tenant movement

The questionnaire asked about how far tenants had moved from their previous address and how long they stayed in the properties. Table 10 shows that there was more difference in where tenants had moved from than among homebuyers.

**Table 10: Distance Moved by Tenants from Previous Address**

	Moved From <2mi	Moved From 2-5 mi	Moved From 5-10 mi	Moved From 10-40 mi	Moved From 40+	Non-UK
Cambridge City	0 0%	225 14%	165 10%	322 20%	308 19%	612 37%
East Cambridgeshire	50 28%	50 28%	40 22%	20 11%	0 0%	20 11%
Fenland	313 41%	198 26%	76 10%	67 9%	86 11%	31 4%
Forest Heath	71 19%	64 17%	56 15%	11 3%	0 0%	180 47%
Huntingdonshire	142 23%	102 16%	62 10%	119 19%	159 25%	40 6%
South Cambridgeshire	0 0%	0 0%	53 80%	13 20%	0 0%	0 0%
St Edmundsbury	81 12%	237 35%	163 24%	97 14%	43 6%	61 9%
<b>Sub-Region</b>	<b>657 15%</b>	<b>876 20%</b>	<b>614 14%</b>	<b>648 15%</b>	<b>594 14%</b>	<b>944 22%</b>

Cambridge City has a large percentage of people coming from overseas, although a lot of these are students. Surprisingly compared with the rest of the sub-region, respondents estimated that none of the moves were from less than two miles away. The same is true in South Cambridgeshire. Given the comparative expense of buying and renting a home in these districts, people may be choosing to stay where they are than moving only a short distance. Fenland is the district with the largest amount of short distance moves and has a low number of people coming from long distances within the UK and from overseas.

Forest Heath also has a large number of people coming from overseas (47%). A lot of these are USAAF personnel. East Cambridgeshire, Fenland, Huntingdonshire and St Edmundsbury had a large amount of local movement and very few people coming from further than 40 miles away or overseas. There is surprisingly little evidence from this survey of overseas migration in rural areas. This may be because the properties rented by migrant workers are not managed by letting agents, but directly by private landlords.

**Fig 3: Movement of Tenants and Homebuyers, by District**

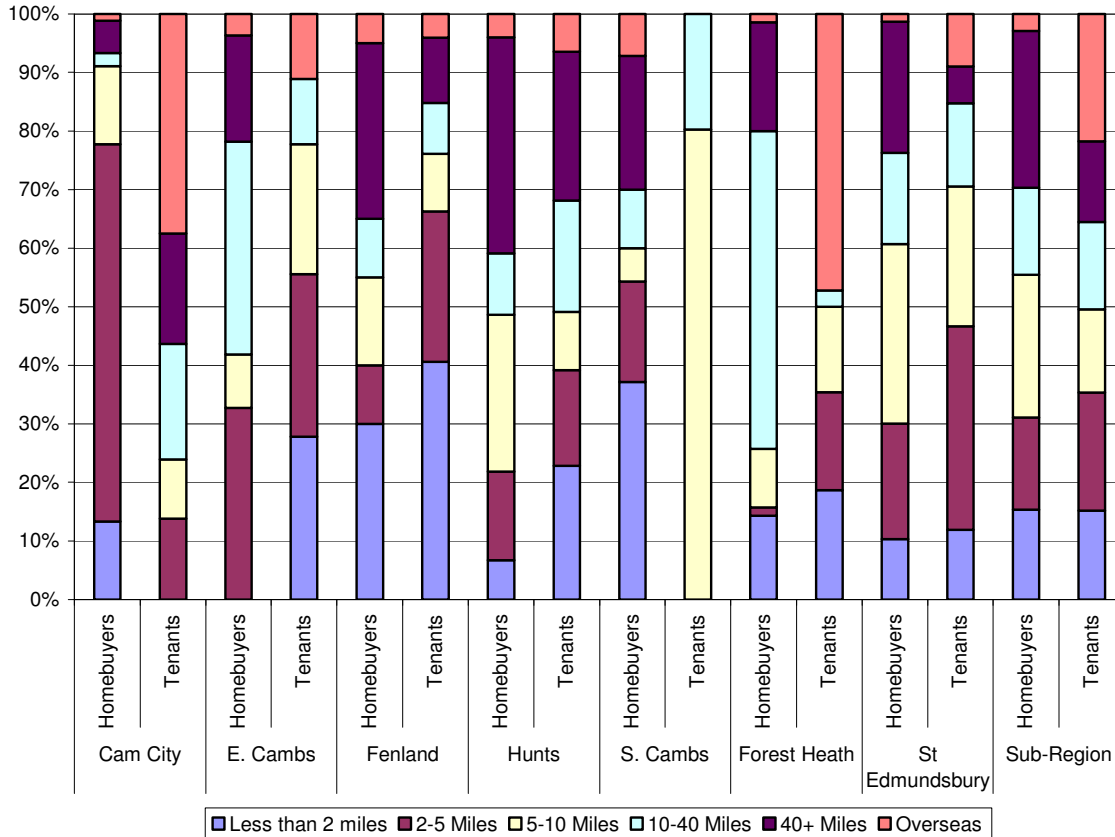


Fig 3 compares the distance from previous address of homebuyers versus tenants. In the sub-region as a whole, tenants are moving from further away than homebuyers, however there are differences at a district level. In Cambridge City, most homebuyers are moving small distances (less than 5 miles). Most tenants are coming from more than 40 miles away or from outside the UK. Some of this is because of the student market, but even if the data from the Student Accommodation Centre is omitted, 34% of tenants are coming from overseas. In East Cambridgeshire, more tenants than homebuyers are from overseas, but more tenants than homebuyers are also moving from smaller distances (less than two miles). In Fenland and Huntingdonshire, more homebuyers are moving from more than forty miles away and overseas, and more tenants are moving from closer to home. In South Cambridgeshire all tenants are moving from between 5-40 miles away, although there was only one respondent from this district who answered this question in each case. In Forest Heath, there is a large percentage of tenants moving from overseas (USAAF personnel). As with East Cambridgeshire, most of the homebuyers are moving from between 10 and miles from their previous address. In St Edmundsbury, tenants are moving more locally than homebuyers.



## A5.7 Tenants' Average Length of Stay in Properties

**Table 11: Length of Stay (Months) by Household Type and District**

	Individuals	Couples	Families	Adult Sharers	Other
Cambridge City	12	12	17	16	15
East Cambridgeshire	12	15	24	9	
Fenland	10	12	17	8	9
Huntingdonshire	12	16	17	12	10
South Cambridgeshire	15	15	21	12	
Forest Heath	16	16	26	22	30
St Edmundsbury	15	17	20	18	
<b>Sub-Region</b>	<b>13</b>	<b>14</b>	<b>20</b>	<b>14</b>	<b>16</b>

Tenants stay in homes for between 13-20 months on average, depending on household structure. Families stay longer than other household types (between 17-26 months). Individuals stay for around a year in Cambridge City, East Cambridgeshire and Huntingdonshire. They stay slightly longer in South Cambridgeshire and the Suffolk districts, and slightly less time in Fenland. Couples stay for slightly longer than individuals in all areas except South Cambridgeshire. Families stay at one address longer than all other groups in all areas. Adult sharers stay for short periods (8-9 months) in East Cambridgeshire and Fenland, but on average stay for more than a year in Cambridge City, Forest Heath and St Edmundsbury. Where information is available on other households, there is a wide range of time for how long they stay.

## A5.8 Demand

We asked letting agents how they would define easy and difficult to let in terms of how long it took to let. Most agents said "easy to let" homes took 4 to 6 days. Properties that were "difficult to let" took between 6 and 8 weeks.

## A5.9 Demand and Location

**Table 12: Most and Least Popular Locations by District**

District	Most Popular	Least Popular
Cambridge City	City Centre, Near Rail Station, Cherry Hinton, South City, Romsey, Hills Road, Chesterton Petersfield, Newnham	Arbury, Kings Hedges, Ditton Fields, Chesterton, North City
East Cambridgeshire	Ely, Stretham, Soham, Cheveley	Wicken, Ely
Fenland	Wisbech (especially Town Centre, South Brink, Lynn Road), Chatteris (especially Furrowfield Road), Elm (especially Peartree way), Doddington, March, Wimblington, Leverington Manea	Wisbech (Mill Close, DeHavilland Road, Cherry Road), Manea, Benwick, Stonea, Christchurch, Chatteris, Guyhirn, Parson Drove
Huntingdonshire	Huntingdon, St Ives, St Neots, Sawtry, Yaxley, Hemingfords	Ramsey, Oxmoor, Upton, St Ives
South Cambridgeshire	Milton, Waterbeach, Cambourne	Bar Hill, Willingham, Papworth
Forest Heath	Mildenhall (especially Comet Way), Newmarket, Brandon, Beck Row, Lakenheath, Dalham	Brandon, Newmarket (Studlands Park), Mildenhall (St Johns Close)

District	Most Popular	Least Popular
St Edmundsbury	Bury St Edmunds (especially Town Centre), Haverhill (Cambridge side), Chalkstone, Hanchett, Meadowlands	Haverhill Town Centre, Clements Estate, Parkway Estate
External	Outwell Upwell, Peterborough, Thetford, Stowmarket	Thetford (especially Abbey Farm and Kim's Belt), King's Lynn, Sutton St James

In Cambridge City, the North side of the city is less popular than the centre and the south side. Only one agent replied from East Cambridgeshire and listed Ely, Stretham and Soham as popular areas. One agent from Newmarket also said that Cheveley was a popular area.

In Fenland, the towns where the respondents were based were popular. However, some smaller settlements were also mentioned (Wimblington, Doddington, Elm, Leverington). These are all quite close to the main roads running through the district, and the villages mentioned as less popular are more remote (with the exception of Guyhirn). Chatteris was unpopular with agents outside Chatteris. Huntingdonshire also has a certain amount of respondent bias with areas closest to the location of the offices being popular. Nearly all agents listed rural/village locations as being difficult to let.

Milton was considered a popular area in South Cambridgeshire as was Waterbeach, only a little further out and with a railway station. Although the north of the city is unpopular, villages to the north are popular. One respondent also listed Cambourne as popular. This is a new development and its popularity supports the views that people prefer modern and new homes (see Table 12). In Appendix 4, table 3 also shows that the estate agent responding from Cambourne sold 25% of their properties as buy-to-let.

In Forest Heath, the towns were popular. Specific parts of towns were mentioned as difficult to let (Studlands Park and St Johns Close). Brandon was considered unpopular by all agents except for the respondent based there, who also said it was easy to let property in Thetford. Bury St Edmunds town centre was listed by all respondents from the town as easy to let. In Haverhill the town centre was unpopular, but the Cambridge side of town was considered to be a desirable area in which to live. Once again, estates were mentioned as unpopular places in which to live.

Table 12 also shows popular and unpopular areas outside the sub-region, most of which got one mention each and the main factor was distance from the office, and to a certain extent people's focus, e.g. Upwell and Outwell (both in Norfolk) were popular locations according to one agent in Wisbech. These villages are closer to Wisbech than they are to King's Lynn and Downham Market, and people who live in these areas are more Cambridgeshire-focused than Norfolk focused.

## A5.10 Preferred Property Age

**Table 13: Easy to Let Properties by Age**

	Period	Victorian	Inter-War	Modern	New	Other
Cambridge City	3	5	0	4	3	0
East Cambridgeshire	0	0	0	1	1	0
Fenland	0	0	0	5	2	0
Huntingdonshire	0	0	0	6	2	0
South Cambridgeshire	0	0	0	3	1	0
Forest Heath	0	0	0	3	4	0
St Edmundsbury	1	2	0	3	2	0
<b>Sub-Region</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>25</b>	<b>15</b>	<b>0</b>

Agents in all areas said that modern properties were easy to let and no-one considered Inter-War homes to be popular. New homes were the second easiest type of rental properties to let, and Victorian properties were third, although this was mostly due to the preference of agents in the City – in most of the rest of the sub-region, they weren't rated. One agent in Fenland said they were difficult to let, as did one in St Edmundsbury.

**Fig 4 Easiest and Most Difficult to Let Properties by Age**

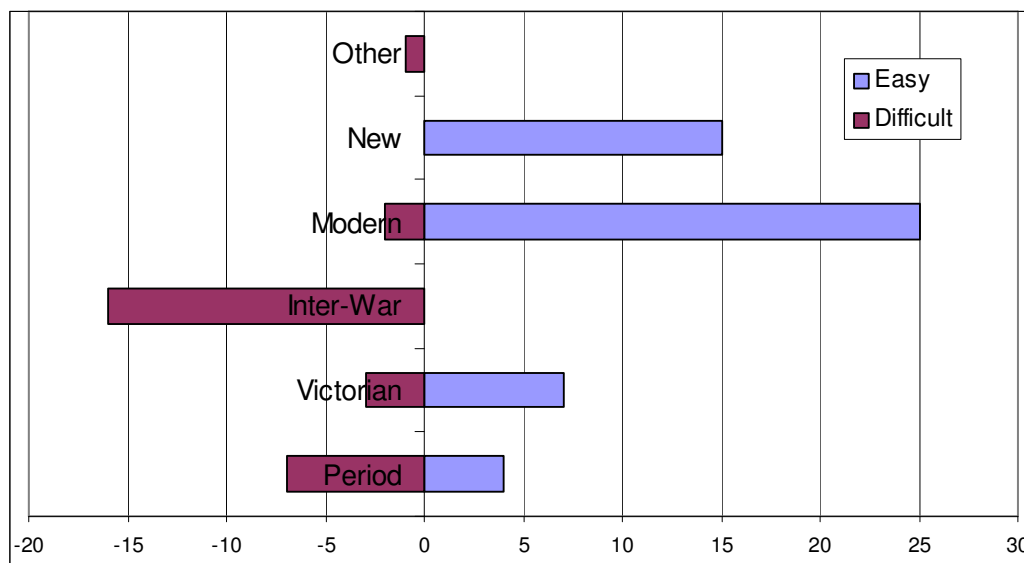


Table 14 shows some 16 respondents who found inter-war properties difficult to let and period homes the second hardest to find tenants for. None of the respondents said that new homes were difficult to let.

**Table 14: Most Difficult Properties to Let by Age**

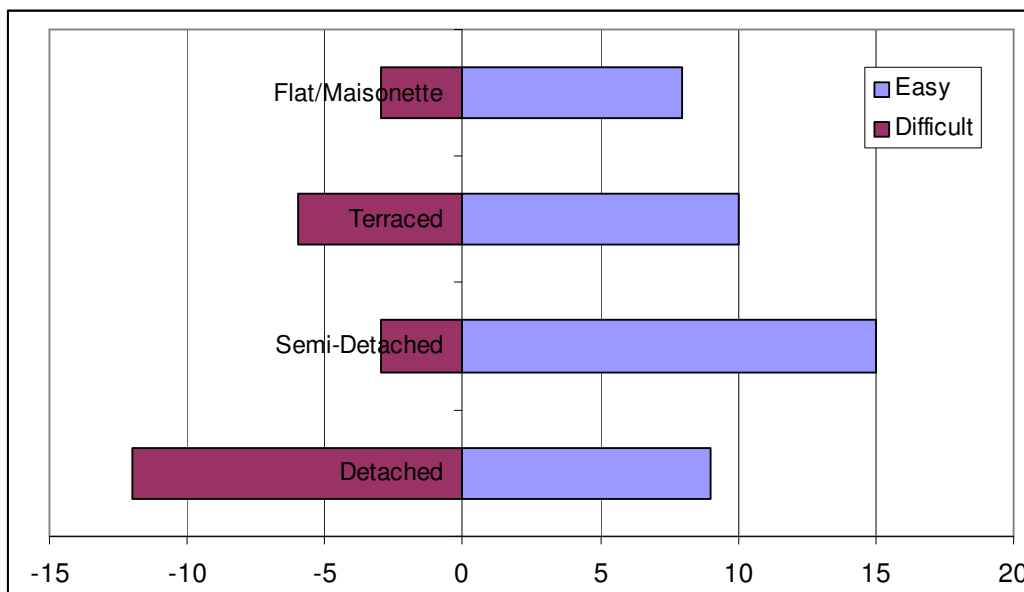
	Period	Victorian	Inter-War	Modern	New	Other
Cambridge City	0	0	4	1	0	1
East Cambridgeshire	0	0	1	0	0	0
Fenland	4	2	1	0	0	0
Huntingdonshire	0	0	1	1	0	0
South Cambridgeshire	0	0	3	0	0	0
Forest Heath	1	0	5	0	0	0
St Edmundsbury	2	1	1	0	0	0
<b>Sub-Region</b>	<b>7</b>	<b>3</b>	<b>16</b>	<b>2</b>	<b>0</b>	<b>1</b>

#### A5.11 Preferred Property Types

**Table 15: Easiest Properties to Let by Type**

	Detached	Semi-Detached	Terraced	Flat/Maisonette	Other
Cambridge City	2	2	3	0	0
East Cambridgeshire	1	2	0	0	0
Fenland	1	4	2	1	0
Huntingdonshire	0	3	1	1	0
South Cambridgeshire	1	2	0	2	0
Forest Heath	4	0	1	2	0
St Edmundsbury	0	2	3	2	0
<b>Sub-Region</b>	<b>9</b>	<b>15</b>	<b>10</b>	<b>8</b>	<b>0</b>

**Fig 5: Easiest and Most Difficult Property to Let by Type**



**Table 16: Most Difficult Properties to Let by Type**

	Detached	Semi-Detached	Terraced	Flat/Maisonette	Other
Cambridge City	1	2	0	0	0
East Cambridgeshire	0	0	0	1	0
Fenland	3	0	2	0	0
Huntingdonshire	3	0	0	0	0
South Cambridgeshire	0	1	2	0	0
Forest Heath	2	0	2	2	0
St Edmundsbury	3	0	0	0	0
<b>Sub-Region</b>	<b>12</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>0</b>

Semi-detached properties were considered as easy to let by agents in all areas except for Forest Heath, and terraced homes were the second most popular type of properties. More agents said detached properties were easy to let than did those for flats. Detached homes cost more to rent and are more suitable for large families than couples and single tenants. However, if the number of those who said they were difficult to let is subtracted, then flats are more popular than both detached and terraced properties, although semi-detached homes still rank highest. None of the respondents said that other types of homes were especially easy or difficult to let.

### A5.12 Preferred property sizes

Smaller properties of 2/3 bedrooms were said to be easier to let than larger properties with four or more rooms. Generally, there was little difference between the districts, though 2 respondents in Forest Heath said that 4 bedroom properties were easy to let (one of these was the agency whose tenants were all USAAF).

### A5.13 Conclusions - Properties

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Between 77 and 97% of the properties managed were occupied by tenants.

Most privately rented properties are owned by individuals, with the second largest group being private companies. There was a very small number of properties owned by other organisations (universities and colleges, the church and other public bodies). This is probably because of these organisations managing their properties themselves.

Almost half of the agencies who responded accepted tenants on housing benefits, and some said it depended on the landlord. 71% of respondents said that managed some furnished properties.

Cambridge City is the most expensive place in which to rent a 1-3 bedroom property. East Cambridgeshire is more expensive for 4 and 5 bedroom properties, but this is possibly biased by only having one respondent from this district. Fenland is the least expensive area, followed by Huntingdonshire.

Very few letting agents were able to give an average monthly rent for a room in shared accommodation, implying that very few rooms are available through agents. This is probably because if people are taking in lodgers they are more likely to manage that relationship themselves rather than through a letting agent.

### A5.14 Conclusions - Tenants

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In the sub-region as a whole tenants are moving greater distances from their previous addresses than homebuyers, although there are differences at district level, with a lot of people coming from overseas in Cambridge City and Forest Heath and a more local pattern of movement amongst tenants in all other districts.

Tenants stay at one address for between 13-20 months on average, depending on household structure, with families staying the longest and individuals and adult sharers staying the least amount of time.

“Easy to let” features were modern, semi-detached and 2-3 bedrooms. Inter-war and detached properties were difficult to let as were homes with 4 or more bedrooms. This corresponds well to the information on demand in the buy-to-let sector in the Estate Agents Survey.

### A5.15 Conclusions - Popular locations

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Generally,

- Town locations are popular in all districts. Anything in villages or “rural locations” is difficult to let, unless the village is on a main road or has other good transport links.
- As with the estate agents survey, there is a bias depending on where the office is based, e.g. Chatteris is an unpopular location according to agents in Wisbech and Huntingdon, but popular according to agents in Chatteris itself. It makes more sense for people to use an agent in Chatteris if that is where they want to live.

**Appendix 1 – Letting Agents Questionnaire**

1. What geographical area do you cover? (Please list or outline on attached map).

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2. Is this...  
 A branch office?.....  1  
 A head office?.....  2  
 Other (please state)?.....

3. What type of properties do you specialise in? (Please tick all that apply)  
 All types.....  1  
 Specialist Market (luxury, first time buyers etc – please state). \_\_\_\_\_

4. How many properties do you currently manage?

	<i>Individuals</i>	<i>Couples</i>	<i>Families</i>	<i>Adult sharers</i>	<i>Other</i>	<i>Total</i>
Total number suitable for						
<i>Number. Occupied</i>						

5. How many of the properties you manage are owned by...

<i>University/colleges</i>	
<i>Local health service</i>	
<i>Other public bodies</i>	
<i>Private companies</i>	
<i>Individuals</i>	
<i>Other (please state)</i>	

6. Do you accept tenants in receipt of Housing Benefit? (Please tick)  
 Yes  1 No  2

7. Do you managed furnished properties? (Please tick)  
 Yes  1 No  2

8. Approximately what is the average monthly rent for the following types of properties managed by your office?

<i>Rooms in shared accommodation</i>	
<i>One bedroom</i>	
<i>Two bedroom</i>	
<i>Three bedroom</i>	
<i>Four bedroom</i>	
<i>Five or more bedrooms</i>	

9. Within your branch area, roughly how many tenants would you estimate moved from...

<i>Within two miles</i>	
<i>2-5 miles</i>	
<i>5-10 miles</i>	
<i>10-40 miles</i>	
<i>Over 40 miles</i>	
<i>Outside the UK</i>	

10. On average how long do tenants stay in the properties you manage?

<i>Individuals</i>	
<i>Couples</i>	
<i>Families with children</i>	
<i>Adult sharers</i>	
<i>Others</i>	

11. Where are the three most popular and three least popular locations for tenants within your branch area?			
Most popular		Least Popular	
1.		1.	
2.		2.	
3.		3.	
12. What are the easiest and most difficult types of property to let in terms of age, building type and number of bedrooms?			
	<b>Age</b>	<b>Building type</b>	<b>No. of bedrooms</b>
Easiest	Period <input type="checkbox"/> 1 Victorian <input type="checkbox"/> 2 Inter-war <input type="checkbox"/> 3 Modern <input type="checkbox"/> 4 New <input type="checkbox"/> 5 Other <input type="checkbox"/> 6	Detached <input type="checkbox"/> 1 Semi-Detached <input type="checkbox"/> 2 Terraced <input type="checkbox"/> 3 Flat/Maisonette <input type="checkbox"/> 4 Other <input type="checkbox"/> 5	
Most difficult	Period <input type="checkbox"/> 1 Victorian <input type="checkbox"/> 2 Inter-war <input type="checkbox"/> 3 Modern <input type="checkbox"/> 4 New <input type="checkbox"/> 5 Other <input type="checkbox"/> 6	Detached <input type="checkbox"/> 1 Semi-Detached <input type="checkbox"/> 2 Terraced <input type="checkbox"/> 3 Flat/Maisonette <input type="checkbox"/> 4 Other <input type="checkbox"/> 5	
13. Within your branch area, in which locations are properties are more difficult to let?			
14. What would you define as "difficult to let?"			
2-4 weeks	<input type="checkbox"/> 1		
4-6 weeks	<input type="checkbox"/> 2		
6-8 weeks	<input type="checkbox"/> 3		
More than 2 months	<input type="checkbox"/> 4		
15. Within your branch area, in which locations is it especially easy to let?			
16. What would you define as "easy to let?"			
Under 3 days	<input type="checkbox"/> 1		
4 days – 6 days	<input type="checkbox"/> 2		
1-2 weeks	<input type="checkbox"/> 3		
More than two weeks	<input type="checkbox"/> 4		