



m.e.l
research

Cambridge City Council

**Satisfaction Survey 2022:
Independent Living Tenants**

Final report

March 2023



Executive summary	4
Introduction	5
1. Overall service.....	7
2. Communication and engagement.....	15
3. Complaints	20
4. Repairs and maintenance	23
5. Estate services & your scheme	31
Results by scheme (<i>Tenant Satisfaction Measures</i>)	39
Benchmarking	41
Conclusions and recommendations.....	43
Appendix A: Questionnaire	47
Appendix B: Respondent profile (unweighted)	55

Project details

Title	Satisfaction Survey 2022: Independent Living Tenants
Client	Cambridge City Council
Project number	20073
Author	Sam Jones
Research Manager	Sam Jones

This project has been delivered to ISO 9001:2015, 20252:2019 and 27001:2013 standards.



Certificate No:340192020



Certificate No:340202020



Certificate No:374882021

M·E·L Research Ltd

Somerset House, 37 Temple Street, Birmingham, B2 5DP

Email: info@melresearch.co.uk

Web: www.melresearch.co.uk

Tel: 0121 604 4664



Executive summary

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

We used a mixed method (online and postal) approach to obtain 180 responses from independent living tenants which gives an overall margin of error of $\pm 5.8\%$. The results presented in this report relate to independent living tenants only.

Key findings

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

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

Key results – tenant perception measures	2020	2022	+/- (%-points)
TP01: Overall satisfaction	79%	85%	+6
TP02: Satisfaction with repairs	92%	91%	-1
TP03: Satisfaction with time taken to complete most recent repair		79%	
TP04: Satisfaction that the home is well maintained		89%	
TP05: Satisfaction that the home is safe	93%	90%	-3
TP06: Satisfaction that the landlord listens to tenant views and acts upon them		76%	
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them		80%	
TP08: Agreement that the landlord treats tenants fairly and with respect		89%	
TP09: Satisfaction with the landlord's approach to handling of complaints		46%	
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	63%	85%	+22
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods		77%	
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour		73%	

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

Introduction

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

Method

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

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

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

The fieldwork began in October and finished in December 2022.

Response rate and statistical reliability

The Council commissioned three separate surveys: for general needs tenants, independent living tenants and leaseholders. The surveys were sent to all tenants and leaseholders, including 494 independent living tenants. A total of 180 completed questionnaires were returned by independent living tenants, giving an overall response rate of 36%.

The results for independent living tenants are therefore accurate to $\pm 5.8\%$ at the 95% confidence level. This means that if we surveyed every single resident, the results could be 5.8% above or below the figures reported (e.g. a 50% satisfaction rate could actually lie between 44.2% and 55.8%). However, where base sizes are smaller, for example due to questions being skipped or among sub-groups, the margin of error would be wider and so those results should be treated with greater caution. The table below shows the number of completed interviews and margin of error by tenure.

Breakdown of completed interviews and margin of error by tenure

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

Appendix B shows the demographic profile of the sample.

Analysis and reporting

Presentation of data

The results of the independent living survey are presented in this report, with separate reports for general needs tenants and leaseholders. Comparisons to the previous survey in 2020 are also included, where applicable, to show trends. To bring the data more in line with the overall housing stock for independent living tenants, the 2022 data was weighted by ward and property type. This ensures that the results more accurately match the known profile of your stock. The results for 2020 and general needs tenants and leaseholders are unweighted, as a more representative sample was achieved.

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 length of tenancy). Some of the age bands were combined due to a low response from some groups. The results for these sub-groups have been presented only if they were statistically significant (at the 95% confidence level) and if the base sizes were 30 or more.

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

1. Overall service

The following section details the results to questions asked around the overall service provided by Cambridge's Independent Living Service. 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.

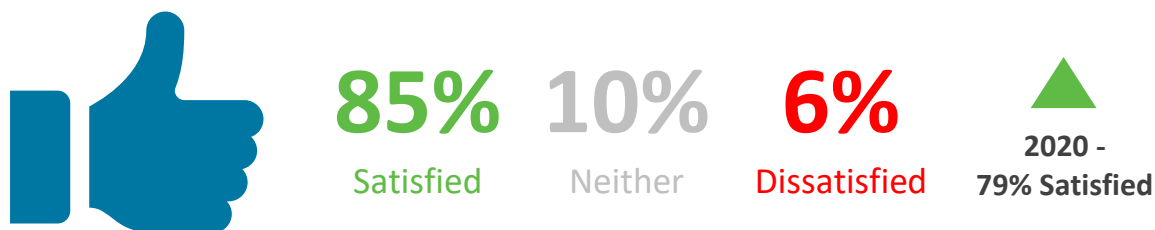
Overall service provided

Taking everything into account, six in seven (85%) tenants were satisfied with the overall service provided by Cambridge's Independent Living Service, with a greater proportion 'very satisfied' (51%) as opposed to 'fairly satisfied' (33%). Just 6% reported some degree of dissatisfaction and 10% had no strong feelings either way.

Comparison with the previous survey period shows a rise in satisfaction of 6% points from 79% in 2020 to 85% in 2020. Looking closer, dissatisfaction has remained consistent, with less tenants now stating they are neither satisfied nor dissatisfied with the overall service provided.

Figure 1.1 Overall service provided

Base size: 178



Reasons for satisfaction/dissatisfaction with the overall service provided

All tenants were given the opportunity to provide the reasons for their response to this question. A total of 108 valid comments were provided. These have been grouped into themes which are presented in Tables 1.1 to 1.3 below. The table shows the total number of mentions for each theme and also the breakdown by those satisfied, neither satisfied nor dissatisfied and dissatisfied. One response could have contained more than one theme and as such the total presented in the table may be higher than the number of responses.

Results show that the most popular theme was mentions of satisfaction with the overall service or with staff at Cambridge's Independent Living Service (38% of comments). As might be expected, this

was from those satisfied with the overall service provided. The second most common theme was Cambridge's Independent Living Service being efficient and quick to respond (13% of comments), which was followed by general positive comments (12%). Some of the areas commonly mentioned by those dissatisfied included general communication being slow or not followed up and some issues with repairs and maintenance.

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



	Number satisfied	Total	
Satisfied with overall services/ staff	46	46	43%
Efficient/ quick to respond to issues	14	14	13%
Positive comments	12	13	12%
Satisfied with repairs & maintenance service	7	7	6%
Dissatisfied with communal cleaning	4	6	6%
Dissatisfied with Repairs & maintenance - speed and appointments	4	5	5%
Well-kept property / satisfied with property	4	4	4%
Repair/upgrade needed	3	5	5%
Grounds maintenance	3	5	5%
Slow to respond to issues	3	4	4%
Advice and support (e.g. listen to tenants' concerns/complaints & act, check on vulnerable tenants)	3	4	4%

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

	Number dissatisfied	Total	
Communication - general (e.g. slow, no follow-up)	4	7	6%
Repair/upgrade needed	2	5	5%
Positive comments	1	13	12%
Dissatisfied with communal cleaning	1	6	6%
Dissatisfied with Repairs & maintenance - speed and appointments	1	5	5%
Grounds maintenance	1	5	5%
Slow to respond to issues	1	4	4%

A selection of comments is shown below.

“The Council is doing a lot of good things for our area, like keeping the area nice, and tidy, like grass cutting, and trees cropped. Lights are always dealt with right away, when out. I rang once to have the TV cables put back when they were all hanging out, and the Council came within a few days, and corrected it. I am very happy, the work the Council does.”

“The building is in excellent condition and lighting, decorating and communal areas all tip top. The IL coordinator is excellent and always helpful.”

“Very satisfied because they respond to problems promptly.”

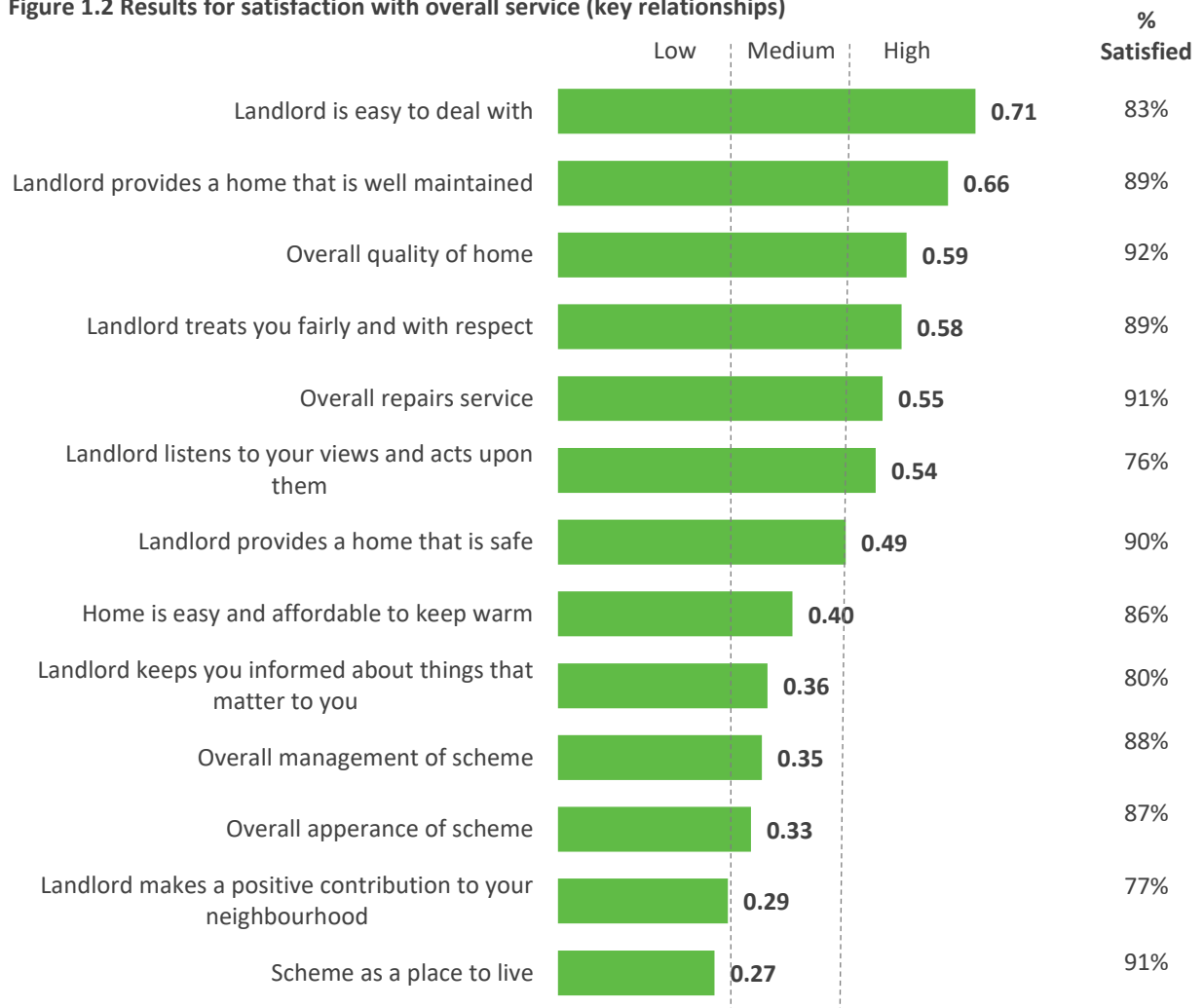
Key driver analysis

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

Figure 1.2 Results for satisfaction with overall service (key relationships)



Six out of the 13 questions analysed correlate highly with satisfaction with the overall service. The strongest relationship is with **Cambridge’s Independent Living Service being easy to deal with (0.71)**, which is positive as satisfaction is relatively high with this service aspect. There is also a strong relationship between **Cambridge’s Independent Living Service providing a home that is well maintained (0.66)**, another area where satisfaction is high.

These results therefore show that maintain high levels of satisfaction with being easy to deal with and with the maintenance of homes, satisfaction with the overall service provided should remain high.

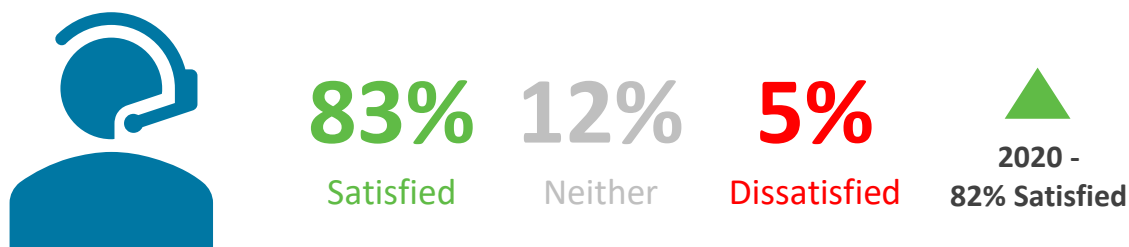
Easy to deal with

Tenants were asked to what extent they were satisfied that Cambridge’s Independent Living Service is easy to deal with. Over eight in ten (83%) tenants expressed satisfaction, with almost half (49%) ‘very satisfied’ and 34% ‘fairly satisfied’. Just 5% expressed dissatisfaction and around one in ten (12%) had no strong feelings either way.

Comparison with the previous survey period in 2020 shows a marginal increase in satisfaction of 1% point, with dissatisfaction levels remaining consistent.

Figure 1.3 Easy to deal with

Base size: 175



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



- Those who have a, or live with someone who has a health problem were significantly more likely (93%) to be satisfied that Cambridge City Council are easy to deal with than those who don't (78%).



- Those who have been tenants for less than 2 years were significantly more likely to be satisfied (89%) than those who have been tenants for 11 years or more (73%).

Perceptions of service provided by Cambridge's Independent Living Service

Tenants were asked to what extent they agree or disagree with a series of statements, to better understand their perceptions of the service they receive from Cambridge's Independent Living Service.

The highest level of agreement was with the statement 'my landlord's communications are professional and courteous' (84%). The lowest level of agreement was with the statement 'my landlord resolves issues in a timely manner', with 12% dissatisfied with this aspect of the service received and 69% satisfied. However, disagreement across the other statements was generally low (2-7%).

Across the statements between 14% and 24% of tenants gave a neutral response. This may suggest that they have limited interaction with Cambridge's Independent Living Service or limited awareness of these aspects of the service they provide.

Comparing this year's results to the last survey period in 2020 shows a fall in agreement levels for 'my landlords' communications are professional and courteous' (84% compared to 87%) whilst agreement levels remain the same for 'someone is usually available to take my call' and 'my landlord resolves issues in a timely manner'. Positively though, agreement that Cambridge's Independent Living Service publicises improvements made using tenants' feedback has increased by 4% points since 2020.

Figure 1.4 Agreement with perception statements

Base size: 143-158



- Looking at the results by subgroup, tenants who have a, or live with someone who has a health problem were significantly more likely to agree that Cambridge City Council provides good advice and support for paying their rent and services and managing their finances (81%) compared to those without (57%).

As seen above, three in ten (30%) tenants did not agree that their landlord publicises improvements made using tenants' feedback. At a later point in the survey, on the topic of resident involvement and having the opportunity to make view known, all tenants were informed that Cambridge's Independent Living Service provides a number of opportunities for tenants and leaseholders to:

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

Tenants were then asked if they would be interested in finding out more about these opportunities. 30% of tenants said they would be. Those who expressed interest also gave permission for their details to be passed back to Cambridge's Independent Living Service, which means a pool of 50 willing tenants for Cambridge's Independent Living Service to directly approach and engage with further. These


tenants were spread across most schemes, which will allow voices and opinions to be heard from across Cambridge's Independent Living Service.

Future priorities

All tenants were also asked what they think should be the future priorities for Cambridge's Independent Living Service. A total of 92 valid comments were provided. These have been grouped into themes which are presented in Table 1.2 below.

The most common themes include general comments around continuing with the existing priorities or continuing to provide the current level of service (45% of comments), improved communication (15% and improvements, upgrades and maintenance of property standards including things such as replacing windows, bathrooms and sorting out damp/mould (14%). Other less common themes included maintenance of communal and open spaces, reviewing rent and/or service charge payments and the quality of repairs.

Table 1.2 Future priorities for Cambridge's Independent Living Service

	Count	% of comments
Other (e.g. carry on as they are/ nothing)	41	45%
Communication/ visits to properties/ views taken into account/ follow-up on complaints	14	15%
Improvement/ upgrades/ maintenance of property standards (e.g. replacing windows, new bathrooms, sort out damp/mould, guttering)	13	14%
Maintenance/ improvement on communal areas, neighbourhood, open spaces	7	8%
Rent/service charges/ affordable housing	4	4%
Repairs and maintenance - quality	4	4%
Environmental impact/ sustainability	3	3%
Look after older/ vulnerable/ homeless people	3	3%
Build more housing/ new homes	3	3%
Advice and support to residents	3	3%
External areas/ grounds maintenance/ neighbourhood appearance/ littering/ dog fouling/ road sweeping	3	3%
Communal cleaning (e.g. internal areas, window cleaning)	2	2%
Condition of roads/ pavements	2	2%
Repairs and maintenance - appointments/ speed	1	1%
Better housing service overall/ fairness	1	1%
Car parking	1	1%
Bin areas/stores - cleanliness or improvement	1	1%
Crime/ ASB/ neighbour issues/ drug dealing	1	1%
Repairs and maintenance - customer service	1	1%

A selection of comments is shown below.

"Maintaining the existing standards."

"Keep up the high standards of work."

"Housing officers should talk to their tenants and help them. These housing officers you can never talk to on the phone or by any other means. Tenants should be able to talk to the person they need to talk to. In a lot of cases people don't know who to talk to because no one tells you who to talk to. Sometimes even council staff don't even know who the housing officer is!"

2. Communication and engagement

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

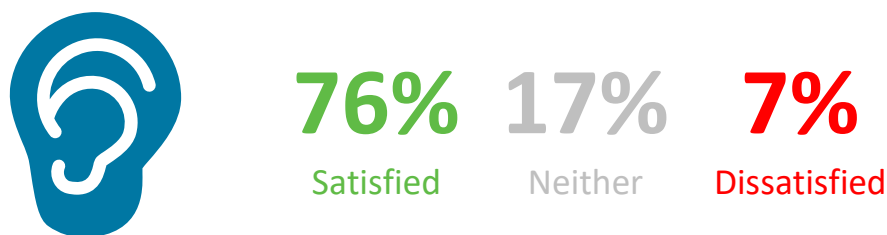
Listening to tenants' views and acting upon them

Tenants were asked to what extent they were satisfied that their landlord listens to their views and acts upon them. Three quarters (76%) of tenants are satisfied, with more 'very satisfied' (40%) as opposed to 'fairly satisfied' (36%). Just 7% are dissatisfied with their views being listened to and acted upon and 17% are neither satisfied nor dissatisfied.

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

Figure 2.1 Listening to tenants' views and acting upon them

Base size: 166



Keeping tenants informed

Tenants were asked how satisfied or dissatisfied they are that their landlord keeps them informed about things that matter to them. Slightly more tenants are satisfied, with eight in ten (80%) either 'very' (45%) or 'fairly' (35%) satisfied. Again, a small proportion are dissatisfied (6%) whilst 14% have no strong feelings either way.

Figure 2.2 Keeping tenants informed about things that matter to them

Base size: 170



Treating tenants fairly and with respect

Tenants were asked to what extent they agreed or disagreed with the statement ‘my landlord treats me fairly and with respect’. The vast majority of tenants agreed (89%), with 42% agreeing strongly. Just 4% disagree that they are treated fairly and with respect and the remaining 8% neither agree nor disagree.

Figure 2.3 Treating tenants fairly and with respect

Base size: 170



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 a lot of their housing services directly online e.g. pay rent, check balance, order a repair.

Results show that less than a quarter (23%) of tenants use the My Cambridge portal. This suggests that there remains considerable potential to increase My Cambridge usage yet further among online tenants.

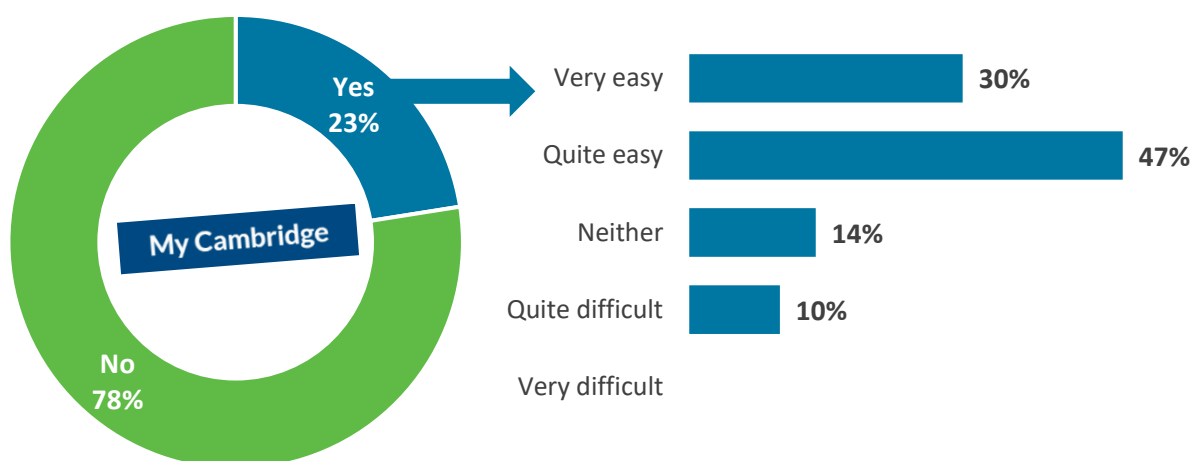
Those that use the portal were then asked if they find it easy or difficult to use the services it offers, such as paying rent or checking their rent account. Positively, the majority said they find it easy to use (77%), with one in ten (10%) finding it difficult - 14% said neither easy nor difficult. It may be worth

exploring the issues that some tenants have had to ensure future users do not have experience any difficulties. Advertising any improvements to the portal may also help to increase usage.

When asked in 2020 if they were aware of the My Cambridge portal, 52% of tenants were and 14% had signed up. Results therefore show an increase in users of the portal, with more tenants also finding the portal easy to use compared to in 2020 when it was launched (77% compared to 61%).

Figure 2.4 My Cambridge portal

Base size: 173; 40



Internet access

51% of tenants report that they have access to the internet; 49% do not. This is a slightly smaller proportion than in 2020 when 53% reported having access. For context, the current national average estimates that 96% of households in Great Britain have internet access¹.

Those that don't have access to the internet were asked for their main reason for not having access. Around four in ten (38%) said it was because they were not interested. This was followed by not being able to afford it (30%) and not knowing how to access it (23%).

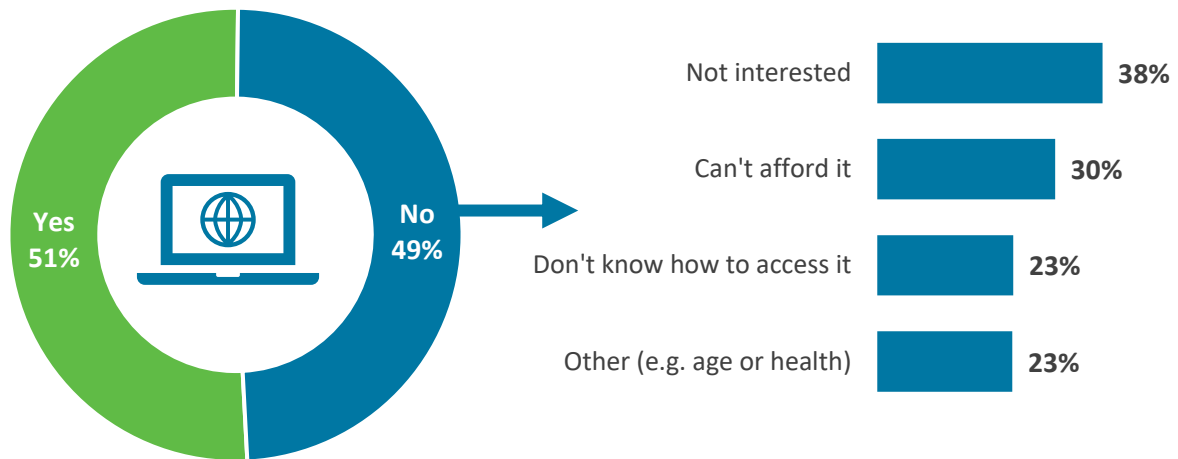
When compared to 2020, the proportion of tenants stating that they do not have access being they are not interested has fallen, from 50%, suggesting more tenants may not be interesting in accessing the internet but do not know how to access it, or cannot afford it (with both of these answers seeing an increase). This may suggest a greater appetite amongst tenants so exploring how access can be supported may be beneficial.

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

Looking closer at those without internet usage, this was most common in the older age brackets (70-79 and 80 and over).

Figure 2.5 Internet access

Base size: 175; 81



Communication preferences

Tenants were provided with a list of communication methods and asked which of them they would prefer to use to receive their customer specific information from Cambridge's Independent Living Service.

The most preferred method was by letter, with 59% favouring this method, with a fifth (22%) opting for the digital method of email. Although some preferred phone/text (11%), or face-to-face contact (6%).

Comparison to the 2020 survey period shows that there is now a greater preference for email communication (22% compared to 13%) than letter (59% compared to 63%), with these two methods now being the most commonly preferred amongst tenants, whereas in 2020 phone was also a popular method (13%).

Figure 2.6 Preferred method of receiving customer specific information

Base size: 176



- When exploring preferences by age, tenants in the younger age groups (under 70 and 70-79) were more likely to prefer email compared to those aged 80 or over.

3. Complaints

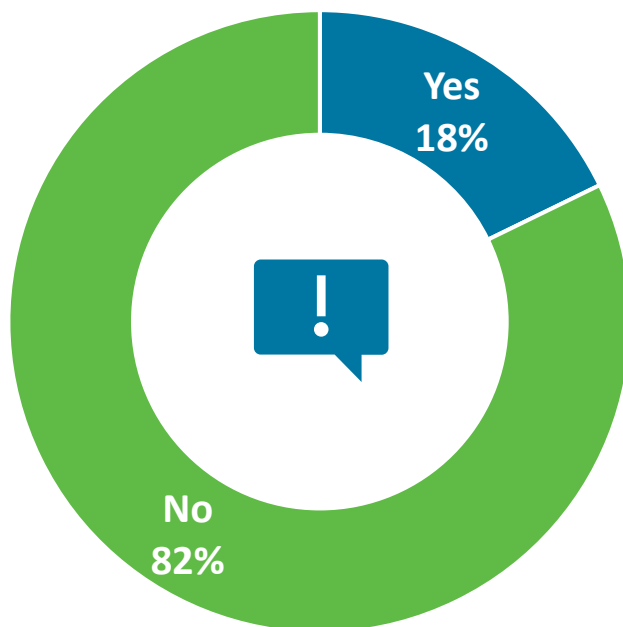
This section looks at tenants' experiences of any complaints made to Cambridge's Independent Living Service in the last 12 months.

Complaints made in the last 12 months

All tenants were asked if they had made a complaint to Cambridge's Independent Living Service in the last 12 months. Around a fifth (18%) of tenants had.

Figure 3.1 Complaint made in the last 12 months

Base size: 177

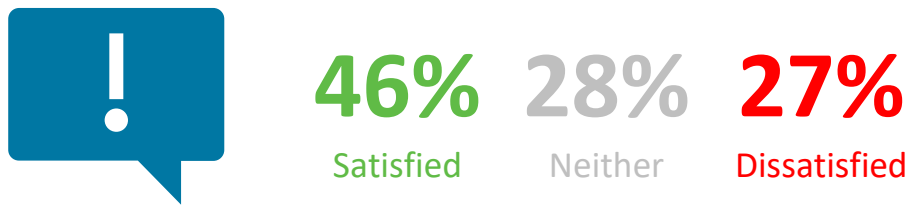


Cambridge's Independent Living Service's approach to complaints handling

Tenants that had made a complaint to Cambridge's Independent Living Service in the last 12 months were then asked their satisfaction with the Council's approach to complaints handling. Fewer than half (46%) were satisfied, with a greater proportion 'fairly satisfied' (29%) as opposed to 'very satisfied' (16%). Over a quarter of tenants that had made a complaint were dissatisfied (27%) with Cambridge's Independent Living Service's approach to complaint handling, with 11% 'very dissatisfied'. The remaining 28% of tenants were neither satisfied nor dissatisfied.

Figure 3.2 Satisfaction with Cambridge's Independent Living Service's approach to complaints handling

Base size: 32

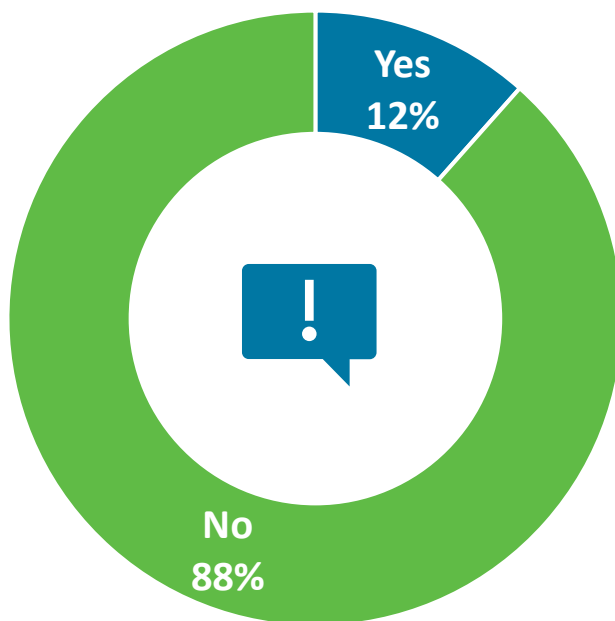


Formal complaints made in the last 12 months

Tenants were then asked if they had made a **formal complaint** to Cambridge's Independent Living Service in the last 12 months. Around one in nine (12%) tenants had.

Figure 3.3 Formal complaint made in the last 12 months

Base size: 171



Satisfaction with formal complaint handling

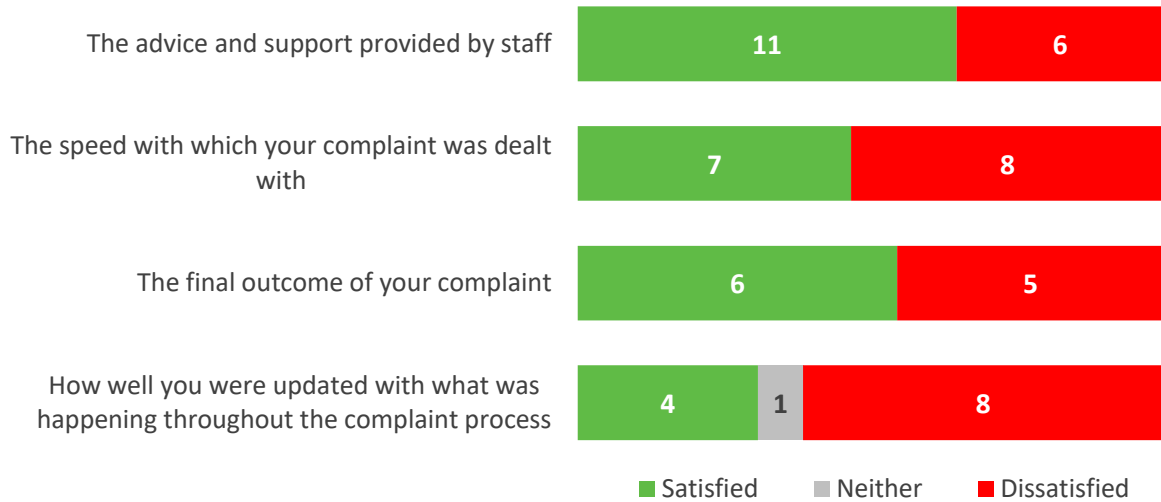
Tenants that had made a formal complaint to Cambridge's Independent Living Service in the last 12 months were then asked their satisfaction with different aspects of this process.

Satisfaction was highest for the advice and support provided by staff, where the majority were satisfied. For the final outcome of the complaint, more were satisfied than dissatisfied. However, for

the speed of dealing with the complaint and keeping tenants updated, dissatisfaction outweighs satisfaction. This suggest there is work to do to improve formal complaint handling and to manage expectations when a formal complaint is made.

Figure 3.4 Satisfaction with aspects of formal complaint handling (counts)

Base size: 11-17



**Results have been shown as counts due to the small sample size of tenants that had made a formal complaint in the last 12 months.*

4. Repairs and maintenance

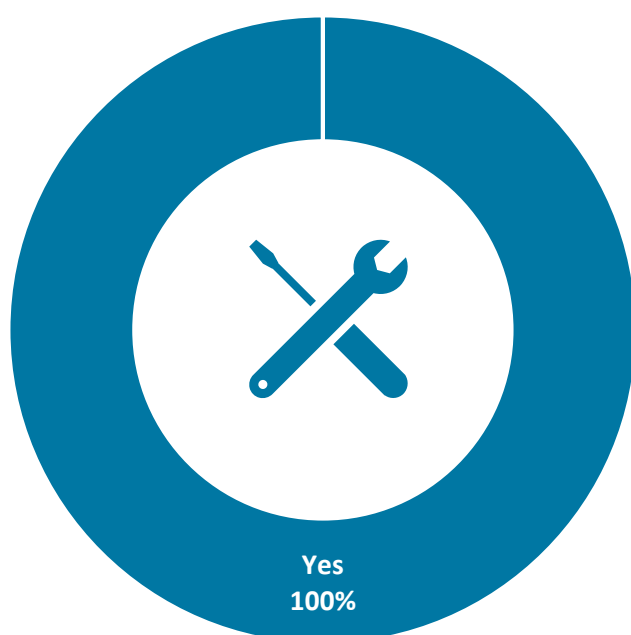
This section looks at tenant's experiences of any repairs or planned maintenance they have had completed in their home in the last 12 months, as well potential improvements for the repairs service. It also explores satisfaction with the home.

Repairs in the last 12 months

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

Figure 4.1 Repair carried out in the last 12 months

Base size: 97



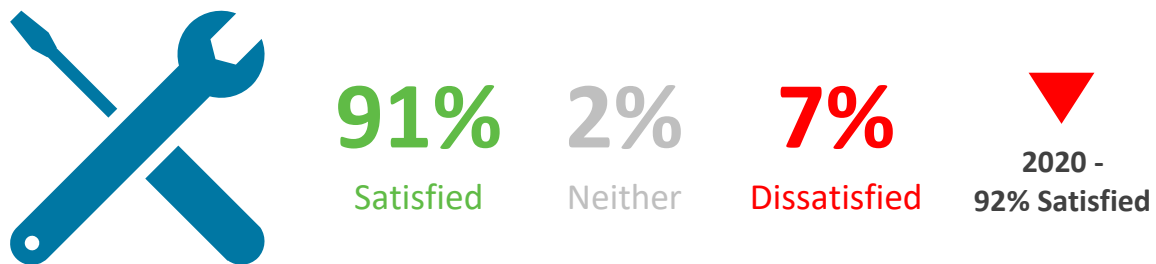
Overall repairs service in the last 12 months

Those that had reported that they received a repair to their home were then asked to rate their satisfaction with the overall repairs service from Cambridge's Independent Living Service over the last 12 months. The vast majority (91%) were satisfied, with a greater proportion stating they were 'very satisfied' (58%) as opposed to 'fairly satisfied' (33%). 7% reported dissatisfaction and the remaining 2% were neither satisfied nor dissatisfied with their last repair.

Satisfaction has fallen marginally by 1% point since 2020, when 92% were satisfied. However again it should be noted that the survey in 2020 was asking about satisfaction with repairs received in the last 18 months, rather than the last 12 months.

Figure 4.2 Overall repairs service in the last 12 months

Base size: 98

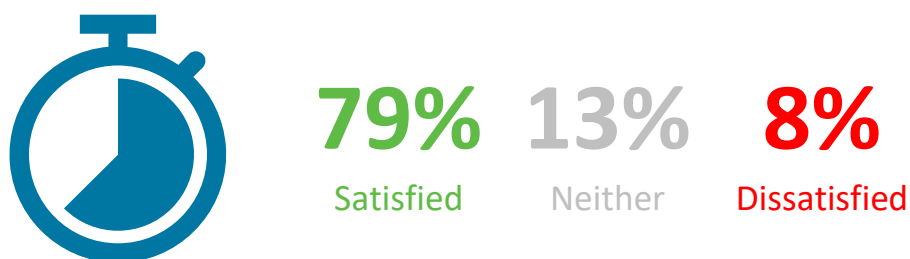


Time taken to complete most recent repair

Those that had received a repair to their home were also asked to rate their satisfaction with the time taken to complete their most recent repair after they reported it. Almost eight in ten (79%) were satisfied, with a greater proportion stating they were 'very satisfied' (55%) as opposed to 'fairly satisfied' (24%). Just under one in ten (8%) were dissatisfied with the time taken to complete their most recent repair and the remaining 13% were neither satisfied nor dissatisfied.

Figure 4.3 Overall repairs service in the last 12 months

Base size: 96



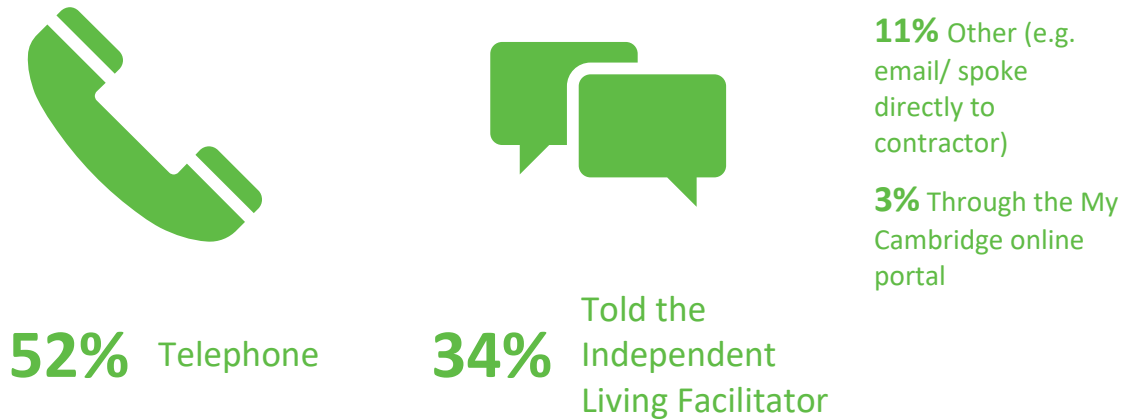
Method of reporting last repair

Those that had received a repair in the last 12 months were then asked how they reported it. The most popular method was by telephone (52%), with a third telling their Independent Living Facilitator (34%).

These two methods were also the most common in 2020, however the proportion using telephone has fallen (52% compared to 65%), with more reporting their repair by telling their Independent Living Facilitator (34% compared to 23%).

Figure 4.4 Method of reporting last repair

Base size: 98



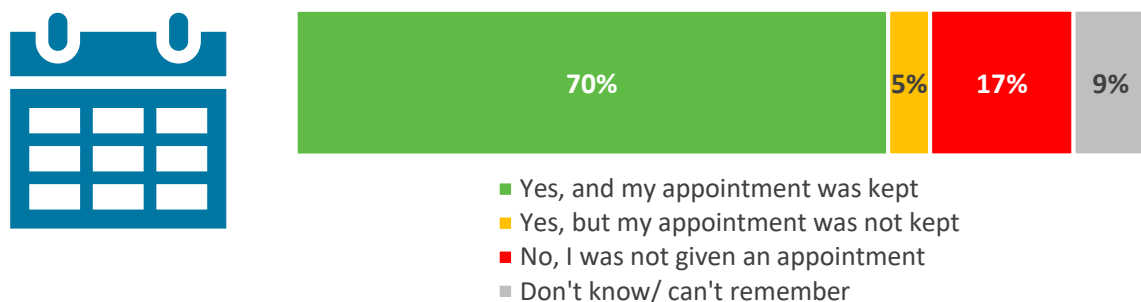
Appointment for last repair

Tenants were then asked if they were given an appointment at the time of booking their last repair. Positively, 70% of tenants reported that they were given an appointment and that it was kept. 17% were not given an appointment and 5% were given one but it wasn't kept. A further 9% couldn't remember.

Comparison to the previous survey period in 2020 shows a fall in the proportion of appointments being kept (70% compared to 84%). In 2020, just 6% were not given an appointment and 4% were given an appointment that wasn't kept.

Figure 4.5 Appointment for last repair

Base size: 94



Satisfaction with aspects of last repair

Tenants who had received repair or maintenance work on their home in the last 12 months were also asked how satisfied they were with further aspects of the service. The highest level of satisfaction was with keeping dirt and mess to a minimum (95%) and the vast majority (94%) were also satisfied with the overall quality of the work. Whilst the majority were also satisfied with being kept informed throughout the process (83%) and the repair being done 'right first time' (82%), these proportions were smaller with some higher levels of dissatisfaction. There is therefore some room for improvement, particularly around completing repairs right first time.

Comparing this year's results to the last survey period in 2020 shows an increase in satisfaction across each of these areas except for satisfaction with the repair being done 'right first time' which has fallen 2% points (however the vast majority remain satisfied). The greatest increases are with satisfaction with being kept informed (8% point increase) and the overall quality of the work (6% point increase).

Figure 4.6 Satisfaction with aspects of the repairs service

Base size: 84-91



Providing a home that well maintained

Tenants were then asked a series of questions around the maintenance and quality of their property. Firstly, they were asked to what extent they were satisfied that Cambridge's Independent Living Service provides a home that is well maintained. Almost nine in ten (89%) are satisfied, with more 'very satisfied' (58%) as opposed to 'fairly satisfied' (31%). Just 5% are dissatisfied with their home being well maintained and the same proportion are neither satisfied nor dissatisfied.

Figure 4.7 Providing a home that is well maintained

Base size: 172



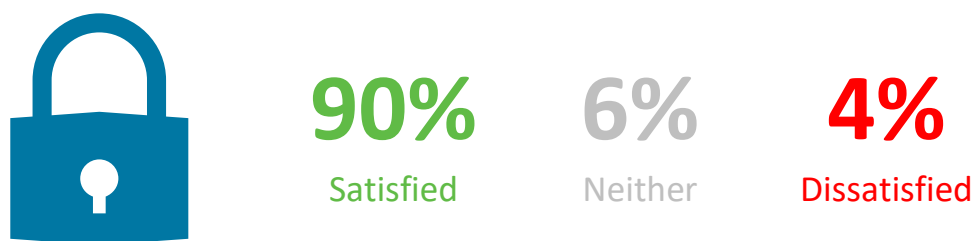
Providing a home that is safe

Tenants were then asked to think about the condition of the property or building they live in and asked to what extent they were satisfied that Cambridge's Independent Living Service provides a home that is safe. Slightly more are satisfied, with 90% expressing satisfaction. Positively, more are 'very satisfied' (59%) than 'fairly satisfied' (31%) with just 4% that are dissatisfied with their home being safe. The remaining 6% of tenants have no strong feelings either way.

In 2020, tenants were asked how satisfied they are that Cambridge's Independent Living Service provides a home that is safe **and secure**, with 93% stating that they were satisfied this was the case. However due to the differences in the question wording in each year, these results are not directly comparable.

Figure 4.8 Providing a home that is safe

Base size: 170



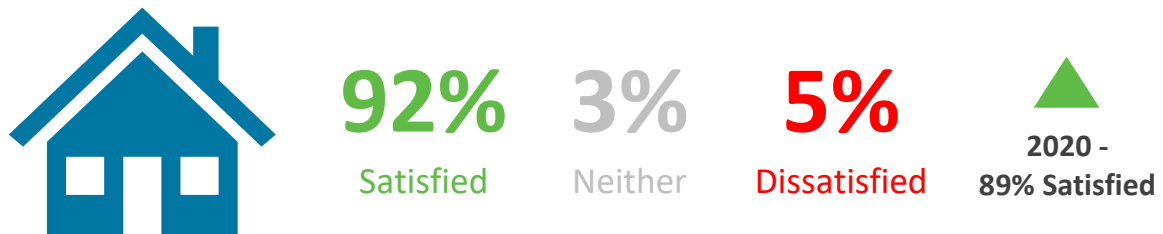
Overall quality of home

When asked about the quality of their home, over nine in ten (92%) tenants expressed satisfaction, with just 5% stating that they are dissatisfied. 57% are 'very satisfied' with their home and 3% have no strong feelings either way.

Comparison with 2020 shows an increase in satisfaction of 3% points. However, the proportion of tenants dissatisfied has also risen, from 2% to 5%.

Figure 4.9 Overall quality of home

Base size: 163



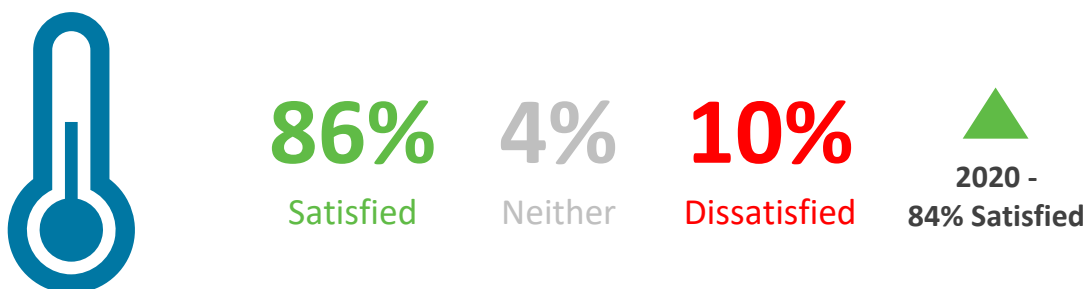
Easy and affordable to keep home warm

Tenants were also asked to what extent they were satisfied that their home is easy and affordable to keep warm. 86% of tenants expressed satisfaction with this, with over half (53%) 'very satisfied' and 33% 'fairly satisfied'. One in ten (10%) are dissatisfied and 4% are neutral.

Satisfaction here has risen slightly since the last survey in 2020 when 84% of tenants were satisfied. This is positive considering the rising costs of living, particularly fuel costs.

Figure 4.10 Easy and affordable to keep warm

Base size: 142



- Analysis of satisfaction levels by length of tenancy shows a significance difference between those who have been tenants for less than 2 years (98% satisfied with their home being easy and affordable to keep warm) and those who have been tenants for 2-5 years (76%) or 6-10 years (83%).

Planned works in the last 12 months

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

Almost four in ten (38%) tenants reported that they had had planned maintenance works carried out in their home in the last 12 months. This includes things like fitting a new boiler or door, repairing fencing, electrical works and replacing kitchen units and bathrooms.

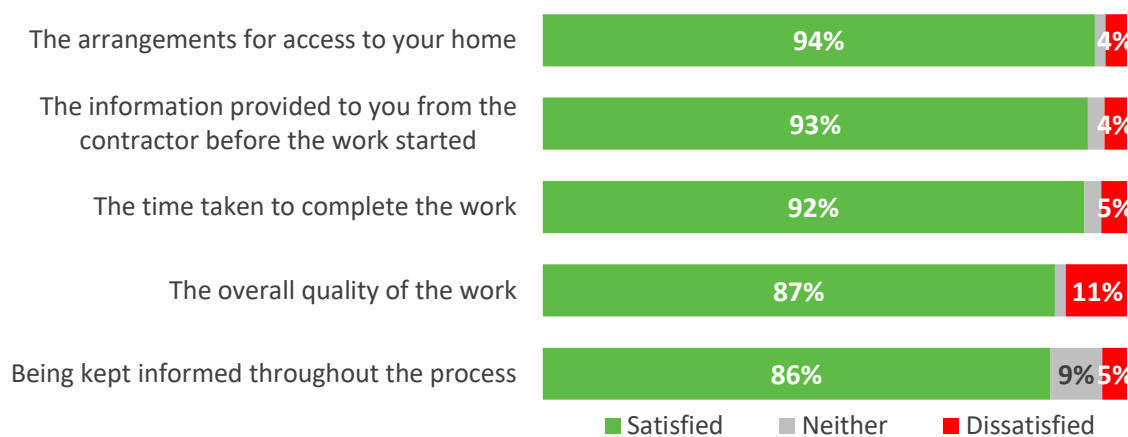
Those that had received planned maintenance works were then asked their satisfaction with the different aspects of this service. The vast majority were satisfied, ranging from 86% for satisfaction with being kept informed throughout the process to 94% for satisfaction with the arrangements made to access the home. At 11% dissatisfaction was highest for the overall quality of work.

In 2020, less tenants reporting having received planned maintenance works to their home (27%) however satisfaction levels remain largely the same, with the vast majority continue to speak positively about the planned maintenance work programme.

Figure 4.11 Planned works

Base size: 173; 62-65

38% had planned maintenance works carried out in their home in the last 18 months




Improvements to the repairs and maintenance service

To help shape future progress, all tenants were asked how the repairs and maintenance service could be improved. A total of 20 valid comments were provided. All comments have been grouped into themes which are presented in Table 4.1 below.

Positively, the most common theme was comments from tenants who took the opportunity to share positive feedback on the repairs and maintenance service. Looking at improvements, the most popular themes were for the service to be quicker and more responsive and for better customer service work; however these comments were from a handful of tenants.

Table 4.1: Improvements for the repairs and maintenance service

	Count	% of comments
Satisfied tenant	8	40%
Quicker/ more responsive	3	15%
Better customer service	3	15%
Better quality work	2	10%
Outstanding repair work	2	10%
Improved communication	1	5%
Better contractors	1	5%
Regular inspections	1	5%

A selection of comments is shown below.

“From my perspective it couldn’t be. Everything is well maintained, and I feel they if there was a problem, it would be dealt with quickly and efficiently.”

“There is nothing wrong with the work or tradesmen. It is the organising that needs sorting out.”

5. Estate services & your scheme

The following section looks at tenants' attitudes towards their neighbourhood and sheltered scheme, satisfaction with estate services and what tenants would prioritise for improvement in their neighbourhood.

Positive contribution to neighbourhood

Over three quarters (77%) of tenants are satisfied with Cambridge's Independent Living Service making a positive contribution to their neighbourhood, with similar proportions 'very satisfied' (39%) and 'fairly satisfied' (38%). Just under one in ten (9%) report dissatisfaction, feeling a positive contribution isn't made to their neighbourhood and 14% are neutral.

Figure 5.1 Cambridge's Independent Living Service makes a positive contribution to neighbourhood

Base size: 160

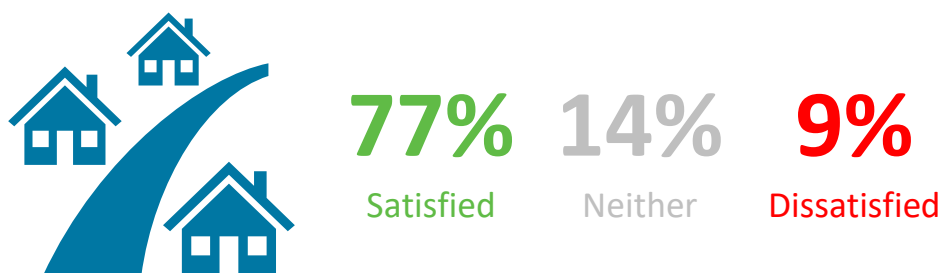



Table 5.1 below presents the results by scheme. Please note, due to the low sample sizes results are purely for indicative purposes and have been presented as counts to avoid results being misrepresented.

Table 5.1 Positive contribution to neighbourhood by scheme

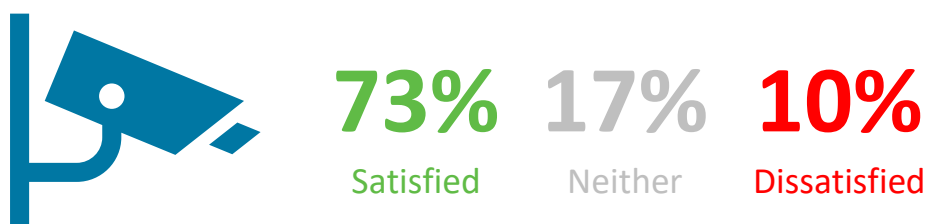
 Satisfied Neither Dissatisfied	Satisfied	Neither	Dissatisfied
Brandon Court (n=6)	6	0	0
Ditchburn Place (n=13)	12	1	0
Ditton Court (n=10)	7	2	0
Greystoke Court (n=4)	2	2	0
Lichfield Road (n=49)	39	6	4
Mansel Court (n=9)	7	0	2
Neville Road (n=7)	6	0	1
Rawlyn Court (n=6)	5	1	0
School Court (n=10)	9	1	0
Stanton House (n=9)	6	4	0
Talbot House (n=7)	6	0	1
Walpole Road (n=6)	4	2	0
Whitefriars (n=7)	5	0	2

Cambridge’s Independent Living Service’s approach to handling ASB

Tenants were also asked how satisfied or dissatisfied they are with Cambridge’s Independent Living Service’s approach to handling of anti-social behaviour. Just under three quarters (73%) are satisfied, with 40% ‘very satisfied’ and 33% ‘fairly satisfied’. One in ten (10%) are dissatisfied to some extent and 17% of tenants are neither satisfied nor dissatisfied.

Figure 5.2 Cambridge’s Independent Living Service’s approach to handling anti-social behaviour

Base size: 145

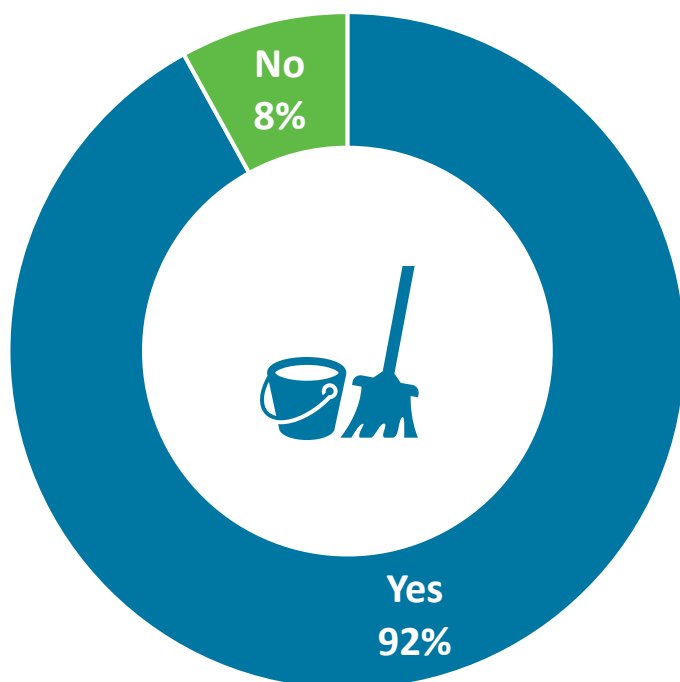


Communal areas

Over nine in ten (92%) tenants reported that they live in a building with communal areas that Cambridge's Independent Living Service is responsible for maintaining.

Figure 5.3 Live in a building with communal areas that Cambridge's Independent Living Service is responsible for maintaining

Base size: 1,362

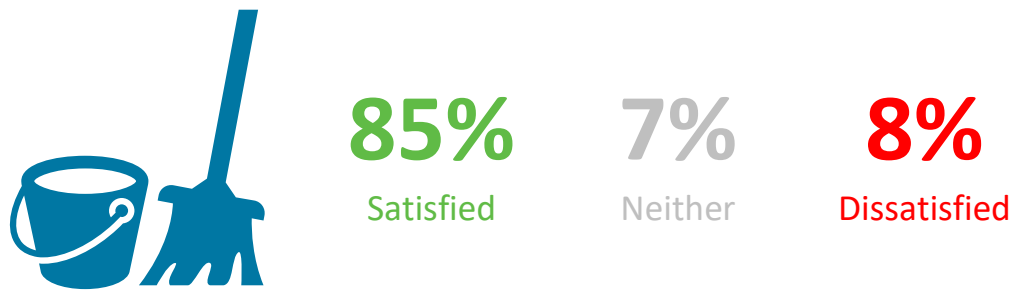


When asked their satisfaction with these communal areas being kept clean and well maintained, the vast majority (85%) expressed satisfaction. Of the remaining tenants, there is a fairly equal split between those dissatisfied (8%) and those that are neutral (7%).

In 2020, 63% of tenants were satisfied with the overall estate services provided, so there has been a significant improvement. However, it should be noted that the question wording has changed slightly.

Figure 5.4 Cambridge's Independent Living Service keeps communal areas clean and well maintained

Base size: 160



Satisfaction with different estate services provided by Cambridge's Independent Living Service

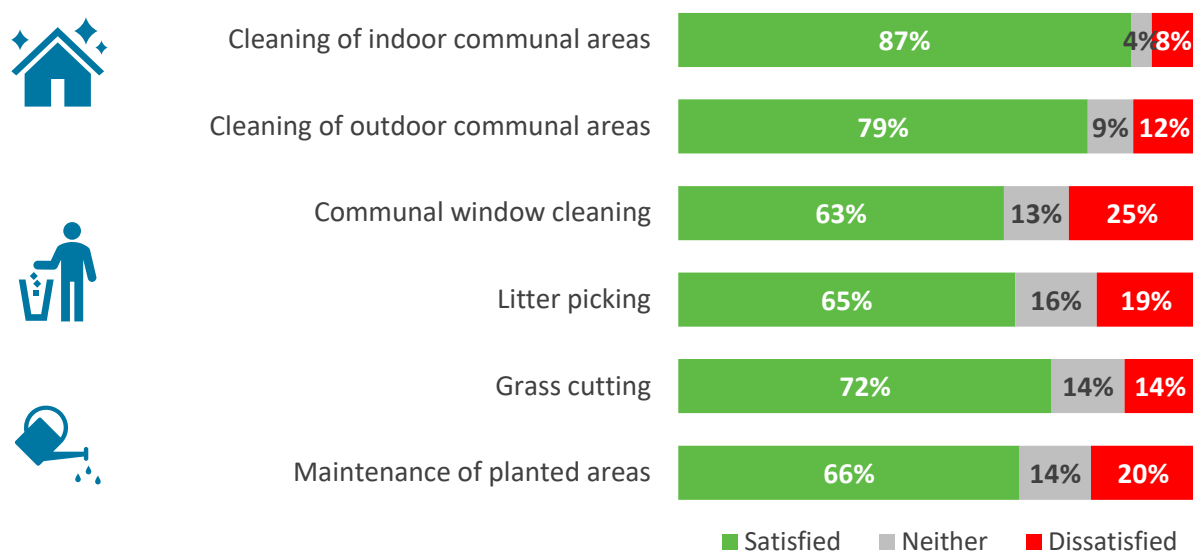
Tenants were also asked about their level of satisfaction with various estate services they receive. Satisfaction is highest for cleaning of both indoor and outdoor communal areas (79-87%), followed by satisfaction with grounds maintenance including grass cutting (72%) and maintenance of planted areas (66%). Satisfaction is lowest for communal window cleaning (63%) and litter picking (65%).

Across the services dissatisfaction ranges from 8% up to 25%, so there is sizeable proportion of tenants that are not satisfied with the estate services they receive.

Comparison to 2020 shows a rise in satisfaction across all estate services. The greatest increases in satisfaction are with cleaning of indoor and outdoor communal areas (29% point increases) and communal window cleaning (20% point increase). However, the proportion of tenants dissatisfied with this aspect of estate services remain relatively high.

Figure 5.5 Satisfaction with estate services

Base size: 137-148



Satisfaction with aspects in sheltered scheme

Tenants were asked about their level of satisfaction with different aspects of the sheltered scheme where they live. The vast majority of tenants were satisfied, with over eight in ten expressing satisfactions with the overall appearance (87%) and management (88%) of their scheme, the support they receive at their scheme (91%) and with their scheme as a place to live (91%). Satisfaction was lowest for having the opportunity to suggest improvements and received feedback from staff, however with eight in ten still satisfied (80%), satisfaction is still high, and it is more a case of tenants being neutral (16% as opposed to dissatisfied (5%).

Comparison to the last survey period in 2020 shows a marginal increase in satisfaction with the scheme as a place to live (91% compared to 90%) and an increase in satisfaction with the overall appearance of the scheme of 8% points.

Figure 5.6 Satisfaction with sheltered scheme

Base size: 139-156

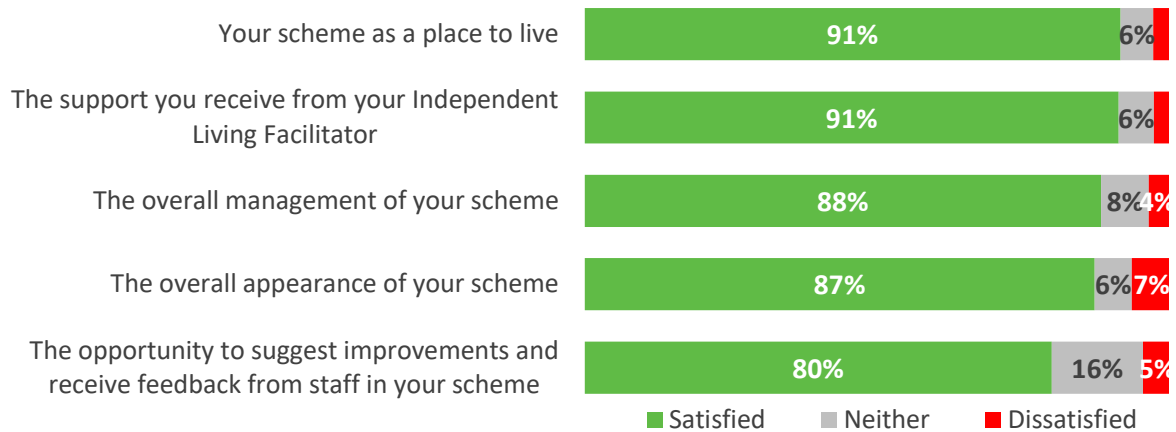



Table 5.2 overleaf presents the results by scheme. Please note, due to the low sample sizes results are purely for indicative purposes and have been presented as counts to avoid results being misrepresented.

Table 5.2 Satisfaction with aspects of sheltered scheme by scheme

	Your scheme as a place to live	The overall appearance of your scheme	The overall management of your scheme	The opportunity to suggest improvements and receive feedback from staff in your scheme	The support you receive from your Independent Living Facilitator
Brandon Court (n=9)	9	9	9	9	9
Ditchburn Place (n=23)	18	17	18	14	12
Ditton Court (n=11)	10	10	10	7	11
Greystoke Court (n=4)	2	2	2	2	2
Lichfield Road (n=53)	37	29	28	20	32
Mansel Court (n=9)	9	9	9	9	8
Neville Road (n=7)	3	4	3	3	1
Rawlyn Court (n=7)	7	6	6	6	7
School Court (n=11)	9	9	8	9	9
Stanton House (n=9)	9	8	8	8	7
Talbot House (n=7)	7	7	6	6	7
Walpole Road (n=6)	6	5	5	4	5
Whitefriars (n=7)	6	5	5	5	5

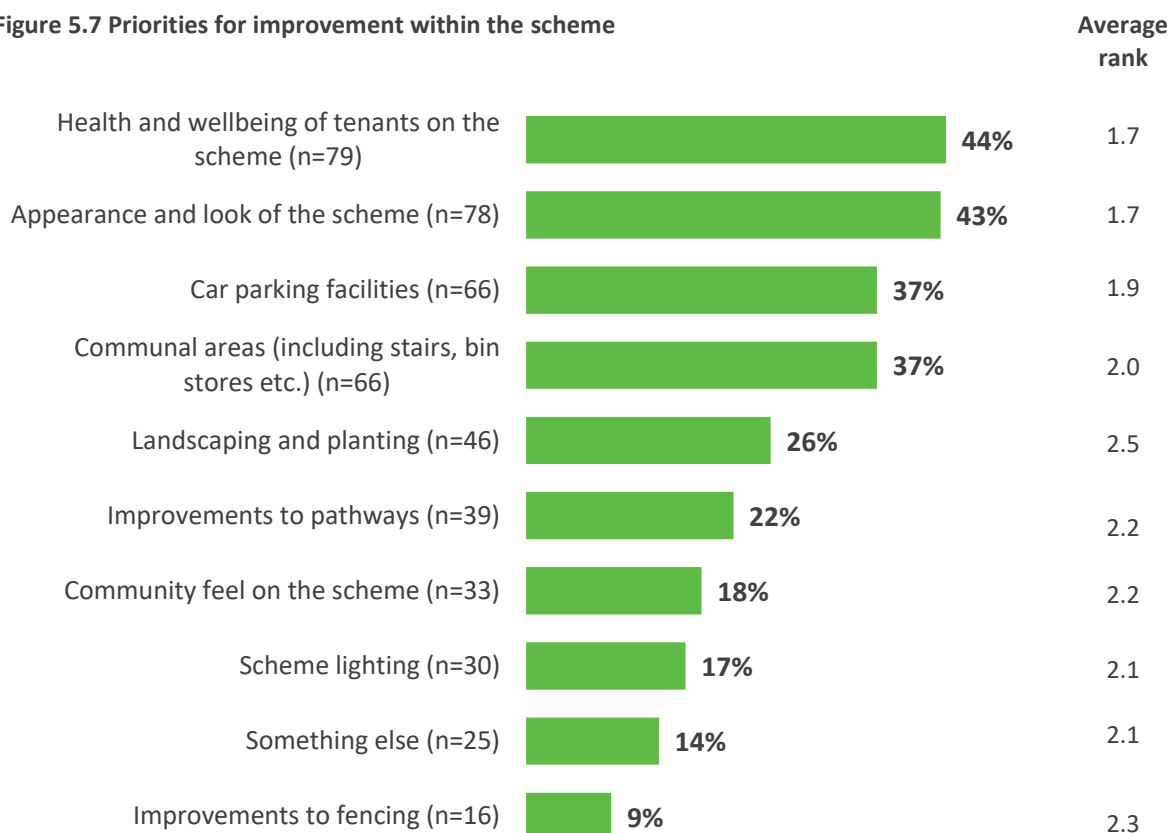
Priorities for improvements within the scheme

Finally, tenants were presented with a list of scheme aspects and asked which three they would consider to be their first, second and third priorities. The figure below shows the proportion of tenants that prioritised each aspect as well as the average rank given from those that selected that aspect. The closer the average rank to 1, the greater the priority. For example, 44% of tenants felt that the health and wellbeing of tenants on the scheme was a priority and those that prioritised this, on average, ranked it as their 2nd priority (1.7).

The most commonly selected priorities were the health and wellbeing of tenants on the scheme (44% included this in their top three), the appearance and look of the scheme (43%) and car parking facilities (37%).


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


Figure 5.7 Priorities for improvement within the scheme



Results by scheme (*Tenant Satisfaction Measures*)

To explore the different levels of satisfaction/agreement by scheme, the table below presents the results across all schemes for the new Tenant Satisfaction Measures. Please note, due to the low sample sizes results are purely for **indicative purposes** and have been presented as counts to avoid results being misrepresented.

	Brandon Court (n=9)	Ditchburn Place (n=23)	Ditton Court (n=11)	Greystoke Court (n=4)	Lichfield Road (n=53)	Mansel Court (n=9)	Neville Road (n=7)	Rawlyn Court (n=7)	School Court (n=11)	Stanton House (n=9)	Talbot House (n=7)	Walpole Road (n=6)	Whitefriars (n=7)
TP01: Overall satisfaction	9	21	10	2	41	9	6	6	10	8	6	5	7
TP02: Satisfaction with repairs	6	9	7	2	21	7	4	5	6	5	5	1	2
TP03: Satisfaction with time taken to complete most recent repair	4	9	6	2	18	4	4	5	6	4	5	1	2
TP04: Satisfaction that the home is well maintained	9	21	8	2	45	9	6	6	9	9	6	4	7
TP05: Satisfaction that the home is safe	9	20	8	2	43	9	6	7	9	9	6	5	7
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	9	18	8	1	35	7	4	4	7	8	6	3	6
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	8	17	7	2	39	7	4	6	9	8	7	4	6
TP08: Agreement that the landlord treats tenants fairly and with respect	9	20	10	2	42	9	4	6	9	9	7	6	6

	Brandon Court (n=9)	Ditchburn Place (n=23)	Ditton Court (n=11)	Greystoke Court (n=4)	Lichfield Road (n=53)	Mansel Court (n=9)	Neville Road (n=7)	Rawlyn Court (n=7)	School Court (n=11)	Stanton House (n=9)	Talbot House (n=7)	Walpole Road (n=6)	Whitefriars (n=7)
TP09: Satisfaction with the landlord's approach to handling of complaints	0	1	4	2	3	0	0	1	1	1	0	0	0
TP10: Satisfaction that the landlord keeps communal areas clean, safe and well maintained	8	17	11	2	36	7	4	8	11	8	7	6	5
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	6	12	7	2	39	7	6	5	9	6	6	4	5
TP12: Satisfaction with the landlord's approach to handling of anti-social behaviour	7	14	7	0	29	6	6	5	6	8	6	2	4

Benchmarking

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

Positively, this benchmarking shows that Cambridge City Council is performing in the upper quartile for almost all questions, with overall satisfaction and satisfaction with the time taken to complete the most recent repair both scoring above the media. The only exception of high performance is satisfaction with Cambridge City Council’s approach to handling of complaints, which falls in the lower quartile.

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

Question	Housemark benchmarking 2021/22 (LCRA)				Cambridge City 2022
	Sample size	Lower quartile	Median	Upper quartile	
Satisfaction with the overall service provided	163	73.00	81.00	86.00	84.56
Satisfaction with the overall repairs service over the last 12 months	97	74.90	81.00	85.90	91.33
Satisfaction with the time taken to complete the most recent repair	11	70.70	75.80	82.20	78.60
Satisfaction that the home is safe	127	79.10	83.20	87.90	89.72
Satisfaction that the landlord listens to tenant views and acts upon them	136	57.25	66.50	73.39	75.77
Satisfaction that the landlord keeps tenants informed about things that matter to them	14	67.47	72.35	78.00	80.09
Agreement that the landlord treats tenants fairly and with respect	14	76.03	77.60	85.25	88.70
Satisfaction with the landlord’s approach to handling of complaints	13	52.00	59.00	63.70	45.51
Satisfaction that the landlord keeps communal areas clean and well-maintained	10	60.00	65.90	71.80	84.54

Question	Housemark benchmarking 2021/22 (LCRA)				Cambridge City 2022
	Sample size	Lower quartile	Median	Upper quartile	
Satisfaction that the landlord makes a positive contribution to neighbourhoods	8	54.25	58.20	64.58	77.06
Satisfaction with the landlord's approach to handling anti-social behaviour	15	50.00	58.00	67.85	72.89

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

Conclusions and recommendations

Overall service

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

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

Overall, two thirds (85%) of independent living tenants are satisfied with the overall service provided, with satisfaction increasing by 6% points since 2020. Satisfaction also increased marginally for Cambridge City Council being easy to deal with. The majority of independent living tenants also remain satisfied with the key perception statements relating to communication and interaction with you.

Looking specifically at the new TSMs, there is some variation with current satisfaction levels, ranging from 46% for your approach to handling complaints to 91% for repairs. Positively though over three quarters of independent living tenants were satisfied with the vast majority of measures, with repairs satisfaction and satisfaction with the home being safe being the highest scoring (over nine in ten satisfied).

Complaints

Across the TSMs dissatisfaction levels range from 4% for agreement that you treat tenants fairly and with respect and for satisfaction with the home being safe, up to 27% for your handling of complaints. This means that when things wrong, over a quarter of independent living tenants don't think you respond effectively. Understanding how to improve this process is particularly important given a fifth of tenants report making a complaint in the last 12 months. For formal complaints, the key sticking points were reported to be the speed of which the complaint was dealt with and the final outcome of the complaint.

Further exploration of these issues from a tenant perspective would be beneficial, as well as ensuring expectations are managed when complaints are made and a focus on early intervention is employed.

Respectful and helpful engagement

The vast majority of independent living tenants were satisfied with their engagement with you, being most optimistic about being treated fairly and with respect (89%). Satisfaction with views being listened to and acted upon and tenants being kept informed is also high, however there are some tenants 'sitting on the fence'. This coincides with the perception that there aren't sufficient opportunities to suggest improvements and received feedback from staff on the scheme, which was reported by a similar proportion of independent living tenants elsewhere in the survey. Regular contact with scheme staff, listening to their views and keeping them informed, is what some independent living tenants feel is missing from the service they currently receive.

Another method for keeping residents informed is on the new My Cambridge portal, which around a quarter third of independent living tenants report that they use and more importantly, find easy to use. More could possibly be done to increase usage of the portal, with letter and email remaining key communication preferences. However, almost half of this group of tenants do not have access to the internet. This is unsurprising for independent living tenants however results do suggest that there may be an appetite amongst some of this customer group to get online, if they can overcome cost and access barriers.

Repairs and maintenance

Overall satisfaction with the repairs and maintenance service for those who had received a repair in the last 12 months was high, at 91% satisfied. This is consistent with 2020. The majority also expressed satisfaction with the different aspects of the repair they were asked about, such as keeping dirt and mess to a minimum and the overall quality of the work. Fewer were satisfied with being kept informed and with the repair being done 'right first time' though. Satisfaction with the time taken to complete their most recent repair (a new TSM) was also lower.

When asked about their home, nine in ten were satisfied with their home being well maintained, their home being safe and with the overall quality. This is a good sign as the safety and security issues are particularly important for sheltered housing residents. Another important result given the wider context of rising fuel costs is the increase in satisfaction with the homes being easy and affordable to keep warm.

Satisfaction with neighbourhood and estate services

Just over three quarters of independent living tenants (77%) are satisfied with you making a positive contribution to their neighbourhood with some variation evident by scheme. Handling of anti-social

behaviour complaints also received a similar score, however one in ten did express dissatisfaction, which suggests it is a concern for some independent living tenants.

However, satisfaction with estate services and aspects of the sheltered scheme – as a place to live, the overall appearance and overall management – received positive feedback. Moving forward though, improving the appearance and look of schemes and supporting the health and wellbeing of tenants are factors independent living tenants feel should be prioritised.

Appendix A: Questionnaire

Appendix B: Respondent profile

Appendix A: Questionnaire



TENANT SATISFACTION SURVEY 2022

HELP SHAPE THE SERVICES YOU RECEIVE



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

Please read these instructions carefully before completing the survey.

- It should be completed by the tenant at this address, their partner/spouse or carer, on their behalf, with their consent.
- Please carefully read the instructions for each question.
- Please check that you have answered all questions that apply to you.
- All responses will be confidential.
- Please return the completed questionnaire to M·E·L Research in the FREEPOST envelope provided, or complete it online at www.melresearch.co.uk/cambridge2022. When prompted, type in your ID number found at the top right corner of the letter.
- Please return your completed questionnaire by **30th November 2022**.

YOUR LANDLORD OVERALL

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

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

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

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

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

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

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

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

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

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

COMMUNICATION AND ENGAGEMENT

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

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

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

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

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

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

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

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

Yes 1 No 2

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

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

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

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

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

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

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

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

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

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

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

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

COMPLAINTS

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

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

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

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

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

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

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

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

REPAIRS AND MAINTENANCE

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

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

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

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

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

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

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

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

By telephone 1 Told the Independent Living Facilitator..... 3
 Through the *MyCambridge* online portal..... 2 Other (please specify below) 4

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ESTATE SERVICES & YOUR SCHEME

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

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

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

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

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

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

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

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

Very satisfied <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	

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

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

Independent Living Service: The Independent Living Service is the department within Cambridge City Council that is responsible for the management of the scheme that you live in, and the support that is provided by your Independent Living Facilitator (ILF).

Please note: You may not receive direct support from your Independent Living Facilitator. If the question about this below doesn't apply to you just select 'not applicable/ don't know'.

Q36 How satisfied or dissatisfied are you with the following aspects in your scheme?
PLEASE TICK ONE BOX FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
	1	2	3	4	5	6
Your scheme as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall appearance of your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall management of your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The opportunity to suggest improvements and receive feedback from staff in your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support you receive from your Independent Living Facilitator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q37 Which **three** of the following improvements to your scheme would you consider to be your first, second and third priorities? PLEASE TICK ONE BOX FOR EACH COLUMN ONLY

	1st	2nd	3rd
Appearance and look of the scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parking facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communal areas (including stairs, bin stores etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community feel on the scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scheme lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and wellbeing of tenants on the scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improvements to fencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improvements to pathways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landscaping and planting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Something else (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input style="width: 100%; height: 20px;" type="text"/>			

ABOUT YOU

Q38 Which of the following age bands do you fall into? PLEASE TICK ONE BOX ONLY

Under 50.....	<input type="checkbox"/>	1	80 - 89.....	<input type="checkbox"/>	5
50 - 59.....	<input type="checkbox"/>	2	90+.....	<input type="checkbox"/>	6
60 - 69.....	<input type="checkbox"/>	3	Prefer not to say	<input type="checkbox"/>	7
70 - 79.....	<input type="checkbox"/>	4			

Q39 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

Q40 How would you describe your ethnicity? **PLEASE TICK ONE BOX ONLY**

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

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

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

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

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

Email address:

Contact number:

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

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

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

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

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

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

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

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

Appendix B: Respondent profile (unweighted)

Gender	Count	%
Male	91	51%
Female	88	49%

Age	Count	%
Under 70	52	30%
70 - 79	68	39%
80+	53	31%

Health Problem	Count	%
Yes (limited a lot/a little)	70	45%
No	85	55%

Ethnicity	Count	%
White tenants	163	94%
Minority ethnic tenants	10	6%

Ward	Count	%
Abbey	20	11%
Cherry Hinton	40	22%
Coleridge	54	30%
East Chesterton	6	3%
Kings Hedges	11	6%
Market	16	9%
Petersfield	15	8%
Romsey	17	10%

Property type	Count	%
House	1	1%
Bungalow	4	2%
Maisonette	1	1%
Flat	173	97%

Length of tenancy	Count	%
Less than 2 years	50	28%
3 – 5 years	42	23%
6 – 10 years	43	24%
11 years +	44	25%

Scheme	Count	%
Brandon Court	8	4%
Ditchburn Place	15	8%
Ditton Court	11	6%
Greystoke Court	5	3%
Lichfield Court	48	27%
Mansel Court	11	6%
Neville Road	6	3%
Rawlyn Court	9	5%
School Court	17	9%
Stanton House	8	4%
Talbot House	9	5%
Walpole Road	8	4%
Whitefriars	6	3%
Not in a scheme	18	10%

