## Actions likely to be taken by letting agents

Move from the high street to decrease rental costs

Have longer opening hours

Lower our fees

Move into sales too

Launch an online or hybrid option

Move into other lettings areas eg. holiday, commercial

Lobby for legislation changes

Provide a more flexible fee structure

Have fewer people working here

Increase our negotiation skills to get better rental prices

Provide a more transparent service

Increase our use of portals

Act more as consultants

Provide more advice to customers on property price pre-sale

Offer more services

Increase our use of technology

Do more marketing



