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Cambridge City Council

**STAR 2020: General Needs
Tenants**

Final Report

January 2021



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Project details

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Executive summary

City Homes (Cambridge City Council) commissioned M·E·L Research to carry out a STAR survey (Survey of Tenants and Residents) 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 1,636 responses from general needs tenants which gives a good overall margin of error of $\pm 2.1\%$. The results presented in this report relate to general needs tenants only.

Key findings

Key questions

The table below gives an overview of the results for the key questions (some of the new and old HouseMark core questions), with comparisons to the 2014 results where applicable.

Whilst satisfaction with the repairs and maintenance service has increased since 2014, there have been some decreases in satisfaction (overall service, overall quality of home and neighbourhood as a place to live). The greatest changes since 2014 were a 9%-point drop in satisfaction with the neighbourhood as a place to live and an 8%-point drop in overall satisfaction, with satisfaction now significantly lower statistically for both of these questions. Whilst these aspects have fallen, satisfaction was lowest for City Homes keeping tenants informed, with just two thirds (66%) satisfied.

Key results	2014	2020	+/- (%-points)
Overall service provided by City Homes	80%	72%	-8
The overall quality of your home	76%	74%	-2
City Homes provides a home that is safe and secure		78%	
City Homes is easy to deal with		73%	
Repairs and maintenance service (those used within last 18 months)	75%	76%	+1
Your neighbourhood as a place to live	81%	72%	-9
City Homes keeping you informed		66%	

Overall services

Beyond the key questions, there were high levels of agreement with the statements 'City Homes' communications are professional and courteous' (77%) and 'someone at City Homes is usually available to take my call' (73%). However, fewer residents agreed that 'City Homes gives you the opportunity to make your views known' (52%) and 'City Homes publicise improvements made using tenants' feedback' (50%). Furthermore, a fifth were dissatisfied with the responsiveness of City Homes.

Tenants were also asked what they think City Homes' future priorities should be. The most common answer was improvements, upgrades and maintenance of property standards including things such as replacing windows, bathrooms and sorting out damp/mould. This was mentioned in 31% of the comments.

Your home

As shown in the key questions above, three quarters (74%) of tenants were satisfied with the overall quality of their home – 16% were dissatisfied. More tenants were positive about City Homes providing them with a home that is safe and secure (78%). Around seven in ten were satisfied that their home is easy and affordable to keep warm (68%) and with the advice and support they get from City Homes for paying their rent and service charges or managing their finances (71%).

Repairs and maintenance

Two thirds of tenants (66%) had had repairs completed in the last 18 months (69% in 2014). The vast majority reported this repair by telephone (82%) and were given an appointment, which was kept (75%). Satisfaction was high across all aspects of the repairs service, highest for keeping dirt and mess to a minimum (82%) but lowest for the repair being done 'right first time' (66%). All tenants were also asked how the repairs and maintenance service could be improved, with 22% of comments suggesting better quality work.

Planned works

Almost half (47%) reported that they had had planned maintenance works carried out in their home in the last 18 months. The majority of those that had received works were satisfied with the arrangements made to access their home (84%), the time taken (80%), information provided about the works (80%) and the overall quality of work (76%).

Your neighbourhood

Over seven in ten (73%) tenants were satisfied with their neighbourhood as a place to live; however, fewer expressed satisfaction with the overall appearance of their neighbourhood (59%) – 19% were dissatisfied. We also explored priorities for improvements within the neighbourhood. The most commonly prioritised neighbourhood aspects were improvements to pathways (54% of tenants prioritised this), estate lighting (39%) and the health and wellbeing of tenants (31%).

Estate services

Of those who receive estate services, 53% were satisfied with the overall estate services that they receive from City Homes. Tenants were also asked about their level of satisfaction with various estate services they receive. Satisfaction was higher for grounds maintenance, specifically grass cutting (71%), but low for other services such as communal cleaning where around four in ten (42-43%) were satisfied. Across the services dissatisfaction ranged from 12% to 30%, so there is sizeable proportion of tenants that were not satisfied with the estate services they receive.

Anti-social behaviour

Just 15% of tenants had reported ASB to City Homes in the last 18 months. Of those, just 28% were satisfied with the final outcome of their complaint. Almost half were dissatisfied (49%).

Contact and communication

The most preferred methods of communication were letter (61%) and email (23%).

Almost three quarters (74%) of tenants said they have access to the internet. Tenants were also asked if they were aware of My Cambridge. 20% had signed up but half (50%) were not aware.

Over seven in ten (71%) tenants said they'd made contact with City Homes in the last 18 months. Of those that had been in touch, 75% were satisfied with the helpfulness of staff and 59% were with the final outcome of their query – 25% were dissatisfied.

Introduction

City Homes (Cambridge City Council) commissioned M·E·L Research to carry out a STAR survey (Survey of Tenants and Residents) 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) follows the HouseMark STAR guidance, ensuring the collection of robust data on the resident experience and perceptions. The questionnaire used a set of core questions, along with a selection of extra questions focusing on specific service areas consistent with the HouseMark guidance.

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 HouseMark STAR guidance.

The fieldwork began in October and finished in December 2020. It is important to note that the period in which the survey was completed coincided with the second national coronavirus lockdown of 2020 in England. While we cannot quantify what effect this may have had on how people responded to the survey, the autumn lockdown has anecdotally, been more challenging and frustrating for individuals than the first lockdown in the spring. In practical terms, this period will have meant some individuals will have spent more time within their homes and neighbourhood than they would normally do.

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 6,434 general needs tenants. A total of 1,636 completed questionnaires were returned by general needs tenants, giving an overall response rate of 25%.

The results for general needs tenants are therefore accurate to $\pm 2.1\%$ at the 95% confidence level. This means that if we surveyed every single resident, the results could be 2.1% above or below the figures reported (e.g. a 50% satisfaction rate could actually lie between 47.9% and 52.1%). 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	6,434	1,636	25%	±2.1%
Independent living tenants	485	181	37%	±5.8%
Leaseholders	1,191	272	23%	±5.2%
Overall	8,110	2,089	26%	±1.9%

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 2014 are also included, where applicable, to show trends. The results for 2014 and 2020 are unweighted.

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 2014 survey period are also included in this report.

1. Overall service

The following section details the results to questions asked around the overall service provided by City Homes. This includes some of HouseMark's STAR core questions which cover key measures of satisfaction and are the basis for comparisons with other housing providers.

Overall service provided

Taking everything into account, seven in ten (72%) tenants were satisfied with the overall service provided by City Homes, with similar proportions 'very satisfied' (35%) and 'fairly satisfied' (37%). 15% report some degree of dissatisfaction and 13% have no strong feelings either way.

Comparison with the previous survey period shows satisfaction has fallen by 8% points, a statistically significant difference.

Figure 1.1 Overall service provided

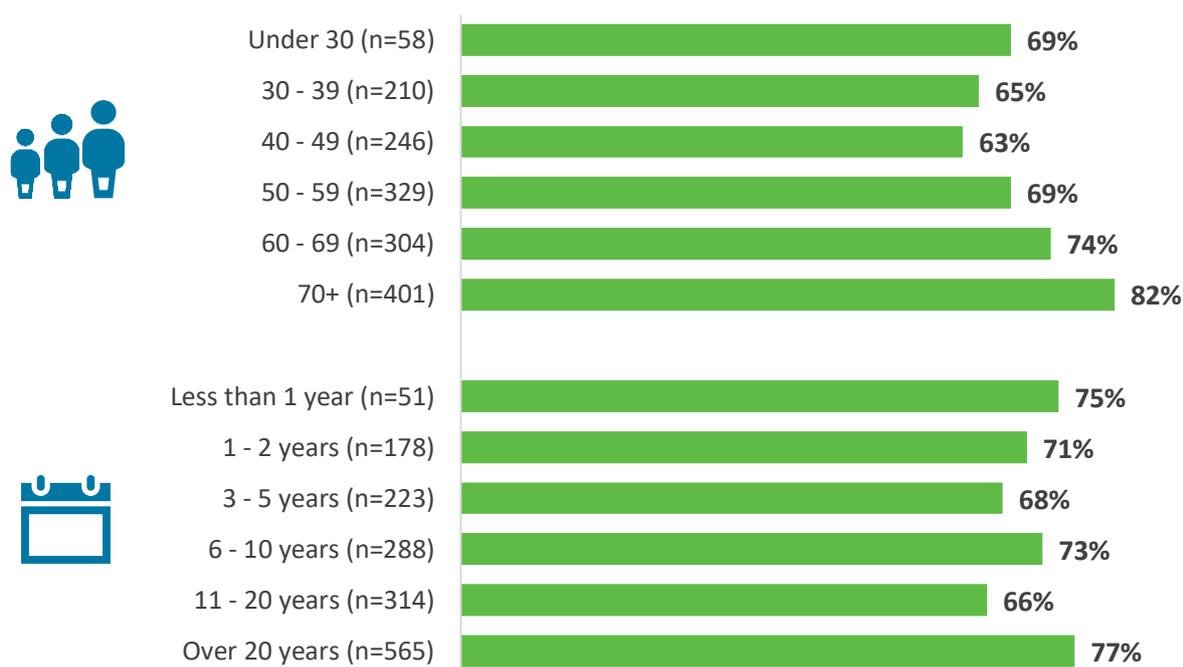
Base size: 1,620



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 30-39 and 40-49 significantly less satisfied than older tenants aged 60 and over.
- Tenants who have been with you a long time (20 years or more) were significantly more satisfied than those with a tenancy length of 3-5 years and 11-20 years. Newer tenants (less than a year) were also more satisfied. This is a typical pattern that we also see elsewhere.

Figure 1.2 Overall service provided by age and length of tenancy



Reasons for satisfaction/dissatisfaction with the overall service provided

All respondents were then given the opportunity to provide their reasons to explain their current satisfaction level. A total of 1,044 valid comments were given. These have been grouped into themes which are presented in Table 1.1 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 City Homes (48% 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 needing a repair or upgrade to the property (26% of comments). Those with outstanding repairs/upgrades were mostly dissatisfied tenants, though some were satisfied or neutral. Positively though, 20% 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 Reasons for satisfaction/dissatisfaction with the overall service provided

	Satisfied	Neither	Dissatisfied	Total	
Satisfied with overall services/ staff	488	6	4	498	48%
Repair/upgrade needed	95	49	126	270	26%
Satisfied with repairs & maintenance service	196	3	5	204	20%
Slow to respond to issues	57	36	87	180	17%
Efficient/ quick to respond to issues	141	2	2	145	14%
Dissatisfied with Repairs & maintenance - speed and appointments	39	22	66	127	12%
Communication - general (e.g. slow, no follow-up)	39	24	57	120	11%
Dissatisfied with Repairs & maintenance - quality and workmen	32	13	39	84	8%
Dissatisfied with overall services/ staff	7	8	54	69	7%
Communication - repairs & maintenance	18	7	13	38	4%
Dissatisfied with Communal cleaning	14	2	14	30	3%
Other	16	7	5	28	3%
Advice and support (e.g. listen to tenants' concerns/complaints & act, check on vulnerable tenants)	22	2	3	27	3%
Grounds maintenance	10	3	11	24	2%
Well-kept property / satisfied with property	21	1	1	23	2%
Rent/ service charges issues/ not VFM	5	4	10	19	2%
Safety Concerns	6	4	6	16	2%
Anti-social behaviour/ issues with neighbours	4	4	6	14	1%
Allocations/ exchanges/ right to buy	2	1	4	7	1%
Parking issues	-	2	1	3	0%

A selection of comments is shown below.

"I'm very satisfied with City Homes. Everyone is always very helpful and very good at the jobs they do."

"City Home provide a very satisfactory service. Whenever I've contacted them they are helpful, and appointments are easily booked."

"I have so many repairs to be done but can only do one at a time."

"Have been waiting since March 2020 for repairs, I have called on many occasions + they say they will get back to me but don't."

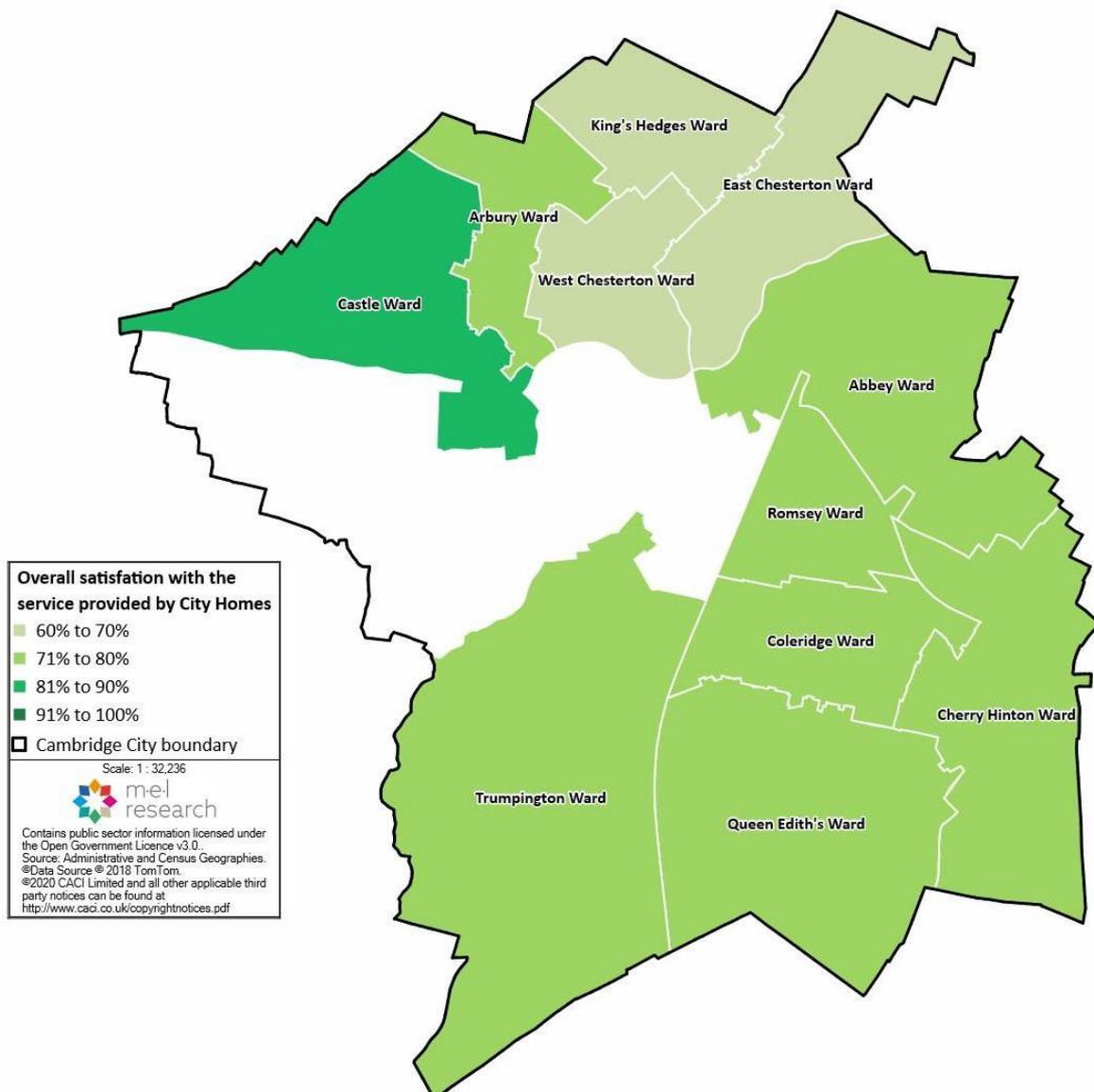
"I'm very satisfied with City Homes I am pleased with the overall services. I am grateful that people are nice, repairs are dealt with promptly. I have met some amazing people from the council who go above and beyond their jobs and support and advice."

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 Castle (83%), Cherry Hinton (79%), Queen Edith's (78%) and Trumpington (78%). Tenants in Kings Hedges (69%), West Chesterton (68%) and East Chesterton (63%) were the least satisfied.

Map 1.1 Overall service provided by ward



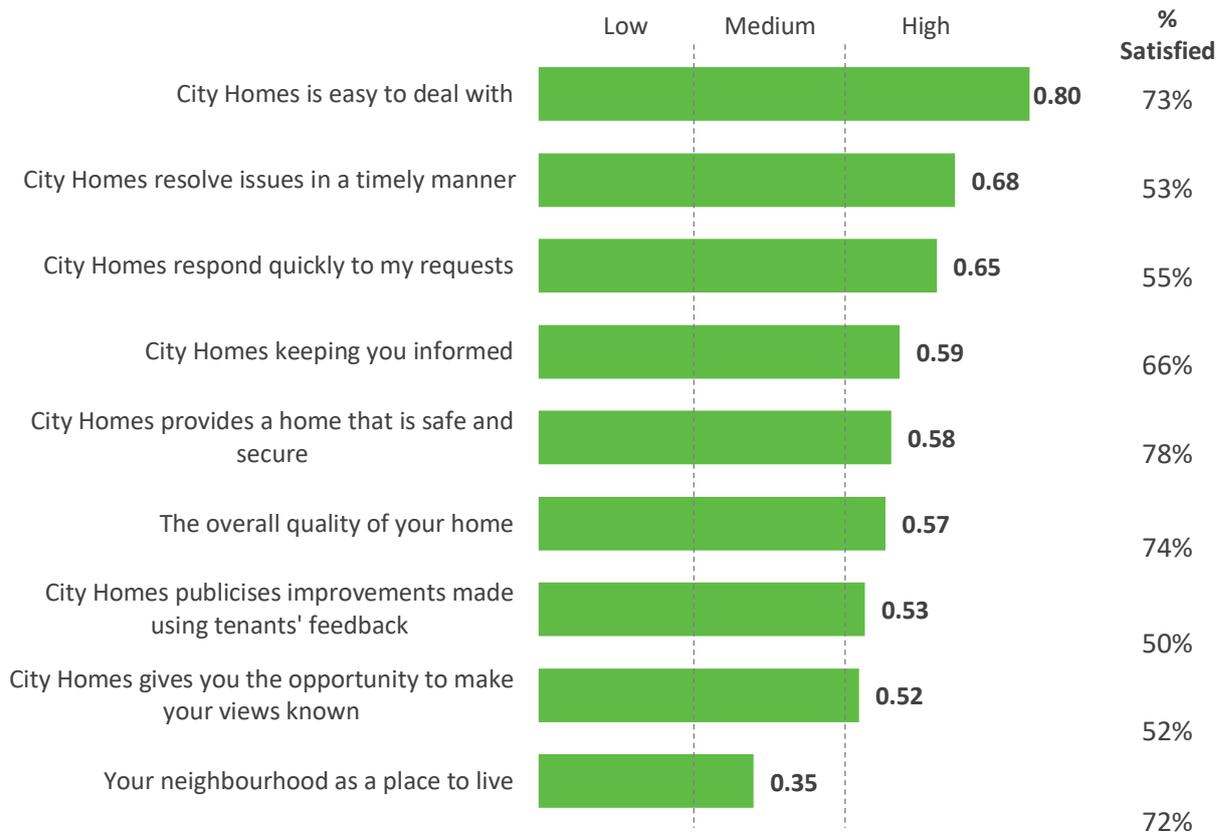
Key driver analysis

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 level for each driver is presented next to each bar.

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



Eight out of the nine questions analysed were shown to correlate highly with satisfaction with the overall service. The strongest relationship is with **City Homes being easy to deal with** (0.8), which is encouraging as satisfaction is relatively high for this service aspect. There is also a strong relationship between **City Homes resolves issues in a timely manner** and **City Homes responds quickly to my requests** (>0.6). However, satisfaction was relatively low for these areas (some of the lowest across these questions).

Results here show a clear relationship between City Homes being easy to deal with, resolving requests and issues quickly, and satisfaction with the overall service provided. Whilst around three quarters (73%) were satisfied with City Homes being easy to deal with, less were satisfied with requests and issues being dealt with quickly. In order to increase satisfaction with the overall service provided, the results of the key driver analysis therefore suggest that priority should be given to these areas.

Easy to deal with

Residents were asked to what extent they were satisfied that City Homes is easy to deal with, a new core STAR question. Over seven in ten (73%) tenants expressed satisfaction, with a greater proportion 'fairly satisfied' (38%) as opposed to 'very satisfied' (35%). Just over one in ten (12%) expressed dissatisfaction and 15% had no strong feelings either way.

Figure 1.4 Easy to deal with

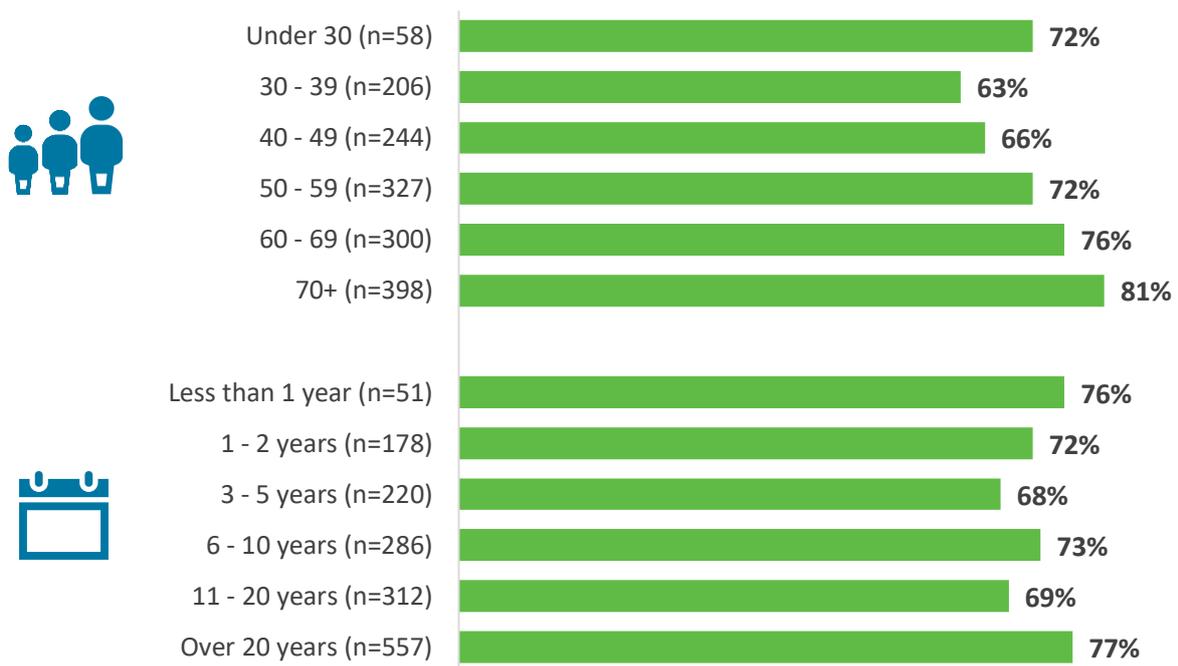
Base size: 1,605



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

- Tenants aged 30-39 were significantly less satisfied with City Homes being easy to deal with than tenants aged 50 and over. 18% of those aged 30-39 were dissatisfied. This may reflect heightened levels of service expectations from younger tenants.
- Tenants who have been with you a long time (20 years or more) were significantly more satisfied than those with a tenancy length of 3-5 years and 11-20 years.

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

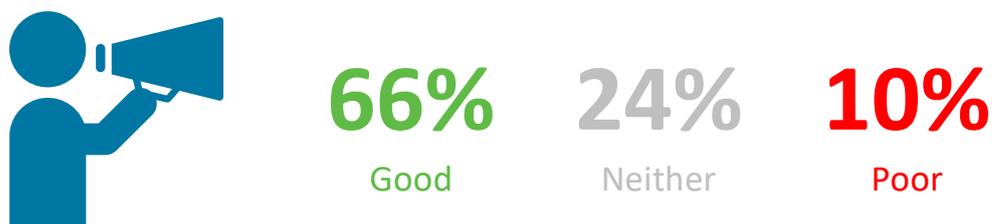


Keeping tenants informed

Tenants were asked how good or poor they felt City Homes is at keeping them informed about things that might affect them as a tenant. Two thirds (66%) felt that City Homes are good at keeping them informed, with one 10% saying they are poor. Around a quarter (24%) were ambivalent, feeling they are neither good nor poor at keeping them informed.

Figure 1.6 Being kept informed by City Homes

Base size: 1,559

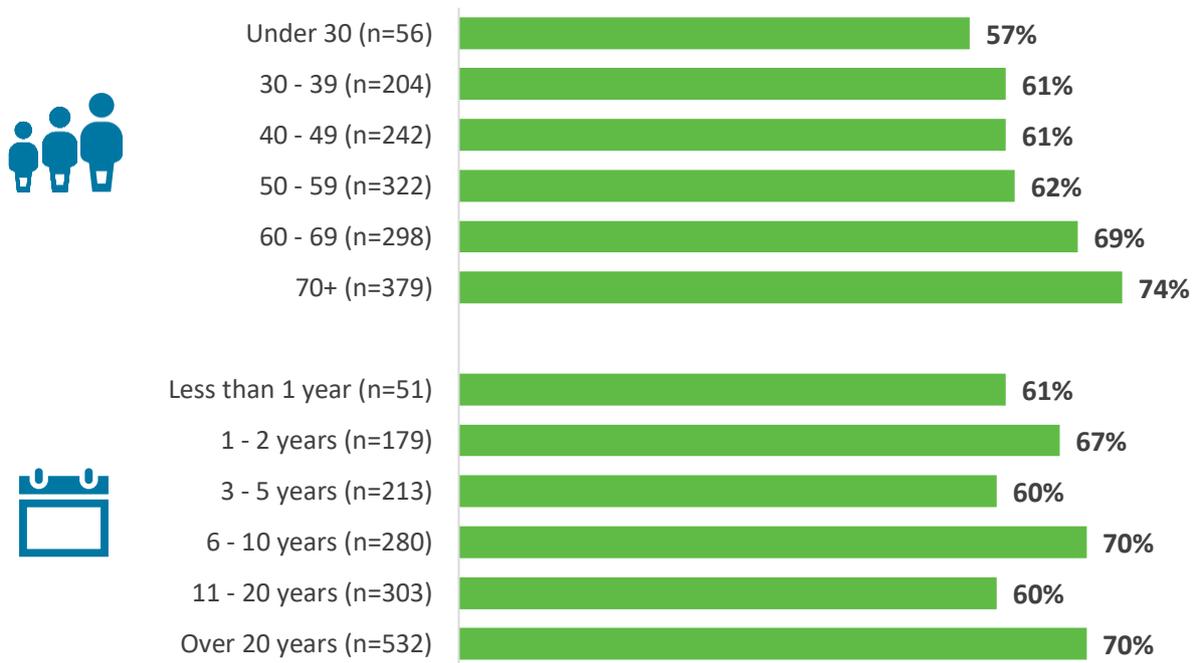


Analysis of agreement for City Homes being good at keeping residents informed by sub-groups shows some significant differences:

- Tenants aged 70 and over were significantly more likely to agree that City Homes is good at keeping them informed compared to younger tenants aged under 60. Just 6% of those aged 70 and over felt City Homes is poor at keeping them informed, which compares to 15% of those aged 30-39 where the proportion of those saying poor was highest.

- Tenants who have been with you between 6 and 10 years and over 20 years were the most likely to feel City Homes is good at keeping them informed.

Figure 1.7 Being kept informed by City Homes by age and length of tenancy



Perceptions of service provided by City Homes

Respondents 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 City Homes.

The highest level of agreement is with the statement ‘City Homes’ communications are professional and courteous’ (77%). The lowest level of agreement is with the statement ‘City Homes publicises improvements made using tenants’ feedback (50%). However, disagreement is highest for responding to requests quickly (21%) and resolving issues in a timely manner (22%).

Across the statements between 16% and 38% of tenants gave a neutral response. This may suggest that they have limited interaction with City Homes or limited awareness of these aspects of the services City Homes provide.

Figure 1.8 Agreement with perception statements

Base size: 1,488-1,543



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, 69% of those 70 and over agreed that City Homes respond quickly to their requests compared to 44% of those aged 40-49 and 52% of those under 30.



- Across all statements, those that have been with you for less than a year, and those with you for 20 years or more, were more likely to agree. For example, 47% of those with a tenancy length of 3 to 5 years agreed that City Homes resolves issues in a timely manner. This compares to 61% of those who have joined you in the last year and 59% of those who have been with you over 20 years.

As shown in the Figure above, the lowest levels of agreement were with giving tenants the opportunity to make their views known and publishing improvements made using their feedback. On the topic of resident involvement and having the opportunity to make view known, all respondents were informed that City Homes provides a number of opportunities for tenants and tenants 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.

Respondents were then asked if they would be interested in finding out more about these opportunities. 32% of respondents said they would be. Those who expressed interest also gave permission for their details to be passed back to City Homes, which means a pool of 493 willing tenants for City Homes 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 City Homes. A total of 816 valid comments were left. These have been grouped into themes which are presented in Table 1.2 below.

Table 1.2 Future priorities for City Homes

	Count	% of comments
Improvement/ upgrades/ maintenance of property standards (e.g. replacing windows, new bathrooms, sort out damp/mould, guttering)	249	31%
Communication/ visits to properties/ views taken into account/ follow-up on complaints	129	16%
Build more housing/ new homes	123	15%
Look after older/ vulnerable/ homeless people	74	9%
Repairs and maintenance - Appointments/ speed	68	8%
Better housing service overall/ fairness	64	8%
Safety and security (e.g. a safer neighbourhood, street lighting, install CCTVs, better locks, more policing)	62	8%
Repairs and maintenance - Quality	56	7%
Rent/service charges/ affordable housing	47	6%
Environmental impact/ Sustainability	45	6%
External areas/ grounds maintenance/ neighbourhood appearance/ littering/ dog fouling/ road sweeping	42	5%
Advice and support to residents	40	5%
Crime/ ASB/ neighbour issues/ drug dealing	29	4%
Maintenance/ improvement on communal areas, neighbourhood, open spaces	29	4%
Other	24	3%
Repairs and maintenance - Customer service	23	3%
Condition of roads/ pavements	19	2%
Car parking	16	2%
More or better services for children/ young people (e.g. more sports clubs, improve or more children's play areas, mental health service)	12	1%
Communal cleaning (e.g. internal areas, window cleaning)	9	1%
Bin areas/stores - cleanliness or improvement	7	1%
Regular bin collections/ better service including recycling/ more bins in neighbourhood	7	1%
Covid-19	6	1%
Fly tipping	5	1%
Housing Officers	4	0%
Fire safety/ building safety	3	0%
Road safety/ traffic congestion/ speeding	3	0%

Council tax	3	0%
Issues with overcrowding/ illegal sub-letting	1	0%

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 31% of the comments. To put this result in context, as outlined in the next section of this report, satisfaction with the overall quality of home is relatively high (74% satisfied).

Other common themes include communication/listening to views and taking them into account (16% of comments) and building more housing (15%). Some of the less common themes include looking after the elderly/vulnerable, keeping appointments and/or making repairs quicker or more responsive, and allocating houses more fairly.

A selection of comments is shown below.

“Updating some of the homes especially doors & kitchens - mine have been in since I have lived here, and I have been in this house 22 years.”

“Discussions with existing tenants about whether home meets their needs, potential ‘future proofing’ for long term tenants.”

“City Homes should try to listen to tenants when having problems with where they live.”

“Better communication. Work out which department is responsible for resolving issues before phoning me to say ‘it’s not our responsibility’. Treat mould effectively and resolve any underlying structural causes, especially in ground floor flats.”

2. Your home

This section looks at tenants' attitudes towards their homes and opinions on the advice and support provided by City Homes to tenants on paying rent and service charges and managing finances.

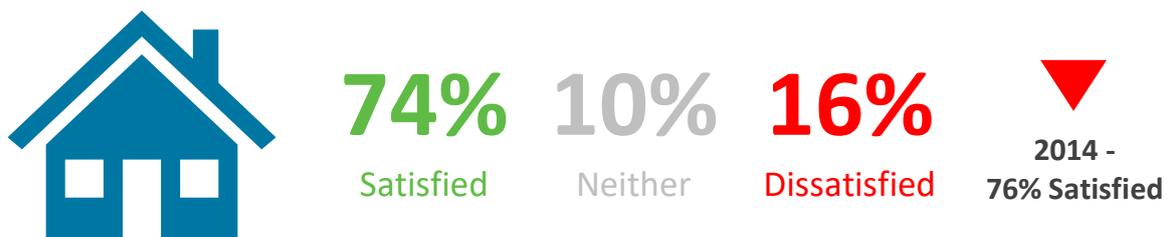
Overall quality of home

Almost three quarters (74%) of tenants express satisfaction with the overall quality of their home, with a third (33%) 'very satisfied'. 16% report some level of dissatisfaction with the quality of their home and 10% have no strong feelings either way.

Comparison with 2014 shows a slight decrease in satisfaction of 2% points, with more tenants expressing dissatisfaction with their home in the current survey period (14% in 2014).

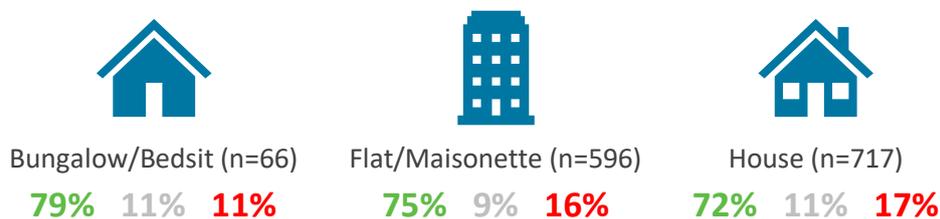
Figure 2.1 Overall quality of home

Base size: 1,565



Analysis of satisfaction levels by property type show little variation between those living in bedsits and bungalows, flats and maisonettes and houses.

Figure 2.2 Overall quality of home by property type

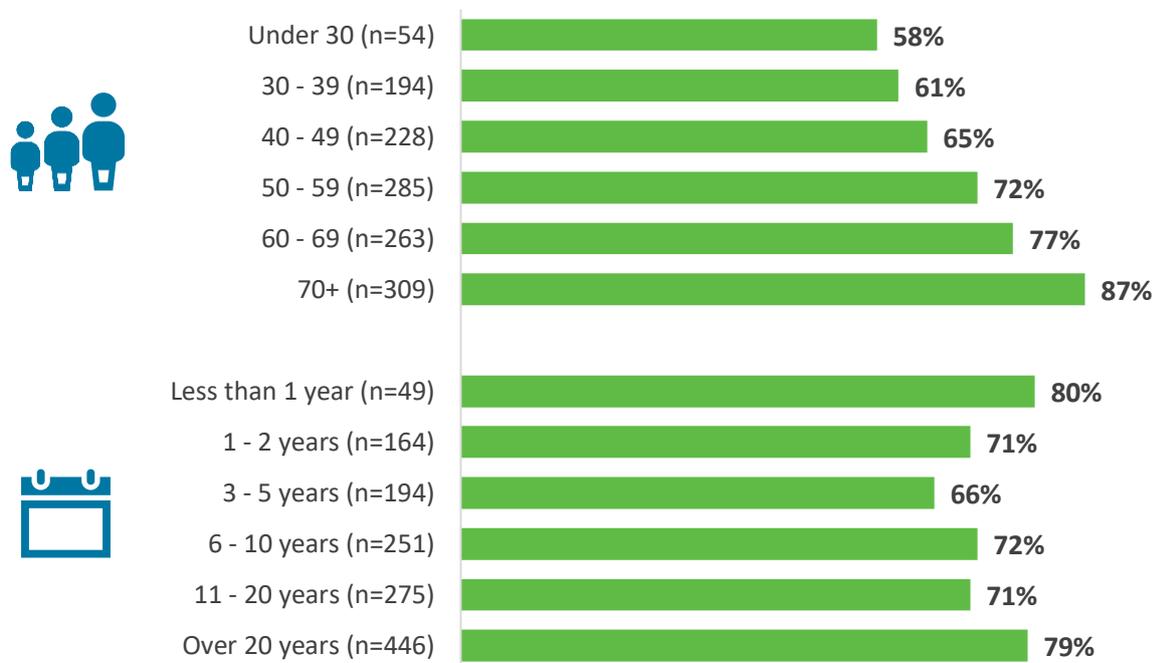


However, analysis of satisfaction levels for the overall quality of home by sub-group shows some significant differences:

- Younger tenants aged under 40 were less satisfied with their homes than tenants aged 50 and over.

- By length of tenancy, tenants who have been with you for 20 years or more were significantly more satisfied than tenants who have been with you between 1 and 20 years. However, those who have been with you less than a year were the most satisfied with the overall quality of their new home (base size 49).

Figure 2.3 Overall quality of home by age and length of tenancy

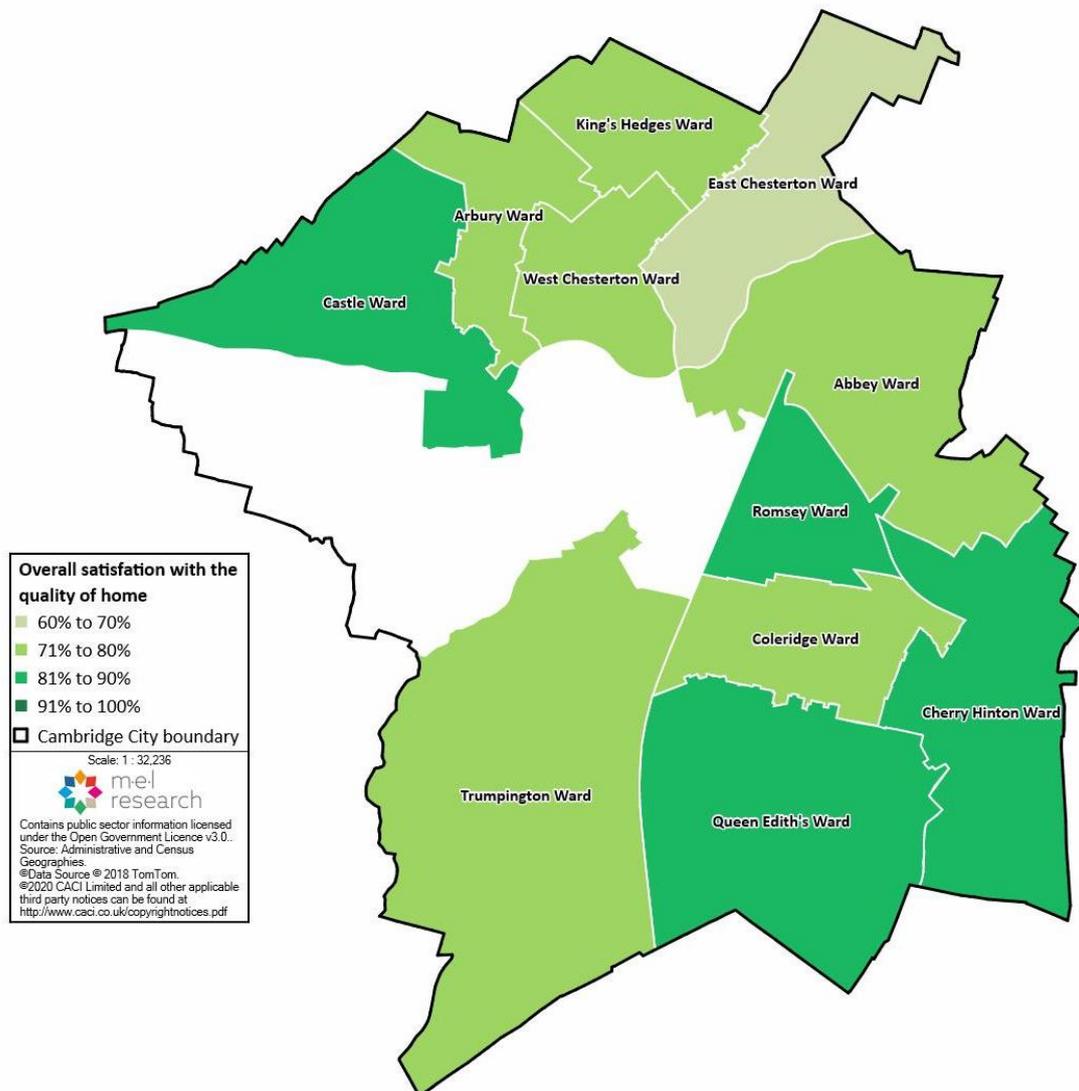


Satisfaction by ward

In order to understand differences in satisfaction spatially, Map 2.1 highlights differences in satisfaction with the overall quality of home by ward.

Results show that the wards with the highest levels of satisfaction were Castle (87%) and Cherry Hinton, Queen Edith's and Romsey (all 80%). Tenants in East Chesterton were the least satisfied with the overall quality of their home (67%).

Map 2.1 Overall quality of home by ward



Providing a home that is safe and secure

Residents were asked to what extent they were satisfied that City Homes provides a home that is safe and secure, another new core STAR question. Around eight in ten (78%) tenants expressed satisfaction, with more 'very satisfied' (45%) as opposed to 'fairly satisfied' (32%). 12% expressed dissatisfaction and 10% were neither satisfied nor dissatisfied.

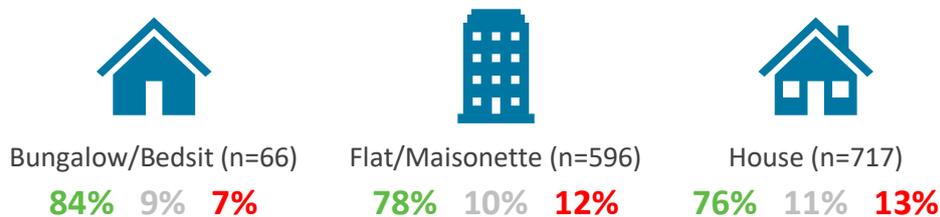
Figure 2.4 Providing a home that is safe and secure

Base size: 1,534



Analysis of satisfaction levels by property type show that those in bungalows and bedsits were the most satisfied, though the difference is not significant.

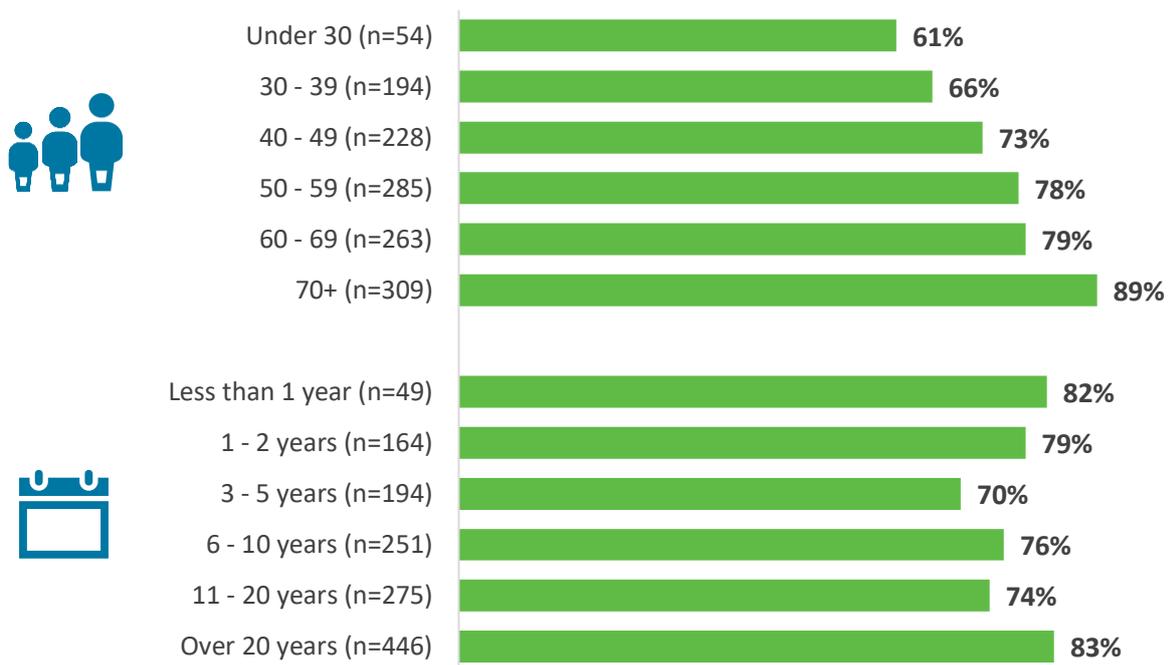
Figure 2.5 Providing a home that is safe and secure by property type



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

- Satisfaction increased with age, with older tenants aged 70 and over significantly more satisfied than younger tenants that City Homes are providing a home that is safe and secure.
- Tenants that have been with you for between 1 to 2 years or over 20 years were significantly more satisfied than those who have been with you for between 3 and 5 years, who were the least satisfied.

Figure 2.6 Providing a home that is safe and secure by age and length of tenancy

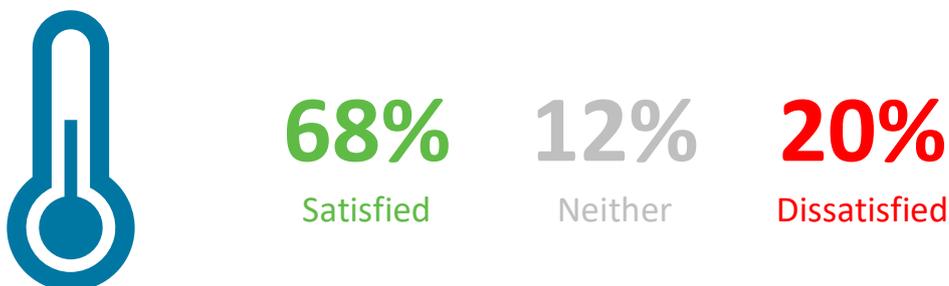


Easy and affordable to keep home warm

Residents were then asked to what extent they were satisfied that their home is easy and affordable to keep warm. In response, over two thirds (68%) of tenants expressed satisfaction, with 36% 'very satisfied' and 32% 'fairly satisfied'. However, a fifth (20%) of tenants were dissatisfied with their home being easy and affordable to keep warm. Around one in eight (12%) were neither satisfied nor dissatisfied.

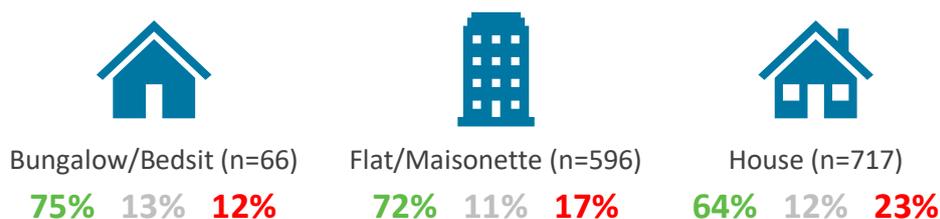
Figure 2.7 Easy and affordable to keep warm

Base size: 1,558



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. Almost a quarter of those in houses were dissatisfied in this respect (23%).

Figure 2.8 Providing a home that is safe and secure 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, 88% were also satisfied with the overall quality of their home. Conversely, of those dissatisfied with their home being easy and affordable to keep warm, 50% were dissatisfied with the overall quality of their home.

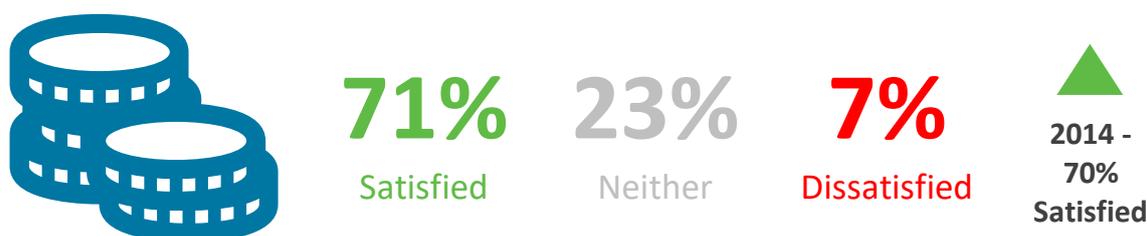
Advice and support on paying and managing finances

Tenants were also asked how satisfied they are with the advice and support they get from City Homes for paying their rent and service charges or managing their finances. 71% of tenants expressed satisfaction, with over four in ten (43%) 'very satisfied' and 28% 'fairly satisfied'. Just 7% expressed dissatisfaction and 23% were neither satisfied nor dissatisfied.

Satisfaction is marginally higher than in 2014.

Figure 2.9 Advice and support for paying and managing finances

Base size: 1,412



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

- Tenants aged 70 and over were the most satisfied with the advice and support they receive, and significantly more satisfied than all other age groups.

Figure 2.10 Advice and support for paying and managing finances by age



3. Repairs and maintenance

This section looks at tenant’s experiences of any repairs they have had completed in their home in the last 18 months, as well potential improvements for the repairs service.

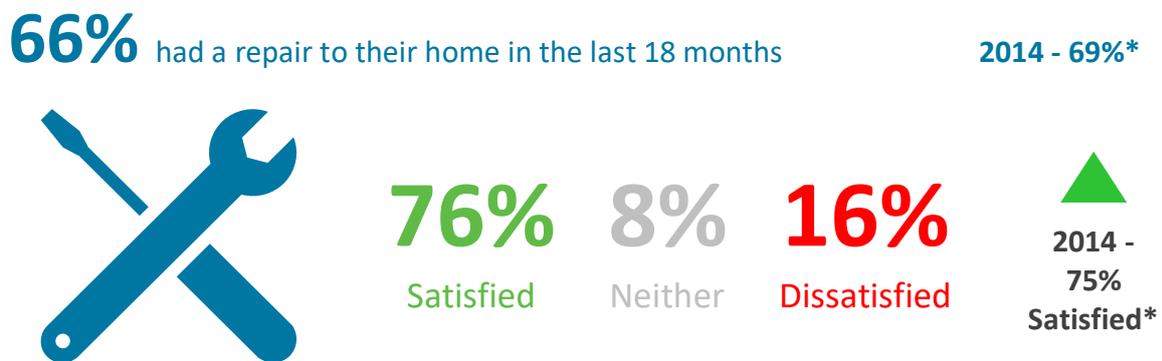
Repairs in the last 18 months

Overall, two thirds (66%) of tenants reported that they had had a repair to their home in the last 18 months. This compares to 69% who reported that they had received a repair in the 2014 survey.

Those that had received a repair to their home were then asked to rate their satisfaction with the overall repairs service provided by City Homes for their last repair. The majority (76%) were satisfied, with a greater proportion stating they were ‘very satisfied’ (53%) as opposed to ‘fairly satisfied’ (23%). 16% reported dissatisfaction and the remaining 8% were neither satisfied nor dissatisfied with their last repair. Satisfaction is consistent with 2014.

Figure 3.1 Repairs and maintenance

Base size: 1,579; 1,039

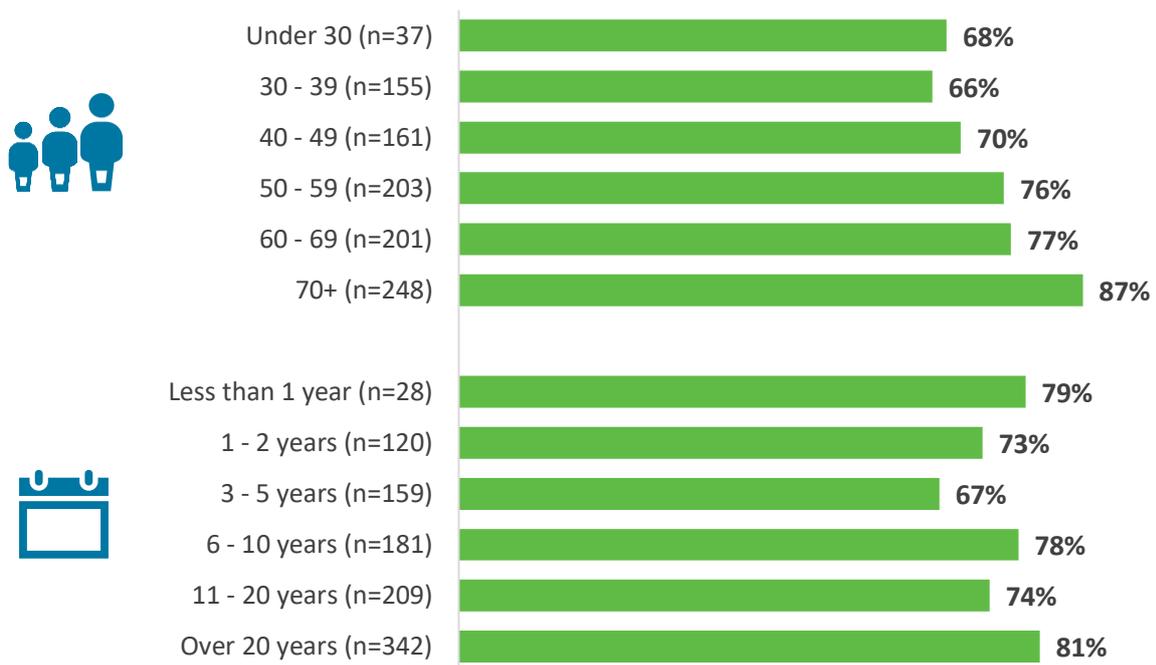


*Note: the question wording has changed since 2014, when residents were asked about repairs within the last 12 months.

Analysis of satisfaction levels with the repairs service, amongst those that had repairs in the last 18 months, shows some significant differences by sub-group:

- As seen elsewhere, satisfaction increases with age. Tenants aged under 70 were less satisfied with the repairs service they received compared to tenants aged 70 and over.
- Tenants who have been with you the shortest time (less than 2 years) and the longest time (over 20 years) were the most satisfied with the repairs service they received. Those with you for between 6 and 10 years were the least satisfied.

Figure 3.2 Repairs and maintenance by age and length of tenancy



Method of reporting last repair

Those that had received a repair in the last 18 months were then asked how they reported it. The most popular method was by telephone (82%), with one in nine opting to use the website (11%).

Figure 3.3 Method of reporting last repair

Base size: 1,033



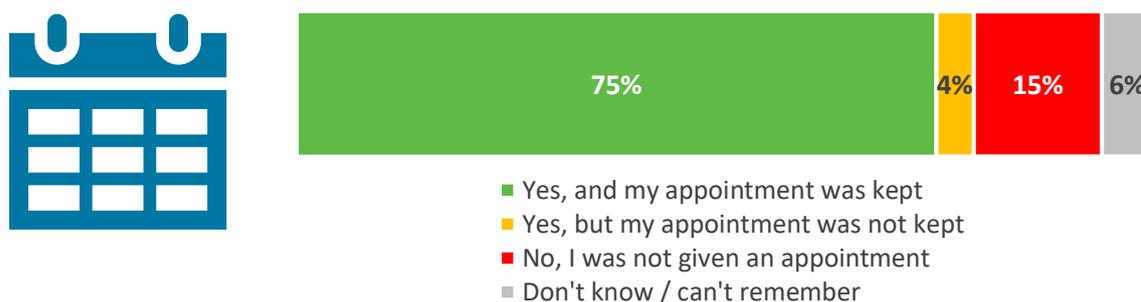
There were no stand-out differences by sub-groups for method of reporting a repair.

Appointment for last repair

Tenants were then asked if they were given an appointment at the time of booking their last repair. Positively, three quarters (75%) of tenants reported that they were given an appointment and it was kept. 15% were not given an appointment and 4% were given one but it wasn't kept. A further 6% couldn't remember.

Figure 3.4 Appointment for last repair

Base size: 1,031

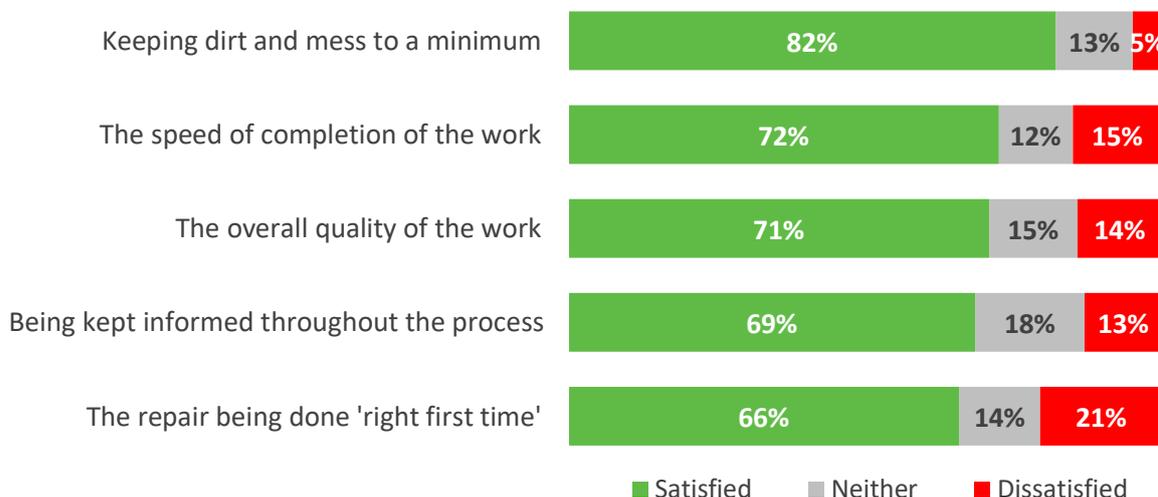


Satisfaction with aspects of last repair

Tenants who had received repair or maintenance work on their home in the last 18 months were also asked how satisfied they were with various aspects of the service. The highest level of satisfaction was with keeping dirt and mess to a minimum (82%). Around seven in ten (69-72%) were satisfied with the speed of completion, overall quality of work and with being kept informed throughout the process. At 66%, satisfaction was lowest for the repair being done 'right first time'; a fifth (21%) were dissatisfied with this aspect.

Figure 3.5 Satisfaction with aspects of the repairs service

Base size: 983-997



Improvements to the repairs and maintenance service

Finally, all residents were asked how the repairs and maintenance service could be improved. A total of 748 valid comments were left. All comments have been grouped into themes which are presented in Table 3.1 below.

Table 3.1: Improvements for the repairs and maintenance service

	Count	% of residents
Better quality work	167	22%
Satisfied tenant	152	20%
Improved communication	146	20%
Outstanding repair work	146	20%
Quicker/ more responsive	107	14%
Other	67	9%
Better contractors	62	8%
Time taken	61	8%
Better appointment times	57	8%
Better customer service	54	7%
Need more compliance Checks	11	1%
Employ more Staff	8	1%
Regular inspections	5	1%
Lower cost for charged repairs/ VFM	3	0%

The most popular themes were for better quality work (22% of comments), improved communication (20%) and a quicker/more responsive service (14%). A fifth of comments (20%) 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 with the work being done 'right first time' (i.e. poor quality) and being kept informed throughout the repairs process (i.e. communication).

A selection of comments is shown below.

"The workers should care about quality of the work they provide."

"Doing the job properly and not hurried or slap dash, also being qualified."

"Communication about repairs and logging repairs are in a poor state. I have repairs outstanding from months back still waiting to be done."

"I don't feel they need to improve the service. I was treated with respect and the appointment was kept and they carried out the work with complete professionalism"

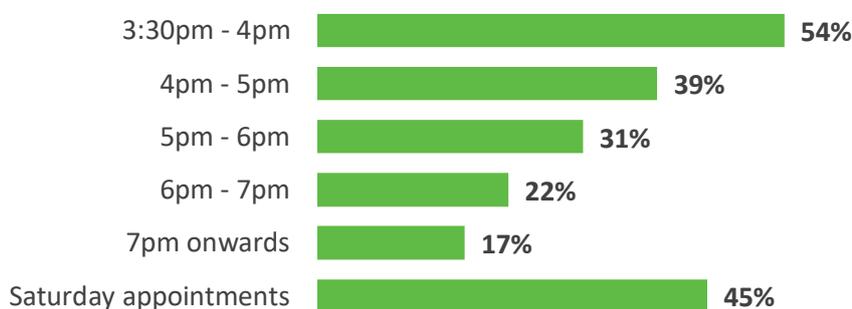
Future appointment times

Currently appointment times for repairs are between 8am and 3:30pm. In order to explore how these times could be extended in future, all tenants were provided with a number of options for additional appointment slots and asked which they would prefer. Tenants could select more than one option.

Results show a greater preference for repair slots to be extended until 4pm (54%) and also Saturday appointments (45%). Fewer residents felt repairs should take place in the evening (17%).

Figure 3.6 Future appointment times

Base size: 1,380



- For tenants aged 60 and over, the greatest preference was for appointments between 3:30pm-4pm. This age group were significantly more likely to prefer this time than younger tenants.
- For those younger tenants, aged under 50, they were significantly more likely to want appointments between 4pm and 6pm.

4. Planned works

This section looks at tenant's experiences of any planned works that they have had completed in their home in the last 18 months.

Planned works in the last 18 months

Just under half (47%) of tenants reported that they had had planned maintenance works carried out in their home in the last 18 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 vast majority were satisfied, ranging from 76% for satisfaction with the overall quality of work to 84% for the arrangements made to access the home. At 11%, dissatisfaction was highest for the overall quality of work. Following up on planned maintenance works with tenants may help to understand their concerns with the quality and allow them to be resolved.

Figure 4.1 Planned works

Base size: 1,597; 710-733

47% had planned maintenance works carried out in their home in the last 18 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 67% of those under 30.

5. Your neighbourhood

The following section looks at tenants' attitudes towards their neighbourhood and what they would prioritise for improvement.

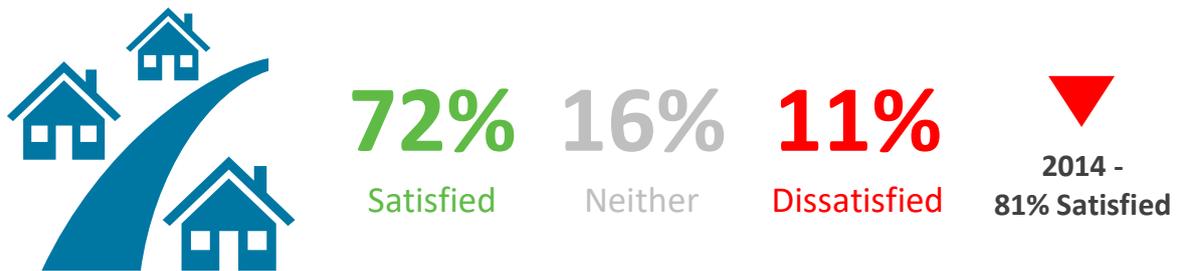
Neighbourhood as a place to live

Over seven in ten (72%) tenants were satisfied with their neighbourhood as a place to live. One in nine (11%) reported dissatisfaction with their neighbourhood and 16% were neutral.

Since 2014 there has been a 9%-point fall in neighbourhood satisfaction, a statistically significant difference. However, whilst satisfaction has decreased, dissatisfaction has remained stable with it being the case that more tenants now stating that they are 'neither satisfied nor dissatisfied'.

Figure 5.1 Neighbourhood as a place to live

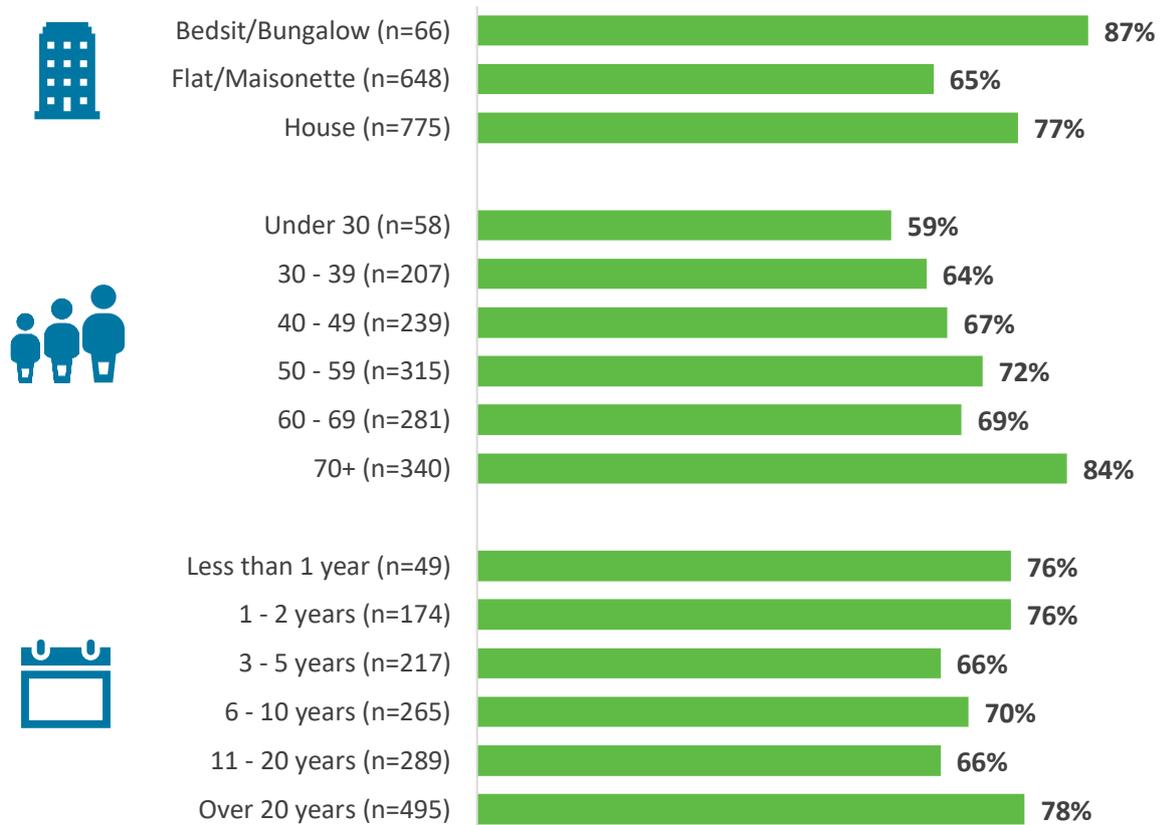
Base size: 1,574



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

- Tenants living in flats or maisonettes had significantly lower levels of neighbourhood satisfaction compared to those living in houses and bungalows or bedsits.
- Again, satisfaction generally increased with age, with those aged 70 and over significantly more satisfied than younger tenants.
- Tenants who have been with you for less than 2 years and more than 20 years were the most satisfied with their neighbourhoods.

Figure 5.2 Neighbourhood as a place to live by property type, age and length of tenancy



Overall appearance of the neighbourhood

Tenants were then asked their satisfaction with the overall appearance of their neighbourhood. Fewer tenants expressed satisfaction here (59%), with almost a fifth (19%) being dissatisfied. Just under a quarter were neither satisfied nor dissatisfied with the overall appearance of their neighbourhood.

Figure 5.3 Overall appearance of neighbourhood

Base size: 1,513

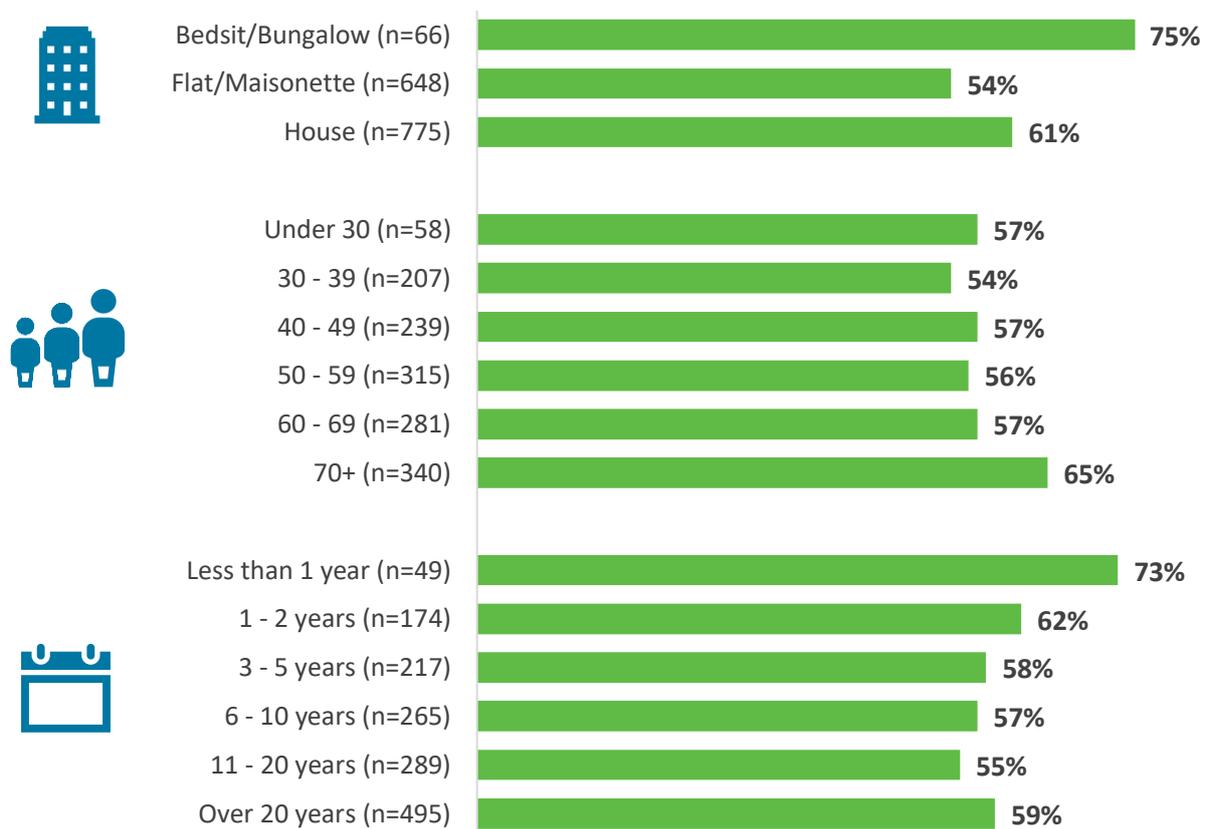


Analysis of satisfaction levels by sub-group shows some significant differences:

- Tenants living in flats or maisonettes again had significantly lower levels of satisfaction compared to those living in houses and bungalows or bedsits.

- Satisfaction amongst those aged 70 and over was significantly higher than those aged between 30 and 69.
- Tenants who have been with you for less than a year were significantly more satisfied with the overall appearance of their neighbourhood compared to those who have been a City Homes tenant for 3 years or more.

Figure 5.4 Overall appearance of neighbourhood by property type, age and length of tenancy

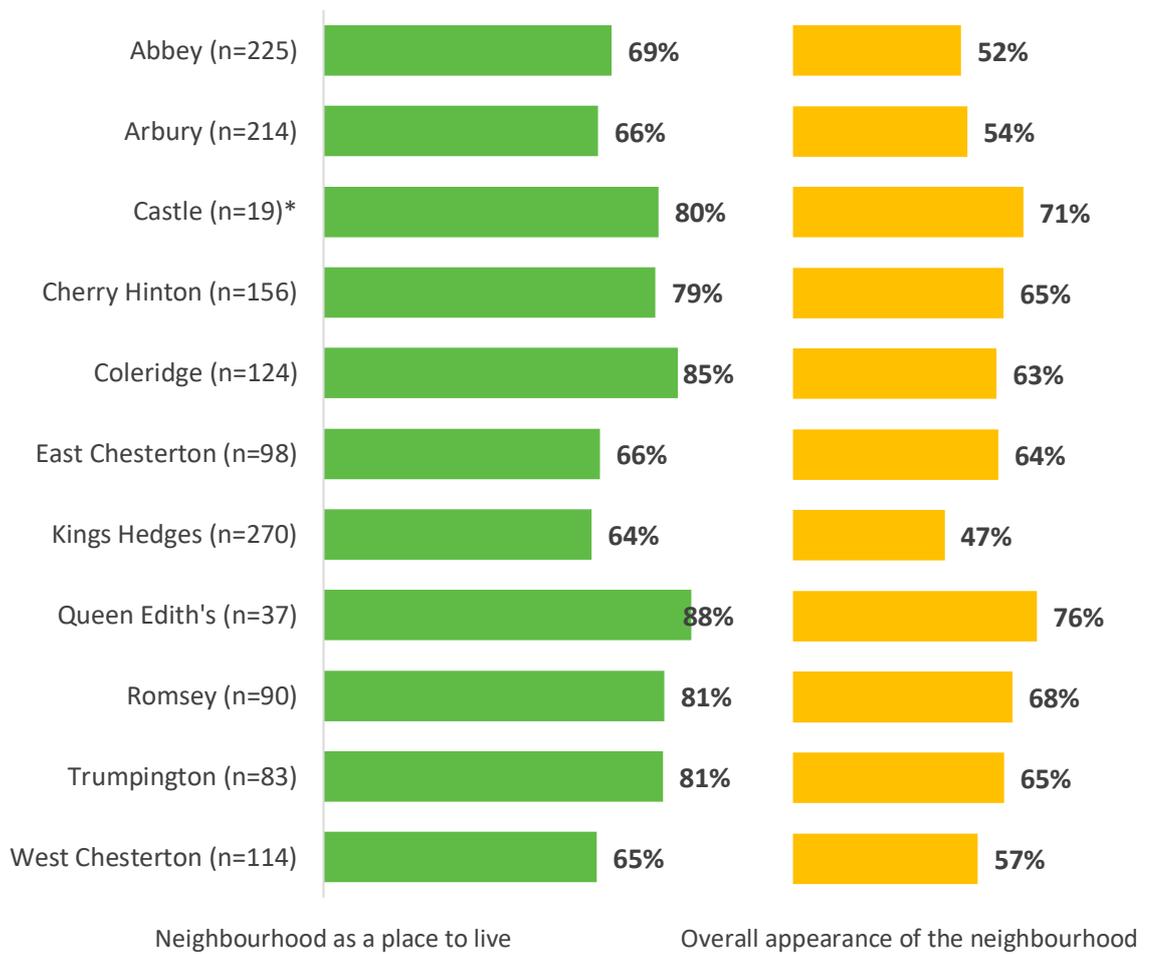


Satisfaction with the neighbourhood by ward

In order to explore satisfaction with the neighbourhood as a place to live and the overall appearance of the neighbourhood further, Figure 5.5 below shows the results by ward.

- Satisfaction with the neighbourhood as a place to live was significantly higher in Cherry Hinton, Coleridge, Queen Edith's, Romsey and Trumpington than in Abbey, Arbury, East Chesterton, Kings Hedges and West Chesterton.
- Tenants in Kings Hedges were also significantly less satisfied with the overall appearance of their neighbourhood. 28% of tenants in Kings Hedges were dissatisfied with the appearance of their neighbourhood.

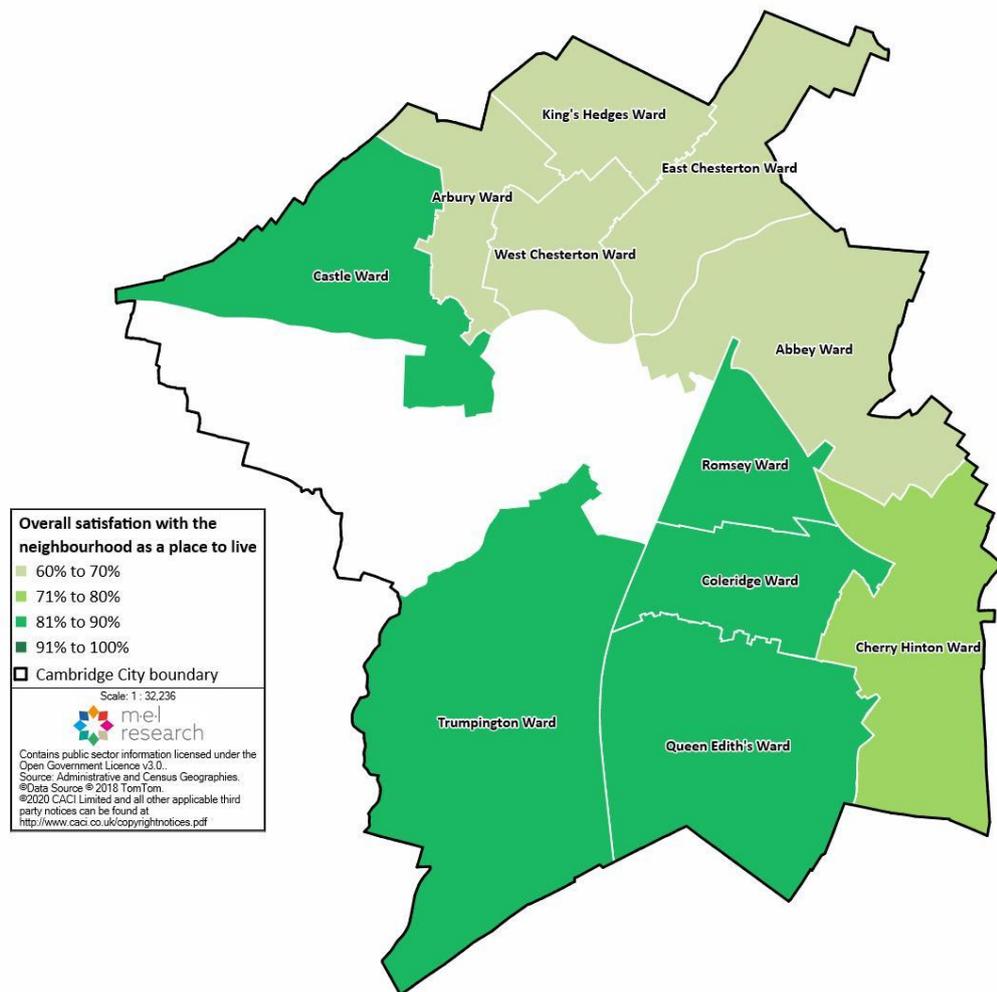
Figure 5.5 Satisfaction with the neighbourhood by ward



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

Map 5.1 overleaf also presents the levels of satisfaction with the neighbourhood as a place to live by ward.

Map 5.1 Neighbourhood as a place to live by ward

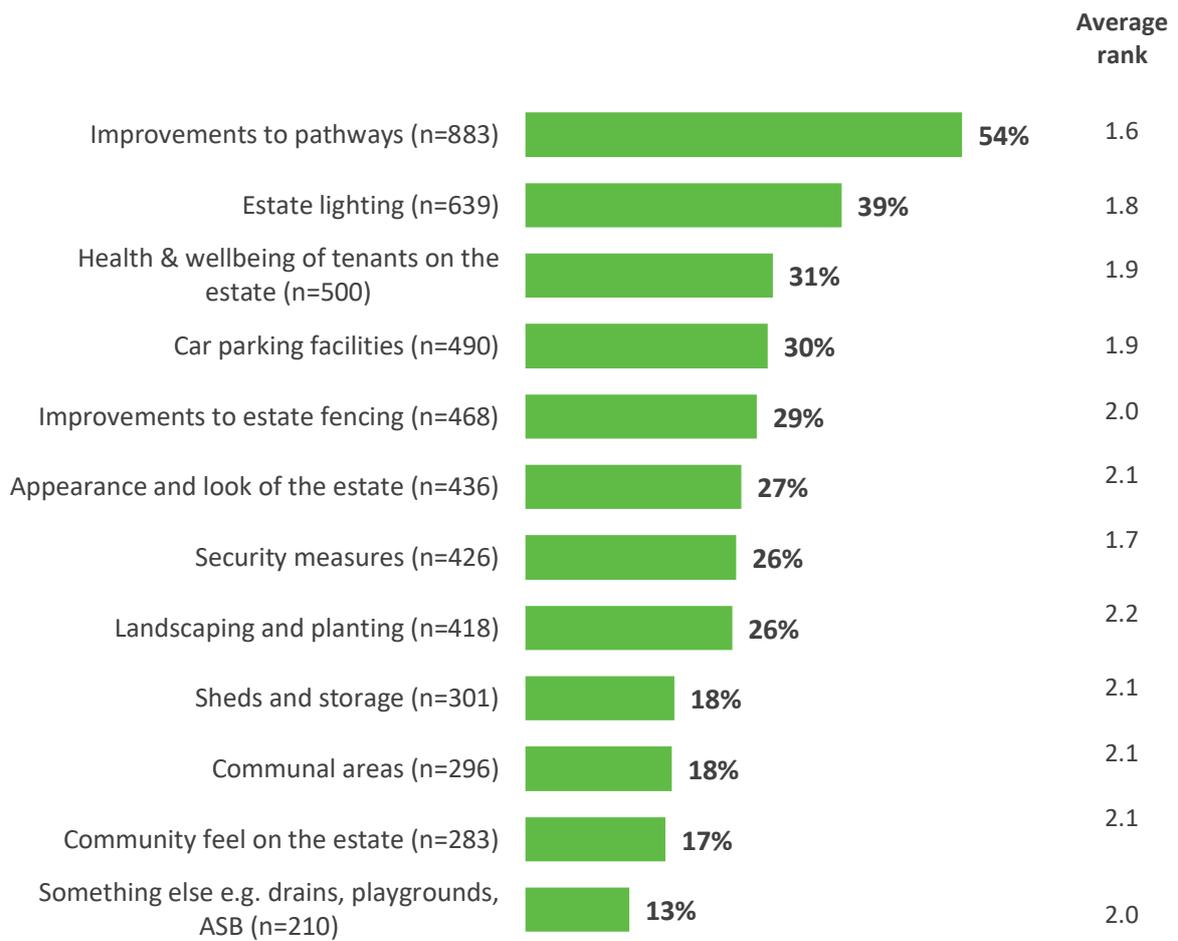


Priorities for improvements within the neighbourhood

Tenants were presented with a list of neighbourhood aspects and asked which three they would consider to be their first, second and third priorities. Figure 5.6 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, 54% of tenants felt that improvements to pathways was a priority and those that prioritised this, on average, ranked it as their 2nd priority (1.6).

The most commonly selected priorities were improvements to pathways (54% of tenants prioritised this), estate lighting (39%) and the health and wellbeing of tenants on the estate (31%).

Figure 5.6 Priorities for improvement within the neighbourhood



6. Estate services

This section looks at tenants' satisfaction with the estate services provided by City Homes. Those stating 'not applicable', who do not receive these surveys, have been excluded from the results.

Overall estate services

Tenants were asked how satisfied they were with the overall estate services provided by City Homes. Over half (53%) of tenants expressed satisfaction and 17% were dissatisfied. A large proportion of tenants (30%) stated they were neither satisfied nor dissatisfied with estate services.

Figure 6.1 Overall estate services

Base size: 1,384



In order to explore satisfaction with estate services geographically, Table 6.1 below shows the results by ward. The top three satisfaction scores and top three dissatisfaction scores have been highlighted, which show that satisfaction with the overall estates services was highest in Castle, Queen Edith's and Trumpington. Conversely, *dissatisfaction* was highest in Abbey, Arbury and West Chesterton.

Table 6.1 Overall estate services by ward

 Ward	Satisfied	Neither	Dissatisfied
Abbey (n=209)	46%	32%	22%
Arbury (n=201)	50%	31%	18%
Castle (n=17)*	76%	18%	6%
Cherry Hinton (n=157)	59%	25%	16%
Coleridge (n=105)	60%	24%	16%
East Chesterton (n=89)	43%	39%	18%
Kings Hedges (n=256)	48%	34%	17%
Queen Edith's (n=39)	77%	15%	8%
Romsey (n=85)	59%	33%	8%
Trumpington (n=71)	63%	30%	7%
West Chesterton (n=104)	57%	22%	21%

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

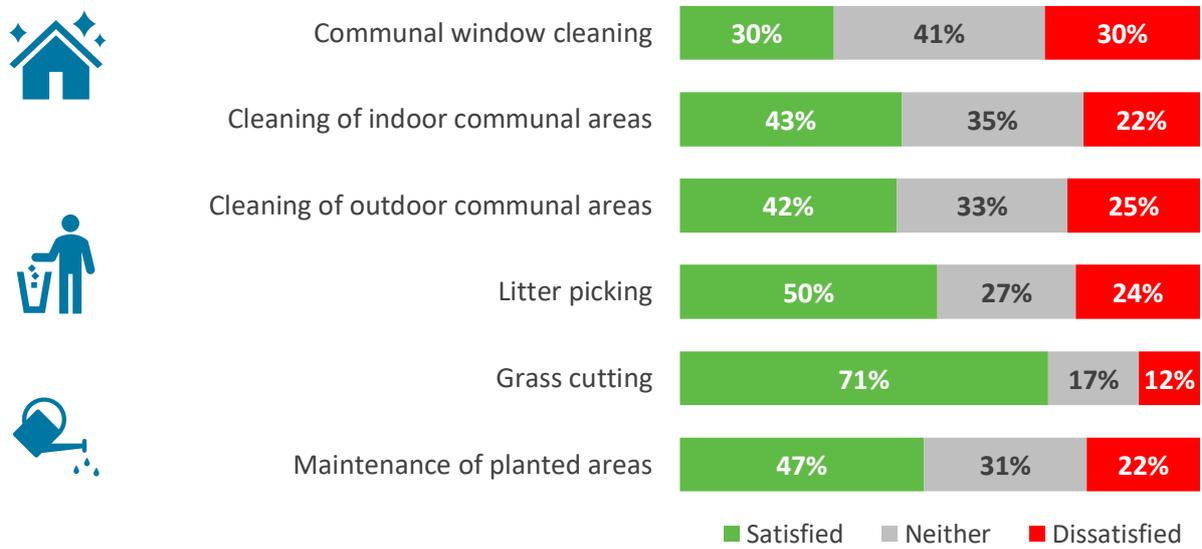
Satisfaction with different estate services provided by City Homes

Tenants were also asked about their level of satisfaction with various estate services they receive. Satisfaction was higher for grounds maintenance, specifically grass cutting (71%), but also maintenance of planted areas (47%). Half (50%) were satisfied with litter picking in their area and of those that receive communal cleaning, around four in ten (42-43%) were satisfied. Three in ten (30%) were satisfied with communal window cleaning, with the same proportion dissatisfied with this service.

Across the services dissatisfaction ranged from 12% to 30%, so there is sizeable proportion of tenants that were not satisfied with the estate services they receive. Furthermore, around a third of tenants were neither satisfied nor dissatisfied with most of these services.

Figure 6.2 Satisfaction with estate services

Base size: 584-1,334



7. Anti-social behaviour

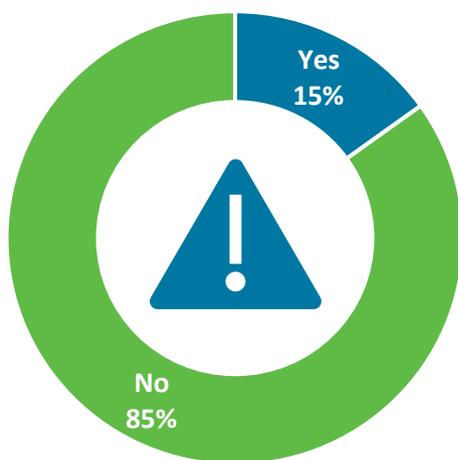
This section looks at tenants' experiences of any anti-social behaviour that they have reported to City Homes in the last 18 months.

ASB reported in the last 18 months

All respondents were asked if they had reported anti-social behaviour to City Homes in the last 18 months. One in seven (15%) tenants had.

Figure 7.1 Reported ASB in the last 18 months

Base size: 1,591



- Analysis by property type shows that tenants living in flats or maisonettes were significantly more likely to have reported ASB in the last 18 months (21% of them had) than those living in bedsits or bungalows or houses (14% and 11% respectively).



- Looking at those that had reported ASB in the last 18 months, 19% of them lived in Kings Hedges, 14% in Arbury and 13% in Abbey. Other wards had fewer tenants stating that they had reported ASB recently.

Satisfaction with ASB reporting

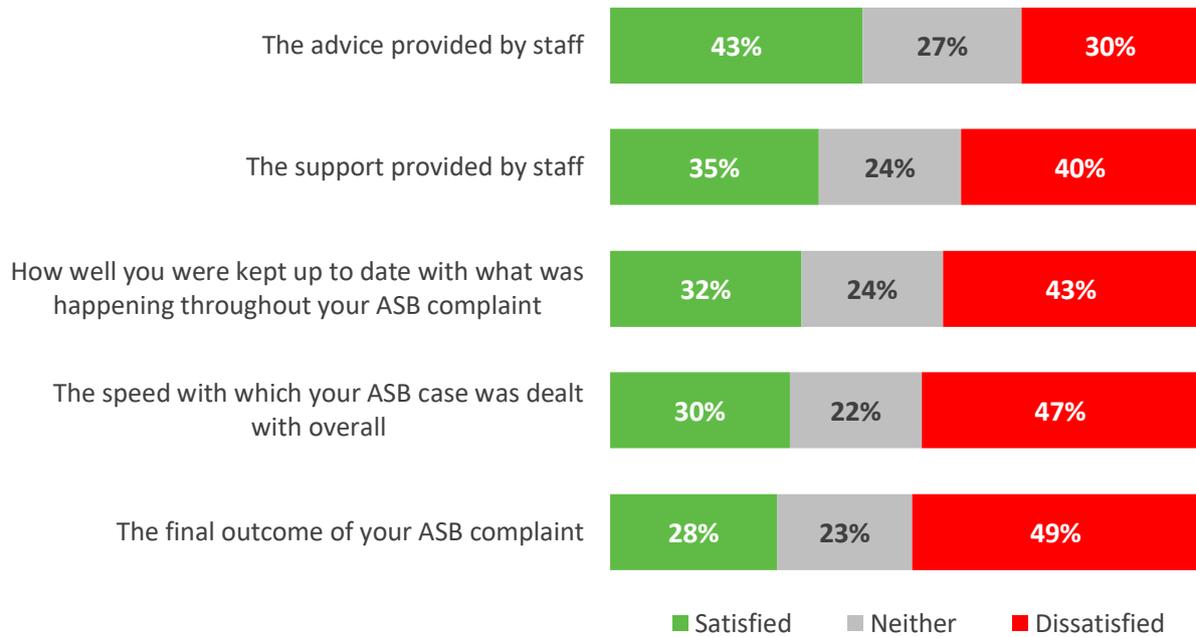
Tenants that had reported ASB to City Homes in the last 18 months were then asked their satisfaction with different aspects of the ASB service.

Satisfaction ranged from 28% for the final outcome of your ASB complaint to 43% for the advice provided by staff. There are some issues to address here, particularly with the speed with which cases are dealt with (47% dissatisfied) and the final outcome of the complaint, where almost half (49%) were

dissatisfied. It may help to manage expectations when a case is reported to ensure the final outcome is satisfactory.

Figure 7.2 Satisfaction with aspects of reporting anti-social behaviour

Base size: 222-228



8. Contact and communication

This section explores tenants' views on how they prefer to receive information from City Homes along with their experiences in the last 18 months. Questions were also asked around internet access and the new My Cambridge online portal.

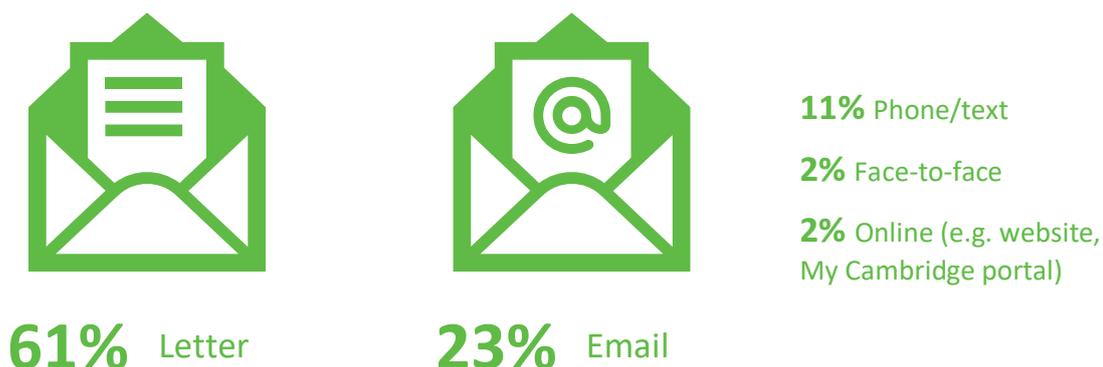
Communication preferences

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 City Homes.

The most preferred method was communication by letter (61%), with around a quarter (23%) opting for the digital method of email. A further one in ten (11%) said they'd prefer to receive information by phone or text and a handful of tenants said they prefer face-to-face or online methods.

Figure 8.1 Preferred method of receiving customer specific information

Base size: 1,608



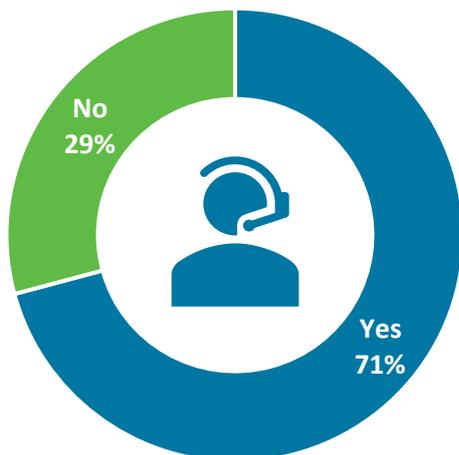
- Those aged under 30 were more likely to prefer phone/text (22%).
- Those aged 60-69 and 70 and over had the greatest preference for letter as a method of communication (66% and 78%).
- Those in the middle age groups (30-59) were most likely to prefer email as a communication method.

Contact in the last 18 months

All tenants were asked if they had been in contact with City Homes in the last 18 months. Seven in ten tenants (71%) said that they had.

Figure 8.2 Contact in the last 18 months

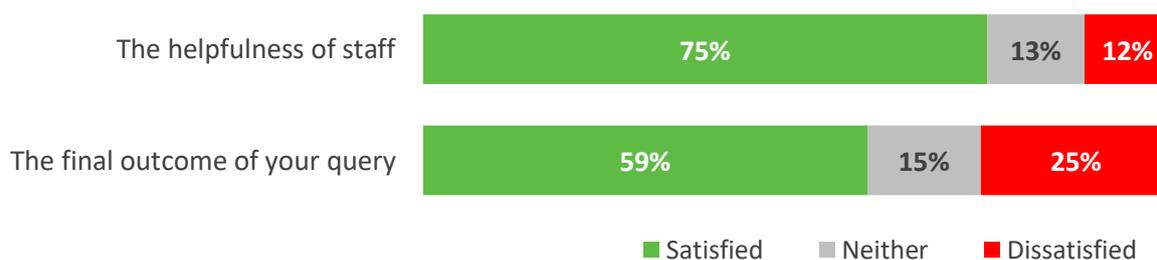
Base size: 1,573



Following this, tenants that had been in touch with City Homes in the last 18 months were asked to rate their satisfaction with the helpfulness of staff, with three quarters (75%) expressing satisfaction. When asked about their satisfaction with the final outcome of their query, fewer were satisfied (59%) and a quarter (25%) were dissatisfied.

Figure 8.3 Satisfaction with contacting Cambridge's Independent Living Service

Base size: 1,087; 995



Internet access

74% of respondents reported that they have access to the internet; 16% did not. Positively, more tenants are online now compared to in 2014 when 61% reported having access. For context, the current national average estimates that 96% of households in Great Britain have internet access¹. However, it is estimated that just 58% of those that rent from a local authority and 69% of those that rent from a housing association have *basic digital skills*².

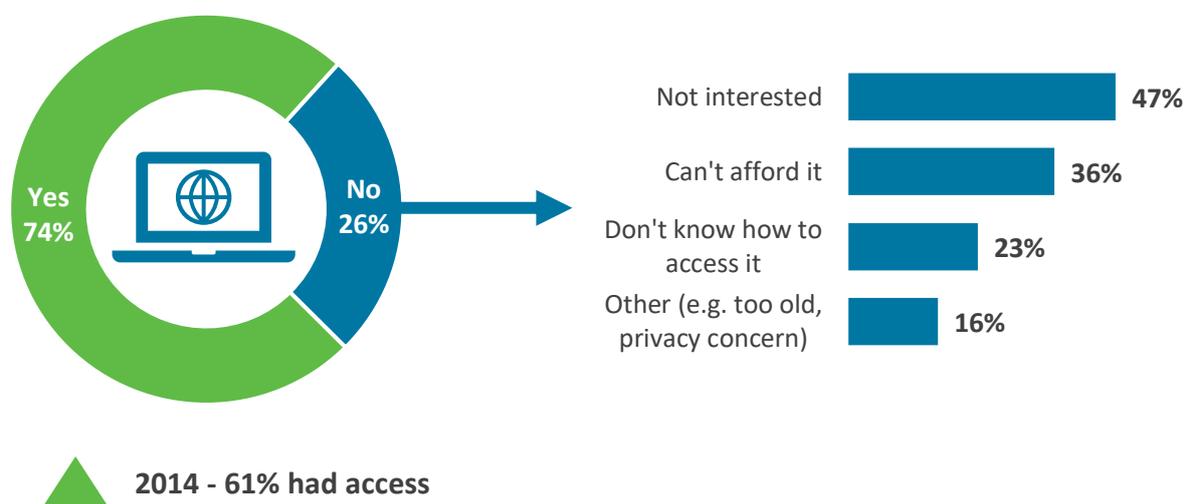
Those that don't have access to the internet were asked for their main reason for not having access. Almost half (47%) said it was because they were not interested. This was followed by not being able to afford it (36%) and not knowing how to access it (23%). In 2014, 46% said they were not interested, and the same proportion said they couldn't afford it. 19% said they did not know how to access it.

Tenants without access were also asked if they had friends or family that support them to use the internet – 32% of them said they did.

Looking closer at those without internet usage the majority, perhaps unsurprisingly, were aged 60-69 (20% of those without access) or aged 70 and over (59% of those without access).

Figure 8.4 Internet access

Base size: 1,588; 401



¹ Office for National Statistics: 2019 estimate for Households with internet access. Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/datasets/internetaccesshouseholdsandindividualsreferencetables>

² Lloyds Bank UK Consumer Digital Index 2018. Available at: https://www.lloydsbank.com/assets/media/pdfs/banking_with_us/whats-happening/LB-Consumer-Digital-Index-2018-Report.pdf

My Cambridge online portal

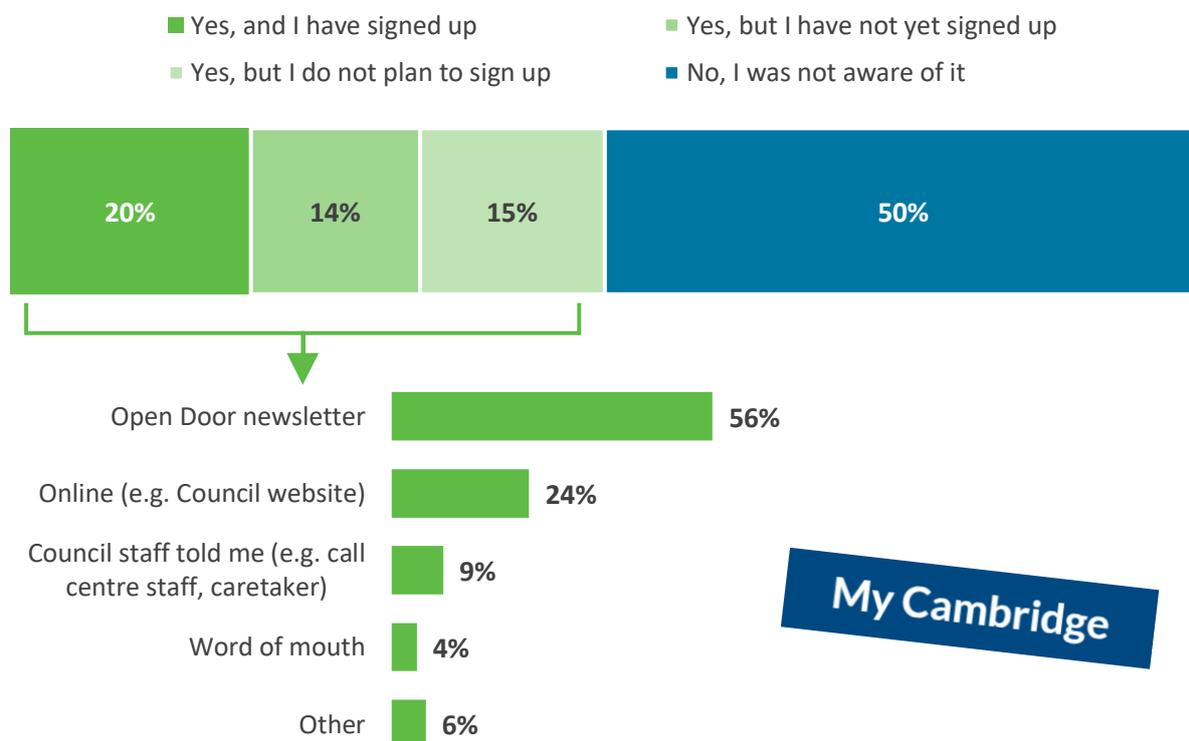
In March 2020, Cambridge City Council launched My Cambridge, a new online portal that enables Council tenants and tenants to start accessing their housing services directly online e.g. pay rent, check balance, order a repair.

Results show that half (50%) of respondents were aware of My Cambridge. A fifth (20%) had signed up, 14% were aware but hadn't yet signed up and 15% did not plan to sign up. The other half of tenants (50%) were not aware. Looking at those with internet access (74% of tenants, as outlined above), 26% had signed up, 17% planned to, 10% didn't plan to and 48% were not aware. This suggests that there remains considerable potential to increase My Cambridge usage yet further among online tenants.

Those that were aware of the new portal were asked how they found out about it. Most (56%) found out about it in Open Door whilst some saw it advertised online (24%).

Figure 8.5 My Cambridge portal

Base size: 1,547; 746



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 (62%), with 15% finding it difficult - 23% said neither easy nor difficult. It may be worth exploring the issues they have had to ensure future users do not have experience any difficulties.

Results by ward (Key questions)

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

	Abbey (n=250)	Arbury (n=230)	Castle (n=23)*	Cherry Hinton (n=176)	Coleridge (n=134)	East Chesterton (n=108)	Kings Hedges (n=289)	Queen Edith's (n=43)	Romsey (n=99)	Trumpington (n=96)	West Chesterton (n=120)
Overall service provided by City Homes	71%	72%	83%	79%	73%	63%	69%	78%	76%	78%	68%
The overall quality of your home	70%	71%	87%	80%	70%	67%	73%	80%	80%	74%	74%
City Homes provides a home that is safe and secure	76%	78%	83%	86%	78%	70%	73%	90%	80%	83%	73%
City Homes is easy to deal with	72%	70%	83%	82%	74%	68%	69%	88%	71%	79%	70%
Repairs and maintenance service (those used within last 18 months)	71%	82%	71%	77%	77%	77%	76%	88%	77%	74%	66%
Your neighbourhood as a place to live	69%	66%	80%	79%	85%	66%	64%	88%	81%	81%	65%
City Homes keeping you informed	66%	67%	78%	70%	67%	53%	66%	71%	69%	69%	63%

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

Conclusions and recommendations

Relatively low levels of satisfaction

Overall 72% of tenants were satisfied with the overall service provided. However, results show that satisfaction has fallen across most key questions since 2014, with a fall of 8% points for satisfaction with the overall service provided. Other key questions on the quality of home and neighbourhood as a place to live also saw falls in comparison to 2014. Satisfaction with the repairs service did see an increase, though by just 1%-point.

Due to lack of reliable benchmarking data at present, we haven't included benchmarking in this version of the report, though with the ongoing pandemic, we have seen drops in customer satisfaction with other housing providers. Customer contact has changed, there have been delays to some repairs and new ways of working more widely may well have put a strain on systems and service delivery. However, these results should help you to understand how this has affected customer satisfaction with your services and therefore where to focus attention to improve services in the current context.

Looking at the new HouseMark core questions, satisfaction was relatively high for providing a home that is safe and secure, at 78%, but relatively lower for being easy to deal with, at 73%. Across the key questions dissatisfaction levels ranged from 10% for City Homes keeping tenants informed up to 16% for overall quality of home and repairs (for those that have received one in the last 18 months). Perhaps most concerning is the fact that satisfaction with the overall service fell 8%-points, with dissatisfaction rising from 12% to 15% plus a large proportion of tenants 'sitting on the fence' (stating 'neither').

Perceptions of overall service and homes

The majority of tenants agreed that your communications are professional and courteous and that someone is usually available to take their call. However, fewer felt that you are quick to respond to issues or requests, with a fifth dissatisfied. A large proportion of tenants also held neutral opinions amongst the perception statements, particularly for giving tenants the opportunity to make their views known and publicising improvements based on their feedback. Fortunately, 32% of respondents said they'd be interested in finding out more about opportunities available for them to get involved. Making use of these contacts will be important in further understanding the issues tenants face and the service they expect from you.

When asked about their home, three quarters of tenants were satisfied with the quality, though a big proportion (16%) expressed dissatisfaction. More tenants were positive about City Homes providing them with a home that is safe and secure, the highest satisfaction score across the key questions. However, there still remained 12% who were dissatisfied. These issues are worth unpicking further to understand why some tenants perceive their homes as poor quality and unsafe or unsecure.

Satisfaction with neighbourhood and estate services

Overall, seven in ten (72%) tenants were satisfied with their neighbourhood – a fall from 81% in 2014. Fewer were satisfied with the overall appearance of their neighbourhood, with under six in ten ‘very’ or ‘fairly’ satisfied, and a fifth dissatisfied. Estate services could also be having an impact here, as satisfaction was relatively low for this service too. Across the services dissatisfaction ranged from 12% to 30%, so there is a sizeable proportion of tenants that were not satisfied with the estate services they receive.

Analysis of these satisfaction levels by ward has helped to highlight those areas with lower satisfaction, for targeted improvements. It may also be that the improvements suggested by tenants (including improving pathways, estate lighting and car parking facilities) will help to improve these levels of satisfaction.

Transactions and interactions in last 18 months

As a result of reduced services during the Coronavirus pandemic, we asked tenants about their experiences over a longer time frame, 18 months as opposed to the standard 12 months.

Overall satisfaction with the repairs and maintenance service for those who had received a repair in the last 18 months was relatively high, at 76% satisfied, which is a marginal increase since 2017. The majority of tenants also expressed satisfaction with the different aspects of the repair they were asked about, such as keeping dirt and mess to a minimum, the speed of completion and the overall quality of the work. It is good that the majority of tenants are satisfied with the repairs service as it is one of the most frequently accessed services (66% had received a repair in the last 18 months) and is often a key driver of overall satisfaction with landlords.

Looking at other interactions in the last 18 months, seven in ten leaseholders said they’d been in touch with you. Of these, most were satisfied with the helpfulness of staff, though 12% weren’t. Furthermore, a quarter of tenants were dissatisfied with the final outcome of their query. There was a similar story for those who had reported ASB in the last 18 months. Customer contact is therefore

an area of concern that needs to be addressed. Linked to this is the fairly low satisfaction score for City Homes being easy to deal with (73% satisfied, 12% dissatisfied).

Different perceptions by sub-groups

By sub-group, some groups stand out as perceiving a different level of service. Here are the key points to highlight:

- As we commonly see, **older residents were often more satisfied than younger ones**. For example, residents aged 70+ were significantly more satisfied with City Homes being easy to deal with, whereas younger residents were more dissatisfied.
- Whilst there weren't any significant differences by **property type** for home-related questions, those in **flats/maisonettes** were significantly less satisfied with their neighbourhoods than those in **houses, bungalows or bedsits**.
- Tenants who have **joined you most recently** and those that have been **with you for over 20 years** were generally more satisfied. We typically see this, where newer tenants are experiencing a 'honeymoon period' and older tenants hold loyalty, whilst those in the middle highlight issues.
- By ward**, residents in Cherry Hinton and Queen Edith's tended to be more satisfied while residents in Chesterton (East and West) and Kings Hedges had lower levels of satisfaction.

The Charter for Social Housing Residents

The government's Social Housing White Paper titled 'The Charter for Social Housing Residents' sets out what every social housing resident should be able to expect. One of the key expectations listed is strengthening tenant voice and allowing them to have their voice heard by their landlord. Given this wider policy context for social landlords, the fact that a notable proportion of tenants expressed an interest in finding out more about opportunities to get involved with City Homes is encouraging.

This Charter also provides a framework with which to summarise other key messages from this research.

As outlined above, it is worth further unpicking issues to understand why some tenants perceive their homes as poor quality and unsafe or insecure. With repairs satisfaction generally quite high, it would be good to explore this imbalance to find out what else is impacting these perceptions.



Having a good quality neighbourhood to live in is another key expectation. Some tenants did not feel satisfied with the current appearance of their neighbourhood, making it important to follow up on their priorities for improvements.

Finally, customer contact needs to be addressed to ensure satisfactory outcomes for tenants. Positively, the majority of tenants agreed that your communications are professional and courteous, and someone is usually available to take their call. However, less felt you are quick to respond.

Appendix A: Questionnaire

Appendix B: Respondent profile

Appendix A: Questionnaire



TENANT SATISFACTION SURVEY 2020

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 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 **4th December 2020**.

OVERALL SERVICE

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by City Homes? **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 City Homes?
PLEASE WRITE BELOW

Q3 How satisfied or dissatisfied are you that City Homes 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 Do you feel City Homes is good or poor at keeping you informed about things that might affect you as a tenant? **PLEASE TICK ONE BOX ONLY**

Good 1 Neither 2 Poor 3

Q5 Do you agree or disagree with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Agree	Neither	Disagree
Someone at City Homes is usually available to take my call	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
City Homes respond quickly to my requests	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
City Homes' communications are professional and courteous	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
City Homes resolve issues in a timely manner	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
City Homes gives you the opportunity to make your views known	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
City Homes publicises improvements made using tenants' feedback	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q6 City Homes provides a number of opportunities for tenants and leaseholders 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 community

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

Q7 What do you think should be the future priorities for City Homes? **PLEASE WRITE BELOW**

YOUR HOME

Q8 How satisfied or dissatisfied are you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
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 City Homes provides a home that is safe and secure	<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	
The advice and support you can get from City Homes for paying your rent and service charges or managing your 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

REPAIRS AND MAINTENANCE

Q9 Have you had any repairs carried out in this property in the last 18 months? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q10** 1 No - **GO TO Q14** 2

Q10 Thinking about the LAST time you had repairs carried out, how satisfied are you with the repairs service? **PLEASE TICK ONE BOX ONLY**

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

Q11 How did you report your last repair? **PLEASE TICK ONE BOX ONLY**

By telephone 1 Told the caretaker 3
 On the website 2 Other (please specify below) 4

Q12 Were you given an appointment at the time of your booking? **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

Q13 Thinking about the last repair, were you satisfied or dissatisfied with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Satisfied	Neither	Dissatisfied
Being kept informed throughout the process	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The speed of completion of the work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The overall quality of the work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Keeping dirt and mess to a minimum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The repair being done 'right first time'	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q14 How could the repairs and maintenance service be improved? **PLEASE WRITE BELOW**

Q15 Appointment slots for repairs are currently between 8am - 3:30pm on weekdays. If the Council were to introduce different appointment slots, which of the following would you prefer? **PLEASE TICK ALL THAT APPLY**

3:30pm - 4pm 1 6pm - 7pm 4
 4pm - 5pm 2 7pm onwards 5
 5pm - 6pm 3 Saturday appointments 6

PLANNED WORKS

Q16 Have you had any planned maintenance work carried out in your home in the last 18 months? **PLEASE TICK ONE BOX ONLY**

This includes things like fitting a new boiler or door, repairing fencing, electrical works, replacing kitchen units and bathrooms etc.

Yes - **GO TO Q17** 1 No - **GO TO Q18** 2

Q17 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**

	Satisfied	Neither	Dissatisfied
The information provided to you about the works	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The arrangements for access to your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The time taken to complete the works	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The overall quality of the work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

YOUR NEIGHBOURHOOD

Q18 Are you satisfied or dissatisfied with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Satisfied	Neither	Dissatisfied
Your neighbourhood as a place to live	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The overall appearance of your neighbourhood	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q19 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**

	1st	2nd	3rd
Improvements to pathways	[]	[]	[]
Estate lighting	[]	[]	[]
Improvements to estate fencing	[]	[]	[]
Security measures (e.g. door entry systems)	[]	[]	[]
Landscaping and planting	[]	[]	[]
Car parking facilities	[]	[]	[]
Sheds and storage	[]	[]	[]
Communal areas (including stairs and balconies, bin stores etc.)	[]	[]	[]
Appearance and look of the estate	[]	[]	[]
Community feel on the estate	[]	[]	[]
Health and wellbeing of tenants on the estate	[]	[]	[]
Something else (please specify below)	[]	[]	[]

ESTATE SERVICES

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

Q20 Are you satisfied or dissatisfied with the overall estate services provided by City Homes? **PLEASE TICK ONE BOX ONLY**

Satisfied 1 Dissatisfied 3
 Neither 2 Not applicable 4

Q21 Are you satisfied or dissatisfied with the following services provided by City Homes? **PLEASE TICK ONE BOX FOR EACH ROW**

	Satisfied	Neither	Dissatisfied	Not applicable
Communal window cleaning	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Cleaning of indoor communal areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Cleaning of outdoor communal areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Litter picking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Grass cutting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Maintenance of planted areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

ANTI-SOCIAL BEHAVIOUR

Q22 Have you reported anti-social behaviour to City Homes in the last 18 months? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q23** 1 No - **GO TO Q24** 2

Q23 Were you satisfied or dissatisfied with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Satisfied	Neither	Dissatisfied
The advice provided by staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
How well you were kept up to date with what was happening throughout your anti-social behaviour complaint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The support provided by staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The speed with which your anti-social behaviour case was dealt with overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The final outcome of your anti-social behaviour complaint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

CONTACT AND COMMUNICATION

Q24 How do you prefer to receive your customer specific information from City Homes? **PLEASE TICK ONE BOX ONLY**

Phone / text 1 Face-to-face 4
 Letter 2 Online (e.g. website, MyCambridge portal) 5
 Email 3 Other (please specify below) 6

Q25 Have you contacted City Homes in the last 18 months? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q26**..... 1 No - **GO TO Q27**..... 2

Q26 Were you satisfied or dissatisfied with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Satisfied	Neither	Dissatisfied	Not applicable
The helpfulness of staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
The final outcome of your query	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q27 Do you have access to the internet? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q30**..... 1 No - **GO TO Q28**..... 2

Q28 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

Q29 Do you have friends or family that support you to use the internet? **PLEASE TICK ONE BOX ONLY**

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

Q30 At the beginning of March, the Council launched *My Cambridge* portal, a new online service that enables tenants to start accessing a lot of their housing services directly online e.g. pay rent, check balance, order a repair (<https://www.cambridge.gov.uk>). If you need assistance to sign up, please contact 01223 458323.

Were you aware of the *My Cambridge* online portal? **PLEASE TICK ONE BOX ONLY**

Yes, and I have signed up - **GO TO Q31** 1 Yes, but I do not plan to sign up - **GO TO Q31** 3
Yes, but I have not yet signed up - **GO TO Q31** 2 No, I was not aware of it - **GO TO Q33** 4

Q31 How did you find out about the *My Cambridge* online portal? **PLEASE TICK ONE BOX ONLY**

Open Door newsletter..... 1 Council staff told me (e.g. call centre staff, caretaker)..... 4
Online (e.g. Council website)..... 2 Other (please specify below)..... 5
Word of mouth..... 3

Q32 If you use the portal, do you find it easy or difficult to use the services it offers e.g. paying your rent, checking your rent account? **PLEASE TICK ONE BOX ONLY**

Easy..... 1 Difficult..... 3
Neither..... 2 I do not use it..... 4

ABOUT YOU

Q33 Which of the following age bands do you fall into? **PLEASE TICK ONE BOX ONLY**

- | | |
|---|--|
| 18 - 19..... <input type="checkbox"/> 1 | 50 - 59..... <input type="checkbox"/> 5 |
| 20 - 29..... <input type="checkbox"/> 2 | 60 - 69..... <input type="checkbox"/> 6 |
| 30 - 39..... <input type="checkbox"/> 3 | 70+..... <input type="checkbox"/> 7 |
| 40 - 49..... <input type="checkbox"/> 4 | Prefer not to say <input type="checkbox"/> 8 |

Q34 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..... <input type="checkbox"/> 1 | No <input type="checkbox"/> 3 |
| Yes, limited a little <input type="checkbox"/> 2 | Prefer not to say <input type="checkbox"/> 4 |

Q35 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 | |

Your responses to the main sections of this survey will be confidential.

Your responses to the above 'About you' section will help ensure City Homes has up-to-date information. If you are happy for M·E·L Research to share your answers to the 'About you' section please tick the following box:

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

Cambridge City Council would also like to update its tenants' contact details. If you are happy for City Homes to contact you in the future, please provide your email address and contact number below.

Your responses to this survey will not be linked to your email address or contact number - they will remain confidential.

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, Cambridge City Council is offering a prize draw for completing this survey with three chances to win! You could win one of three £100 Love2Shop vouchers. These can be spent at over 20,000 high street stores and online.

Are you happy to take part in the prize draw?

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	685	42%
Female	950	58%

Age	Count	%
Under 30	58	4%
30 - 39	211	14%
40 - 49	247	16%
50 - 59	332	21%
60 - 69	306	20%
70+	406	26%

Disability	Count	%
Yes (limited a lot/a little)	698	48%
No	748	52%

Ethnicity	Count	%
White	1,360	90%
BAME	149	10%

Ward	Count	%
Abbey	250	16%
Arbury	230	14%
Castle	23	1%
Cherry Hinton	176	11%
Coleridge	134	8%
East Chesterton	108	7%
Kings Hedges	289	18%
Market	11	1%
Newnham	4	0%
Not in CCC ward	19	1%
Queen Edith's	43	3%
Romsey	99	6%
Trumpington	96	6%

Property type	Count	%
Bedsit & Bungalow	82	5%
Flat & Maisonette	705	43%
House	848	52%

Length of tenancy	Count	%
Less than 1 year	51	3%
1 - 2 years	180	11%
3 - 5 years	224	14%
6 - 10 years	291	18%
11 - 20 years	315	19%
Over 20 years	574	35%

