

Questionnaire – Cambridge City Council, Tenant Perception Measures 2023/24

This is a copy of Cambridge City Council’s survey used to generate the tenant perception measures for 2023/24.

Question number	Question text	Rating scale
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
2	How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
3	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?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
4	Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?	Yes, No, Don` t know
5	How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
6	If you are not satisfied with your home and/or communal areas, please provide more information and what your landlord could improve.	n/a

7	Has your landlord carried out a repair to your home in the last 12 months?	Yes, No
8	How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
9	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
10	Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
11	If you are not satisfied with the repairs and maintenance service, please provide more information and what your landlord could improve.	n/a
12	How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
13	How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
14	To what extent do you agree or disagree with the following 'your landlord treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know

15	How satisfied or dissatisfied are you that your landlord is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
16	If you are not satisfied that your landlord listens to your views, keeps you informed, treats you fairly and is easy to deal with, please provide more information and what could be improved.	n/a
17	How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
18	How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
19	Have you made a complaint to your landlord in the last 12 months?	Yes, No
20	How satisfied or dissatisfied are you with your landlord's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
21	How likely would you be to recommend your landlord to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?	10 - Extremely likely, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0 - Not at all likely
22	What one thing could your landlord improve?	n/a

23_1	Do you currently struggle with any of the following? Paying your rent or service charges	Grid
23_2	Do you currently struggle with any of the following? Meeting the cost of household bills	Grid
23_6	Do you currently struggle with any of the following? Meeting the cost of utility/fuel bills	Grid
24	Does your home currently suffer from any damp or mould issues?	Yes, No
25	And if yes, have you reported it to your landlord?	Yes, No
26	How satisfied or dissatisfied are you that your home is easy and affordable to keep warm?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
27	Cambridge City Council would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Cambridge City Council?	Yes, No
28	Are you happy for your landlord to contact you regarding any information you have provided in this survey?	Yes, No