

Landlords' emergency contact information

A review by Tenant Advisors



Our Tenant Advisors reviewed the websites of **36** landlords to find out how easy it is for tenants and service users to find emergency contact numbers for their landlords.

What our Tenant Advisors found

Most of the landlords our Tenant Advisors looked at made it easy for their tenants to find out how to contact them in an emergency. On six of the websites our tenant advisors couldn't find emergency contact numbers.

36 of the landlords tested had a website.



They could find emergency contact numbers on **30** websites.



22 had a link to emergency contact information on the homepage.



They found the information on **25** websites easy to understand.



187 out of 191

landlords have websites



Tenant Advisors found additional useful information on some landlord websites:

13 explained what 'out of hours' means.

7 were clear that the emergency phonenumber was free to use

16 gave clear examples of emergency repairs.

9 had dedicated phonelines for emergencies about gas or water supply.

What landlords should do:

- > Make emergency contact information easy to find and understand.
- > Put a prominent link to emergency contact information on the front page of their website.
- > Test with tenants how easy it is to find emergency contact information and how useful it is.

www.scottishhousingregulator.gov.uk

We will...

Engage further with some landlords to follow up on these findings.

