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Cambridge City Council

STAR 2020: Leaseholders

Final Report

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Executive summary	4
Introduction	7
1. Overall service	9
2. Your home	19
3. Communal repairs and maintenance	22
4. Your neighbourhood	25
5. Estate services	28
6. Anti-social behaviour	30
7. Contact and communication	32
Conclusions and recommendations	36
Appendix A: Questionnaire	40
Appendix B: Respondent profile	48

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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 272 responses from leaseholders which gives an overall margin of error of $\pm 5.2\%$. The results presented in this report relate to leaseholders 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.

Satisfaction has fallen since 2014 for all comparable key questions. The greatest change since 2014 was a 13%-point drop in satisfaction with the neighbourhood as a place to, with satisfaction now significantly lower statistically. However, satisfaction was lowest for the repairs and maintenance service, with satisfaction now at 39%.

Key results	2014	2020	+/- (%-points)
Overall service provided by City Homes	58%	54%	-4
The overall quality of your home	81%	73%	-8
City Homes provides a home that is safe and secure		67%	
City Homes is easy to deal with		55%	
Repairs and maintenance service (those used within last 18 months)	42%	39%	-3
Your neighbourhood as a place to live	73%	60%	-13
City Homes keeping you informed		55%	

Overall services

Beyond the key questions, there were high levels of agreement with the statement 'City Homes' communications are professional and courteous' (67%). However, fewer residents agreed that 'City Homes respond quickly to my requests' (37%) and 'City Homes resolve issues in a timely manner' (29%), with a third (33%) of leaseholders disagreeing with this statement. Across the statements between 24% and 45% of leaseholders reported a neutral response. This may suggest that they have limited interaction with City Homes or limited awareness of these aspects of the service you provide.

Leaseholders were also asked what they think City Homes' future priorities should be. The most common theme mentioned by leaseholders was prioritising external areas and the overall appearance of the neighbourhood (including grounds maintenance, littering and dog fouling). 29% of comments made reference to this.

Your home

As shown in the key questions above, around three quarters (73%) of leaseholders were satisfied with the overall quality of their home – 9% were dissatisfied. Two thirds (67%) of leaseholders were positive about City Homes providing them with a home that is safe and secure and 73% were satisfied that their home is easy and affordable to keep warm. Just under half (48%) expressed satisfaction with the advice and support they get from City Homes for paying their service charges or managing their finances.

Communal repairs and maintenance

Four in ten leaseholders (40%) had had repairs completed in the last 18 months (33% in 2014). The majority reported this repair by telephone (44%) or on the website (23%). Satisfaction was low across all aspects of the repairs service; the highest was for keeping dirt and mess to a minimum (44%) but 17% expressed dissatisfaction with this. There were higher levels of dissatisfaction, with more dissatisfied than satisfied for being kept informed throughout the process, the repair being done 'right first time' and the speed of the completion of the work.

All leaseholders were also asked how the repairs and maintenance service could be improved, with 34% of comments suggesting improved communication.

Your neighbourhood

Six in ten (60%) leaseholders were satisfied with their neighbourhood as a place to live; however, fewer expressed satisfaction with the overall appearance of their neighbourhood (46%) – 25% were dissatisfied. We also explored priorities for improvements within the neighbourhood. The most commonly prioritised neighbourhood aspects were the appearance and look of the estate (42% of

leaseholders prioritised this), improvements to pathways (36%), landscaping and planting (35%) and communal areas including stairs and balconies, bin stores etc. (35%).

Estate services

Of those who receive estate services, 36% were satisfied with the overall estate services that they receive from City Homes - 30% were dissatisfied. Leaseholders were also asked about their level of satisfaction with various estate services they receive. Satisfaction was higher for grounds maintenance, specifically grass cutting (60%). For the remaining services, fewer than four in ten (24-38%) were satisfied. These include communal cleaning, litter picking and maintenance.

Anti-social behaviour

Just 16% of leaseholders had reported ASB to City Homes in the last 18 months. Of those, just 21% were satisfied with the final outcome of their complaint. Almost half were dissatisfied (45%).

Contact and communication

The most preferred methods of communication were email (49%) and letter (44%). Over six in ten (63%) leaseholders said they have access to the internet. Leaseholders were also asked if they were aware of My Cambridge. The majority (64%) were not aware, though 15% had signed up.

Over six in ten (63%) leaseholders said they'd made contact with City Homes in the last 18 months. Of those who had been in touch, 58% were satisfied with the helpfulness of staff and 40% were with the final outcome of their query – 34% 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 perception. The questionnaire used a set of core questions, along with a selection of extra questions focusing on several 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 email addresses or mobile numbers. 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 1,191 leaseholders. A total of 272 completed questionnaires were returned by leaseholders, giving an overall response rate of 23%.

The results for leaseholders are therefore accurate to 5.2% at the 95% confidence level. This means that if we surveyed every single resident, the results could be 5.2% above or below the figures reported (e.g. a 50% satisfaction rate could actually lie between 44.9% and 55.2%). 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 leaseholder survey are presented in this report, with separate reports for general needs tenants and independent living tenants. 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 and leasehold type). 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, 54% of leaseholders were satisfied with the overall service provided by City Homes, with a greater proportion 'fairly satisfied' (38%) as opposed to 'very satisfied' (16%). Over a quarter (26%) report some degree of dissatisfaction and a fifth (20%) have no strong feelings either way.

Comparison with the previous survey period shows a fall in satisfaction of 4% points, however this difference is not statistically significant.

Figure 1.1 Overall service provided

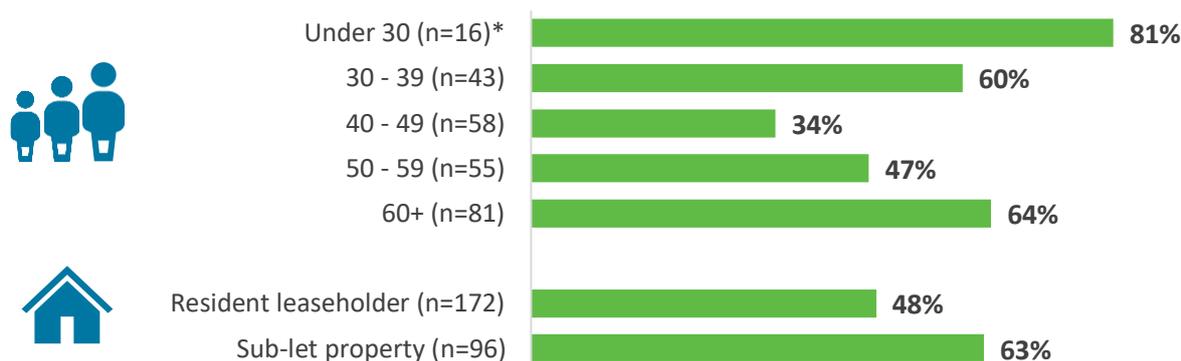
Base size: 269



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

- Those aged under 30, 30-39 and those aged 60 or over were significantly more satisfied than those aged 40-49. 29% of those in the middle age band were 'neither satisfied nor dissatisfied' and 36% were dissatisfied.
- Leaseholders that sub-let their property were significantly more satisfied than those who live in their property.

Figure 1.2 Overall service provided by age and leaseholder type



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

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 212 valid comments were provided. 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 (29% of comments). As might be expected, this was mostly from those satisfied with the overall service provided. The second most common theme was around City Homes being slow to respond to issues (23%). Whilst the majority of these comments were from dissatisfied leaseholders, it was also mentioned by those satisfied with the overall service - highlighting the importance of a responsive landlord for all leaseholders. Some of the other areas commonly mentioned by those dissatisfied include grounds maintenance and communal cleaning.

Table 1.1 Reasons for satisfaction/dissatisfaction with the overall service provided

	Satisfied	Neither	Dissatisfied	Total	
Satisfied with overall services/ staff	57	5	-	62	29%
Slow to respond to issues	15	4	29	48	23%
Grounds maintenance - dissatisfaction	7	9	20	36	17%
Communal cleaning - dissatisfied	7	8	19	34	16%
Rent/ service charges issues/ not VFM	4	7	20	31	15%
Repair/upgrade needed	6	6	17	29	14%
Dissatisfied with overall services/ staff	-	4	24	28	13%
Efficient/ quick to respond to issues	23	-	-	23	11%
Communication - general (e.g. slow, no follow-up, not informed of change)	5	3	15	23	11%
Communication - repairs & maintenance - dissatisfied	3	4	7	14	7%
Other	4	5	3	12	6%
Repairs & maintenance - quality and workmen	4	-	6	10	5%
Do not have much contact/ do not know about CH Services	6	3	-	9	4%
Anti-social behaviour/ issues with neighbours	1	2	2	5	2%
Communal cleaning - satisfied	3	-	1	4	2%
Satisfied with repairs & maintenance service	3	-	-	3	1%
Repairs & maintenance - speed and appointments	-	-	3	3	1%
Parking issues	-	-	2	2	1%
Advice and support (e.g. listen to tenants' concerns/complaints & act, check on vulnerable tenants)	1	-	-	1	0%

A selection of comments is shown below.

"I have never had a problem with the service over the years."

"Problems have been fixed quickly and everyone has been very friendly and helpful!"

"Reasonable standard of service. Sometimes time delays in getting back but things got sorted in the end and I was satisfied with responses. The team get the answers if they don't know."

"Takes very long to respond; and often with no date of completion."

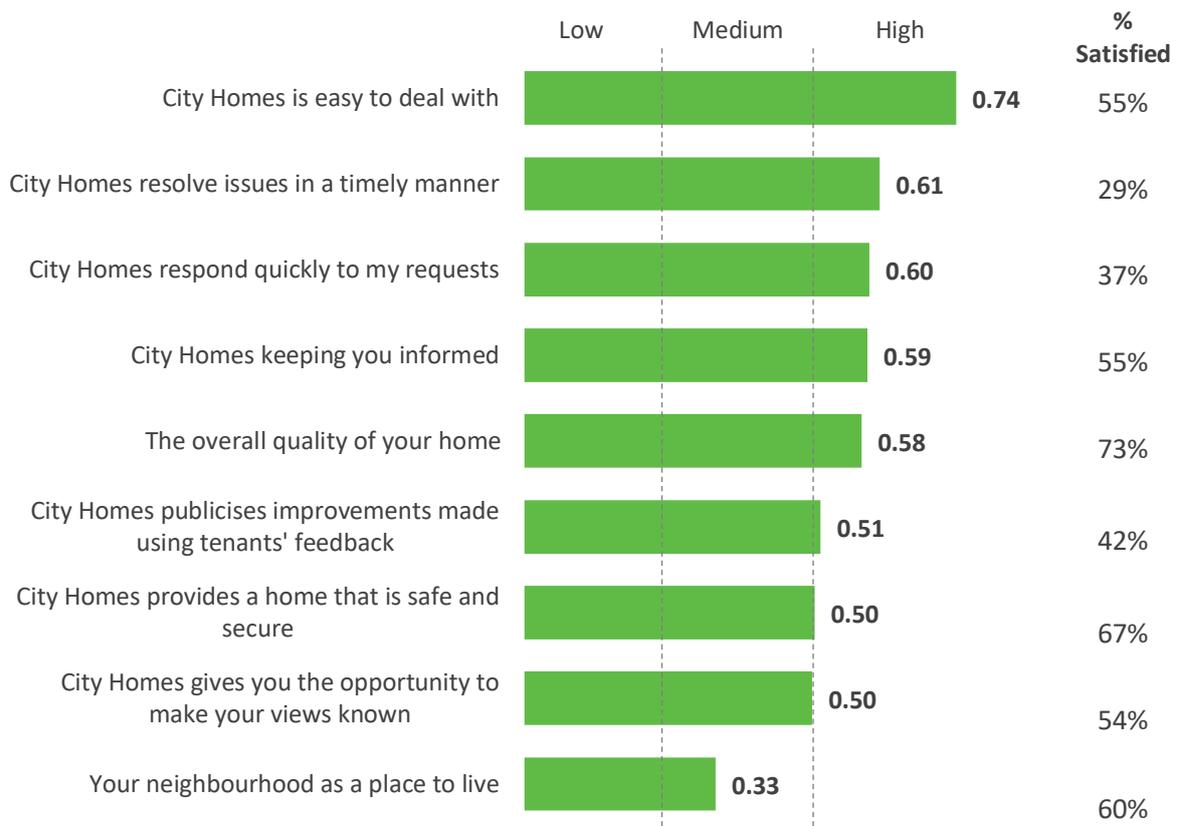
Key driver analysis

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 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 and benchmarking position are 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 was with **City Homes being easy to deal with** (0.74). There was 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 scores in the dataset).

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 over half (55%) were satisfied with City Homes being easy to deal with, 18% were dissatisfied. Furthermore, less than four in ten (37%) 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 half (55%) of leaseholders express satisfaction for this aspect of service, with a fifth (20%) 'very satisfied' and 35% 'fairly satisfied'. Almost a fifth (18%) expressed dissatisfaction and 27% had no strong feelings either way.

Figure 1.4 Easy to deal with

Base size: 255



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

- Those aged 30-39 were significantly more satisfied with City Homes being easy to deal with than those aged 40-49. A third (33%) of those in the middle age band were 'neither satisfied nor dissatisfied' and 23% are dissatisfied.

Figure 1.5 Easy to deal with by age



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

Keeping leaseholders informed

Leaseholders were then asked how good or poor they felt City Homes is at keeping them informed about things that might affect them as a leaseholder. Over half (55%) of leaseholders felt that City Homes is good at keeping them informed. Around one in six (17%) suggested City Homes is poor at keeping them informed and 28% indicated they were neither good nor poor.

Figure 1.6 Being kept informed by City Homes

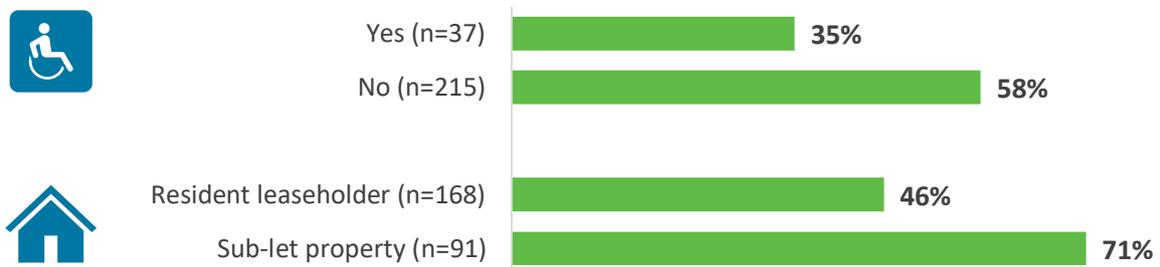
Base size: 260



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

- Leaseholders with a disability were significantly less likely to feel City Homes are good at keeping them informed compared to those without a disability. 41% of those with a disability felt City Homes is ‘neither good nor poor’ in this respect and 24% felt they are poor at keeping them informed.
- Leaseholders that sub-let their property were significantly more satisfied than those who live in their property.

Figure 1.7 Being kept informed by City Homes by disability status and leaseholder type



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 was with the statement ‘City Homes’ communications are professional and courteous’ (67%). The lowest level of agreement was with the statement ‘City Homes resolve issues in a timely manner’ with a third (33%) of leaseholders disagreeing with this statement.

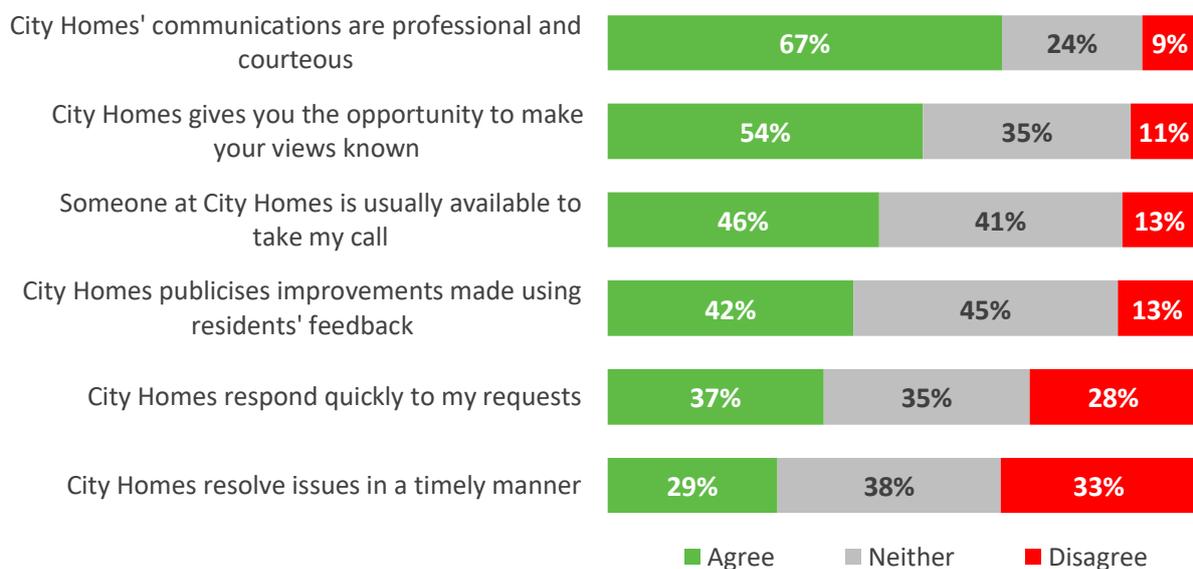
Satisfaction with City Homes responding quickly to requests and resolving issues in a timely manner was relatively low (29-37%). This was also the second most common theme when leaseholders were

asked why they were satisfied or dissatisfied with the overall service provided by City Homes (23% of comments), with 11% of comments also mentioning issues with communication. A closer look at these comments highlights that this mostly related to communal repairs and cleaning.

Across the statements between 24% and 45% of leaseholders reported a neutral response. This may suggest that they have limited interaction with City Homes or limited awareness of these aspects of the service they provide.

Figure 1.8 Agreement with perception statements

Base size: 250-254



Sub-group analysis shows some significant differences by age and leaseholder type.



- Leaseholders aged 40-49 were significantly less likely to agree that City Homes respond quickly to their requests (26%) and that City Homes' communications are professional courteous (57%) compared to those aged 30-39 (51% and 79% respectively).



- Leaseholders who sub-let their property generally held more positive perceptions than those who are resident leaseholders. For example, 46% of those that sub-let agreed that City Homes respond quickly to their requests, compared to 32% of resident leaseholders.

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 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.

Respondents were then asked if they would be interested in find out more about these opportunities. 42% of leaseholders 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 105 willing leaseholders for City Homes to directly approach and engage with further. These 105 individuals span all age bands and includes both resident leaseholders and those that sub-let.

Future priorities

All leaseholders were also asked what they think should be the future priorities for City Homes. A total of 164 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

 Future priorities	Count	% of comments
External areas/ grounds maintenance/ neighbourhood appearance/ littering/ dog fouling/ road sweeping	47	29%
Communal cleaning (e.g. internal areas, window cleaning)	29	18%
Communication/ views taken into account/ follow-up on complaints	28	17%
Maintenance/ improvement on communal areas, neighbourhood, open spaces	25	15%
Rent/ service charges/ VFM	24	15%
Improvement/ maintenance of property standards (e.g. replacing windows, new bathrooms, sort out damp/mould, guttering)	22	13%
Repairs and maintenance - Quality	20	12%
Safety and security (e.g. a safer neighbourhood, street lighting, install CCTVs, better locks, more policing)	18	11%
Environmental impact/ sustainability	15	9%
Crime/ ASB/ neighbour issues/ drug dealing	13	8%
Other	10	6%
Repairs and maintenance - Customer service	9	5%
Repairs and maintenance - Appointments/ speed	9	5%
Build more housing/ new homes	8	5%
Regular bin collections/ better service including recycling/ more bins in neighbourhood/ cleaner bin area	6	4%
Allocations/ exchange/ Right to Buy	5	3%
Better housing service overall/ fairness	4	2%
Car parking	3	2%
Advice and support to residents	3	2%
Fly tipping	3	2%
Issues with overcrowding/ illegal sub-letting	2	1%
Fire safety/ building safety	1	1%
Road safety/ traffic congestion/ speeding	1	1%
More or better services for children/ young people (e.g. more sports clubs, improve or more children's play areas, mental health services)	1	1%

Look after older/ vulnerable people	1	1%
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The most common theme mentioned by leaseholders was prioritizing external areas and the overall appearance of the neighbourhood (including grounds maintenance, littering and dog fouling). 29% of comments made reference to this. This correlates with the lower scores received for satisfaction with the overall appearance of the neighbourhood and more specifically estates services, as will be shown later in this report.

Other common themes included communal cleaning (18%) and communication/listening to views and taking them into account (17%). 15% of comments also made further reference to maintaining and improving communal areas, emphasizing the view that communal and external areas are a priority for a big proportion of City Homes' leaseholders.

A selection of comments is shown below.

"Maintaining the environment of the estates to a high standard. Maintaining landscaping and common areas to a better standard."

"Improve the cleanliness of the area. I know fly tipping is a problem and it's not City Homes responsibility, but in general, there's rubbish everywhere."

"Keeping the whole estate much cleaner and tidier."

"For housing officers to actually come out to site and speak to the leaseholders about concerns. Accountability to follow through is also needed. After 15 years of leaseholder correspondence and 5 different housing officers passing the responsibility."

2. Your home

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

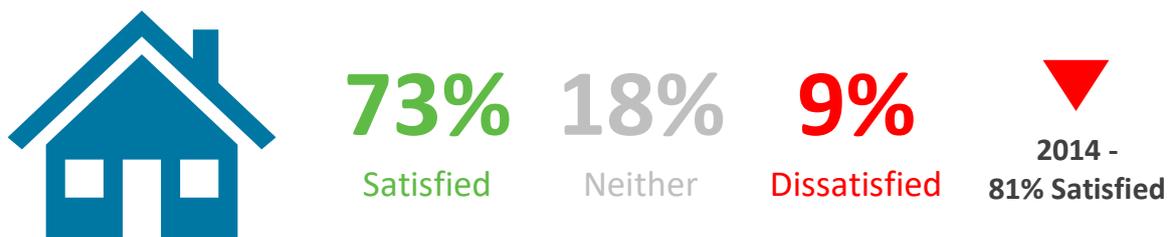
Overall quality of home

Almost three quarters (73%) of leaseholders expressed satisfaction with the overall quality of their home, with 9% stating that they were dissatisfied. A further 18% had no strong feelings either way.

Comparison with 2014 shows a significant decrease in satisfaction of 8% points. However, the proportion of those stating 'dissatisfied' remained the same, with it being the case that more leaseholders are 'neither satisfied nor dissatisfied'.

Figure 2.1 Overall quality of home

Base size: 250



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

- Those aged 30-39 were significantly more satisfied with the overall quality of their home than those aged 40-49 and 50-59. 25% of those aged 40-49 and 21% of those aged 50-59 were 'neither satisfied nor dissatisfied'. 9% and 13% were dissatisfied, respectively.

Figure 2.2 Overall quality of home by age



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

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 (including their flat itself and/or the structure of their block), another new core STAR question. Two thirds (67%) of leaseholders expressed satisfaction on this issue, with 23% 'very satisfied' and 44% 'fairly satisfied'. One in six (16%) expressed dissatisfaction and 18% were neither satisfied nor dissatisfied.

Figure 2.3 Providing a home that is safe and secure

Base size: 242



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

- Those aged under 30 were significantly more satisfied with home safety than those aged 50-59. Of those aged 50-59, 24% were 'neither satisfied nor dissatisfied' and 18% were dissatisfied with their home being safe and secure.

Figure 2.4 Providing a home that is safe and secure by age



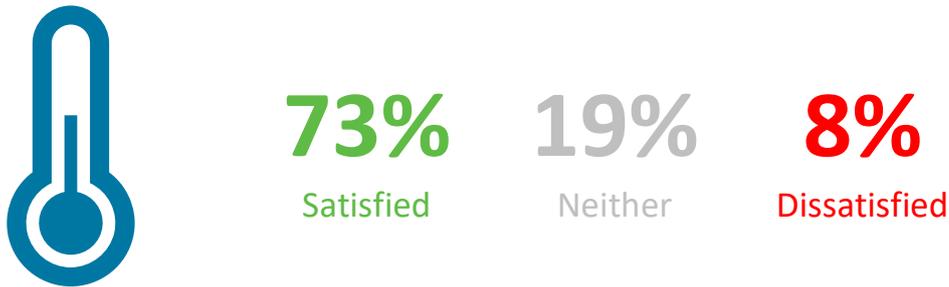
**Caution should be taken when interpreting the results due to the small sample size.*

Easy and affordable to keep home warm

Residents were then asked to what extent they are satisfied that their home is easy and affordable to keep warm. Almost three quarters (73%) of leaseholders expressed satisfaction with their home in this respect, whilst 8% were dissatisfied. Around a fifth (19%) were neither satisfied nor dissatisfied.

Figure 2.5 Easy and affordable to keep warm

Base size: 248



Advice and support on paying and managing finances

Finally, leaseholders were asked how satisfied they were with the advice and support they get from City Homes for paying their service charges or managing their finances. Just under half (48%) expressed satisfaction, with more 'fairly satisfied' (29%). A fifth (20%) expressed dissatisfaction and almost a third (32%) were neither satisfied nor dissatisfied.

Figure 2.6 Advice and support for paying and managing finances

Base size: 215



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

- Leaseholders with a disability were significantly less likely to be satisfied with the advice and support they get compared to those without a disability. 40% of those with a disability were dissatisfied. There may be more that can be done here to ensure those with a disability get the advice and support they need when it comes to paying and managing their finances.

Figure 2.7 Advice and support for paying and managing finances by disability status



3. Communal repairs and maintenance

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

Repairs in the last 18 months

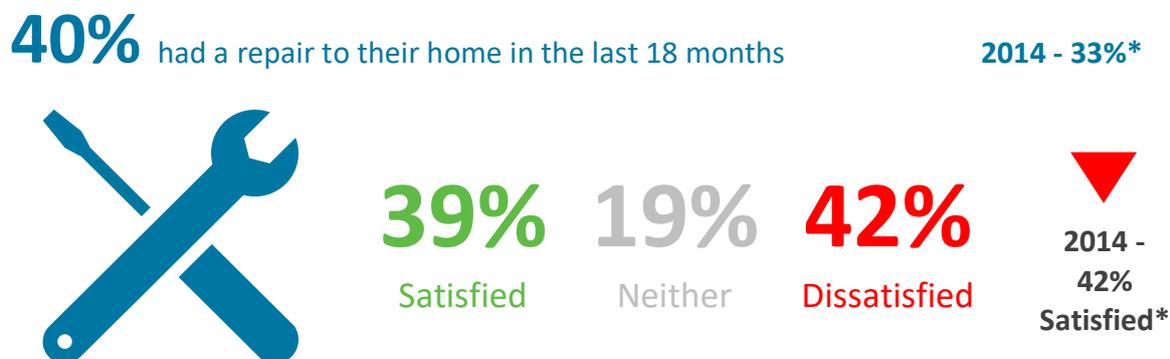
Four in ten (40%) leaseholders reported that they had had a communal repair to their block in the last 18 months. This compares to 33% who reported that they had experienced this in 2014.

Those that had received a communal repair in the last 18 months were then asked to rate their satisfaction with the overall repairs service provided by City Homes for their last repair. Whilst four in ten (39%) were satisfied, a slightly greater proportion reported dissatisfaction (42%). The remaining 19% were neither satisfied nor dissatisfied.

Comparison to the previous survey period in 2014 shows that satisfaction has fallen 3% points, though this difference is not significant.

Figure 3.1 Repairs and maintenance

Base size: 258; 102



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

Method of reporting last repair

Those that had received a communal repair were then asked how they reported it. The most popular method was by telephone (44%), with some opting to use the website (23%). Amongst the 31% stated ‘other’, respondents mentioned methods such as email and letter.

Figure 3.2 Method of reporting last repair

Base size: 95



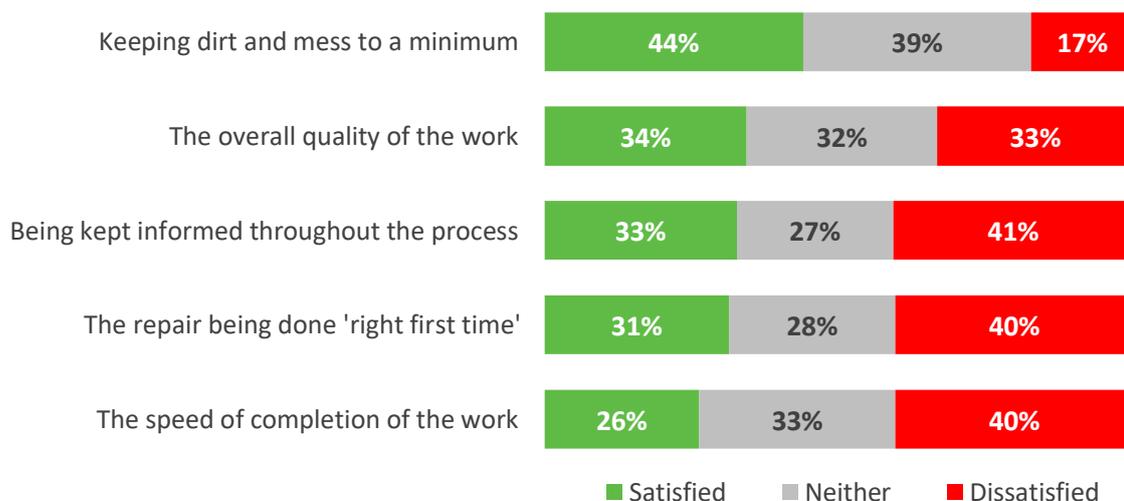
Satisfaction with aspects of last repair

Leaseholders who had received repair or maintenance work in a communal area in the last 18 months were then 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 (44%). Around three in ten (31-34%) were satisfied with the repair being done 'right first time', being kept informed throughout the process and the overall quality of work and 26% were satisfied with the speed of completion of the work.

There were some high levels of dissatisfaction, with more dissatisfied than satisfied for being kept informed throughout the process, the repair being done 'right first time' and the speed of the completion of the work (both 40%).

Figure 3.3 Satisfaction with aspects of the repairs service

Base size: 98-99



Improvements to the repairs and maintenance service

To help drive service enhancement all leaseholders were asked how the repairs service could be improved. A total of 151 valid comments were provided. 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

 Theme	Count	% of comments
Improved communication	51	34%
Better quality work	43	28%
Outstanding repair work	40	26%
Quicker/ more responsive	27	18%
Other	15	10%
Better contractors	13	9%
Lower costs	11	7%
Better customer service	10	7%
Satisfied resident	8	5%
Need more compliance Checks	8	5%
General Maintenance	8	5%
Time taken	5	3%
Better appointment times	5	3%
Better reporting system	4	3%

The most popular themes were for improved communication (34% of comments), better quality of work (28%) and mentions of outstanding repair work that needs completing (26%). This correlates with the results above that outlined low levels of satisfaction with being kept informed throughout the repairs process (i.e. communication) and overall quality of the work.

A selection of comments is shown below.

"Better communications. Facilitate satisfaction feedback for communal and block repairs."

"By someone checking to see whether the work is being carried out correctly and cleanly and inspecting the complicated work."

"Effective communication use of emails / texts."

"There had been a very poor repair to damaged ceiling tiles in my walkway. It looks unprofessional and unsightly. It is a botched job. Tiles pinned back up with slats, rather than being replaced."

4. Your neighbourhood

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

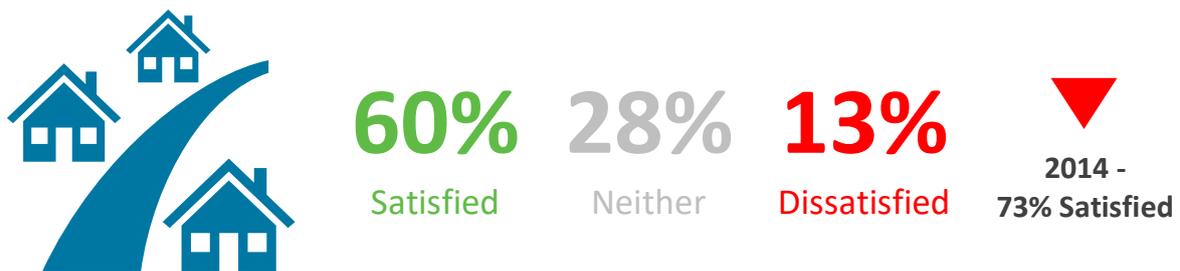
Neighbourhood as a place to live

Six in ten (60%) leaseholders were satisfied with their neighbourhood as a place to live. 13% reported dissatisfaction with their neighbourhood and almost three in ten (28%) were neutral.

Since 2014 there has been a 13%-point fall in satisfaction, though this is not statistically significant. Furthermore, dissatisfaction has actually *decreased* since 2014, by 2% points, with a greater proportion now stating that they are 'neither satisfied nor dissatisfied'.

Figure 4.1 Neighbourhood as a place to live

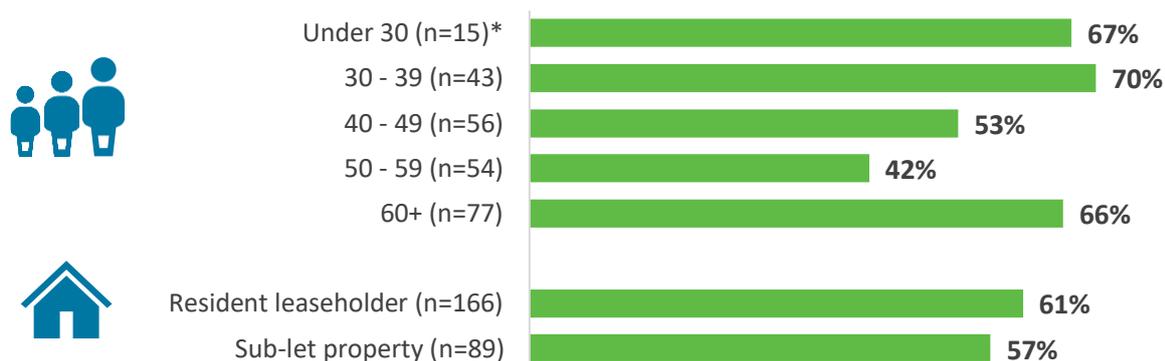
Base size: 260



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

- Those aged 30-39 and 60 and over were significantly more satisfied with their neighbourhood as a place to live compared to those aged 50-59. Four in ten (40%) of those aged 50-59 were 'neither satisfied nor dissatisfied' with their neighbourhood.
- Interestingly there were no significant differences by leaseholder type, with resident leaseholders slightly more satisfied. It was the case that the difference was mostly from more sub-letters reporting they were 'neither satisfied nor dissatisfied' (30%) than dissatisfied (12%). For resident leaseholders, 26% said neither and 13% were dissatisfied.

Figure 4.2 Neighbourhood as a place to live by age



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

Overall appearance of the neighbourhood

Leaseholders were then asked to indicate their satisfaction with the overall appearance of their neighbourhood. A significantly lower proportion were satisfied with the overall appearance of their neighbourhood (46%), with a quarter (25%) dissatisfied. A similar proportion were neither satisfied nor dissatisfied (29%).

Figure 4.3 Overall appearance of neighbourhood

Base size: 260



Again, there were no significant differences by leaseholder type, with satisfaction consistent between resident leaseholders and those that sub-let (both 46%). A greater proportion of sub-letters reported they were ‘neither satisfied nor dissatisfied’ (33% compared to 27%), with more resident leaseholders dissatisfied (27%).

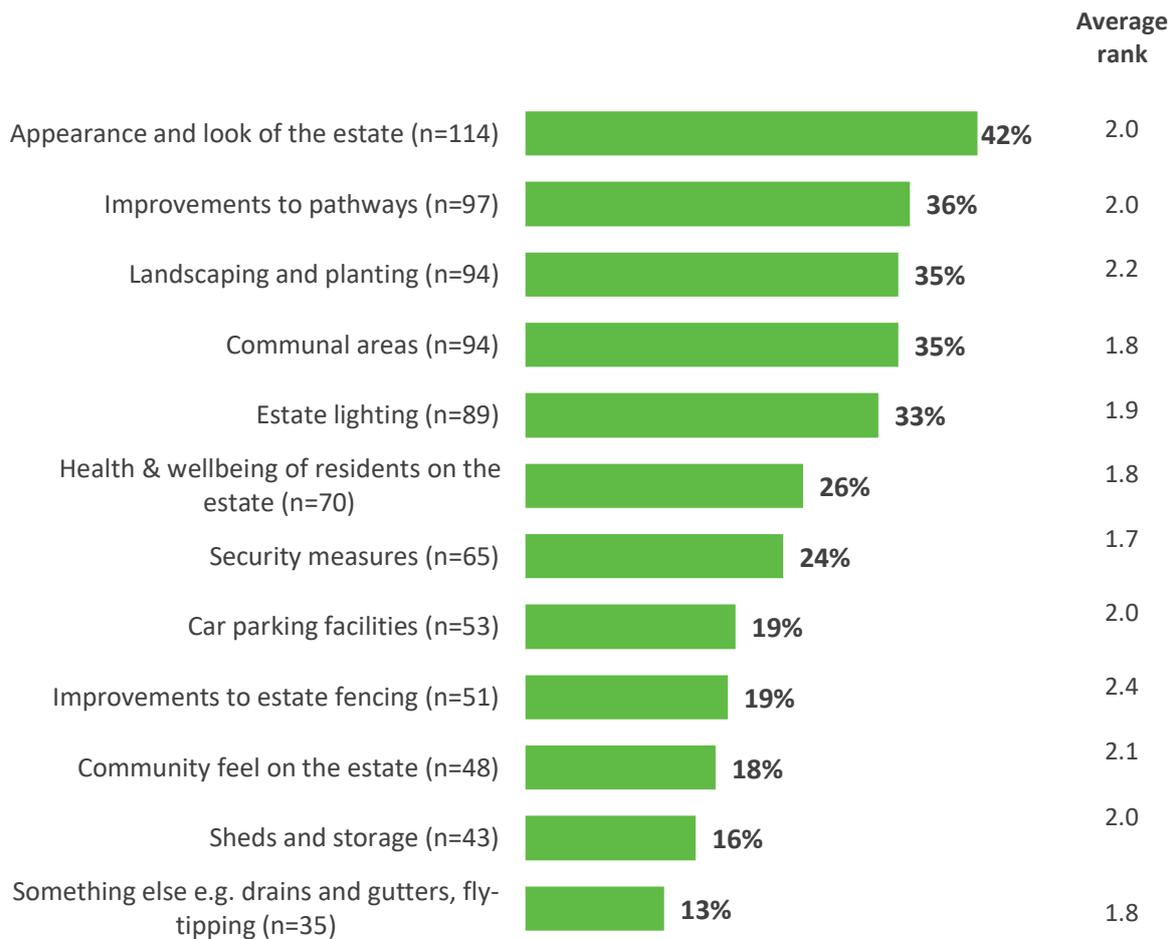
Priorities for improvements within the neighbourhood

Leaseholders were presented with a list of neighbourhood aspects and asked which three they would consider to be their first, second and third priorities. Figure 4.4 shows the proportion of leaseholders 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, 42% of leaseholders felt the

appearance and look of the estate was a priority and those that prioritised this, on average, ranked it as their 2nd priority (2.0).

The most commonly selected priorities were the appearance and look of the estate (42% of leaseholders prioritised this), improvements to pathways (36%), landscaping and planting (35%) and communal areas including stairs and balconies, bin stores etc. (35%).

Figure 4.4 Priorities for improvement within the neighbourhood



5. Estate services

This section looks at leaseholders' 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

Respondents were asked how satisfied they were with the overall estate services provided by City Homes. There was a fairly similar split between those satisfied (36%), dissatisfied (30%) and neither satisfied nor dissatisfied (35%).

Figure 5.1 Overall estate services

Base size: 240



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

- Leaseholders that sub-let their property were significantly more satisfied than those who live in their property. However, resident leaseholders are more likely to have better knowledge about the estate services they receive, so given that 31% of these were dissatisfied and 38% 'neither satisfied nor dissatisfied', there is work to be done here to improve these services.

Figure 5.2 Overall service provided by age and leaseholder type

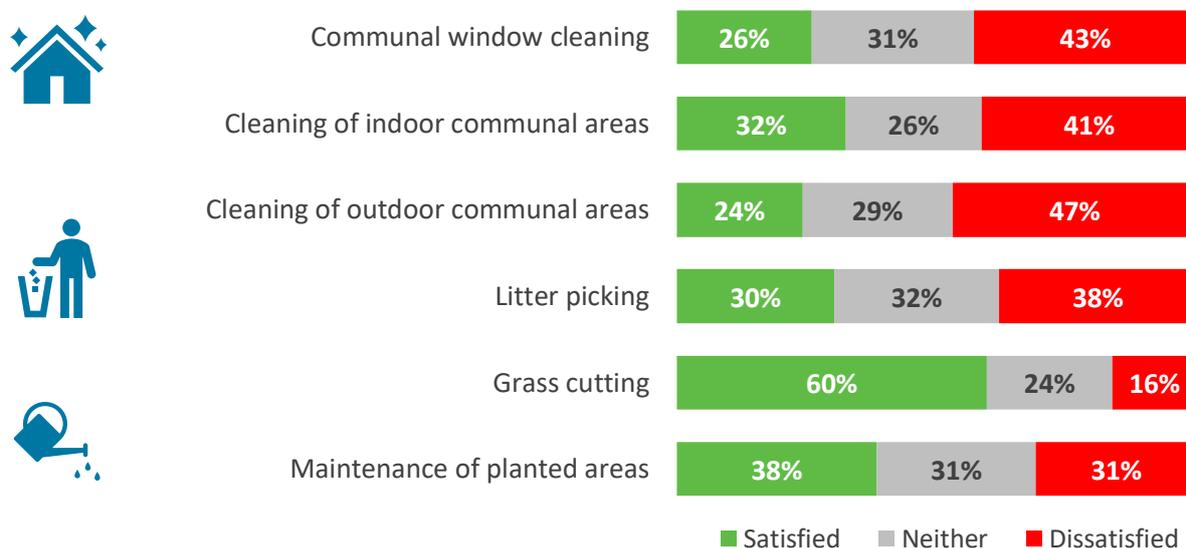


Satisfaction with different estate services provided by City Homes

Leaseholders were also asked about their level of satisfaction with various estate services they receive. Satisfaction was higher for grounds maintenance, specifically grass cutting (60%), but also maintenance of planted areas (38%) - though, three in ten (31%) were dissatisfied with this. For the remaining services, fewer than four in ten (24-38%) were satisfied. These include communal cleaning, litter picking and maintenance. Leaseholders were most dissatisfied with the cleaning of outdoor communal areas, with almost half (47%) expressing dissatisfaction.

Figure 5.3 Satisfaction with estate services

Base size: 154-234



6. Anti-social behaviour

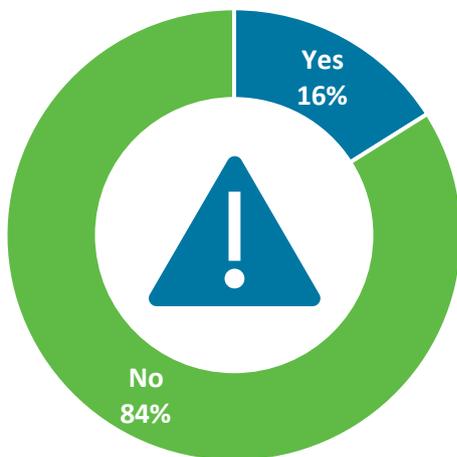
This section looks at leaseholders' experiences of any anti-social behaviour that they have reported to City Homes in the last 18 months.

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. Around one in six (16%) had.

Figure 6.1 Reported ASB in the last 18 months

Base size: 262



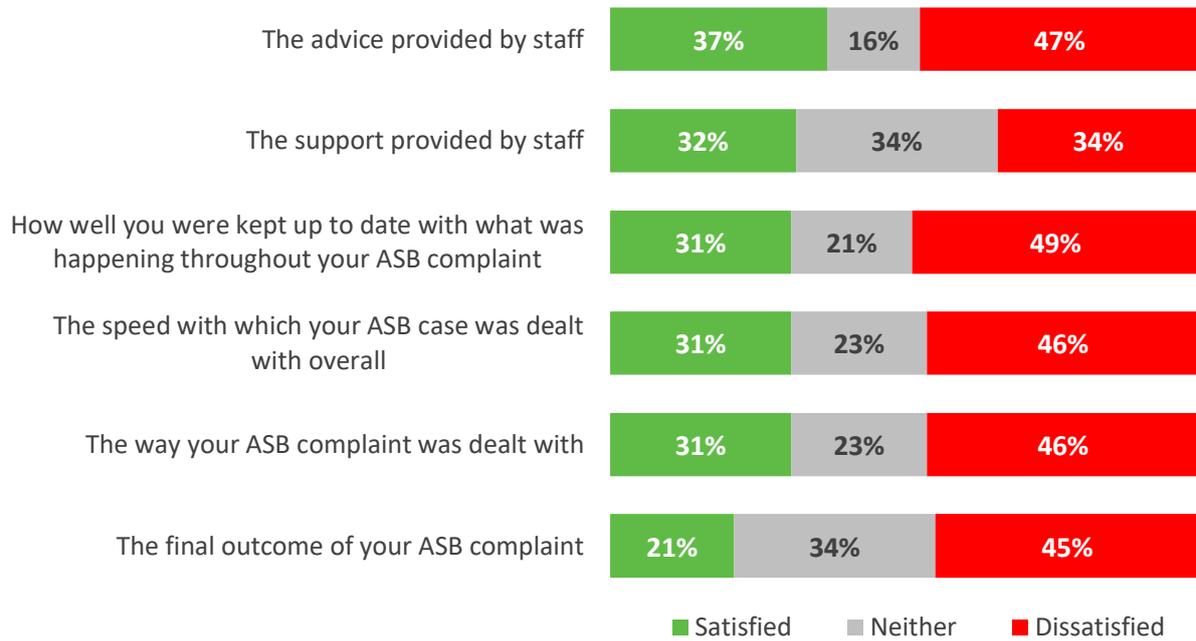
Satisfaction with ASB reporting

Leaseholders 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 21% for the final outcome of your ASB complaint to 37% for the advice provided by staff. There are some issues to address here, particularly with keeping residents up to date with what is happening throughout their ASB complaint (49% dissatisfied). A large proportion of leaseholders were also dissatisfied with the final outcome of their complaint. It may help to manage expectations when a case is reported to ensure the final outcome is satisfactory.

Figure 6.2 Satisfaction with aspects of reporting anti-social behaviour

Base size: 38-39



7. Contact and communication

This section explores leaseholders' 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

Leaseholders 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 methods were email (49%) and letter (44%). The least preferred method was by phone, with only 2% expressing that they would be happy to use this method.

Figure 7.1 Preferred method of receiving customer specific information

Base size: 261



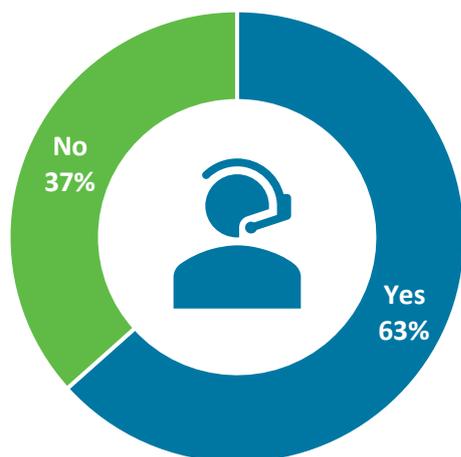
- Perhaps unsurprisingly, those aged under 30 were more likely to prefer email (75%), with preference for this method falling as age increases, to 39% amongst those 60 and over.
- Those aged 60 and over had the greatest preference for letter as a method of communication (58%).
- The preferences of those in the middle age groups (30-59) were fairly split between email and letter.

Contact in the last 18 months

All leaseholders were asked if they had been in contact with City Homes in the last 18 months. Over six in ten leaseholders (63%) said that they had.

Figure 7.2 Contact in the last 18 months

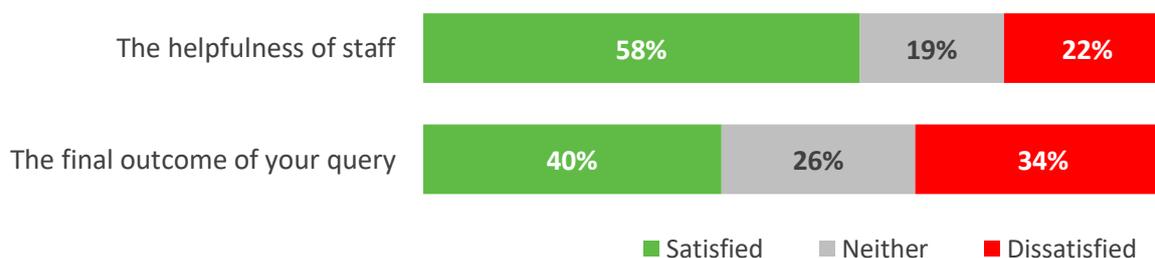
Base size: 262



Following this, leaseholders 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 almost six in ten (58%) expressing satisfaction. However, over a fifth (22%) reported dissatisfaction. Furthermore, a third (34%) of leaseholders were dissatisfied with the final outcome of their query, with just 40% satisfied.

Figure 7.3 Satisfaction with contacting City Homes

Base size: 158; 161



Internet access

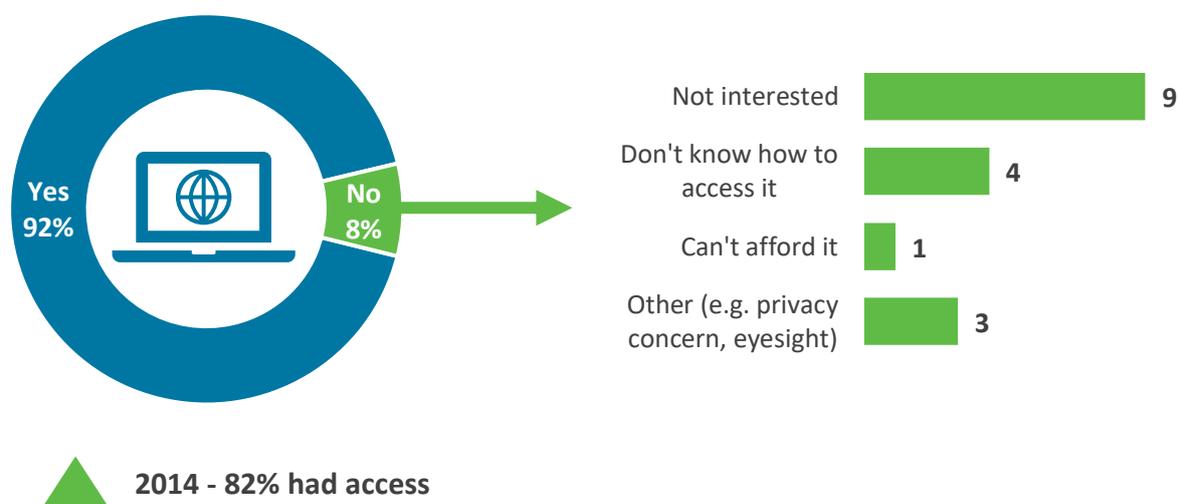
92% of respondents reported that they have access to the internet; 8% did not. Positively, more leaseholders are online now compared to in 2014 when just 82% reported having access. For context, the current national average estimates that 96% of households in Great Britain have internet access¹. However, 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. The most common responses (n=9) was not being interested. The top reasons are the same as in 2014. Leaseholders without access were also asked if they had friends or family that support them to use the internet - 5 of them said they did.

Looking closer at those without internet usage the majority, perhaps unsurprisingly, were over 60 (14 of the 17).

Figure 7.4 Internet access

Base size: 262; 17



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

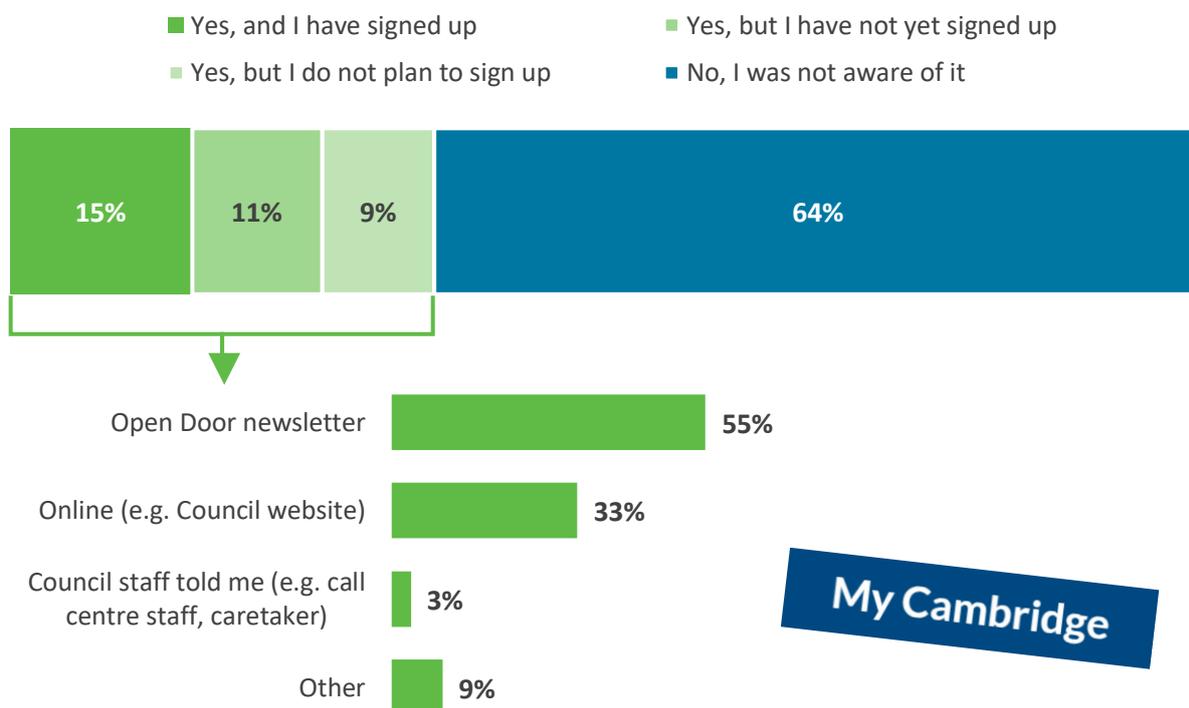
In March 2020, Cambridge City Council launched My Cambridge, a new online portal that enables Council tenants and leaseholders to start accessing their housing services directly online e.g. pay rent, check balance, order a repair.

Results show that 35% of leaseholders were aware of My Cambridge. 15% had signed up, 11% were aware but hadn't yet signed up and 9% did not plan to sign up. The majority (64%) were not aware. Looking at those with internet access (92% of leaseholders, as outlined above), 16% had signed up, 12% planned to, 9% didn't plan to and 63% were not aware.

Those that were aware of the new portal were asked how they found out about it. Most (55%) found out about it in Open Door whilst some saw it advertised online. A few others said Council staff told them about it (3%).

Figure 7.5 My Cambridge portal

Base size: 256; 89



There were no stand-out differences by sub-groups for awareness of the My Cambridge portal, which suggests more needs to be done to promote the service to all residents.

Conclusions and recommendations

Relatively low levels of satisfaction

Results show that satisfaction has fallen across all key questions since 2014, with a fall of 4%-points for satisfaction with the overall service provided. Other key questions on the quality of home, neighbourhood as a place to live and communal repairs also saw falls in comparison to 2014.

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 on providing a home that is safe and secure and being easy to deal with, satisfaction was also relatively low at 67% and 55% respectively. Across the key questions dissatisfaction levels ranged from 9% for overall quality of home up to 42% for repairs (communal ones for those that have received one in the last 18 months). The most concerning is the 26% of residents who were dissatisfied with the overall service they receive from you, as well as the 18% who disagreed that you are easy to deal with.

Perceptions of overall service and homes

Generally, residents held neutral perceptions about you. Around two-thirds agreed that your communications are professional and courteous and over half felt you give them the opportunity to make their views known. However, less than half agreed that you are quick to respond to issues or requests and around three in ten disagreed (finding you slow to respond).

When asked about their home, the majority were satisfied with its quality and that it was safe and secure. Satisfaction was highest for quality of home, out of all the key questions, which is positive. However, there still remained around 9% who were dissatisfied and 18% who were sitting on the fence. The proportion of those dissatisfied was larger for providing a home that is safe and secure, with 16% dissatisfied.

Satisfaction with neighbourhood and estate services

Overall, six in ten (60%) leaseholders were satisfied with their neighbourhood – a fall from 73% in 2014. Fewer were satisfied with the overall appearance of their neighbourhood, with less than half 'very' or 'fairly' satisfied, and a quarter dissatisfied. This mirrors the most commonly selected priority for the neighbourhood, which was the appearance and look of the estate, and the low satisfaction scores for estate services. As many as 47% of leaseholders were dissatisfied with the cleaning of outdoor communal areas.

Transactions and interactions in last 18 months

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

Overall satisfaction was low for those who had received a communal repair in the last 18 months, at 39% satisfied, and over four in ten (42%) dissatisfied. There were some high levels of dissatisfaction, with more dissatisfied than satisfied for being kept informed throughout the process, the repair being done 'right first time' and the speed of the completion of the work. There are clearly issues with the communal repairs service for leaseholders.

Looking at other interactions in the last 18 months, six in ten leaseholders said they'd been in touch with you. Of these, most were satisfied with the helpfulness of staff, though a fifth weren't. Furthermore, just 40% were satisfied with the final outcome of their query. There was a similar story for those that had reported ASB in the last 18 months. Customer contact is therefore an area of concern that needs to be addressed and is reinforced by the low satisfaction score for City Homes being easy to deal with (55% satisfied, 18% 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 that stand out:

- As we commonly see, **older residents were often more satisfied than younger ones**. Interestingly, though, those in the younger age band (under 30) also had higher satisfaction. It is likely though that these are residents that are new to City Homes and may still be in the 'honeymoon period'.
- Those who **sub-let** their property had higher levels of satisfaction with being kept informed, and with the overall service provided compared to **resident leaseholders**. They also tended to hold

more positive perceptions. However, there weren't any significant differences amongst the neighbourhood questions.

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 resident 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 leaseholders 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, the majority were satisfied with the quality of their home, which is encouraging. However, there are issues that would be worth unpicking further to understand why some leaseholders perceive their homes as poor quality and unsafe or insecure. Issues were also highlighted with the communal repairs service, requiring further exploration to ensure blocks / buildings are kept in good repair and the service is satisfactory for residents.

Having a good quality neighbourhood to live in is another key expectation of the Charter. Some tenants did not feel satisfied with the current appearance of their neighbourhood, making it

important to follow up on their priorities for improvement and improve upon the estate services that leaseholders receive.

Finally, customer contact needs to be addressed to ensure satisfactory outcomes for residents. Currently, as many as 18% find City Homes difficult to deal with so there is work to be done here, as well as with the perceptions that leaseholder hold of City Homes being slow to respond to issues or queries.

Appendix A: Questionnaire

Appendix B: Respondent profile

Appendix A: Questionnaire



LEASEHOLDER 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 leaseholder for 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/CambridgeLH. 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 To what extent 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 residents' feedback	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q4 How satisfied or dissatisfied are you that City Homes is easy to deal with? **PLEASE TICK ONE BOX ONLY**

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

Q5 Do you feel City Homes is good or poor at keeping you informed about things that might affect you as a resident? **PLEASE TICK ONE BOX ONLY**

Good 1 Neither 2 Poor 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 (including your flat itself and/or the structure of your block)	<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 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

COMMUNAL REPAIRS AND MAINTENANCE

Q9 Have you had any repairs to the block in which your flat is situated in the last 18 months? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q10** 1 No - **GO TO Q13** 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 block/communal repair? **PLEASE TICK ONE BOX ONLY**

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

Q12 Thinking about the last communal 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

Q13 How could the repairs and maintenance service be improved? **PLEASE WRITE BELOW**

YOUR NEIGHBOURHOOD

Q14 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

Q15 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 residents 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.

Q16 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

Q17 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

Q18 Have you reported anti-social behaviour to City Homes in the last 18 months? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q19** 1 No - **GO TO Q20** 2

Q19 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 way your anti-social behaviour complaint was dealt with	<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

Q20 How do you prefer to receive information from City Homes? **PLEASE TICK ONE BOX ONLY**

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

Q21 Have you contacted City Homes in the last 18 months? **PLEASE TICK ONE BOX ONLY**

- Yes - **GO TO Q22**..... 1 No - **GO TO Q23**..... 2

Q22 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

Q23 Do you have access to the internet? **PLEASE TICK ONE BOX ONLY**

- Yes - **GO TO Q26**..... 1 No - **GO TO Q24**..... 2

Q24 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

Q25 Do you have friends or family that support you to use the internet? **PLEASE TICK ONE BOX ONLY**

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

Q26 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 Q27** 1 Yes, but I do not plan to sign up - **GO TO Q27** 3
 Yes, but I have not yet signed up - **GO TO Q27** 2 No, I was not aware of it - **GO TO Q28** 4

Q27 How did you find out about the *My Cambridge* online portal? **PLEASE TICK ONE BOX ONLY**

- | | | | | | |
|-------------------------------------|--------------------------|---|--|--------------------------|---|
| Open Door newsletter | <input type="checkbox"/> | 1 | Council staff told me (e.g. call centre staff, caretaker)..... | <input type="checkbox"/> | 4 |
| Online (e.g. Council website) | <input type="checkbox"/> | 2 | Other (please specify below) | <input type="checkbox"/> | 5 |
| Word of mouth | <input type="checkbox"/> | 3 | | | |

ABOUT YOU

Q28 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 |

Q29 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 |

Q30 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 residents' 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

Age	Count	%
Under 30	16	6%
30 - 39	43	17%
40 - 49	58	23%
50 - 59	55	22%
60+	82	32%

Disability	Count	%
Yes (limited a lot/a little)	38	15%
No	217	85%

Ethnicity	Count	%
White	204	86%
BAME	34	14%

Resident vs. sub-let	Count	%
Resident leaseholder	174	64%
Sub-let property	97	36%

