



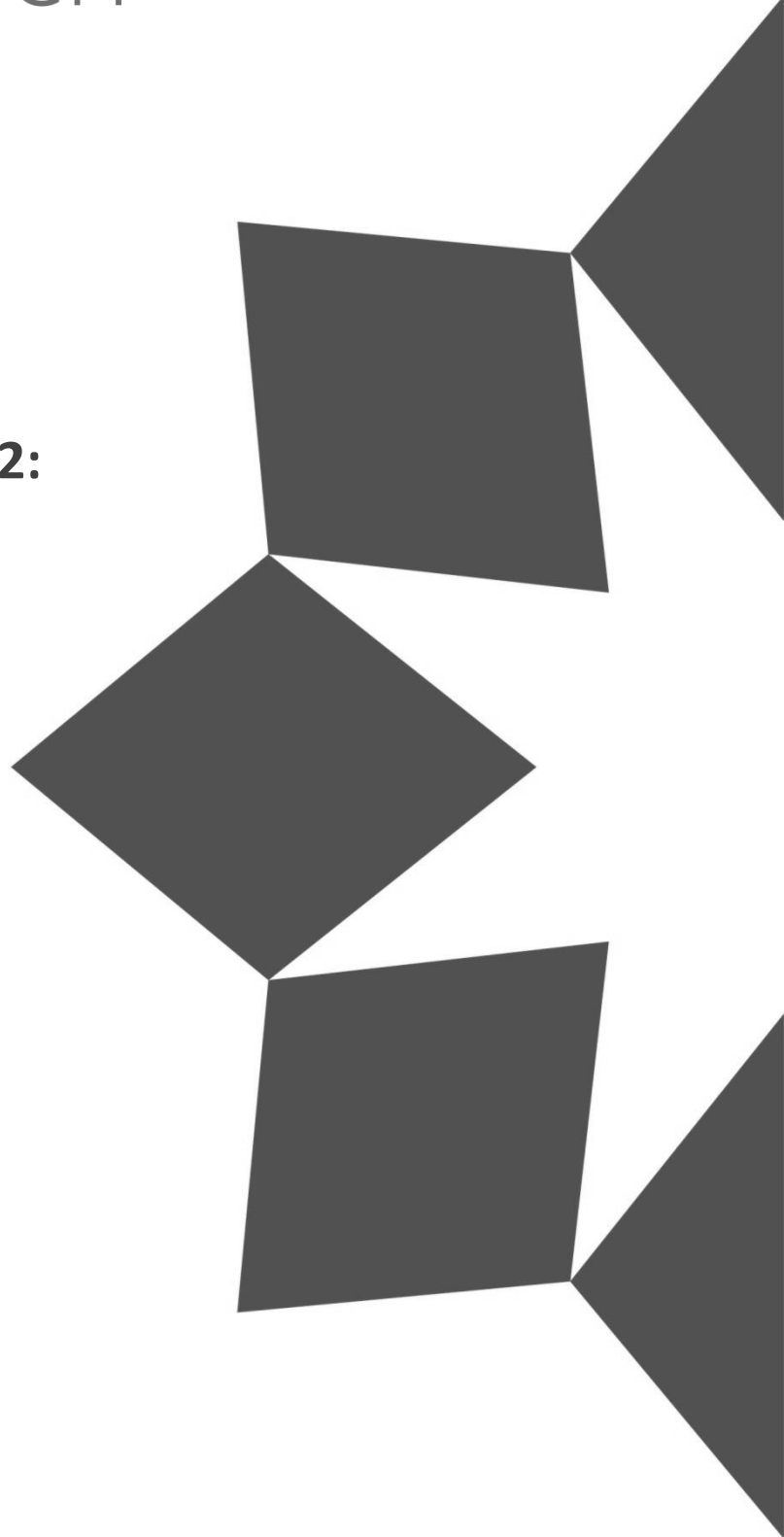
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Cambridge City Council

**Satisfaction Survey 2022:
General Needs Tenants**

Final report

March 2023



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Project details

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Client	Cambridge City Council
Project number	20073
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Executive summary

Cambridge City Council commissioned M·E·L Research to carry out a satisfaction survey to gather feedback from residents. The aim was to gain a better understanding of the levels of satisfaction residents have with their homes and the associated services provided.

We used a mixed method (online and postal) approach to obtain 1,401 responses from general needs tenants which gives a good overall margin of error of $\pm 2.3\%$. The results presented in this report relate to general needs tenants only.

Key findings

This research has been undertaken during a period of transition for how social landlords measure the satisfaction of their tenants. The early adoption of the Tenant Satisfaction Measures (TSMs) in this survey gives Cambridge City Council advance insight on the issues that are most likely to be scrutinised across the sector for the foreseeable future.

The TSMs give a more rounded set of indicators on the tenant experience. Below presents the key headlines from the survey for the 12 tenant perception measures which form part of the TSMs, with comparisons to the 2020 survey where applicable.

Key results – tenant perception measures	2020	2022	+/- (%-points)
TP01: Overall satisfaction	72%	67%	-5
TP02: Satisfaction with repairs	76%*	72%	-4
TP03: Satisfaction with time taken to complete most recent repair		67%	
TP04: Satisfaction that the home is well maintained		64%	
TP05: Satisfaction that the home is safe	78%*	70%	-8
TP06: Satisfaction that the landlord listens to tenant views and acts upon them		52%	
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them		59%	
TP08: Agreement that the landlord treats tenants fairly and with respect		66%	
TP09: Satisfaction with the landlord's approach to handling of complaints		29%	
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	53%*	56%	+3
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods		55%	
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour		48%	

**Not directly comparable due to change in question wording.*

Introduction

Cambridge City Council commissioned M·E·L Research to carry out a satisfaction survey to gather feedback from residents. The aim was to gain a better understanding of the levels of satisfaction residents have with their homes and the associated services provided.

Method

The questionnaire design (Appendix A) followed the Housemark STAR guidance and incorporated the Regulator's new Tenant Satisfaction Measures (TSMs), ensuring the collection of robust data on the resident experience and perceptions. The questionnaire used a set of core questions and tenant perception measures, along with a selection of extra questions focusing on specific service areas consistent with the Housemark guidance.

The early adoption of the TSMs in this survey gives Cambridge City Council advance insight on the issues that are most likely to be scrutinised across the sector for the foreseeable future.

Residents were initially invited to take part in the survey by email or SMS. Following this, postal surveys were sent to those who had not responded and to those without an email address or mobile number. Those who received the postal version were also provided with a web link giving them the option to complete the survey online. Three weeks later a postal reminder was sent out to those who had not responded. This multi-channel engagement approach is in line with the latest sector guidance.

The fieldwork began in October and finished in December 2022.

Response rate and statistical reliability

The Council commissioned three separate surveys: for general needs tenants, independent living tenants and leaseholders. The surveys were sent to all tenants and leaseholders, including 6,276 general needs tenants. A total of 1,401 completed questionnaires were returned by general needs tenants, giving an overall response rate of 22%.

The results for general needs tenants are therefore accurate to $\pm 2.3\%$ at the 95% confidence level. This means that if we surveyed every single resident, the results could be 2.3% above or below the figures reported (e.g. a 50% satisfaction rate could actually lie between 47.7% and 52.3%). However, where base sizes are smaller, for example due to questions being skipped or among sub-groups, the margin of error would be wider and so those results should be treated with greater caution. The table below shows the number of completed interviews and margin of error by tenure.

Breakdown of completed interviews and margin of error by tenure

	Stock size	Responses	Response rate	Margin of error
General needs tenants	6,276	1,401	22%	±2.3%
Independent living tenants	494	180	36%	±5.8%
Leaseholders	1,152	227	20%	±5.8%
Overall	7,922	1,808	23%	±2.0%

Appendix B shows the demographic profile of the sample.

Analysis and reporting

Presentation of data

The results of the general needs survey are presented in this report, with separate reports for independent living tenants and leaseholders. Comparisons to the previous survey in 2020 are also included, where applicable, to show trends. The results for 2020 and 2022 are unweighted, however the 2022 results for independent living tenants was weighted by ward and property type, to ensure that the results more accurately match the known profile of your stock.

Results are based on 'valid' responses and therefore where a respondent has selected 'not applicable' or left a question blank, these have been excluded from analysis for that question. The base size therefore shows the total number of respondents included in the analysis for each question. Owing to the rounding of numbers, the percentages displayed on graphs may not always add up to 100% and may differ slightly to the text. The figures provided in the text should always be used as the authoritative results.

Statistical tests

To provide further insight into the results, we've carried out sub-group analysis by different demographics and some other variables (e.g. age, property type and ward). The 18-19 and 20-29 age bands were combined (Under 30) due to a low response from these groups. The results for these sub-groups have been presented only if they were statistically significant (at the 95% confidence level) and if the base sizes were 30 or more.

Where there is a statistically significant difference between groups, this has been noted in the report as a "significant" difference. However, a significant difference may not necessarily mean that the difference is 'important'. Any statistically significant differences between this year's results and the 2020 survey period are also included in this report.

Please note, throughout the report where Cambridge City Council is mentioned, this refers to the Council's Housing Service.

1. Overall service

The following section details the results to questions asked around the overall service provided by Cambridge City Council.

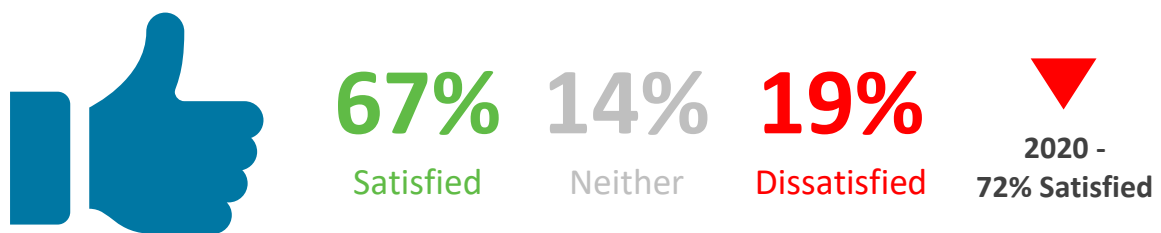
Overall service provided

Taking everything into account, two thirds (67%) of tenants are satisfied with the overall service provided by their landlord, with similar proportions 'very satisfied' (31%) and 'fairly satisfied' (36%). Almost a fifth (19%) report some degree of dissatisfaction and 14% have no strong feelings either way.

Comparison with the previous survey period shows satisfaction has fallen by 5% points, a statistically significant difference, with more tenants dissatisfied (19% compared to 15% in 2020).

Figure 1.1 Overall service provided

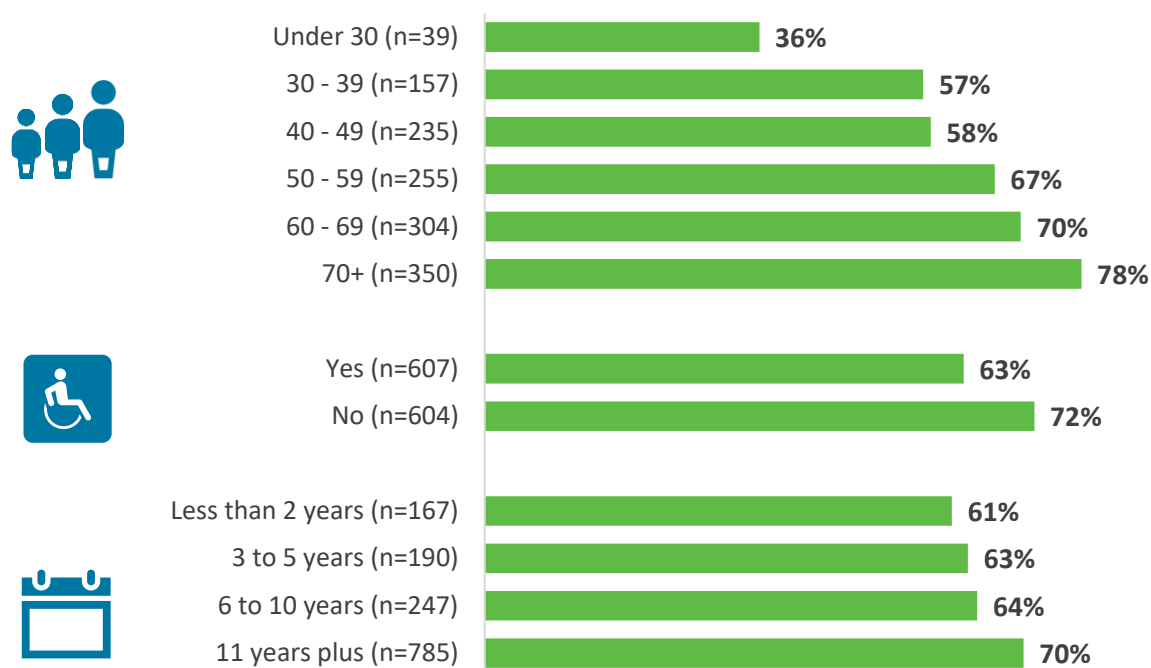
Base size: 1,389



Analysis of overall satisfaction levels by sub-groups within the general needs population shows some significant differences:

- As is commonly the case, satisfaction is higher amongst the older age groups, with those aged under 50 significantly less satisfied than older tenants aged 60 and over.
- Tenants with, or living with someone with a health problem were significantly less satisfied than those without a health problem.
- Tenants who have been with you a long time (11 years or more) were significantly more satisfied than those with a tenancy length of less than 2 years. In fact, satisfaction increases with length of tenancy.

Figure 1.2 Overall service provided by age, health issue and length of tenancy



Reasons for satisfaction/dissatisfaction with the overall service provided

All tenants were then given the opportunity to provide their reasons to explain their current satisfaction level. A total of 1,024 valid comments were given. These have been grouped into themes which are presented in Tables 1.1 to 1.3 below. The table shows the total number of mentions for each theme and also the breakdown by those satisfied, neither satisfied nor dissatisfied and dissatisfied. One response could have contained more than one theme and as such, the total presented in the table may be higher than the number of responses.

Results show that the most popular theme was mentions of satisfaction with the overall service or with staff at Cambridge City Council (21% of comments). As expected, this was mostly from those satisfied with the overall service provided, though some dissatisfied tenants still took the time to share praise.

The second most common theme was mentions of dissatisfaction with the speed of repairs and maintenance and appointments not being met (16% of comments). Those comments were mostly dissatisfied tenants, though some were satisfied or neutral. Positively though, 11% of comments were from tenants who shared positive themes around the repairs and maintenance service. This was a key topic in the survey, with results related to this service presented later on in this report.

Table 1.1 Top 10 reasons among satisfied tenants with the overall service provided


	Number satisfied	Total	
		Number	Percentage
Satisfied with overall services/ staff	212	220	21%
Satisfied with repairs & maintenance service	113	116	11%
Efficient/ quick to respond to issues	61	64	6%
Dissatisfied with repairs & maintenance - speed and appointments	53	166	16%
Other	49	93	9%
Positive comments	46	48	5%
Well-kept property / satisfied with property	31	35	3%
Repair/upgrade needed	25	74	7%
Slow to respond to issues	21	57	6%
Customer service	21	42	4%

Table 1.2 Top 10 reasons among dissatisfied tenants with the overall service provided



	Number dissatisfied	Total	
		Number	Percentage
Dissatisfied with repairs & maintenance - speed and appointments	87	166	16%
Repair/upgrade needed	37	74	7%
Dissatisfied with repairs & maintenance - quality and workmen	32	50	5%
Mould/damp issues	25	35	3%
Slow to respond to issues	20	57	6%
Communication - general (e.g. slow, no follow-up)	18	47	5%
Other	17	93	9%
Customer service	17	42	4%
Anti-social behaviour/ issues with neighbours	13	20	2%
Advice and support (e.g. listen to tenants' concerns/complaints & act, check on vulnerable tenants)	11	18	2%

Table 1.3 Top 10 reasons among tenants neither satisfied nor dissatisfied with the overall service provided

	Number neither	Total	
		Number	Percentage
Other	27	93	9%
Dissatisfied with repairs & maintenance - speed and appointments	26	166	16%
Slow to respond to issues	16	57	6%
Repair/upgrade needed	12	74	7%
Communication - general (e.g. slow, no follow-up)	12	47	5%
Rent/ service charges issues/ not VFM	10	22	2%
Dissatisfied with repairs & maintenance - quality and workmen	6	50	5%
Grounds maintenance	6	16	2%
Satisfied with overall services/ staff	5	220	21%
Dissatisfied with communal cleaning	5	20	2%

A selection of comments is shown below.



Satisfaction by ward

In order to understand differences in satisfaction spatially, Map 1.1 highlights differences in satisfaction with the overall service by ward.

Results show that the wards with the highest levels of satisfaction were West Chesterton (73%), Arbury (71%), Coleridge (71%) and Cherry Hinton (70%), although none of these wards were significantly more satisfied than the overall sample. Tenants in Trumpington (52%) were the least satisfied.

Map 1.1 Overall service provided by ward



Overall satisfaction

- Sample size too low
- 51% to 60%
- 61% to 70%
- 71% to 80%

Scale: 1 : 74,277

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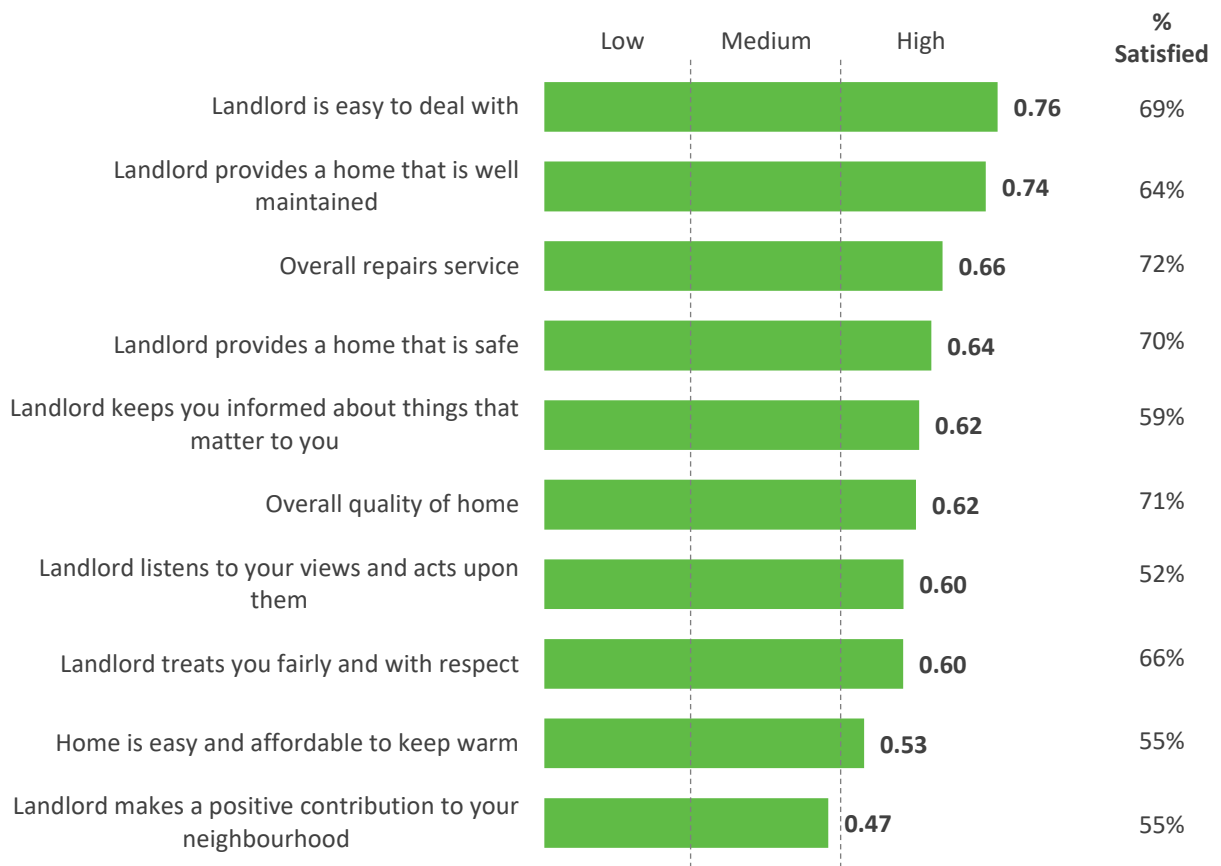
Key driver analysis

Satisfaction with the overall service provided has been further analysed using a statistical technique called key driver analysis, based on correlation testing. This helps to better understand the associations between key performance indicators and to identify the relative impact that they have on each other. A correlational test will result in a score (correlation coefficient) between 0 and 1. Correlation coefficients that are closer to '1' indicate that a strong linear relationship exists between the two measures. This means that if a housing provider can improve performance on one measure, then it is likely that feedback will improve on the other measure too.

In the real world, it is highly unlikely that the types of survey questions that can be used will correlate at a factor more than 0.85. Another issue with this technique is that of causality – the technique alone cannot easily tell us which question influences which question (i.e. the 'chicken and egg' conundrum). In this sense, correlation testing is just a guide to indicate where attention should be diverted, and interpretation applied.

The bars in Figure 1.3 indicate the strength of the correlation, with the strongest ranking at the top. Anything over 0.5 suggests that a strong relationship exists between the two questions, and any number between 0.3 and 0.5 suggests a medium relationship. The current satisfaction is also presented next to each bar.

Figure 1.3 Results for satisfaction with overall service (key relationships)



Almost all of the questions analysed were shown to correlate highly with satisfaction with the overall service. However, the strongest relationships were with **Cambridge City Council being easy to deal** (0.76) and **Cambridge City Council providing a home that is well maintained**. There is also a strong relationship between the **overall repairs service** (0.66) and **Cambridge City Council providing a home that is safe** (0.64). This suggests that tenants expect a high level of service across the board, from all aspects of their interaction and relationship with you under the pillars of property, people and processes. In order to be satisfied overall, they expect well maintained homes with efficient and effective processes should things go wrong and expect good customer service.

However, results show that being easy to deal with and providing a home that is well maintained are the strongest drivers and therefore attention should be diverted here, especially as scores here are relatively low (in comparison to repairs satisfaction scores).

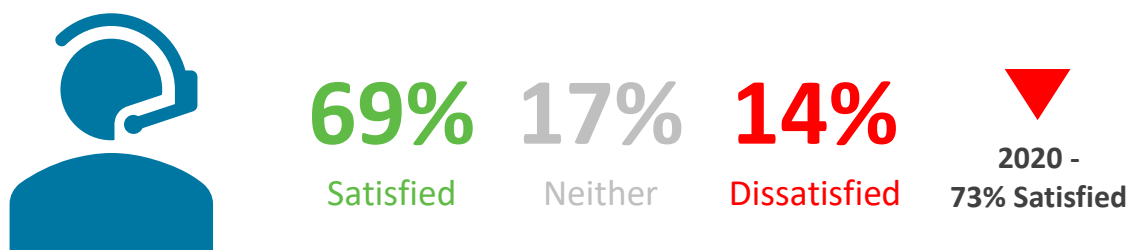
Easy to deal with

Tenants were asked to what extent they were satisfied that their landlord is easy to deal with. Almost seven in ten (69%) tenants expressed satisfaction, with a greater proportion 'fairly satisfied' (38%) as opposed to 'very satisfied' (31%). 14% expressed dissatisfaction and 17% had no strong feelings either way.

Comparison with the previous survey period in 2020 shows satisfaction has fallen by 4% points, a statistically significant difference.

Figure 1.4 Easy to deal with

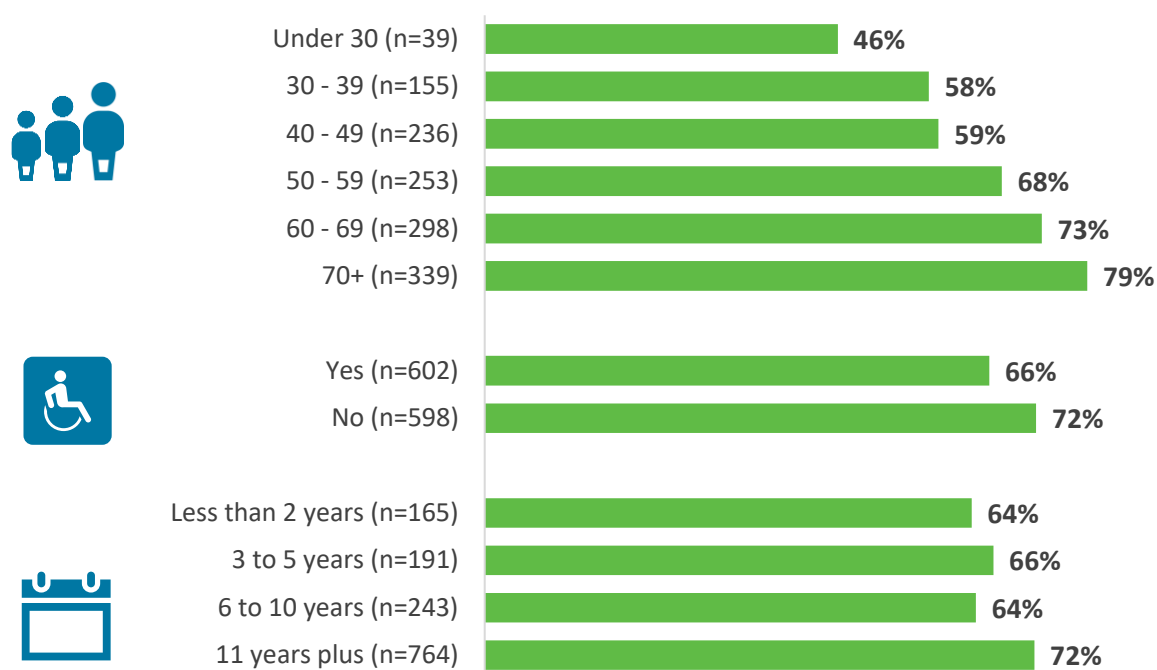
Base size: 1,363



Analysis of satisfaction levels by sub-groups shows some significant differences:

- Tenants aged under 30 were significantly less satisfied with Cambridge City Council being easy to deal with than tenants aged 50 and over. 26% of those under 30 were dissatisfied. This may reflect heightened levels of service expectations from younger tenants.
- Tenants with, or living with someone who has a health problem were significantly less satisfied than those without.
- Tenants who have been tenants with Cambridge City Council for 11 years or more were significantly more satisfied than those with a tenancy length of less than 2 years and 6-10 years.

Figure 1.5 Easy to deal with by age, health issue and length of tenancy



Perceptions of service provided by Cambridge City Council

Tenants were asked to what extent they agree or disagree with a series of statements, to better understand their perceptions of the service they receive from Cambridge City Council.

The highest level of agreement is with the statement ‘my landlords communications are professional and courteous’ (74%). The lowest level of agreement is with the statement ‘my landlord resolves issues in a timely manner’ (51%). However, disagreement is also high for ‘someone is usually available to take my call’.

Across the statements between 16% and 31% of tenants gave a neutral response. This may suggest that they have limited interaction with you as their landlord or limited awareness of these aspects of the services provided.

Comparing this year’s results to the last survey period in 2020 shows a fall in agreement levels for ‘my landlords’ communications are professional and courteous’ (74% compared to 77%), ‘someone is usually available to take my call’ (65% compared to 73%) and ‘my landlord resolves issues in a timely manner’ (51% compared to 53%). Positively though, agreement that Cambridge City Council publicises improvements made using tenants’ feedback has increased by 5% points since 2020.

Figure 1.6 Agreement with perception statements

Base size: 1,103-1,297



Sub-group analysis shows some significant differences by age and length of tenancy.



- Tenants aged 70 and over were significantly more likely to agree with all statements. For example, 66% of those 70 and over agreed that Cambridge City Council resolves issues in a timely manner compared to 26% of those under 30 and 39% of those aged 30-39.



- Tenants with, or living with someone with a health problem were significantly less likely to agree that Cambridge City Council's communications are professional and courteous (71%) compared to those without (78%).



- Those that have been with you the longest, for 11 years or more, were more likely than those who have been tenants for less than 2 years to agree that Cambridge City Council resolves issues in a timely manner (54% vs 44%) and that Cambridge City Council provides good advice and support for paying rent and service charges and managing finances (64% vs 53%).

As shown in the figure above, there were also low levels of agreement with publishing improvements made using tenants' feedback; with almost half disagreeing. At a later point in the survey, on the topic of resident involvement and having the opportunity to make view known, all tenants were informed that Cambridge City Council provides a number of opportunities for tenants and leaseholders to:

- Influence the management decision about their housing
- Test and challenge the quality of homes and the services that go with them
- Improve their estates and community.

Tenants were then asked if they would be interested in finding out more about these opportunities. 35% of tenants said they would be. Those who expressed interest also gave permission for their details to be passed back to Cambridge City Council, which means a pool of 470 willing tenants for Cambridge City Council to directly approach and engage with further. These individuals are spread across the majority of wards, age groups and tenancy lengths, providing a good range of tenants and opinions to engage with.


Future priorities


All tenants were also asked what they think should be the future priorities for their landlord. A total of 895 valid comments were left. These have been grouped into themes which are presented in Table 1.4 below.

The most common theme mentioned by tenants was prioritising improvements, upgrades and maintenance of property standards including things such as replacing windows, bathrooms and sorting out damp/mould. This was mentioned in 25% of the comments. To put this result in context, as outlined later on in this report, satisfaction with the home being well maintained is at 64%, with 21% dissatisfied.

The second most common themes includes general comments around continuing with the existing priorities or continuing to provide the current level of service (19%). This was followed by improved communication (12%) and general customer service (9%) – highlighting the split between those currently satisfied with services as they are and those that believe that they could be better serviced.

Table 1.4 Future priorities for Cambridge City Council

	Count	% of comments
Improvement/ upgrades/ maintenance of property standards (e.g. replacing windows, new bathrooms, sort out damp/mould, guttering)	228	25%
Other (e.g. carry on as they are/ nothing)	166	19%
Communication/ visits to properties/ views taken into account/ follow-up on complaints	105	12%
Customer service - general	79	9%
Repairs and maintenance - appointments/ speed	66	7%
Rent/service charges/ affordable housing	51	6%
Advice and support to residents	51	6%
Crime/ ASB/ neighbour issues/ drug dealing	33	4%
Repairs/maintenance other comments	30	3%
External areas/ grounds maintenance/ neighbourhood appearance/ littering/ dog fouling/ road sweeping	29	3%
Look after older/ vulnerable/ homeless people	25	3%

	Count	% of comments
Safety and security (e.g. a safer neighbourhood, street lighting, install CCTVs, better locks, more policing)	19	2%
Maintenance/ improvement on communal areas, neighbourhood, open spaces	19	2%
Build more housing/ new homes	18	2%
Treatment of tenants	17	2%
Repairs and maintenance - quality	16	2%
Environmental impact/ Sustainability	16	2%
Car parking	14	2%
Communal cleaning (e.g. internal areas, window cleaning)	9	1%
Regular bin collections/ better service including recycling/ more bins in neighbourhood	9	1%
Housing to be more available	9	1%
Fly tipping	8	1%
Quality control	8	1%
Better housing service overall/ fairness	7	1%
Condition of roads/ pavements	7	1%
Housing Officers	7	1%
Bin areas/stores - cleanliness or improvement	5	1%
Repairs and maintenance - customer service	4	0%
Covid-19	3	0%
Road safety/ traffic congestion/ speeding	3	0%
Issues with overcrowding/ illegal sub-letting	3	0%
More or better services for children/ young people (e.g. more sports clubs, improve or more children's play areas, mental health service)	2	0%
Fire safety/ building safety	2	0%
Council tax	1	0%

A selection of comments is shown below.

"Repairs, making sure the housing is more than acceptable to live in by doing proper repair work, fixing minor issues which tenants cannot do as well as major, just overall making sure the standards of council housing are higher."

"To ensure that tenants have homes that are of good standard and that young families have homes."

"Carry on doing what you are doing, and the way you do things! Helping people is the most important!"

"Following up and responding to communication from tenants about issues."

2. Communication and engagement

This section explores tenants' views on their engagement and involvement with Cambridge City Council, including use of the My Cambridge portal and preferred communication channels.

Listening to tenants' views and acting upon them

Tenants were asked to what extent they were satisfied that their landlord listens to their views and acts upon them. Just over half (52%) are satisfied, with more 'fairly satisfied' (32%) as opposed to 'very satisfied' (20%). Over a fifth (22%) are dissatisfied with their views being listened to and acted upon and 26% are neither satisfied nor dissatisfied.

It can be common to observe higher instances of 'neither' for this question, as some tenants may not have voiced their views and therefore may feel unable to provide a positive or negative response.

Figure 2.1 Listening to tenants' views and acting upon them

Base size: 1,272



52%
Satisfied

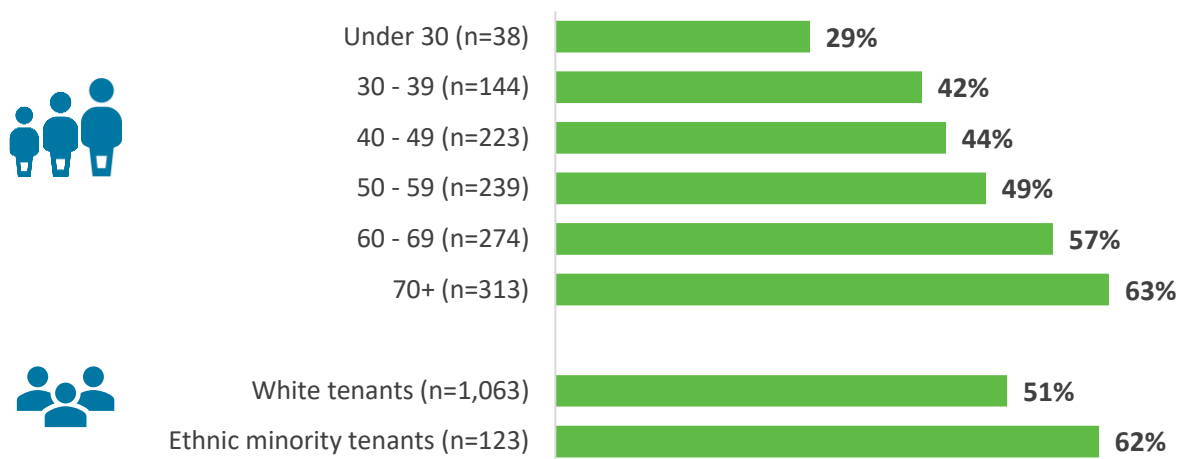
26%
Neither

22%
Dissatisfied

Analysis of satisfaction levels by sub-groups shows some significant differences:

- Tenants aged 60 and over were significantly more satisfied with their views being listened to and acted upon compared to those aged under 50. 42% of those under 30 were dissatisfied, with 18% 'very dissatisfied'.
- Ethnic minority tenants were significantly more satisfied than white tenants.

Figure 2.2 Listening to tenants' views and acting upon them by age and ethnicity



Keeping tenants informed

Tenants were asked how satisfied or dissatisfied they are that their landlord keeps them informed about things that matter to them. Slightly more tenants are satisfied, with around six in ten (59%) tenants either 'very' (24%) or 'fairly' (35%) satisfied. 17% are dissatisfied and around a quarter (24%) have no strong feelings either way.

Figure 2.3 Keeping tenants informed about things that matter to them

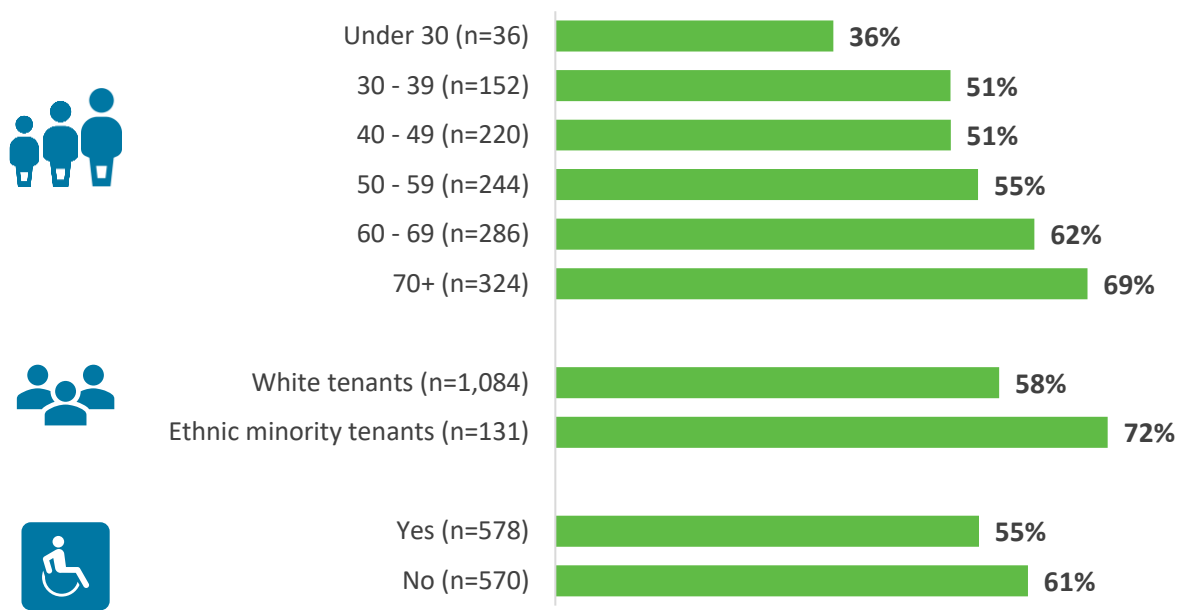
Base size: 1,303



Analysis of satisfaction levels by sub-groups shows some significant differences:

- Tenants aged 60 and over were significantly more satisfied with being kept informed compared to those aged under 50. Furthermore, tenants aged under 30 were significantly more likely to be dissatisfied than any other age group, with 44% expressing dissatisfaction.
- Ethnic minority tenants were significantly more satisfied than white tenants, with white tenants more likely to be neither satisfied nor dissatisfied (25% vs 11%).
- Tenants with a disability were less likely to be satisfied compared to those without.

Figure 2.4 Keeping tenants informed by age, ethnicity and health issue

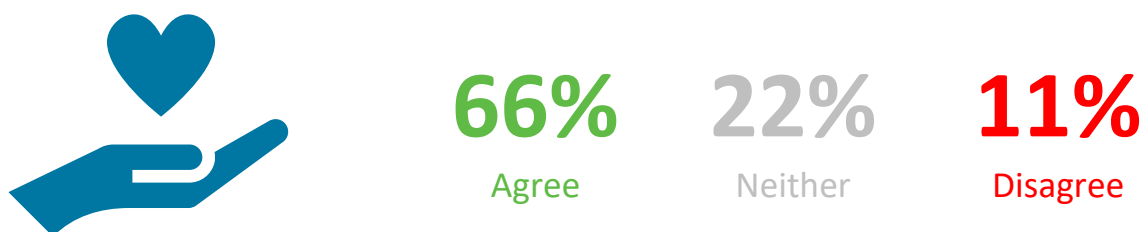


Treating tenants fairly and with respect

Tenants were asked to what extent they agreed or disagreed with the statement ‘my landlord treats me fairly and with respect’. Two thirds of tenants (66%) agree, with 25% agreeing strongly. Just over one in ten (11%) disagree that they are treated fairly and with respect and the remaining 22% neither agree nor disagree.

Figure 2.5 Treating tenants fairly and with respect

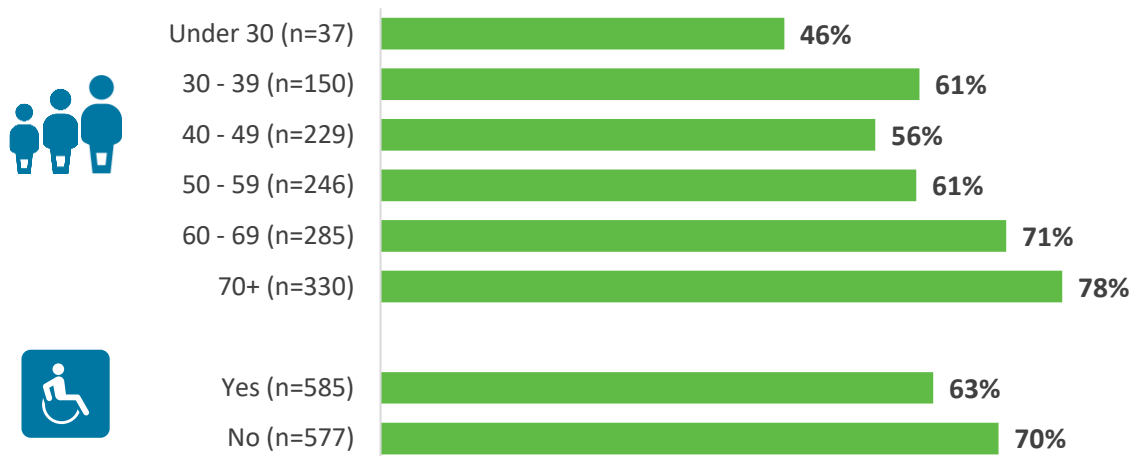
Base size: 1,315



Analysis of agreement levels by sub-groups shows some significant differences:

- Tenants aged 60 and over were significantly more likely to agree compared to all younger age groups.
- Tenants with a, or living with someone who has a health problem were less likely to agree compared to those without.

Figure 2.6 Treating tenants fairly and with respect by age and health issue



My Cambridge online portal

In March 2020, Cambridge City Council launched My Cambridge, a new online portal that enables Council tenants and leaseholders to start accessing their housing services directly online e.g. pay rent, check balance, order a repair.

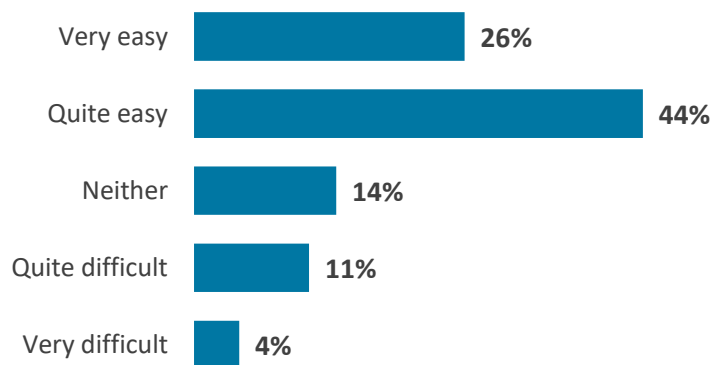
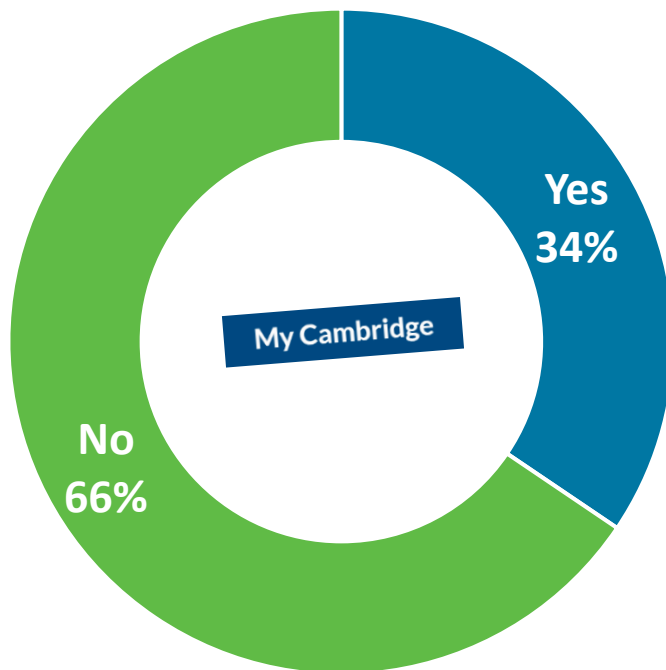
Results show that a third (34%) of tenants use the My Cambridge portal. This suggests that there remains considerable potential to increase My Cambridge usage yet further among online tenants.

Those that use the portal were then asked if they find it easy or difficult to use the services it offers, such as paying rent or checking their rent account. Positively, the majority said they find it easy to use (70%), with 16% finding it difficult - 14% said neither easy nor difficult. It may be worth exploring the issues that some tenants have had to ensure future users do not have experience any difficulties. Advertising any improvements to the portal may also help to increase usage.

When asked in 2020 if they were aware of the My Cambridge portal, 50% of tenants were and 20% had signed up. Results therefore show an increase in users of the portal, with more tenants also finding the portal easy to use compared to in 2020 when it was launched (70% compared to 62%).

Figure 2.7 My Cambridge portal

Base size: 1,355; 453



Internet access

74% of tenants report that they have access to the internet; 26% do not. This is the same proportion as in 2020. For context, the current national average estimates that 96% of households in Great Britain have internet access¹.

Those that don't have access to the internet were asked for their main reason for not having access. Around four in ten (39%) said it was because they were not interested. This was closely followed by

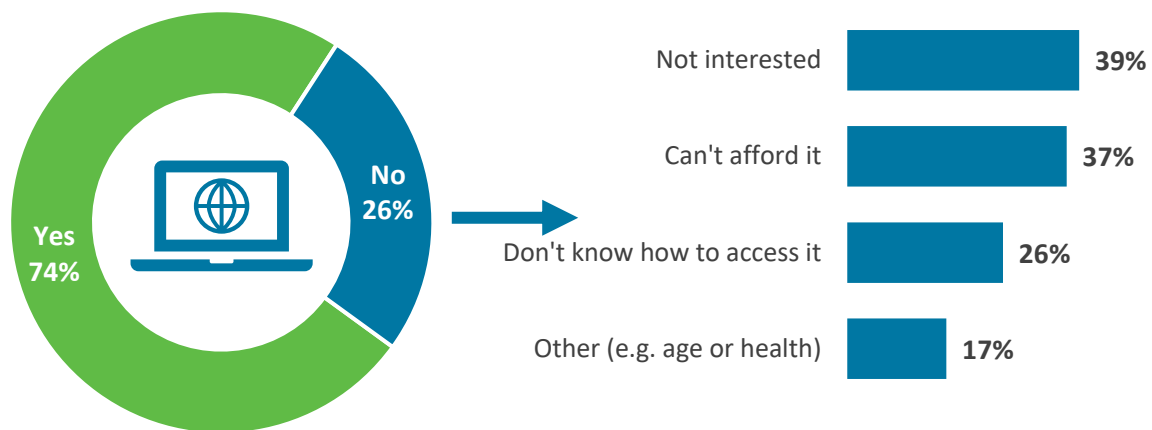
¹ Office for National Statistics: 2020 estimate for Households with internet access. Available at: <https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2020>

not being able to afford it (37%) and not knowing how to access it (26%). These reasons are similar to those cited in 2020.

Looking closer at those without internet usage, the proportion who did not have access, perhaps unsurprisingly, was highest among older residents, particularly those aged 60-69 (26% without access) or aged 70 and over (59% without access).

Figure 2.8 Internet access

Base size: 1,363; 336



Communication preferences

Tenants were provided with a list of communication methods and asked which of them they would prefer to use to receive their customer specific information from Cambridge City Council.

The most preferred method was communication by letter (56%), with over a quarter (27%) opting for the digital method of email. A further one in ten (12%) said they'd prefer to receive information by phone or text and a handful of tenants (2%) said they prefer face-to-face engagement .

Comparison to the 2020 survey period shows that there is now a greater preference for email communication (27% compared to 23%) and that the proportion preferring to be contacted by letter has simultaneously fallen (56% compared to 61%), with these two methods remaining the most commonly preferred amongst tenants.

Figure 2.9 Preferred method of receiving customer specific information

Base size: 1,374



56% Letter



27% Email

- 12%** Phone/text
- 2%** Face-to-face
- 1%** My Cambridge portal
- 1%** Other



- Those aged under 30 (56%) and those aged 50 and over were more likely to prefer letter (50-78%) than those aged 30-39 (38%).
- Those in the middle age groups (30-49) were most likely to prefer email as a communication method (41%).

3. Complaints

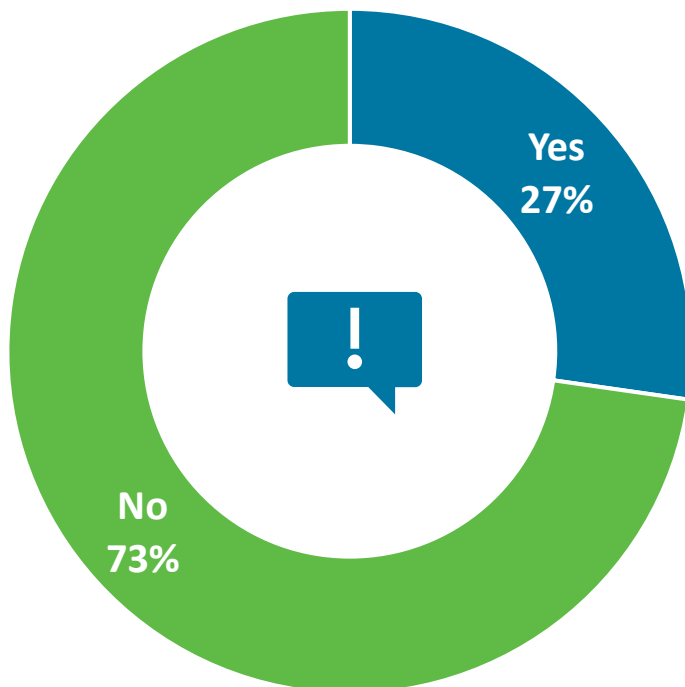
This section looks at tenants' experiences of any complaints made to Cambridge City Council in the last 12 months.

Complaints made in the last 12 months

All tenants were asked if they had made a complaint to Cambridge City Council in the last 12 months. Around one in four (27%) tenants had.

Figure 3.1 Complaint made in the last 12 months

Base size: 1,383



- Analysis by property type shows that tenants living in flats were significantly more likely to have made a complaint in the last 12 months (32% of them had) than those living in houses (24%).



- Those aged 30-49 were the most likely to have made a complaint (33-39%). This compares to 22-24% of those aged 50 and over.



- Tenants with a, or living with someone with a health problem were also more likely to have made a complaint (30%) compared to those without (23%).



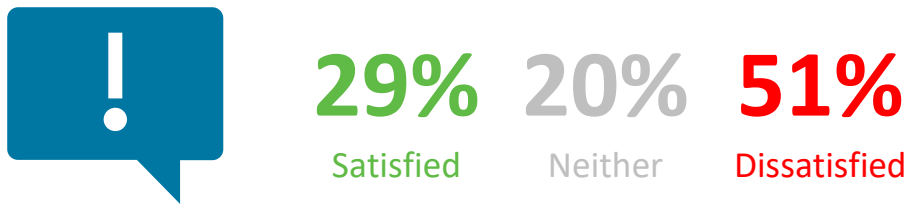
- Tenants that have joined you most recently, in the last 5 years, were more significantly more likely to have made a complaint (33%) compared to those with you for 11 years or more (24%).

Cambridge City Council’s approach to complaints handling

Tenants that had made a complaint to Cambridge City Council in the last 12 months were then asked their satisfaction with the Council’s approach to complaints handling. Under three in ten (29%) tenants were satisfied with a greater proportion ‘fairly satisfied’ (17%) as opposed to ‘very satisfied’ (12%). Over half of tenants that had made a complaint were dissatisfied (51%) with Cambridge City Council’s approach to complaint handling, with 29% ‘very dissatisfied’. A fifth were neither satisfied nor dissatisfied.

Figure 3.2 Satisfaction with Cambridge City Council’s approach to complaints handling

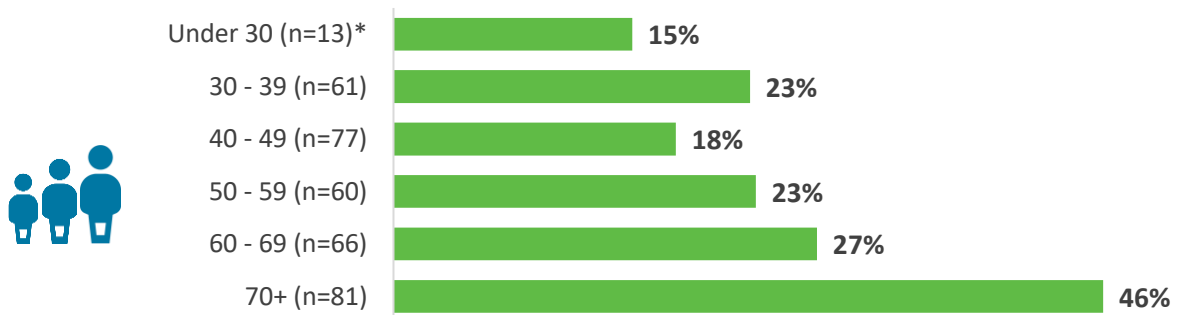
Base size: 372



Analysis of satisfaction levels by sub-groups shows some significant differences by age:

- Tenants in the older age group, aged 70 and over were significantly more satisfied with Cambridge City Council’s approach to complains handling compared to those aged 30-69. Satisfaction was also low amongst the under 30’s, however the sample size here is very small.

Figure 3.3 Satisfaction with Cambridge City Council’s approach to complaints handling by age



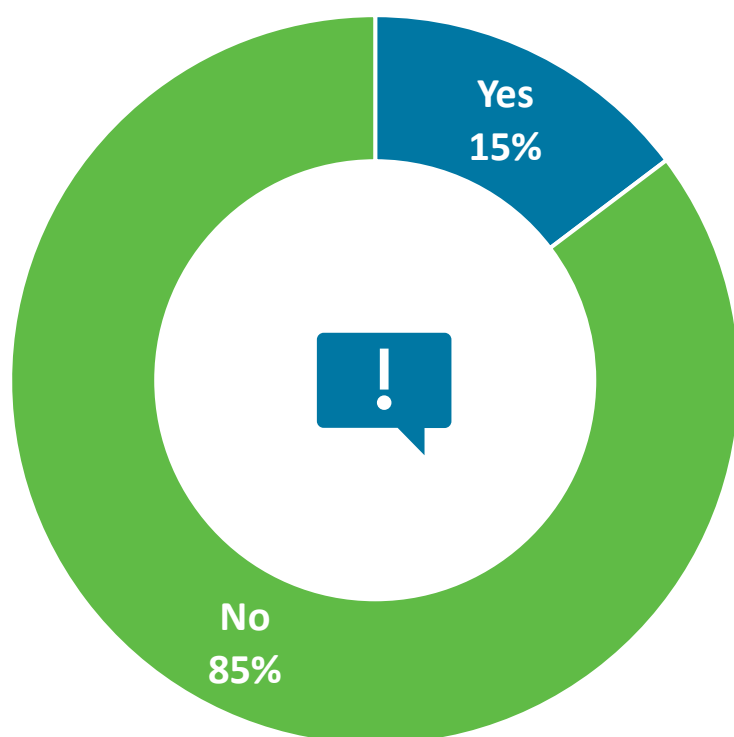
**Caution should be taken when interpreting the results due to low sample size.*

Formal complaints made in the last 12 months

Tenants were then asked if they had made a **formal complaint** to Cambridge City Council in the last 12 months. Around one in seven (15%) tenants had.

Figure 3.4 Formal complaint made in the last 12 months

Base size: 1,367



- Those aged 30-49 were again the most likely to have made a formal complaint (17-19%), compared to those aged 60-69 where 11% had made a formal complaint.

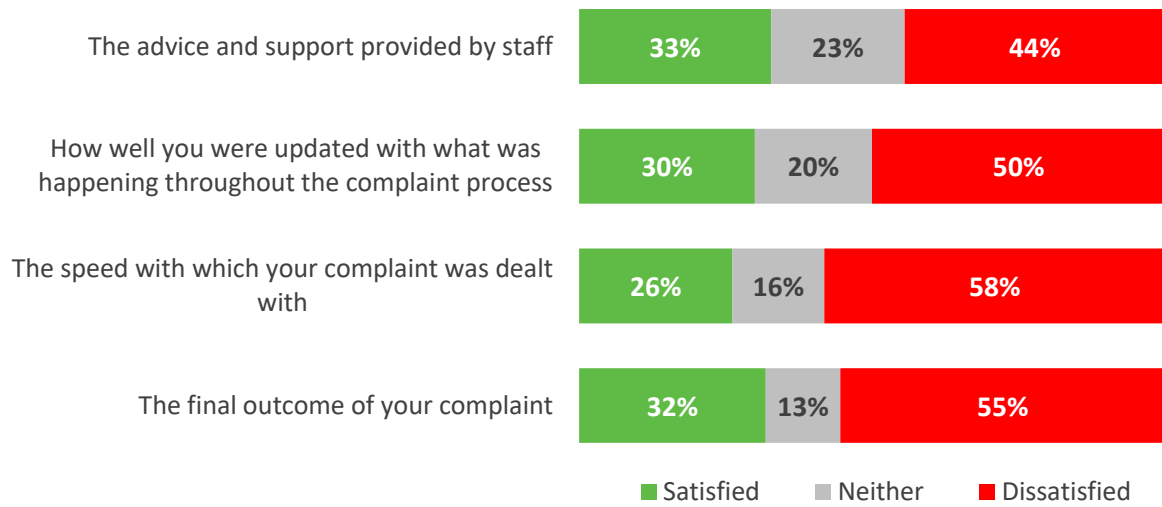
Satisfaction with formal complaint handling

Tenants that had made a formal complaint to Cambridge City Council in the last 12 months were then asked their satisfaction with different aspects of this process.

Satisfaction ranged from 26% for the speed with which the complaint was dealt with, up to 33% for the advice and support provided by staff. There are some issues to address here, particularly with the speed with which cases are dealt with (almost six in ten dissatisfied) and the final outcome of the complaint, where over half (55%) were dissatisfied. It may help to manage expectations when a formal complaint is made, to provide reassurance of the complaint handling process to tenants.

Figure 3.5 Satisfaction with aspects of formal complaint handling

Base size: 157-180



4. Repairs and maintenance

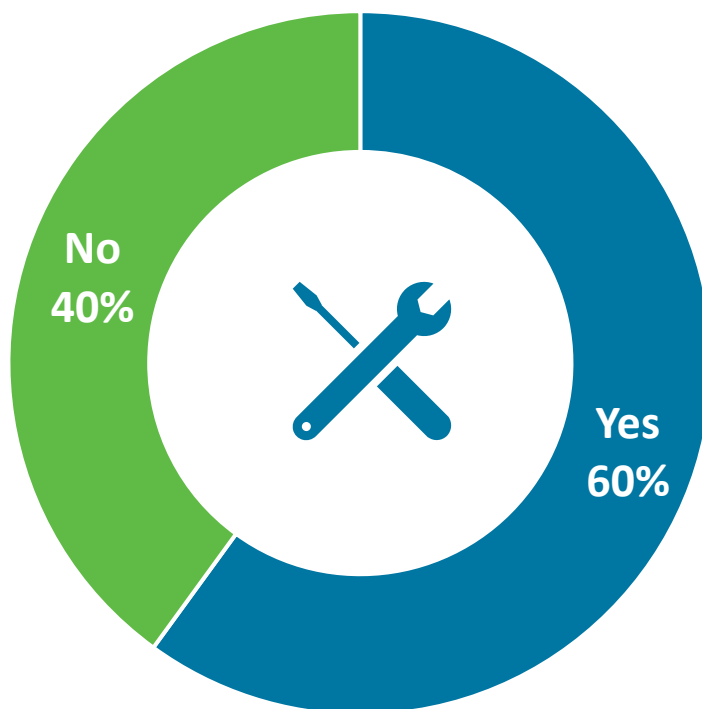
This section looks at tenant's experiences of any repairs or planned maintenance they have had completed in their home in the last 12 months, as well potential improvements for the repairs service. It also explores satisfaction with the home.

Repairs in the last 12 months

Overall, six in ten (60%) tenants reported that they had had a repair carried out to their home in the last 12 months. This compares to 66% who reported that they had received a repair in the 2020 survey (however it should be noted that in the 2020 survey, tenants were asked to think back 18 months following a change in service as a result of the coronavirus pandemic).

Figure 4.1 Repair carried out in the last 12 months

Base size: 1,383



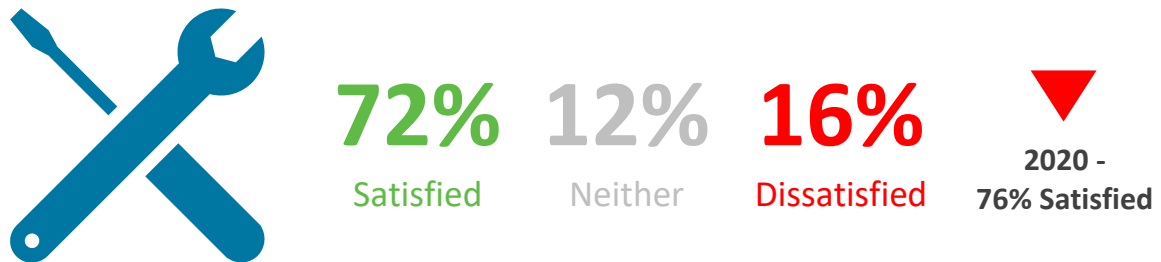
Overall repairs service in the last 12 months

Those that had received a repair to their home were then asked to rate their satisfaction with the overall repairs service from Cambridge City Council over the last 12 months. The majority (72%) were satisfied, with a greater proportion stating they were 'very satisfied' (43%) as opposed to 'fairly satisfied' (29%). 16% reported dissatisfaction and the remaining 12% were neither satisfied nor dissatisfied with their last repair.

Satisfaction has fallen 4% points since 2020, however this difference is not significant. It is also the case that the proportion of tenants who are neutral has increase as opposed to the proportion who are dissatisfied. It should again also be noted that the survey in 2020 was asking about satisfaction with repairs received in the last 18 months, rather than the last 12 months.

Figure 4.2 Overall repairs service in the last 12 months

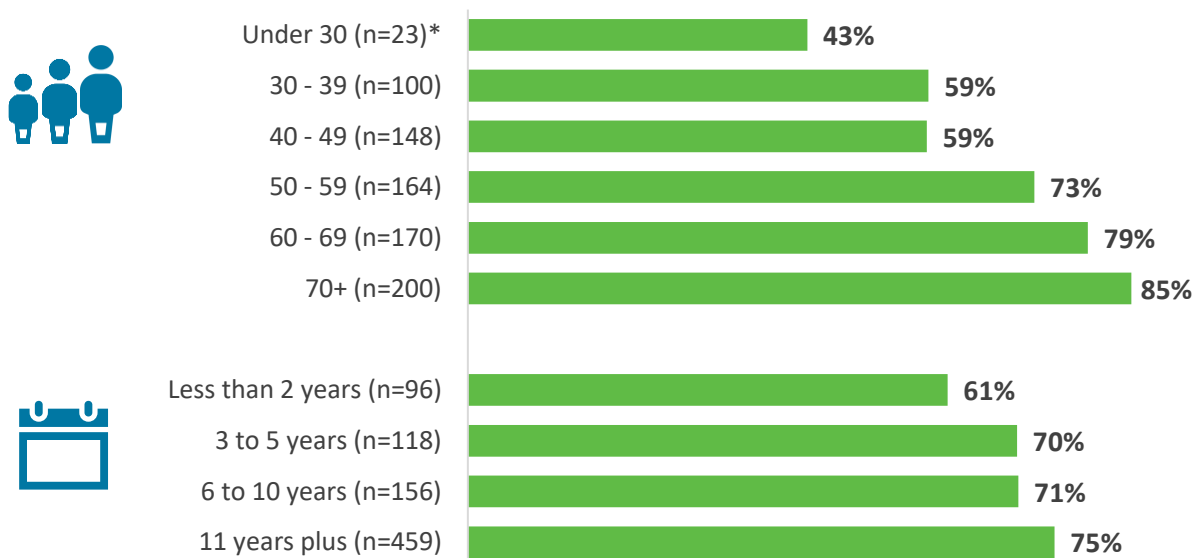
Base size: 829



Analysis of satisfaction levels with the overall repairs service, amongst those that had repairs in the last 12 months, shows some significant differences by sub-group:

- As seen elsewhere, satisfaction generally increases with age. Tenants aged 30-49 were less satisfied with the repairs service they received compared to tenants aged 50 and over. Satisfaction was also low amongst the under 30's, however the sample size here is very small.
- Tenants who have been with you the shortest time (less than 2 years) were less satisfied with the overall repairs service they received compared to those with you the longest (11 years or more).

Figure 4.3 Overall repairs service in the last 12 months by age and length of tenancy



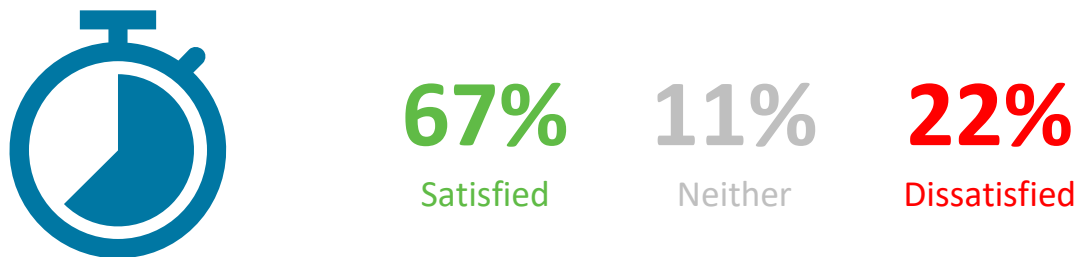
**Caution should be taken when interpreting the results due to low sample size.*

Time taken to complete most recent repair

Those that had received a repair to their home were also asked to rate their satisfaction with the time taken to complete their most recent repair after they reported it. Two thirds (67%) were satisfied, with a greater proportion stating they were 'very satisfied' (37%) as opposed to 'fairly satisfied' (29%). Just over a fifth (22%) were dissatisfied with the time taken to complete their most recent repair and the remaining 11% were neither satisfied nor dissatisfied.

Figure 4.4 Time taken to complete most recent repair

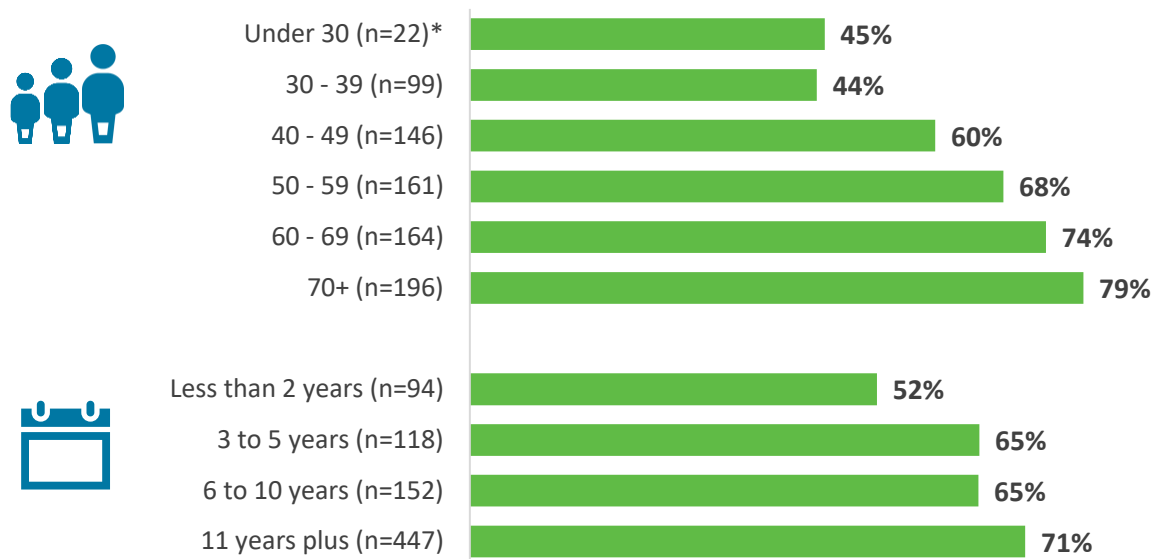
Base size: 811



Analysis of satisfaction levels, shows some significant differences by sub-group:

- Again, satisfaction generally increases with age, with tenants aged 30-39 significantly less satisfied than those 40 and over, and those aged 70 and over the most likely to be satisfied. Satisfaction was also low amongst the under 30's, however the sample size here is very small.
- Tenants who have been with you the shortest time (less than 2 years) were less satisfied with the time taken to complete their most recent repair compared to those with you for 6 or more years.

Figure 4.5 Time taken to complete most recent repair by age and length of tenancy



*Caution should be taken when interpreting the results due to low sample size.

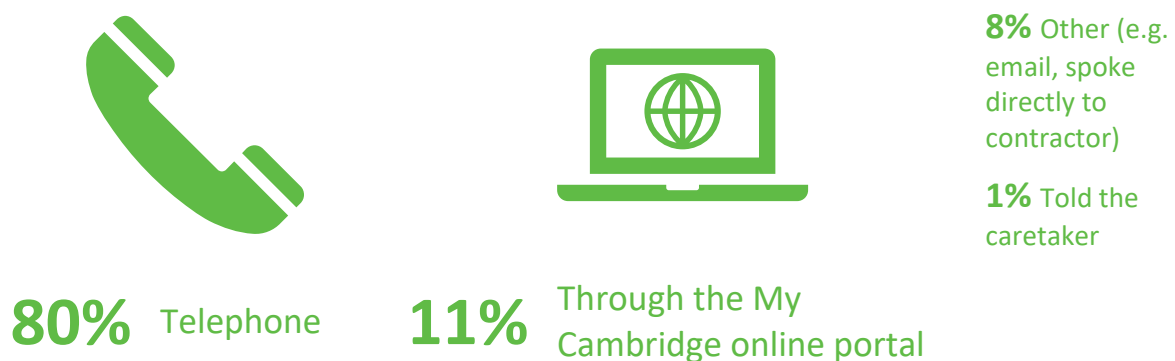
Method of reporting last repair

Those that had received a repair in the last 12 months were then asked how they reported it. The most popular method was by telephone (80%), with one in nine opting to use the My Cambridge portal (11%).

These two methods were also the most common in 2020, when 82% reported by telephone and 11% on the website, although the latter option was worded differently in 2020.

Figure 4.6 Method of reporting last repair

Base size: 812



There were no stand-out differences by sub-groups for method of reporting a repair.

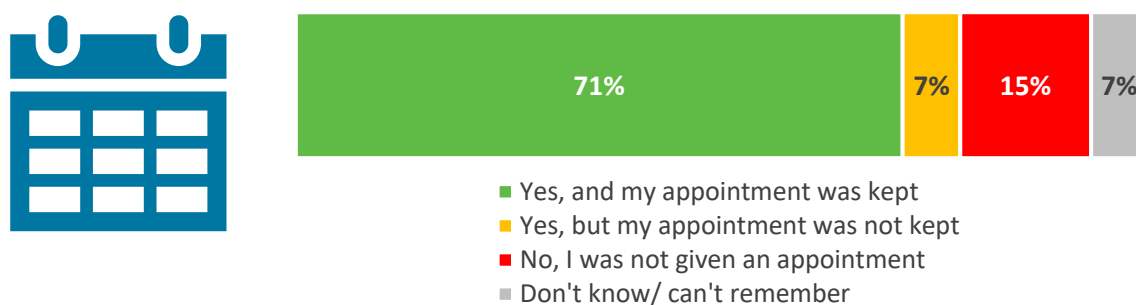
Appointment for last repair

Tenants were then asked if they were given an appointment at the time of booking their last repair. Positively, seven in ten (71%) reported that they were given an appointment and it was kept. 15% were not given an appointment and 7% were given one, but it wasn't kept. A further 7% couldn't remember.

Comparison to the previous survey period in 2020 shows a slight fall in the proportion of appointments being kept (71% compared to 75%), however the proportion of tenants not given an appointment remains the same (15%).

Figure 4.7 Appointment for last repair

Base size: 814



Satisfaction with aspects of last repair

Tenants who had received repair or maintenance work on their home in the last 12 months were also asked how satisfied they were with further aspects of the service. The highest level of satisfaction was with keeping dirt and mess to a minimum (84%). Over seven in ten (71-77%) were also satisfied with the overall quality of work, the repair being done 'right first time' and with being kept informed throughout the process. However, between 15-17% of tenants were dissatisfied with these aspects, so there is room for improvement, particularly with the repair being done 'right first time' and keeping tenants informed.

Comparing this year's results to the last survey period in 2020 shows an increase in satisfaction across each of these areas. The greatest increases are with satisfaction with the repair being done 'right first time' (7% point increase) and the overall quality of the work (6% point increase).

Figure 4.8 Satisfaction with aspects of the repairs service

Base size: 744-776



Sub-group analysis shows some significant differences by age and length of tenancy.



- Tenants aged 70 and over were significantly more likely to be satisfied with all statements compared to those aged 30-49. For example, 90% of those 70 and over were satisfied with the overall quality of work compared to 66% of those aged 30-49.



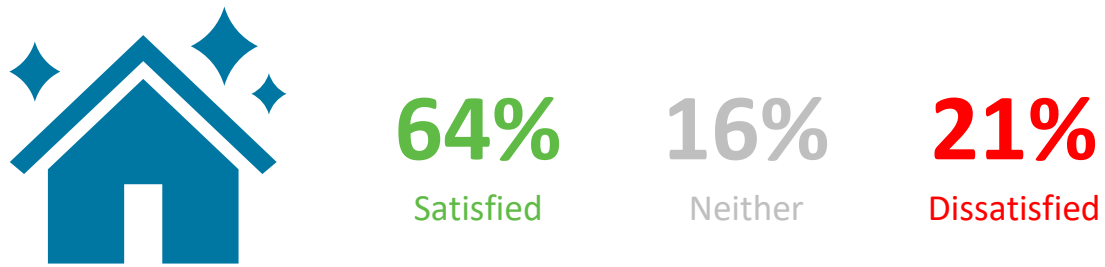
- Those that have been with you the longest, for 11 years or more, were significantly more likely to be satisfied with being kept informed (76%), the overall quality of the work (81%) and the repair being done 'right first time' (76%) compared to those that have been with you for less than 2 years (52%, 59% and 58% respectively).

Providing a home that well maintained

Tenants were then asked a series of questions around the maintenance and quality of their property. Firstly, they were asked to what extent they were satisfied that Cambridge City Council provides a home that is well maintained. Almost two thirds (64%) are satisfied, with more 'fairly satisfied' (35%) as opposed to 'very satisfied' (29%). A fifth (21%) of tenants are dissatisfied with their home being well maintained and 16% are neither satisfied nor dissatisfied.

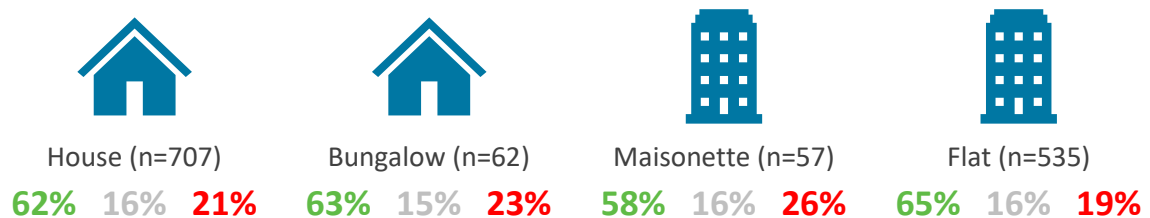
Figure 4.9 Providing a home that is well maintained

Base size: 1,380



Analysis of satisfaction levels by property type show that those in flats were the most satisfied, followed by those in bungalows and then houses. However, there are no significant differences by property type.

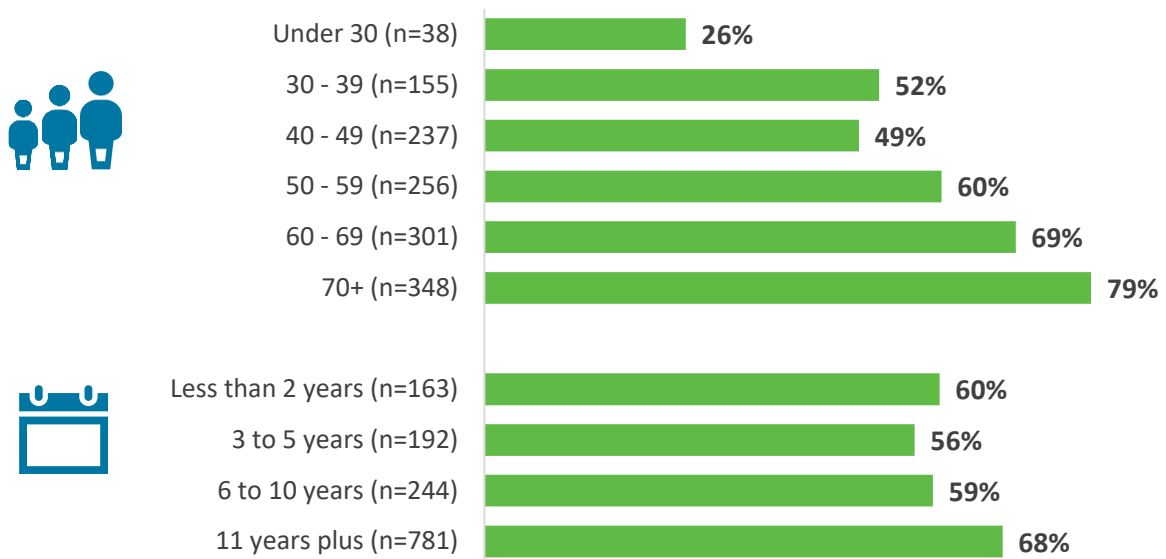
Figure 4.10 Providing a home that is well maintained by property type



Furthermore, analysis of satisfaction levels for Cambridge City Council providing a home that is well maintained by sub-group shows some significant differences:

- Satisfaction largely increased with age, with older tenants aged 60 and over significantly more satisfied than younger tenants.
- Tenants that have been with you for 11 years or more were significantly more satisfied than other tenants.

Figure 4.11 Providing a home that is well maintained by age and length of tenancy

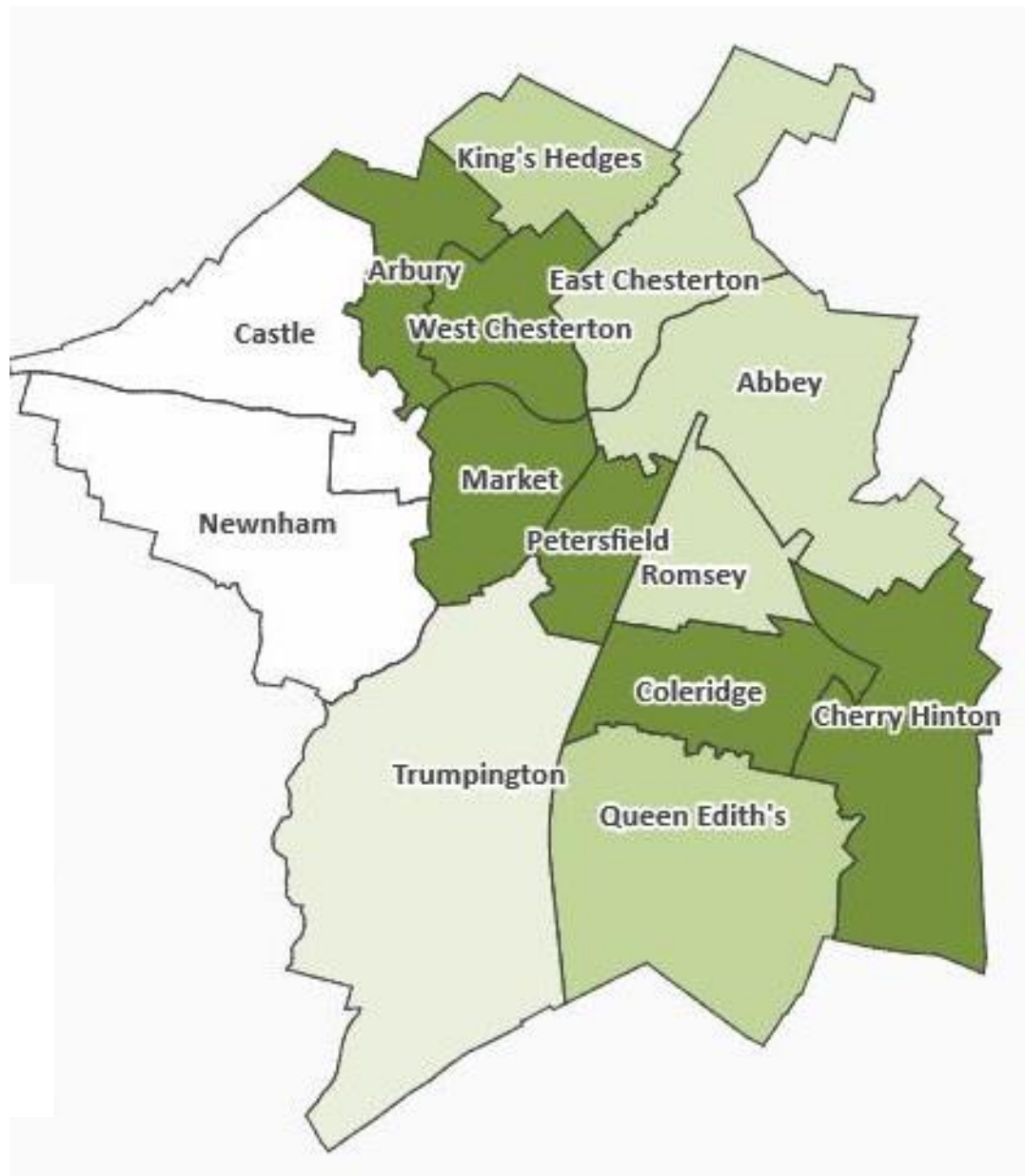


Satisfaction by ward

In order to understand differences in satisfaction spatially, Map 4.1 highlights differences in satisfaction with Cambridge City Council providing a home that is well maintained by ward.

Results show that the wards with the highest levels of satisfaction were West Chesterton and Arbury (both 70%). Tenants in Trumpington (51%), Abbey (57%) and East Chesterton (57%) were the least satisfied.

Map 4.1 Providing a home that is well maintained by ward



Satisfaction that the home is well maintained

- Sample size too low
- 51% to 55%
- 56% to 60%
- 61% to 65%
- 66% to 70%

Scale: 1 : 74,277

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Providing a home that is safe

Tenants were then asked to think about the condition of the property or building they live in and asked to what extent they were satisfied that Cambridge City Council provides a home that is safe. Slightly more are satisfied, with seven in ten (70%) expressing satisfaction. Similar proportions are 'very satisfied' (36%) and 'fairly satisfied' (34%). 16% are dissatisfied with Cambridge City Council providing a home that is safe and 14% have no strong feelings either way.

In 2020, tenants were asked how satisfied they are that Cambridge City Council provides a home that is safe **and secure**, with 78% stating that they were satisfied this was the case. However due to the differences in the question wording in each year, these results are not directly comparable.

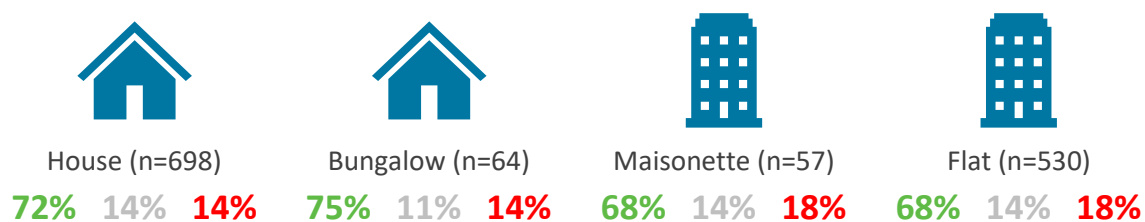
Figure 4.12 Providing a home that is safe

Base size: 1,367



Analysis of satisfaction levels by property type show that those in bungalows were the most satisfied, followed by those in houses and then flats and maisonettes. However, there are no significant differences by property type.

Figure 4.13 Providing a home that is safe by property type

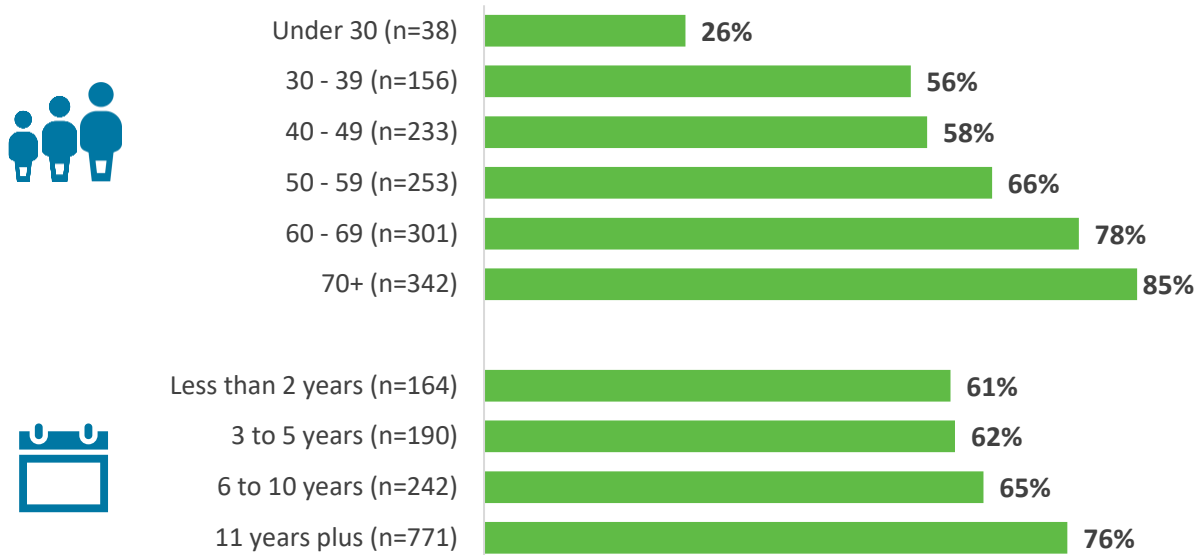


Furthermore, analysis of satisfaction levels for Cambridge City Council providing a home that is safe by sub-group shows some significant differences:

- Satisfaction increased with age, with older tenants aged 60 and over significantly more satisfied than younger tenants that Cambridge City Council are providing a home that is safe.

- Tenants that have been with you for 11 years or more were significantly more satisfied than other tenants.

Figure 4.14 Providing a home that is safe by age and length of tenancy



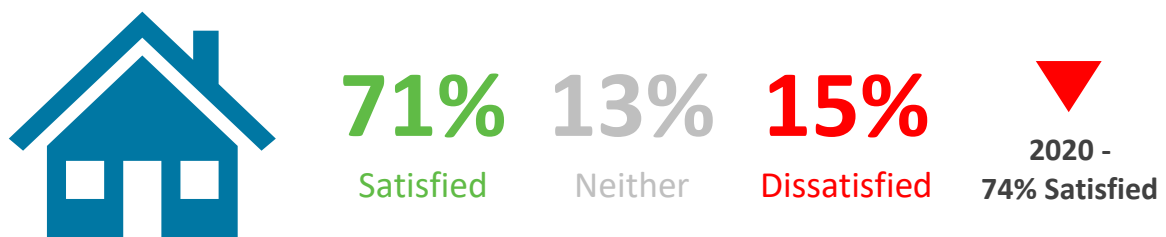
Overall quality of home

When asked about the quality of their home, seven in ten (71%) tenants expressed satisfaction, with three in ten (30%) 'very satisfied'. 15% report some level of dissatisfaction with the quality of their home and 13% have no strong feelings either way.

Comparison with 2020 shows a slight decrease in satisfaction of 3% points, however it is more a case of tenants in 2022 being neither satisfied nor dissatisfied now as opposed to dissatisfied, with dissatisfaction falling marginally by 1% point.

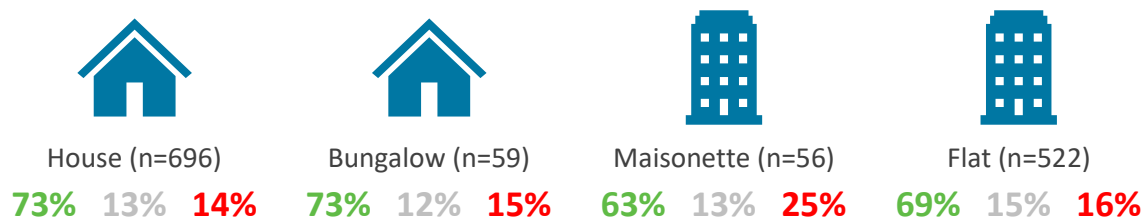
Figure 4.15 Overall quality of home

Base size: 1,355



Analysis of satisfaction levels by property type show that those in bungalows and houses were the most satisfied, followed by those in flats, with those living in maisonnettes the least satisfied. Those living in maisonnettes were significantly more dissatisfied than tenant living in houses.

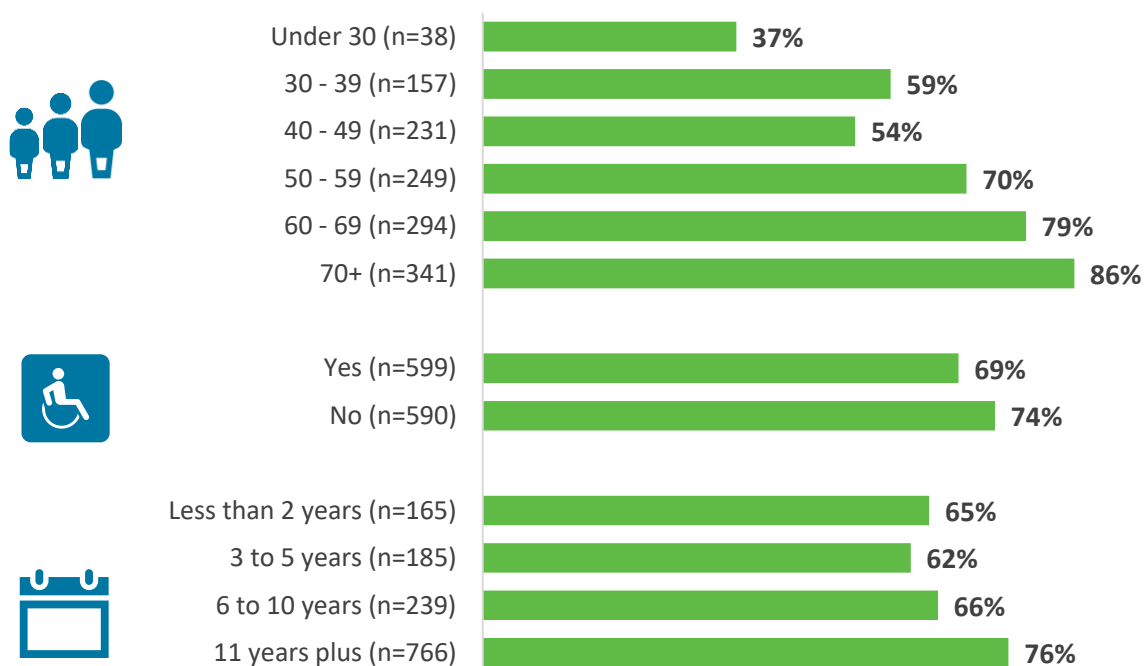
Figure 4.16 Overall quality of home by property type



Further analysis of satisfaction levels for the overall quality of home by sub-group shows some significant differences:

- Younger tenants aged under 50 were less satisfied with their homes than tenants aged 50 and over.
- Tenants with a, or living with some with a health problem were less satisfied with the quality of their home compared to those without.
- By length of tenancy, tenants who have been with you for 11 years or more were significantly more satisfied than tenants who have been with you for less time.

Figure 4.17 Overall quality of home by age, health issue and length of tenancy



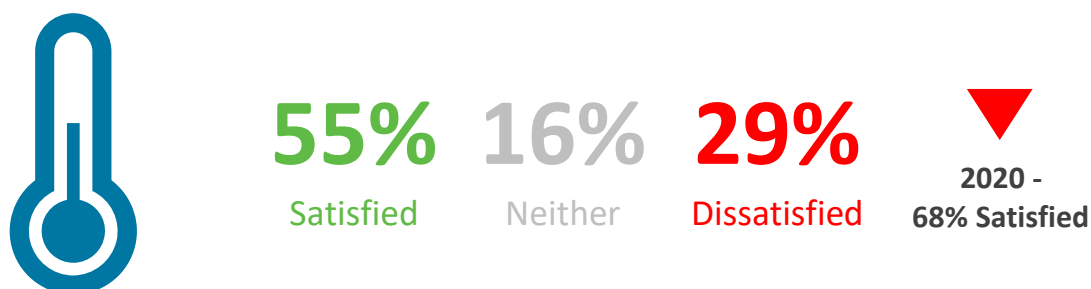
Easy and affordable to keep home warm

Tenants were also asked to what extent they were satisfied that their home is easy and affordable to keep warm. In response, over half (55%) of tenants expressed satisfaction, with 21% 'very satisfied' and 34% 'fairly satisfied'. However, almost three in ten (29%) tenants were dissatisfied with their home being easy and affordable to keep warm. The remaining 16% of tenants were neither satisfied nor dissatisfied.

Satisfaction here has fallen significantly since the last survey in 2020 when 68% of tenants were satisfied – a fall of 13% points. This means a significantly larger proportion of tenants are dissatisfied that their home is easy and affordable to keep warm. Important context here is the rising cost of living, particularly fuel costs, which is likely to have impacted perceptions of the home being easy and affordable to keep warm.

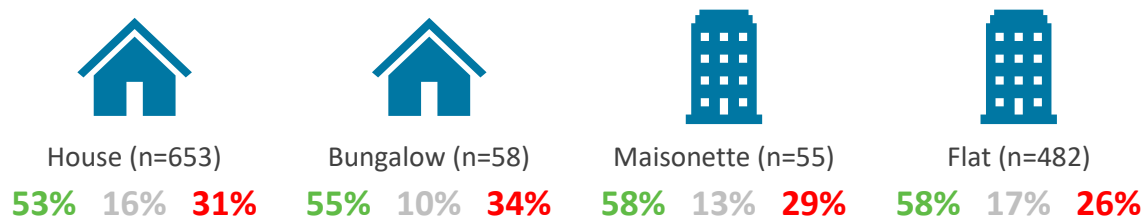
Figure 4.18 Easy and affordable to keep warm

Base size: 1,266



Analysis of satisfaction levels by property type shows that those in houses were the least satisfied with their home being easy and affordable to keep warm. However, over a third of those in bungalows were dissatisfied in this respect (34%).

Figure 4.19 Easy and affordable to keep warm by property type



Relationship with overall quality of home

Further analysis of satisfaction with the home being easy and affordable to keep warm shows a strong relationship with overall quality of home. Of those satisfied with their home being easy and affordable

to keep warm, 91% were also satisfied with the overall quality of their home. Conversely, of those dissatisfied with their home being easy and affordable to keep warm, 41% were dissatisfied with the overall quality of their home.

Planned works in the last 12 months

Tenants were then asked about any planned maintenance work they had had carried out in their home in the last 12 months.

Four in ten (41%) tenants reported that they had had planned maintenance works carried out in their home in the last 12 months. This includes things like fitting a new boiler or door, repairing fencing, electrical works and replacing kitchen units and bathrooms.

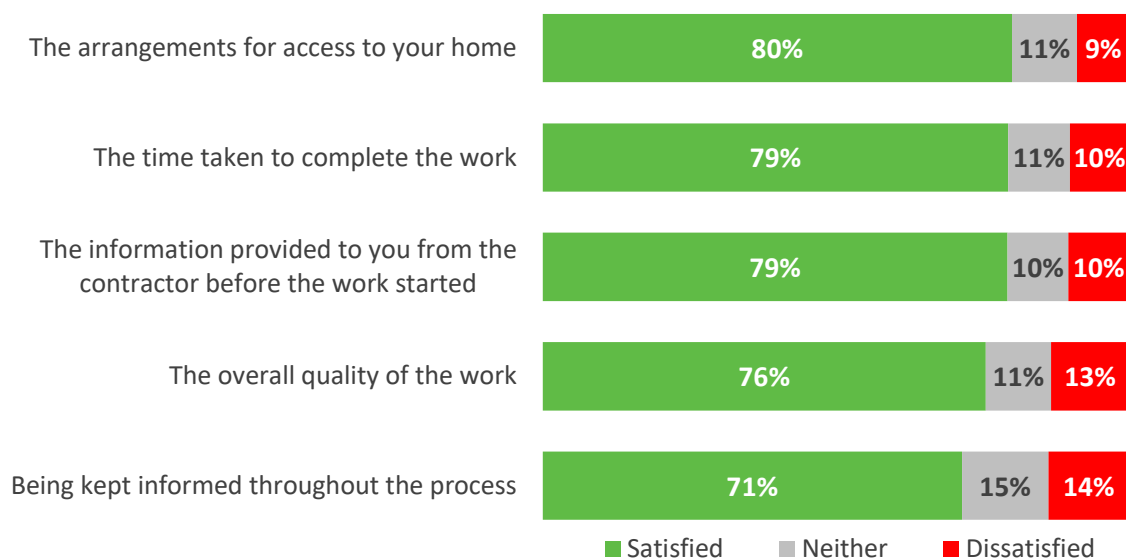
Those that had received planned maintenance works were then asked their satisfaction with the different aspects of this service. The majority were satisfied, ranging from 71% for satisfaction with being kept informed throughout the process to 80% for the arrangements made to access the home. Dissatisfaction was highest for the overall quality of work (13%) and being kept informed throughout the process (14%). Following up on planned maintenance works with tenants may help to understand their concerns with the quality and allow them to be resolved.

In 2020, slightly more tenants reporting having received planned maintenance works to their home (47%) and satisfaction levels were slightly higher. Satisfaction with the arrangements for access has fallen 4% points whilst satisfaction with the time taken and information provided has both fallen by 1% point. Satisfaction with the overall quality of the work remains the same, however slightly more tenants reported dissatisfaction in this most recent period (13% compared to 11%).

Figure 4.20 Planned works

Base size: 1,384; 503-530

41% had planned maintenance works carried out in their home in the last 12 months



Sub-group analysis shows some significant differences by age.




Tenants aged 70 and over were the most satisfied with the different aspects of the planned works service they received in the last 18 months. For example, 86% were satisfied with the overall quality of the work. This compares to 65% of those 30-39.

Improvements to the repairs and maintenance service

Finally, all residents were asked how the repairs and maintenance service could be improved. A total of 670 valid comments were left. All comments have been grouped into themes which are presented in Table 3.1 below.

The most popular themes were for improved communication (16% of comments), improvements to homes and/or communal areas (13%), a quicker/more responsive service (12%) and better quality work (11%). However, 14% of comments were mentions of tenants' positive praise of the repairs service. Overall, the suggested improvements correlate with the results above that outlined low levels of satisfaction, such as being kept informed during repairs and maintenance and planned maintenance work (i.e. communication).

Table 3.1: Improvements for the repairs and maintenance service

	Count	% of comments
Improved communication	107	16%
Satisfied tenant	95	14%
Home/communal area improvements/maintenance	90	13%
Quicker/ more responsive	82	12%
Better quality work/materials	75	11%
Repairs/maintenance other comments/suggestions	58	9%
Outstanding repairs/maintenance	39	6%
Time taken	38	6%
Better appointment times	38	6%
Better customer service	37	6%
Regular inspections	36	5%
Better contractors/not contracted out	28	4%
Appointments to be kept/on time	19	3%
Elderly/disability consideration	10	1%
Need more compliance checks	9	1%
Employ more Staff	5	1%
Lower cost for charged repairs/ VFM	3	0%

A selection of comments is shown below.

“More communication to myself as to when things are going to happen.”

“Giving us better specific time for maintenance, repairs and letting us know by phone that person will be with us shortly for maintenance, repairs.”

“Long term planning needs to be better organised. Replacement of kitchens, bathrooms and windows needs sorting. Also faulty wall insulation should be a priority.”

“Not all repairs can be reported on My Portal; which is very frustrating. The council only do work to keep the home maintained rather than improved. When we asked for a new front door we were told no, asked for a shower to be installed and this was a no. Repairs should also consider the overall quality of the home not just quick fixes.”

5. Your neighbourhood & estate services

The following section looks at tenants' attitudes towards their neighbourhood, satisfaction with estate services provided by Cambridge City Council and what tenants would prioritise for improvement in their neighbourhood.

Positive contribution to neighbourhood

Over half (55%) of tenants are satisfied with Cambridge City Council making a positive contribution to their neighbourhood, with 20% 'very satisfied'. However, almost a fifth (18%) report dissatisfaction, feeling a positive contribution isn't made to their neighbourhood and 27% are neutral.

Figure 5.1 Cambridge City Council makes a positive contribution to neighbourhood

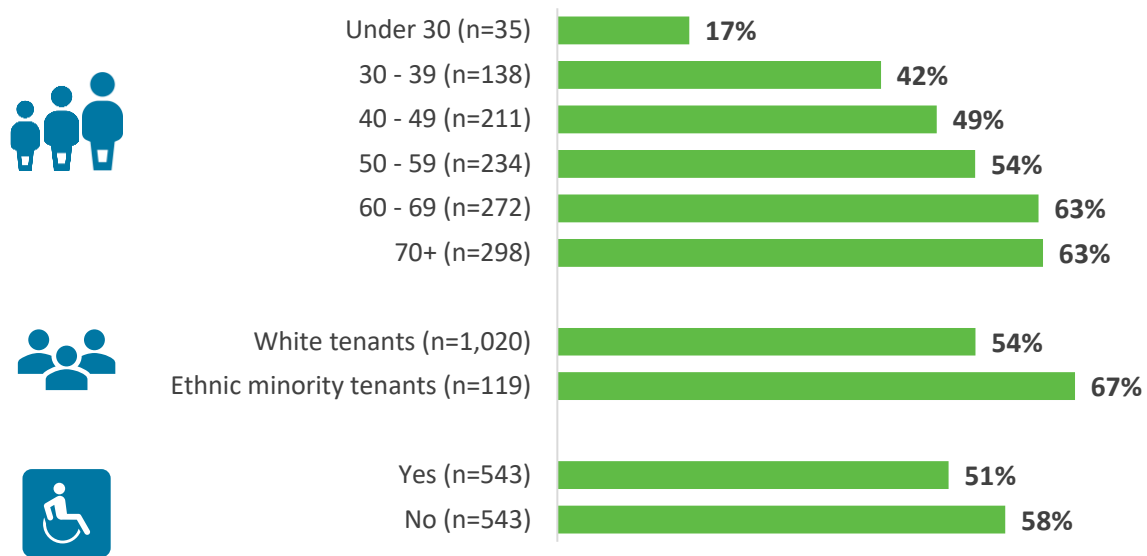
Base size: 1,221



Analysis of satisfaction levels by sub-groups shows some significant differences:

- Tenants aged 50 and over were significantly more satisfied with Cambridge City Council making a positive contribution to their neighbourhoods than those aged under 40. Over half of those under 30 were dissatisfied (51%).
- Ethnic minority tenants were significantly more satisfied than white tenants.
- Tenants with a, or living with someone with a health problem were less likely to be satisfied compared to those without.

Figure 5.2 Positive contribution to neighbourhood by age, ethnicity and health issue



Satisfaction by ward

In order to understand differences in satisfaction spatially, Map 5.1 highlights differences in satisfaction by ward.

Results show that the ward with the highest level of satisfaction was West Chesterton (71%) whilst tenants in Market (19%), Abbey (47%) and Trumpington (50%) were the least satisfied with Cambridge City Council making a positive difference in their neighbourhood. However it should be noted that the ward Market has a low base size (21) at this question.

Map 5.1 Positive contribution to neighbourhood by ward



Satisfaction that the landlord makes a positive contribution to neighbourhoods

- Sample size too low
- 11% to 50%
- 51% to 60%
- 61% to 70%
- 71% to 80%

Scale: 1 : 74,277

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Cambridge City Council's approach to handling ASB

Tenants were also asked how satisfied or dissatisfied they are with Cambridge City Council's approach to handling of anti-social behaviour. Just under half (48%) are satisfied, with 18% 'very satisfied' and 30% 'fairly satisfied'. However, almost a quarter are dissatisfied to some extent and three in ten (29%) tenants are neither satisfied nor dissatisfied.

Figure 5.3 Cambridge City Council's approach to handling anti-social behaviour

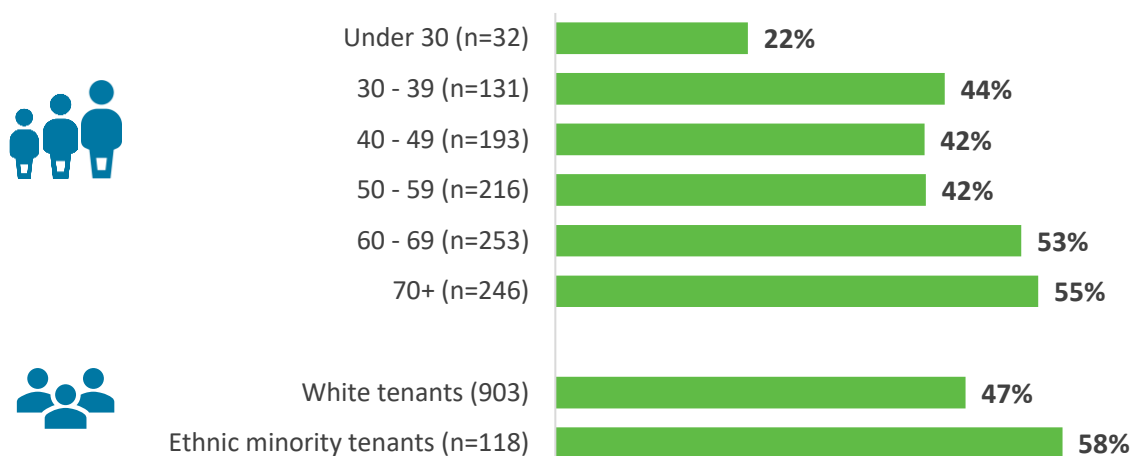
Base size: 1,099



Analysis of satisfaction levels by sub-groups shows some significant differences:

- Tenants aged 60 and over were significantly more satisfied with Cambridge City Council's approach to handling anti-social behaviour compared to those aged under 30 and those aged 40-59. Those aged under 30 were significantly more likely to be dissatisfied (59%).
- Ethnic minority tenants were significantly more satisfied than white tenants.

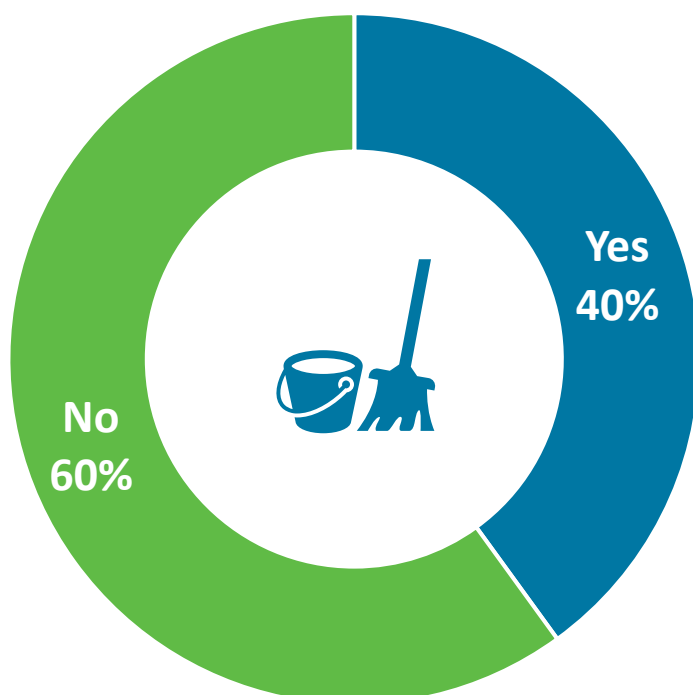
Figure 5.4 Cambridge City Council's approach to handling anti-social behaviour by age and ethnicity



Communal areas

Four in ten (40%) tenants reported that they live in a building with communal areas that Cambridge City Council is responsible for maintaining.

Figure 5.5 Live in a building with communal areas that Cambridge City Council is responsible for maintaining
Base size: 1,362

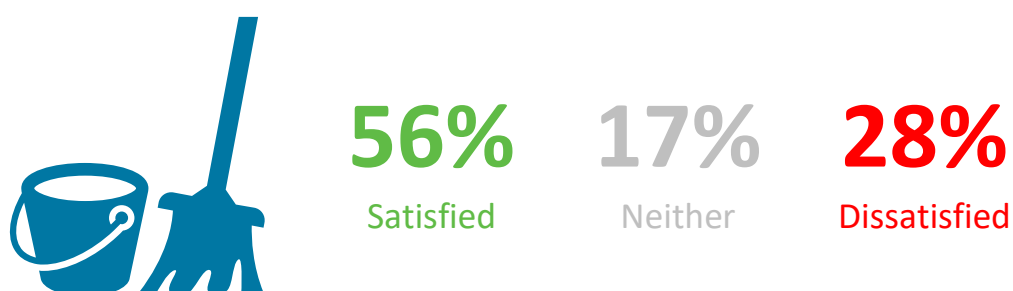


When asked their satisfaction with these communal areas being kept clean and well maintained, over half (56%) expressed satisfaction, whilst 28% were dissatisfied. Over one in ten (12%) were 'very dissatisfied'. The remaining 17% of tenants were neutral.

In 2020, 53% of tenants were satisfied with the overall estate services provided, so there has been a slight improvement. However, it should be noted that the question wording has changed slightly.


Figure 5.6 Cambridge City Council keeps communal areas clean and well maintained

Base size: 538



In order to explore satisfaction with communal areas being kept clean and well maintained spatially, Table 5.1 below shows the results by ward. The top three satisfaction scores and top three dissatisfaction scores have been highlighted, which show that satisfaction was highest in Arbury, Petersfield and Romsey. Conversely, dissatisfaction was highest in Market, Queen Edith's and Trumpington. However, there were no significant differences by ward.

Table 5.1 Cambridge City Council keeps communal areas clean and well maintained by ward

	Satisfied	Neither	Dissatisfied
Abbey (n=64)	50%	19%	31%
Arbury (n=113)	64%	19%	18%
Cherry Hinton (n=54)	59%	13%	28%
Coleridge (n=35)	51%	23%	26%
East Chesterton (n=32)	63%	13%	25%
Kings Hedges (n=103)	51%	17%	32%
Market (n=19)*	37%	26%	37%
Petersfield (n=34)	65%	15%	21%
Queen Edith's (n=24)	54%	4%	42%
Romsey (n=22)	73%	9%	18%
Trumpington (n=28)	29%	21%	50%

**Caution should be taken when interpreting the results for Market as the sample size was low. The sample size is too low to include results for Castle, Newnham and West Chesterton.*

Satisfaction with different estate services provided by Cambridge City Council

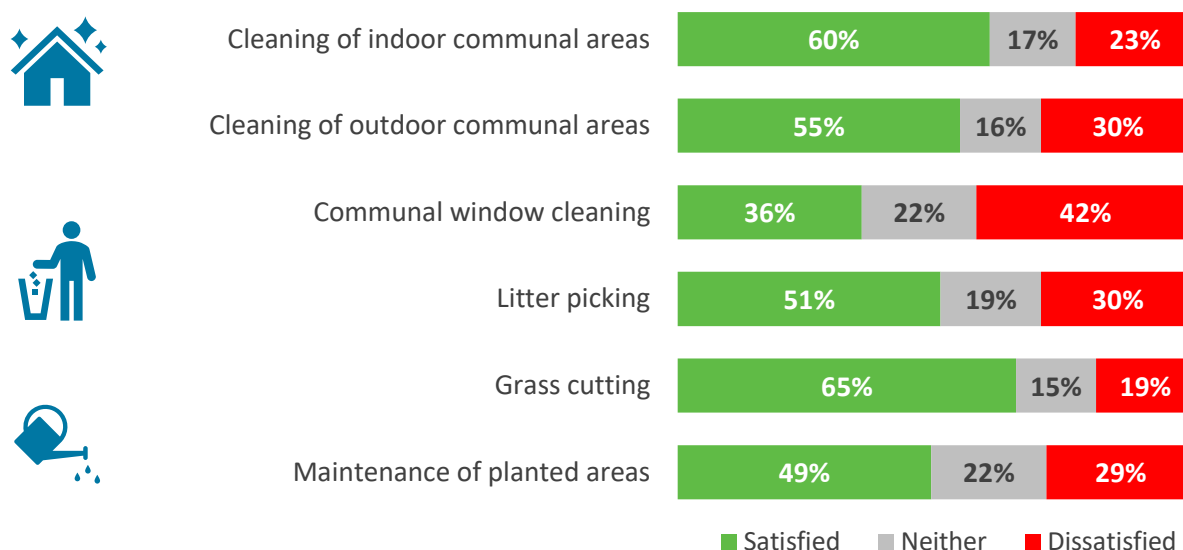
Tenants were then asked about their level of satisfaction with various estate services they receive. Satisfaction was higher for grounds maintenance, specifically grass cutting (65%), but also maintenance of planted areas (49%). Half (51%) are satisfied with litter picking in their area and of those that receive communal cleaning, around six in ten (55-60%) are satisfied. Over a third (36%) are satisfied with communal window cleaning, however a greater proportion are dissatisfied with this service (42%).

Across the services dissatisfaction ranged from 19% to 42%, so there is sizeable proportion of tenants that are not satisfied with the estate services they receive. Furthermore, nearly a fifth of tenants are neither satisfied nor dissatisfied with most of these services.

Comparison to 2020 shows a similar picture for grounds maintenance however satisfaction with the cleaning of indoor and outdoor communal areas has increased (from 43% for indoor areas and 42% for outdoor areas). However, the proportion of tenants dissatisfied with these aspects of estate services has also increased (from 22% for indoor areas and 25% for outdoor areas).

Figure 5.7 Satisfaction with estate services

Base size: 334-472



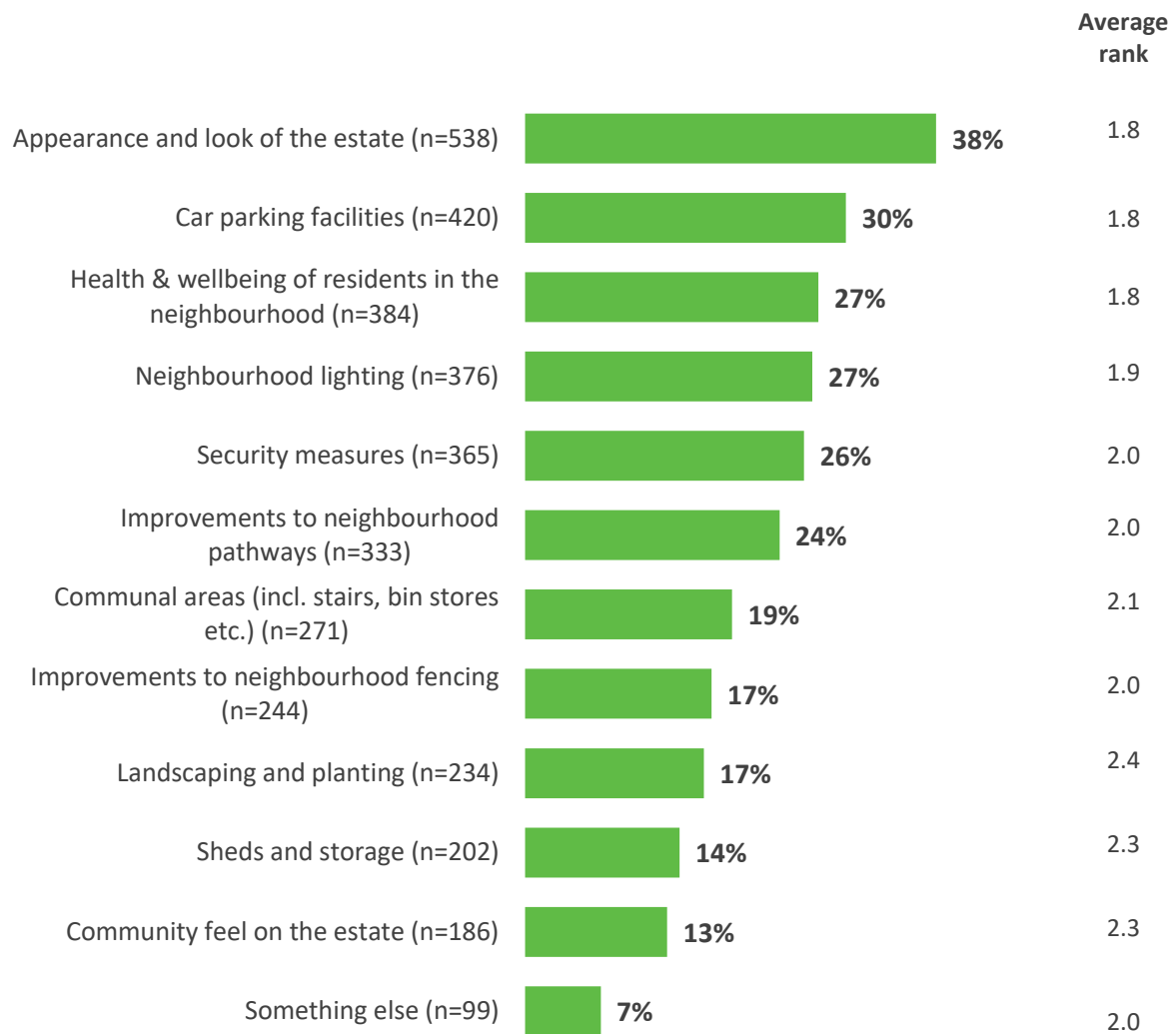
Priorities for improvements within the neighbourhood

Finally, tenants were presented with a list of neighbourhood aspects and asked which three they would consider to be their first, second and third priorities. The figure below shows the proportion of tenants that prioritised each aspect as well as the average rank given from those that selected that aspect. The closer the average rank to 1, the greater the priority. For example, 38% of tenants felt that improvements to the appearance and look of the estate where they live was a priority and those that prioritised this, on average, ranked it as their 2nd priority (1.8).

The most commonly selected priorities were the appearance and look of estates (38% included this in their top three), car parking facilities (30%) and the health and wellbeing of tenants on the estate (27%).


There has been some shift in priorities since 2020 when the top three priorities were improvements to pathways, estate lighting and the health and wellbeing of tenants. Whilst this could be a sign of improvements made to pathways and lighting, the health and wellbeing of residents remains a priority for tenants.


Figure 5.8 Priorities for improvement within the neighbourhood



Results by ward (*Tenant Satisfaction Measures*)

To explore the different levels of satisfaction/agreement by ward, the table below presents the results across all wards for the new Tenant Satisfaction Measures. The highest three scores for each ward have been highlighted in green and the lowest three scores in red.

	Abbey (n=238)	Arbury (n=215)	Cherry Hinton (n=145)	Coleridge (n=112)	East Chesterton (n=75)	Kings Hedges (n=247)	Market (n=29)	Petersfield (n=53)	Queen Edith's (n=83)	Romsey (n=70)	Trumpington (n=63)	West Chesterton (n=30)
TP01: Overall satisfaction	61%	71%	70%	71%	69%	68%	62%	64%	69%	70%	52%	73%
TP02: Satisfaction with repairs	65%	79%	75%	78%	77%	74%	73%	66%	58%	78%	60%	79%
TP03: Satisfaction with time taken to complete most recent repair	58%	77%	70%	67%	75%	69%	80%	58%	56%	69%	55%	71%
TP04: Satisfaction that the home is well maintained	57%	70%	68%	65%	57%	64%	66%	69%	62%	59%	51%	70%
TP05: Satisfaction that the home is safe	68%	73%	77%	67%	62%	72%	72%	75%	69%	67%	56%	77%
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	48%	59%	55%	49%	52%	51%	31%	49%	47%	53%	45%	67%
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	54%	65%	64%	56%	49%	58%	63%	54%	59%	58%	54%	75%
TP08: Agreement that the landlord treats tenants fairly and with respect	62%	73%	73%	70%	66%	63%	61%	65%	68%	64%	53%	70%

	Abbey (n=238)	Arbury (n=215)	Cherry Hinton (n=145)	Coleridge (n=112)	East Chesterton (n=75)	Kings Hedges (n=247)	Market (n=29)	Petersfield (n=53)	Queen Edith's (n=83)	Romsey (n=70)	Trumpington (n=63)	West Chesterton (n=30)
TP09: Satisfaction with the landlord's approach to handling of complaints	29%	26%	29%	28%	38%	35%	0%	17%	29%	24%	24%	50%
TP10: Satisfaction that the landlord keeps communal areas clean, safe and well maintained	50%	64%	59%	51%	63%	51%	37%	65%	54%	73%	29%	0%
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	47%	60%	63%	53%	56%	54%	19%	58%	53%	66%	50%	71%
TP12: Satisfaction with the landlord's approach to handling of anti-social behaviour	39%	60%	52%	47%	44%	43%	32%	51%	52%	50%	47%	26%

**The sample size is too low to include results for the Castle and Newnham wards.*

Benchmarking

In order to put the current satisfaction levels into context, results have been compared to Housemark’s benchmark data. Data has been benchmarked against the national quartiles for 2021/22 (for Low Cost Rental Accommodation managed by both housing associations and local authorities). Samples sizes should be noted as some questions – mostly the new TSMs – have limited data collected to date to be able to benchmark against.

This benchmarking shows that Cambridge City Council is falling into the lower quartile for almost all questions, with only satisfaction that Sandwell Council makes a positive contribution to neighbourhoods scoring between the median and the lower quartile.

For overall satisfaction, Cambridge City Council falls into the lower quartile, with 67% of tenants satisfied. The median satisfaction in this benchmarking data is 81%; a difference of 14%-points.

Benchmarking on a national level (Housemark 2021/22 LCRA benchmark)

Question	Housemark benchmarking 2021/22 (LCRA)				Cambridge City 2022
	Sample size	Lower quartile	Median	Upper quartile	
Satisfaction with the overall service provided	163	73.00	81.00	86.00	67.24
Satisfaction with the overall repairs service over the last 12 months	97	74.90	81.00	85.90	72.01
Satisfaction with the time taken to complete the most recent repair	11	70.70	75.80	82.20	66.95
Satisfaction that the home is safe	127	79.10	83.20	87.90	70.45
Satisfaction that the landlord listens to tenant views and acts upon them	136	57.25	66.50	73.39	52.04
Satisfaction that the landlord keeps tenants informed about things that matter to them	14	67.47	72.35	78.00	58.71
Agreement that the landlord treats tenants fairly and with respect	14	76.03	77.60	85.25	66.46
Satisfaction with the landlord’s approach to handling of complaints	13	52.00	59.00	63.70	29.30

Question	Housemark benchmarking 2021/22 (LCRA)				Cambridge City 2022
	Sample size	Lower quartile	Median	Upper quartile	
Satisfaction that the landlord keeps communal areas clean and well-maintained	10	60.00	65.90	71.80	55.58
Satisfaction that the landlord makes a positive contribution to neighbourhoods	8	54.25	58.20	64.58	55.12
Satisfaction with the landlord's approach to handling anti-social behaviour	15	50.00	58.00	67.85	47.68

= Upper quartile
 = Above median
 = Median
 = Below median
 = Lower quartile

Conclusions and recommendations

Overall service

This research has been undertaken during a period of transition for how social landlords measure the satisfaction of their tenants. The early adoption of the Tenant Satisfaction Measures (TSMs) in this survey gives Cambridge City Council advance insight on the issues that are most likely to be scrutinised across the sector for the foreseeable future.

The TSMs give a more rounded set of indicators on the tenant experience. However, it should be noted that applying key driver analysis to overall satisfaction using the new measures provides a message that has consistently been evident in surveys of this type for some time (e.g. Housemark STAR) – a landlord that is easy to deal with and the delivery of a repairs service that meets tenant expectations is vital.

Overall, two thirds (67%) of tenants are satisfied with the overall service provided, with satisfaction falling 5% points since 2020. A fall in satisfaction was also observed for Cambridge City Council being easy to deal with as well as across some of the key perception statements relating to communication and interaction with you.

Looking specifically at the new TSMs, there is large variation with current satisfaction levels, ranging from 29% for your approach to handling complaints to 72% for repairs. Positively, repairs satisfaction and satisfaction with the home being safe are the highest scoring, however there is clearly room for improvement with both scores falling in the past two years.

Complaints

Across the TSMs dissatisfaction levels range from 11% for agreement that you treat tenants fairly and with respect up to 51% for your handling of complaints. This means that when things wrong, over half of tenants don't think you respond effectively. Understanding how to improve this process is particularly important given over a quarter of tenants report making a complaint in the last 12 months, with 15% making a formal complaint. For formal complaints, the key sticking points appear to be to be the speed of which a complaint is dealt with and the final outcome of the complaint. However sizeable proportions were also dissatisfied with the advice given and the level of communication.

Further exploration of these issues from a tenant perspective would be beneficial, as well as ensuring expectations are managed when complaints are made.

Respectful and helpful engagement

Some high levels of neutrality were observed in this area, with over 1 in 5 'sitting on the fence', suggesting more could be done to convince these tenants and improve service delivery in these areas. Positively, tenants were most optimistic about being treated fairly and with respect, however less felt that they were kept informed and even fewer were satisfied that their views are listened to and acted upon. This coincides with the perception that Cambridge City Council doesn't publicise improvements made using tenants feedback – a statement 45% of tenants didn't agree with. Over a third (35%) of tenants said they'd be interested in finding out more about opportunities available for them to get involved suggesting that there is potential to expand resident involvement. Making use of these contacts will be important in further understanding the issues tenants face and the service they expect from you, whilst making them feel heard and kept informed.

Another method for keeping residents informed is the new My Cambridge portal, which a third of tenants report that they use and more importantly, find easy to use. More could be done to increase usage of the portal though, with letter and email remaining key communication preferences. With the majority of tenants having internet access, this should be an opportunity to shift tenants online, allowing more frequent communication.

Repairs and maintenance

Overall satisfaction with the repairs and maintenance service for those who had received a repair in the last 12 months was relatively high, at 72% satisfied, although this score has fallen since 2020. The majority expressed satisfaction with the different aspects of the repair they were asked about, such as keeping dirt and mess to a minimum and the overall quality of the work. However, a sizeable proportion were dissatisfied with the repair being done 'right first time' and with being kept informed throughout the process. Furthermore, 22% were dissatisfied with the time taken to complete their most recent repair.

It is good that the majority of tenants are satisfied with the repairs service as it is one of the most frequently accessed services (60% had received a repair in the last 12 months) and is often a key driver of overall satisfaction with landlords. However, room for improvement remains.

When asked about their home, seven in ten general needs tenants were satisfied with its overall quality and the safety, however fewer were satisfied with their home being well maintained. Indicative comparisons to 2020 also show falls in satisfaction with particular aspects of the home. Another significant fall was observed for satisfaction with the home being easy and affordable to keep warm

(13% points). Whilst the wider context of rising fuel costs is likely at play here, some tenants have wider concerns with their properties.

Satisfaction with neighbourhood and estate services

Just over half of tenants (55%) are satisfied with you making a positive contribution to their neighbourhood with some large variations shown by ward. With 27% answering neutrally at this question, it appears that the impact of the Council's housing function may not be identifiable or attributable for a notable proportion of tenants. Handling of anti-social behaviour complaints also appears to be a concern for tenants with less than half expressing satisfaction.

Estate services could also be impacting upon satisfaction here, as satisfaction was relatively low for these services too. Moving forwards, utilising ward level analysis and suggestions from tenants to target improvements (e.g. appearance of estates and car parking) may well help to improve levels of satisfaction.

Appendix A: Questionnaire

Appendix B: Respondent profile

Appendix A: Questionnaire



TENANT SATISFACTION SURVEY 2022

HELP SHAPE THE SERVICES YOU RECEIVE



WIN ONE OF THREE **£100! PRIZES** If you tick the relevant box in the survey you will be entered into a prize draw with the chance to win one of three £100 Love2Shop vouchers.

Please read these instructions carefully before completing the survey.

- It should be completed by the tenant at this address, their partner/spouse or carer, on their behalf, with their consent.
- Please carefully read the instructions for each question.
- Please check that you have answered all questions that apply to you.
- All responses will be confidential.
- Please return the completed questionnaire to M·E·L Research in the FREEPOST envelope provided, or complete it online at www.melresearch.co.uk/cambridgestar. When prompted, type in your ID number found at the top right corner of the letter.
- Please return your completed questionnaire by **30th November 2022**.

YOUR LANDLORD OVERALL

Cambridge City Council have commissioned M·E·L Research to conduct this survey to help us understand your satisfaction with us as a landlord. This section is about our performance as a landlord overall.

When we talk about 'your landlord' we mean all the housing services the Council provides, this includes rents and service charge collection, tenancy management, estate services, repairs and maintenance.

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord? **PLEASE TICK ONE BOX ONLY**

Very satisfied	<input type="checkbox"/>	1	Fairly dissatisfied	<input type="checkbox"/>	4
Fairly satisfied	<input type="checkbox"/>	2	Very dissatisfied	<input type="checkbox"/>	5
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3			

Q2 Please explain why you are satisfied or dissatisfied with the service provided by your landlord?
PLEASE WRITE BELOW

Q3 How satisfied or dissatisfied are you that your landlord is easy to deal with?
PLEASE TICK ONE BOX ONLY

Very satisfied	<input type="checkbox"/> 1	Fairly dissatisfied	<input type="checkbox"/> 4
Fairly satisfied	<input type="checkbox"/> 2	Very dissatisfied	<input type="checkbox"/> 5
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3		

Q4 To what extent do you agree or disagree with the following statements about your landlord?
PLEASE TICK ONE BOX FOR EACH ROW

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
Someone is usually available to take my call	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
My landlord's communications are professional and courteous	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
My landlord resolves issues in a timely manner	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
My landlord provides good advice and support for paying my rent or service charges and managing my finances	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
My landlord publicises improvements made using tenants' feedback	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q5 What do you think should be the future priorities for your landlord? **PLEASE WRITE BELOW**

COMMUNICATION AND ENGAGEMENT

Q6 How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?
PLEASE TICK ONE BOX ONLY

Very satisfied	<input type="checkbox"/> 1	Fairly dissatisfied	<input type="checkbox"/> 4
Fairly satisfied	<input type="checkbox"/> 2	Very dissatisfied	<input type="checkbox"/> 5
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3	Not applicable/ don't know	<input type="checkbox"/> 6

Q7 How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you? **PLEASE TICK ONE BOX ONLY**

Very satisfied	<input type="checkbox"/> 1	Fairly dissatisfied	<input type="checkbox"/> 4
Fairly satisfied	<input type="checkbox"/> 2	Very dissatisfied	<input type="checkbox"/> 5
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3	Not applicable/ don't know	<input type="checkbox"/> 6

Q8 To what extent do you agree or disagree with the following "my landlord treats me fairly and with respect"? **PLEASE TICK ONE BOX ONLY**

Strongly agree	<input type="checkbox"/> 1	Disagree	<input type="checkbox"/> 4
Agree	<input type="checkbox"/> 2	Strongly disagree	<input type="checkbox"/> 5
Neither agree nor disagree	<input type="checkbox"/> 3	Not applicable/ don't know	<input type="checkbox"/> 6

- Q9** Cambridge City Council provides a number of opportunities for tenants to:
- Influence the management decisions about your housing
 - Test and challenge the quality of homes and the services that go with them
 - Improve your estates and neighbourhood

Would you be interested in finding out more about these opportunities to influence and improve your housing service? This means your contact details, but not your response to this survey, will be passed on to them. **PLEASE TICK ONE BOX ONLY**

Yes 1 No 2

- Q10** *My Cambridge* portal is an online service that enables tenants to access a lot of their housing services directly online e.g. pay your rent, check your rent balance, order a repair (<https://housing.cambridge.gov.uk/housing/www/dashboard>).

Do you use the *My Cambridge* online portal? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q11** 1 No - **GO TO Q12** 2

If you need assistance to sign up, please contact 01223 458323.

- Q11** If you use the *My Cambridge* portal, do you find it easy or difficult to use the services it offers? **PLEASE TICK ONE BOX ONLY**

Very easy 1 Quite difficult 4
 Quite easy 2 Very difficult 5
 Neither 3 Not applicable/ don't know 6

- Q12** Do you have access to the internet? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q14** 1 No - **GO TO Q13** 2

- Q13** What is your main reason for not having internet access? **PLEASE TICK ALL THAT APPLY**

Not interested 1 Can't afford it 3
 Don't know how to access it 2 Other (please specify below) 4

- Q14** How do you prefer to receive your customer specific information from your landlord? **PLEASE TICK ONE BOX ONLY**

Phone / text 1 Face-to-face 4
 Letter 2 *MyCambridge* portal 5
 Email 3 Other (please specify below) 6

COMPLAINTS

- Q15** Have you made a complaint to your landlord in the last 12 months? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q16** 1 No - **GO TO Q17** 2

Q16 How satisfied or dissatisfied are you with your landlord's approach to complaints handling?
PLEASE TICK ONE BOX ONLY

Very satisfied 1 Fairly dissatisfied 4
 Fairly satisfied 2 Very dissatisfied 5
 Neither satisfied nor dissatisfied 3

Q17 Have you made a formal complaint to your landlord in the last 12 months?
PLEASE TICK ONE BOX ONLY

Yes - **GO TO Q18** 1 No - **GO TO Q19** 2

Q18 When making your formal complaint, were you satisfied or dissatisfied with the following?
PLEASE TICK ONE BOX FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
The advice and support provided by staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
How well you were updated with what was happening throughout the complaint process	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The speed with which your complaint was dealt with	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The final outcome of your complaint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

REPAIRS AND MAINTENANCE

REPAIRS: The Council's responsive repairs are done in response to a tenant's request. The Council's in-house team deliver this service, doing about 16,000 repairs per year, as well as repairs to about 340 vacated properties before re-letting. We class most requests for repair work as either routine, urgent, or emergency. Examples include blocked drains, electrical faults, heating repairs.

Q19 Has your landlord carried out a repair to your home in the last 12 months?
PLEASE TICK ONE BOX ONLY

Yes - **GO TO Q20** 1 No - **GO TO Q25** 2

Q20 How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months? PLEASE TICK ONE BOX ONLY

Very satisfied 1 Fairly dissatisfied 4
 Fairly satisfied 2 Very dissatisfied 5
 Neither satisfied nor dissatisfied 3

Q21 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? PLEASE TICK ONE BOX ONLY

Very satisfied 1 Fairly dissatisfied 4
 Fairly satisfied 2 Very dissatisfied 5
 Neither satisfied nor dissatisfied 3

Q22 How did you report your last repair? **PLEASE TICK ONE BOX ONLY**

By telephone 1 Told the caretaker 3
 Through the *MyCambridge* online portal 2 Other (please specify below) 4

Q23 Were you given an appointment at the time of booking your last repair? **PLEASE TICK ONE BOX ONLY**

Yes, and my appointment was kept 1 No, I was not given an appointment 3
 Yes, but my appointment was not kept 2 Don't know/ can't remember 4

Q24 Thinking about your last repair, were you satisfied or dissatisfied with the following?
PLEASE TICK ONE BOX FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
Being kept informed throughout the process	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The overall quality of the work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Keeping dirt and mess to a minimum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The repair being done 'right first time'	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q25 How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?
PLEASE TICK ONE BOX ONLY

Very satisfied 1 Fairly dissatisfied 4
 Fairly satisfied 2 Very dissatisfied 5
 Neither satisfied nor dissatisfied 3

Q26 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe? **PLEASE TICK ONE BOX ONLY**

Very satisfied 1 Fairly dissatisfied 4
 Fairly satisfied 2 Very dissatisfied 5
 Neither satisfied nor dissatisfied 3 Not applicable/ don't know 6

Q27 How satisfied or dissatisfied are you with the following about your home?
PLEASE TICK ONE BOX FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The overall quality of your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
That your home is easy and affordable to keep warm	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

MAINTENANCE: The Council's planned maintenance is done on a cyclical basis by different contractors. It helps keep your property in good condition and prevents problems. It is usually carried out at the same time on properties in one geographical area and is usually non-urgent. Examples of planned maintenance include replacing kitchens, bathrooms, doors and roofs.

Q28 Have you had any planned maintenance work carried out in your home in the last 12 months?
PLEASE TICK ONE BOX ONLY

Yes - **GO TO Q29** 1 No - **GO TO Q30** 2

Q29 Thinking about the last planned maintenance carried out in your home, were you satisfied or dissatisfied with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
The information provided to you from the contractor before the work started	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Being kept informed throughout the process	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The arrangements for access to your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The time taken to complete the work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The overall quality of the work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q30 How could the repairs and maintenance service be improved? **PLEASE WRITE BELOW**

YOUR NEIGHBOURHOOD & ESTATE SERVICES

ESTATE SERVICES: Estate services are responsible for monitoring the delivery of estate-based contracts for building cleaning, communal window cleaning, grounds maintenance and street cleansing.

Q31 How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood? **PLEASE TICK ONE BOX ONLY**

- | | | | |
|--|----------------------------|----------------------------------|----------------------------|
| Very satisfied | <input type="checkbox"/> 1 | Fairly dissatisfied | <input type="checkbox"/> 4 |
| Fairly satisfied | <input type="checkbox"/> 2 | Very dissatisfied | <input type="checkbox"/> 5 |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> 3 | Not applicable/ don't know | <input type="checkbox"/> 6 |

Q32 How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour? **PLEASE TICK ONE BOX ONLY**

- | | | | |
|--|----------------------------|----------------------------------|----------------------------|
| Very satisfied | <input type="checkbox"/> 1 | Fairly dissatisfied | <input type="checkbox"/> 4 |
| Fairly satisfied | <input type="checkbox"/> 2 | Very dissatisfied | <input type="checkbox"/> 5 |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> 3 | Not applicable/ don't know | <input type="checkbox"/> 6 |

Q33 Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining? **PLEASE TICK ONE BOX ONLY**

- | | | | |
|------------------------------|----------------------------|-----------------------------|----------------------------|
| Yes - GO TO Q34 | <input type="checkbox"/> 1 | No - GO TO Q36 | <input type="checkbox"/> 2 |
|------------------------------|----------------------------|-----------------------------|----------------------------|

Q34 How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained? **PLEASE TICK ONE BOX ONLY**

Very satisfied 1 Fairly dissatisfied 4
 Fairly satisfied 2 Very dissatisfied 5
 Neither satisfied nor dissatisfied 3

Q35 How satisfied or dissatisfied are you with the following estate services provided by your landlord? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
Cleaning of indoor communal areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Cleaning of outdoor communal areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Communal window cleaning	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Grass cutting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Litter picking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Maintenance of planted areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q36 Which **three** of the following improvements to your neighbourhood would you consider to be your first, second and third priorities? **PLEASE TICK ONE BOX FOR EACH COLUMN ONLY**

	1st	2nd	3rd
Appearance and look of the estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parking facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communal areas (including stairs, bin stores etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community feel on the estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neighbourhood lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and wellbeing of residents in the neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improvements to neighbourhood fencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improvements to neighbourhood pathways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landscaping and planting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sheds and storage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Something else (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ABOUT YOU

Q37 Which of the following age bands do you fall into? **PLEASE TICK ONE BOX ONLY**

18 - 19..... 1 50 - 59..... 5
 20 - 29..... 2 60 - 69..... 6
 30 - 39..... 3 70+ 7
 40 - 49..... 4 Prefer not to say 8

Q38 Are you or any household members' day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? **PLEASE TICK ONE BOX ONLY**

Yes, limited a lot 1 No 3
 Yes, limited a little 2 Prefer not to say 4

Q39 How would you describe your ethnicity? **PLEASE TICK ONE BOX ONLY**

- | | | | | | |
|--|--------------------------|---|---|--------------------------|---|
| White - English / Welsh / Scottish / Northern Irish / British..... | <input type="checkbox"/> | 1 | Mixed / multiple ethnic groups..... | <input type="checkbox"/> | 5 |
| Any other White background | <input type="checkbox"/> | 2 | Any other ethnic group (please specify below) | <input type="checkbox"/> | 6 |
| Asian / Asian British | <input type="checkbox"/> | 3 | Prefer not to say | <input type="checkbox"/> | 7 |
| Black / African / Caribbean / Black British..... | <input type="checkbox"/> | 4 | | | |

Cambridge City Council would like to ensure it has up-to-date information for tenants. If you are happy for your responses to the above 'About you' section to be shared with Cambridge City Council, please tick the follow box. If you are also happy for Cambridge City Council to contact you in the future, please provide your email address and contact number below.

Your responses to the main sections of this survey will not be linked to your personal information - they will remain confidential.

- Please tick (✓) if you do want M·E·L Research to share your details from the 'About you' section with Cambridge City Council

Please provide your contact details if you're happy to be contacted in future:

Email address:

Contact number:

Cambridge City Council may wish to contact you again to invite you to take part in further research about the subjects covered in this survey. For the Council to be able to do this we need your permission to pass on your contact details to them for this purpose.

If you give permission, we would only pass on your contact details. Your answers to this survey remain confidential. The Council will only use your contact details to talk to you about further research and will not pass these on to anyone else.

Are you happy to be re-contacted? **PLEASE TICK ONE BOX ONLY**

- Yes - I am happy to be re-contacted..... 1 No - I do not want to be re-contacted..... 2

Finally, are you happy to take part in the prize draw where you have the chance to win one of three £100 Love2Shop vouchers?

- Yes..... 1 No..... 2

This is the end of the survey. Thank you for your time. Your feedback is really valuable.

Please return your completed survey to M·E·L Research in the freepost envelope provided.

Appendix B: Respondent profile

Gender	Count	%
Male	544	39%
Female	857	61%

Age	Count	%
Under 30	39	3%
30 - 39	157	12%
40 - 49	237	18%
50 - 59	256	19%
60 - 69	305	23%
70+	357	26%

Health problems	Count	%
Yes (limited a lot/a little)	614	50%
No	608	50%

Ethnicity	Count	%
White tenants	1,170	90%
Minority ethnic tenants	136	10%

Ward	Count	%
Abbey	241	17%
Arbury	216	15%
Castle	12	1%
Cherry Hinton	145	10%
Coleridge	113	8%
East Chesterton	76	5%
Kings Hedges	252	18%
Market	29	2%
Newnham	1	0%
Petersfield	53	4%
Queen Edith's	83	6%
Romsey	71	5%
Trumpington	63	5%
West Chesterton	30	2%
Not in CCC ward	16	1%

Property type	Count	%
House	715	51%
Bungalow	66	5%
Maisonette	57	4%
Flat	544	39%
Bedsit	19	1%

Length of tenancy	Count	%
Less than 1 year	41	3%
1 -2 years	126	9%
3 - 5 years	194	14%
6 - 10 years	248	18%
11 - 20 years	279	20%
21 years +	513	37%

