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Cambridge City Council

**Satisfaction Survey 2022:
Leaseholders**

Final report

March 2023



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Project details

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Author	Bronwyn Vermaat and Sam Jones
Research Manager	Sam Jones

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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 227 responses from leaseholders which gives an overall margin of error of $\pm 5.8\%$. The results presented in this report relate to leaseholders 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, although there is no requirement from the Regulator for leaseholders to be surveyed in this way.

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	54%	50%	-4
TP02: Satisfaction with repairs	39%*	48%	+9
TP03: Satisfaction with time taken to complete most recent repair		36%	
TP04: Satisfaction that the building is well maintained		51%	
TP05: Satisfaction that the home is safe	67%*	66%	-1
TP06: Satisfaction that the landlord listens to leaseholder views and acts upon them		34%	
TP07: Satisfaction that the landlord keeps leaseholders informed about things that matter to them		56%	
TP08: Agreement that the landlord treats leaseholders fairly and with respect		58%	
TP09: Satisfaction with the landlord's approach to handling of complaints		24%	
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	36%*	40%	+4
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods		44%	
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour		27%	

**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, although there is no requirement from the Regulator for leaseholders to be surveyed in this way. 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 1,152 leaseholders. A total of 227 completed questionnaires were returned by leaseholders, giving an overall response rate of 20%.

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

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

Statistical tests

To provide further insight into the results, we've carried out sub-group analysis by different demographics and some other variables (e.g. age and leasehold type). The 18-19, 20-29 and 30-39 age bands were combined (Under 40) due to a low response from these groups. The results for these sub-groups have been presented only if they were statistically significant (at the 95% confidence level) and if the base sizes were 30 or more.

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

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

1. Overall service

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

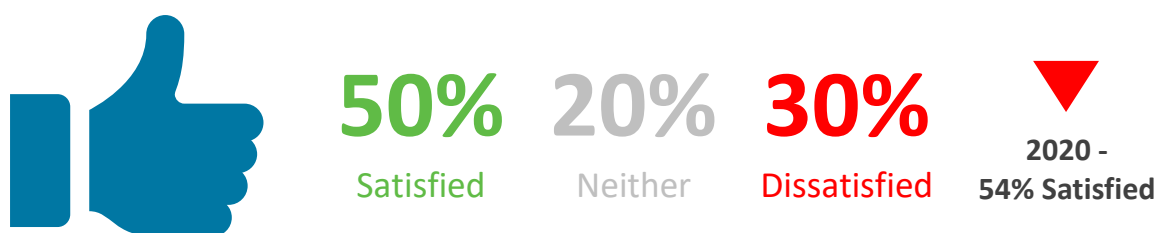
Overall service provided

Overall, half (50%) of leaseholders were satisfied with the service provided by Cambridge City Council, compared to 30% who were dissatisfied, with 20% stating that they were neither satisfied nor dissatisfied. However, looking at the extreme ends of the scale, while 13% stated that they were 'very satisfied', a similar proportion were 'very dissatisfied' (14%). The most commonly given answer was 'fairly satisfied' (37%).

Since 2020, satisfaction has fallen 4% points, from 54% however this decrease is not statistically significant.

Figure 1.1 Overall service provided

Base size: 223



Analysis of overall satisfaction by sub-groups shows a significant difference by whether the respondent had a, or someone they live with has as health problem.



- Leaseholders who had, or someone they live with has a health problem (46%) were more likely to be dissatisfied with the service provided than those who didn't (26%).

Reasons for satisfaction/dissatisfaction with the overall service provided

All leaseholders were then given the opportunity to provide their reasons to explain their current satisfaction level. A total of 173 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 major works programmes and comments or suggestions for improvements needed (i.e. major works required) or improvements to the undertaking of major works (29% of comments). Positively, the second most common theme was satisfaction with the overall service or with staff at Cambridge City Council (19% of comments). As might be expected, this was mostly from those satisfied with the overall service provided. This was followed by comments around service charges not provided value for money (14%) and issues with communication (13%). For the latter, comments came from both satisfied and dissatisfied leaseholders, highlighting the importance of a responsive landlord for all leaseholders.

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


	Number satisfied	Total	
		Number	Percentage
Satisfied with overall services/ staff	31	33	19%
Services other comments/suggestions e.g. major works	20	50	29%
Communication - general (e.g. slow, no follow-up)	10	23	13%
Service charges issues/ not VFM	6	24	14%
Dissatisfied with communal cleaning	6	15	9%
Efficient/ quick to respond to issues	5	6	3%
Slow to respond to issues	4	18	10%
Communication - repairs & maintenance	4	10	6%
Grounds maintenance	3	9	5%
Repair/upgrade needed	3	5	3%
Satisfied with repairs & maintenance service	3	3	2%

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



	Number Dissatisfied	Total	
		Number	Percentage
Services other comments/suggestions e.g. major works	19	50	29%
Service charges issues/ not VFM	15	24	14%
Dissatisfied with Repairs & maintenance - quality and workmen	12	13	8%
Slow to respond to issues	10	18	10%
Communication - general (e.g. slow, no follow-up)	8	23	13%
Dissatisfied with communal cleaning	6	15	9%
Communication - repairs & maintenance	6	10	6%
Grounds maintenance	5	9	5%
Dissatisfied with Repairs & maintenance - speed and appointments	5	6	3%
Dissatisfied with overall services/ staff	4	5	3%

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

	Number neither	Total	
		Number	Percentage
Services other comments/suggestions e.g. major works	11	50	29%
Other	7	9	5%
Communication - general (e.g. slow, no follow-up)	5	23	13%
Slow to respond to issues	4	18	10%
Service charges issues/ not VFM	3	24	14%
Dissatisfied with communal cleaning	3	15	9%

A selection of comments is shown below.

“Some projects for improvement are announced by the Council and then never followed up on. I don't think that the maintenance, upkeep and safety of my block of flats is as well-resourced as it should be. Basically, though, the Council is probably a fair and efficient landlord.”

“The Leasehold Services team have been prompt and helpful every time I've communicated with them.”

“Poor/lack of maintenance Major maintenance work outstanding for many years No cleaning Poor/lack of communication Have had many meetings/phone calls/emails nothing resolved after years of trying. Constant chasing with nothing done.”

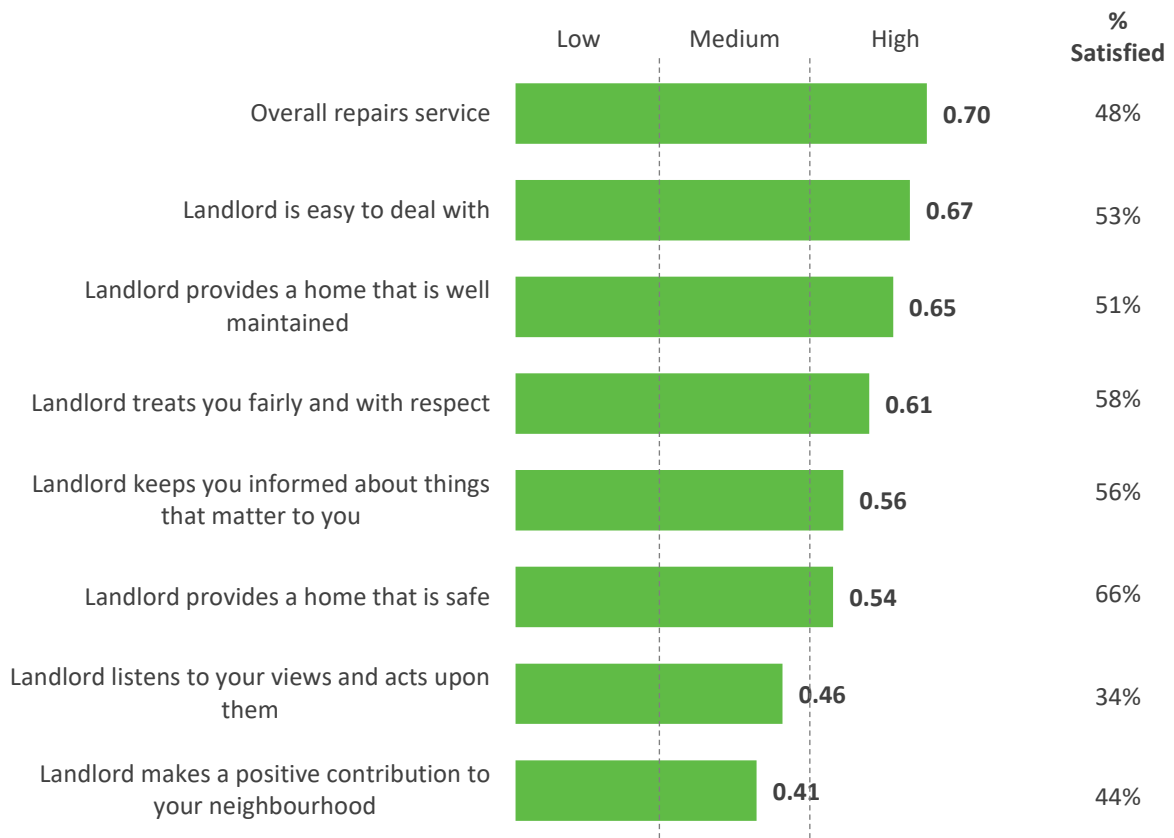
Key driver analysis

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)



Seven out of the nine questions analysed were shown to correlate highly with satisfaction with the overall service. The strongest relationship was with the **overall communal repairs service** (0.70). There was also a strong relationship between **Cambridge City Council being easy to deal with** and **Cambridge City Council providing a home that is well maintained** (>0.65). For all of the top three drivers, satisfaction was relatively low for these areas.

Results here show that in order to increase satisfaction with the overall service provided, priority should be given to improving the communal repairs service and maintaining leasehold buildings, making services and interactions with leaseholders easier and ensuring leaseholders are kept informed and treated fairly and with respect. For the strongest drivers, around half of leaseholders are currently satisfied with these aspects of the service they received, so there is room for improvement to increase satisfaction here and ultimately overall satisfaction.

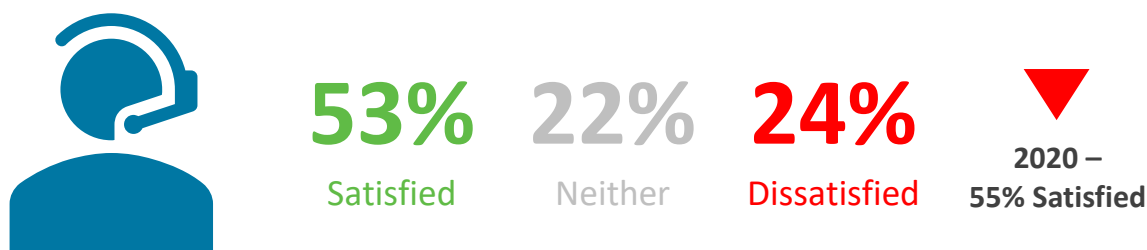
Easy to deal with

Leaseholders were asked to what extent they were satisfied that Cambridge City Council is easy to deal with. Just over half (53%) were either 'very' (23%) or 'fairly' (30%) satisfied that this was the case. Just under a quarter (24%) were dissatisfied, with only 9% very dissatisfied. 22% were neither satisfied nor dissatisfied.

Compared to 2020, there has been a small but not significant decrease in the proportion of leaseholders who are satisfied that Cambridge City Council is easy to deal with.

Figure 1.3 Easy to deal with

Base size: 223



Analysis of satisfaction levels by sub-groups shows a point of significant difference:



- Those who have a, or someone they live with has a health problem were significantly less likely (35%) to be satisfied that Cambridge City Council are easy to deal with than those who don't (59%).

Perceptions of service provided by Cambridge City Council

In order to better understand how Leaseholders perceive the services that Cambridge City Council provide, a series of statements were presented to them to agree or disagree with.

Agreement was highest that Cambridge City Council's communications are professional and courteous (74%), while only 10% disagreed that this was the case. Meanwhile the area of lowest satisfaction was that Cambridge City Council resolves issues in a timely manner, with a slightly greater proportion disagreeing (38%) than agreeing (35%) with this.

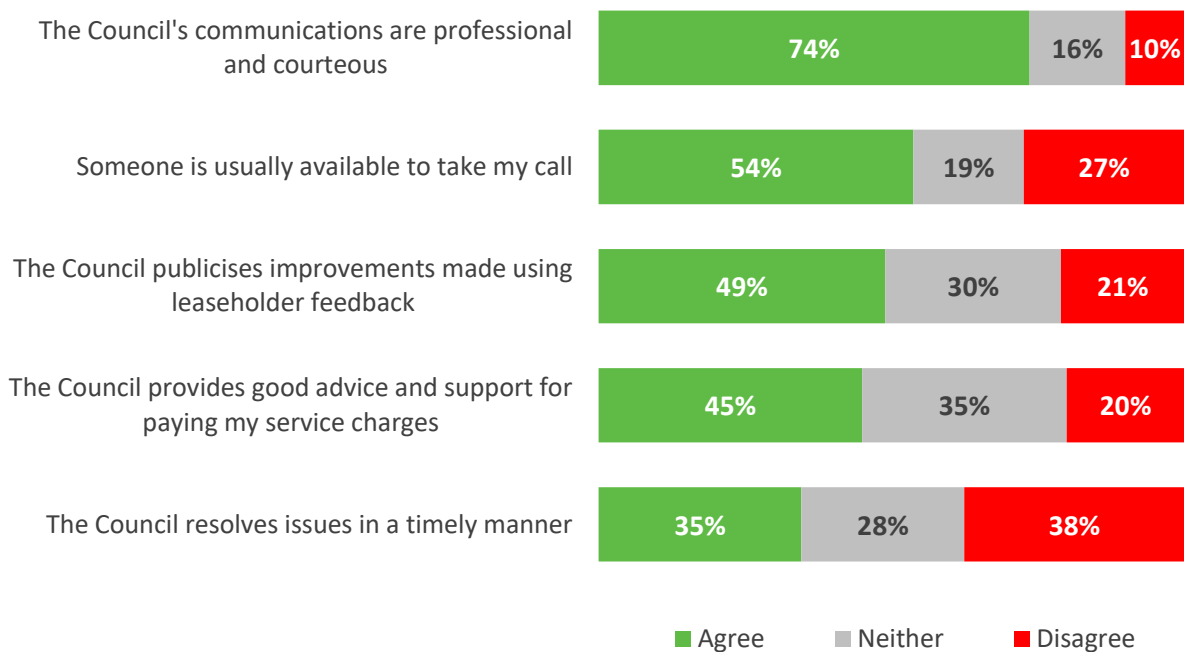
The statement with the second highest agreement was that someone is usually available to take their call (54%). However, 27% disagreed with this statement, making it the statement with the second-highest level of disagreement, indicating views on this issue were polarised.

Agreement was higher than disagreement that Cambridge City Council publicises improvements made using leaseholder feedback (49% compared to 21%), and that Cambridge City Council provides good advice and support for paying the service charge (45% compared to 20%). For both these statements, at least three in ten offered neutral responses. Small improvements in the communications and support provided could influence these leaseholders to offer a more positive response in the future.

Compared to 2020, the perception of Cambridge City Council’s communication has improved in most areas, although none of the changes are statistically significant. The greatest improvement is seen in the proportion who are satisfied that someone is usually available to take their call, which has increased from 46% to 54%. There have also been increases in the satisfaction that Cambridge City Council’s communications are professional and courteous (74% compared to 67%), and that Cambridge City Council publicises improvements made using leaseholder feedback (49% compared to 42%). Meanwhile, satisfaction that Cambridge City Council resolves issues in a timely manner has fallen from 42% to 35%. With this the area of lowest satisfaction overall in 2022, these results indicate the need for this area to be addressed.

Figure 1.4 Agreement with perception statements

Base size: 186-20



Sub-group analysis shows some significant differences by age, health problem status and leaseholder type.



- Leaseholders aged 70 and over were significantly less likely to agree that someone is usually available to take their call (39% vs 54% for the overall sample).



- Leaseholders with a, or someone they live with has a health problem were less significantly likely than those without to agree that Cambridge City Council provides good advice and support for paying their service charges (16% vs 51%), that Cambridge City Council publicises improvements made using leaseholder feedback (30% vs 54%), that someone is usually available to take their call (37% vs 57%) and that Cambridge City Council's communications are professional and courteous (55% vs 77%).



- Resident leaseholders were significantly more likely to disagree that Cambridge City Council resolves issues in a timely manner (44%) than those who sublet (26%). Resident leaseholders were also more likely to disagree than those who sublet that Cambridge City Council provides good advice and support for paying the service charge (27% vs 8%).

As shown above, 49% of leaseholders agree that Cambridge City Council publicises improvements made using leaseholder feedback. At a later point in the survey, on the topic of resident involvement and having the opportunity to make view known, all leaseholders were informed that Cambridge City Council provides a number of opportunities for tenants and leaseholders to:

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

Leaseholders were then asked if they would be interested in finding out more about these opportunities. 50% stated that they would be. Those who expressed interest also gave permission for their details to be passed back to Cambridge City Council, which means a pool of 103 willing leaseholders for Cambridge City Council to directly approach and engage with further. These individuals are spread across the majority of wards, age groups and tenancy lengths, providing a good range of leaseholders and opinions to engage with.

Future priorities

All leaseholders were also asked what they think should be the future priorities for Cambridge City Council. A total of 155 valid comments were left. These have been grouped into themes which are presented in Table 1.4 below.

The most common theme mentioned by leaseholders was prioritising communication and following up with leaseholders, taking their views into account (18% of comments). This was followed by other priorities not specific to landlord services, such as wider City-specific aspects like congestion charges and tackling the climate emergency (17% of comments). The third most common theme for future priority was around service charges and providing value for money, which 14% of comments referenced.

Table 1.4 Future priorities for Cambridge City Council

	Count	% of comments
Communication/ visits to properties/ views taken into account/ follow-up on complaints	28	18%
Other priorities (e.g. City-specific priorities, climate emergency/ congestion)	27	17%
Service charges/ affordable housing/VFM	22	14%
Improvement/ upgrades/ maintenance of property standards (e.g. replacing windows, new bathrooms, sort out damp/mould, guttering)	18	12%
Other	15	10%
Environmental impact/ Sustainability	11	7%
External areas/ grounds maintenance/ neighbourhood appearance/ littering/ dog fouling/ road sweeping	10	6%
Build more housing/ new homes	7	5%
Maintenance/ improvement on communal areas, neighbourhood, open spaces	7	5%
Repairs and maintenance - Appointments/ speed	6	4%
Advice and support to residents	5	3%
Crime/ ASB/ neighbour issues/ drug dealing	5	3%
Condition of roads/ pavements	5	3%
Communal cleaning (e.g. internal areas, window cleaning)	5	3%
Repairs and maintenance - Quality	4	3%
Parking	4	3%
Fly tipping	4	3%
Look after older/ vulnerable/ homeless people	3	2%
Safety and security (e.g. a safer neighbourhood, street lighting, install CCTVs, better locks, more policing)	3	2%
Regular bin collections/ better service including recycling/ more bins in neighbourhood	3	2%
Road safety/ traffic congestion/ speeding	3	2%
More or better services for children/ young people (e.g. more sports clubs, improve or more children's play areas, mental health service)	2	1%
Housing Officers	2	1%
Council tax	2	1%
Better housing service overall/ fairness	1	1%

A selection of comments is shown below.

"The Council should prioritise addressing concerns that are raised by leaseholders in a timely manner."

"Taking leaseholder concerns and comments into consideration at all opportunities. We are homeowners and really care about our homes and their value."

"Education, social services and social housing - not road improvements for cycleways!"

2. Communication and engagement

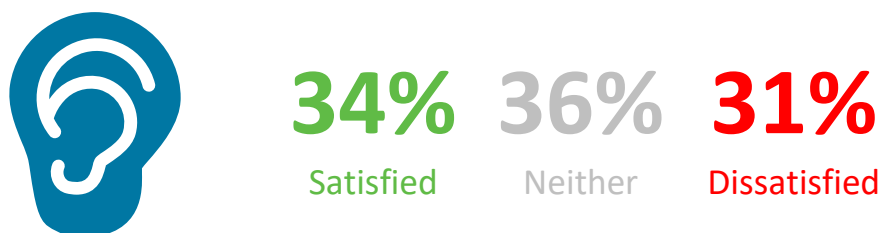
This section explores leaseholders' views on their engagement and involvement with Cambridge City Council, including use of the My Cambridge portal and preferred communication channels.

Listening to leaseholders' views and acting upon them

When asked whether they were satisfied that Cambridge City Council listens to their views and acts upon them, the balance of opinion was split. Only a slightly greater proportion indicated that they were satisfied (34%) than that they were dissatisfied (31%) with Cambridge City Council in this regard. At the ends of the scale, 9% were 'very satisfied', compared to 13% who were 'very dissatisfied', further emphasising the split in opinions on this topic. However, it can be common to observe higher instances of 'neither' for this question, as some leaseholders may not have voiced their views and therefore may feel unable to provide a positive or negative response.

Figure 2.1 Listening to leaseholders' views and acting upon them

Base size: 196

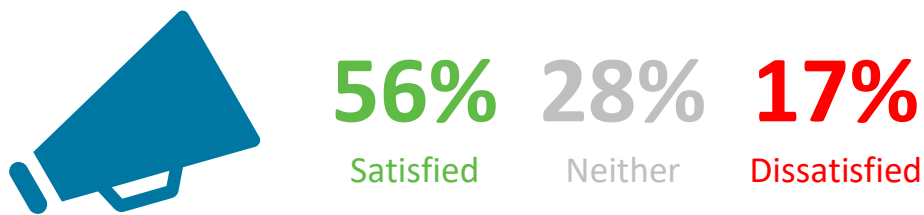


Keeping leaseholders informed

Leaseholders were asked how satisfied or dissatisfied they are that Cambridge City Council keeps them informed about things that matter to them. Over half (56%) were satisfied with this, with 14% 'very' and 41% 'fairly' satisfied. 17% were dissatisfied with Cambridge City Council in this measure, while 28% were neither satisfied nor dissatisfied.

Figure 2.2 Keeping leaseholders informed about things that matter to them

Base size: 214



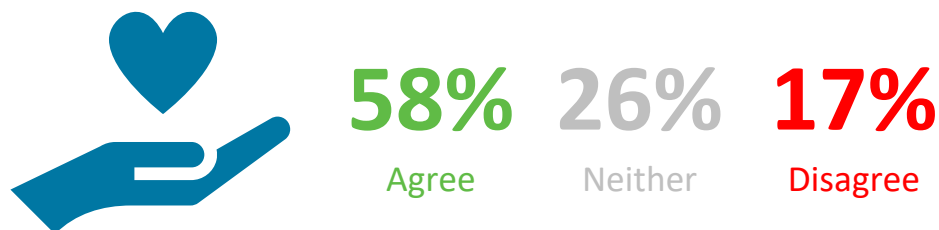
- Looking at the results by subgroup, leaseholders who have a, or someone they live with has a health problem were significantly less likely (38%) than those who don't (59%) to be satisfied that Cambridge City Council keeps them informed about things that matter to them.

Treating leaseholders fairly and with respect

When asked to what extent they agreed or disagreed with the statement 'Cambridge City Council treats me fairly and with respect', 57% of leaseholders agreed that this was the case, compared to 17% who disagreed. Leaseholders were more likely to 'agree' (17%) than 'strongly agree' (41%). A quarter (26%) neither agreed nor disagreed with this statement.

Figure 2.3 Treating leaseholders fairly and with respect

Base size: 211



- By subgroup, leaseholders with a, or someone they live with has a health problem less commonly agreed that Cambridge City Council treats them fairly and with respect than among those who don't (40% vs 63%).



- Meanwhile, resident leaseholders were more likely to disagree (21%) than those who sublet (9%).

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.

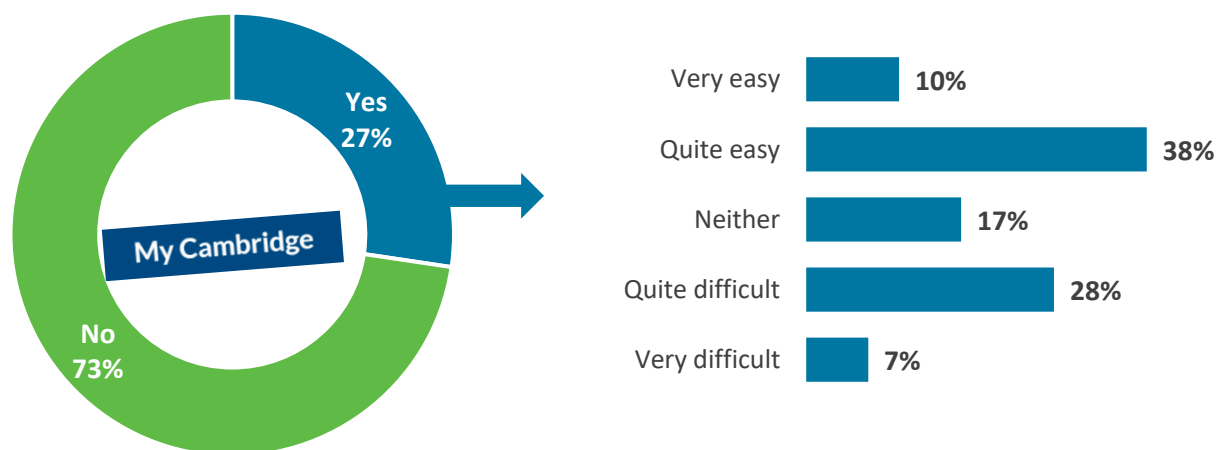
Among leaseholders, 27% use the My Cambridge online portal, indicating plenty of room to increase My Cambridge usage.

Those that use the portal were then asked if they find it easy or difficult to use the services it offers. Just under half (48%) find it easy to use the My Cambridge portal, while 34% find it difficult, indicating that there is further work to be done to make the portal as accessible and user-friendly as possible for leaseholders. Advertising any improvements to the portal may also help to increase usage.

When asked in 2020 if they were aware of the My Cambridge portal, 50% of leaseholders were but only 15% had signed up. These results therefore show an increase in usage of the portal in the past two years.

Figure 2.4 My Cambridge portal

Base size: 223, 58



Communication preferences

Leaseholders were asked what their preferred method of communication from Cambridge City Council would be from a predefined list of communication methods.

The most commonly preferred method was email, with 50% of leaseholders indicating they would prefer to be contacted in this way, however only a slightly smaller proportion (46%) stated that they

would prefer to be contacted by letter. The difference between the proportions indicating each of these methods is not statistically significant. All other methods were selected by only 1% of leaseholders or fewer.

These results are closely in line with those recorded in 2020, when 49% of leaseholders preferred to be contacted by email, and 44% by letter.

Figure 2.5 Preferred method of receiving customer specific information

Base size: 217



The communication preferences held by leaseholders varied significantly when looking at the results within different subgroups:



- Perhaps unsurprisingly, those aged under 40 were more likely to prefer email (68%), and less likely to prefer to be contacted by letter (30%).
- Whilst those aged 70 or older had a greater preference to be contacted by letter (63%) and were less likely than the overall sample to prefer to be contacted by email (35%).



- Residents with a, or someone they live with has a health problem were more likely than the overall sample to prefer to be contacted by letter (63%) and face to face (6%), and less likely to prefer to be contacted by email (31%).

3. Complaints

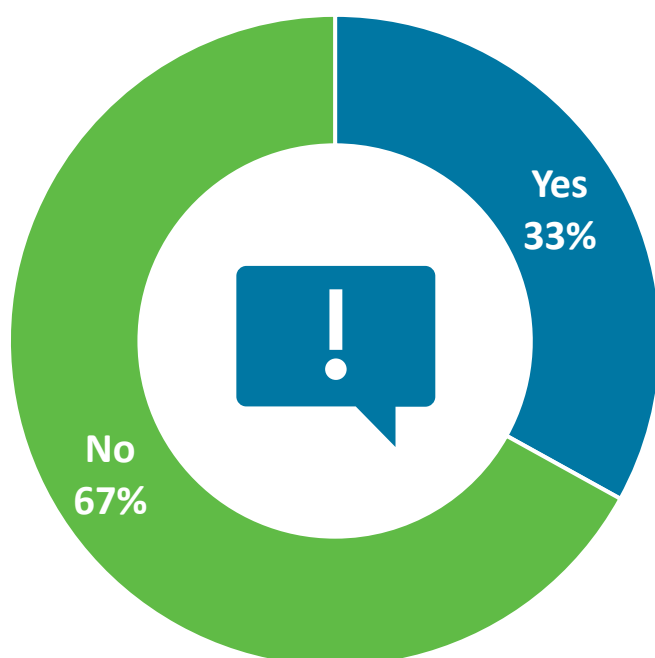
This section looks at leaseholders' experiences of any complaints made to Cambridge City Council in the last 12 months.

Complaints made in the last 12 months

When asked if they had made a complaint in the last 12 months, a third (33%) of leaseholders stated that they had done so.

Figure 3.1 Complaint made in the last 12 months

Base size: 224



When looking at the data by subgroup, there was a significant difference in the results between resident leaseholders and those who sublet.



- Resident leaseholders were more likely to have made a complaint (40%) than those who sublet the property (21%).

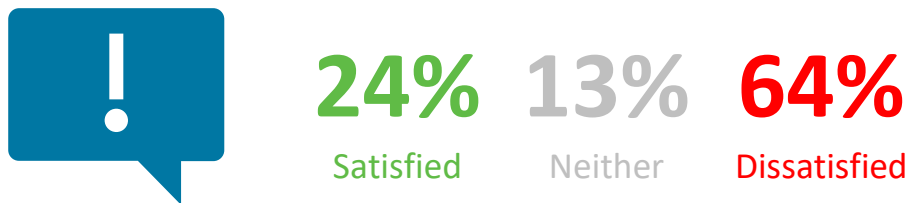
Cambridge City Council's approach to complaints handling

Leaseholders that had made a complaint to Cambridge City Council in the last 12 months were then asked their satisfaction with Cambridge City Council's approach to complaints handling. Less than a

quarter (24%) reported that they were satisfied, with 7% 'very' satisfied and 17% 'fairly' satisfied. In contrast, two thirds were dissatisfied with Cambridge City Council's approach, with 25% 'very' dissatisfied. 13% were neither satisfied nor dissatisfied.

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

Base size: 72

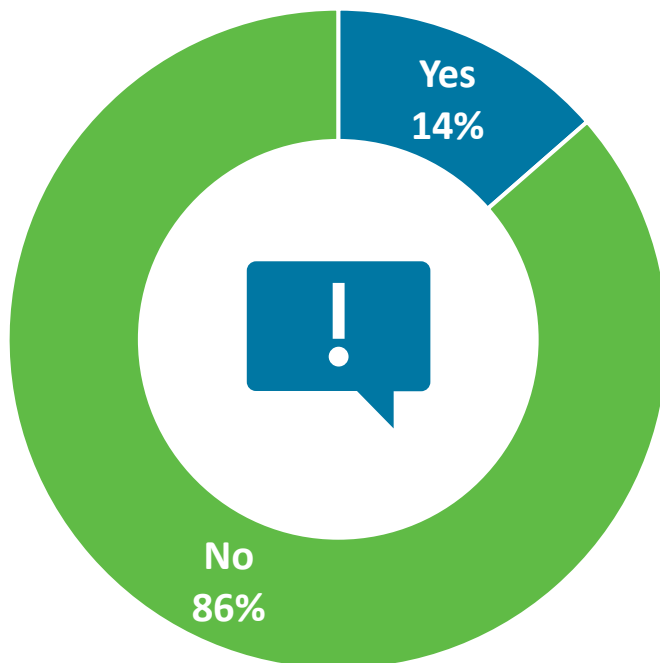


Formal complaints made in the last 12 months

Asked if they had made a **formal complaint** to Cambridge City Council in the last 12 months, 14% of leaseholders reported they had done so.

Figure 3.3 Formal complaint made in the last 12 months

Base size: 221





- Resident leaseholders were more likely to have made a formal complaint than leaseholders who sublet (17% vs 7%).

Satisfaction with formal complaint handling

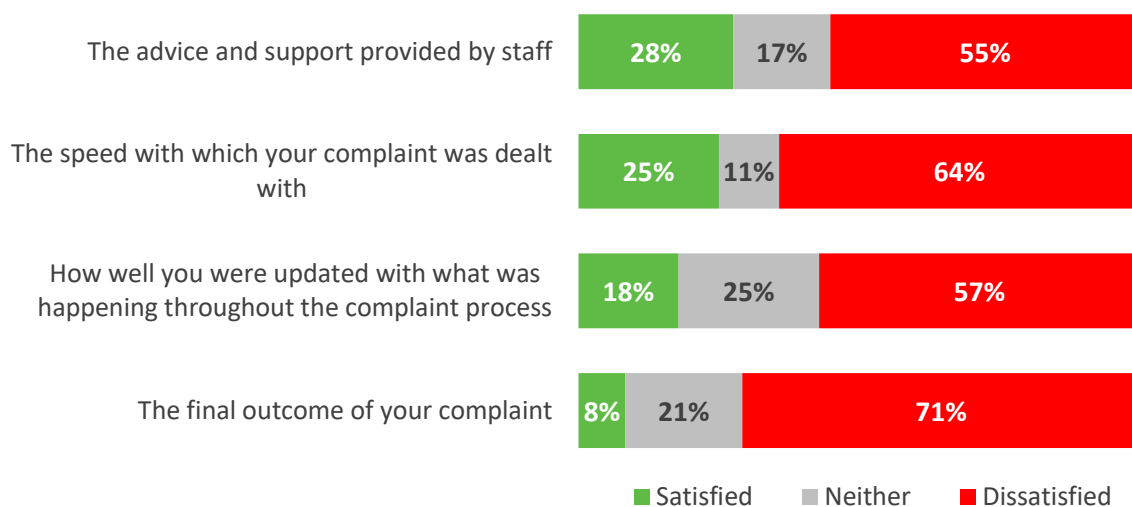
Those leaseholders who had made a formal complaint to Cambridge City Council were next asked how satisfied they were with various aspects of the complaint process. It should be noted that due to the low number of leaseholders who had made a formal complaint, the base size for all of these satisfaction levels was low and the data should therefore be treated with caution.

In all areas, a greater proportion of leaseholders were dissatisfied than satisfied. The area with the highest satisfaction was the advice and support provided by staff, with 28% satisfied and 55% dissatisfied, making it the area in which the highest proportion were satisfied and the lowest proportion dissatisfied. Meanwhile, the final outcome of the complaint was the area in which the lowest proportion were satisfied (8%) and the highest proportion dissatisfied (71%).

The speed with which the complaint was dealt with had the second highest level of satisfaction (25%), followed by how well the leaseholder was updated with what was happening throughout the complaint process (18%). However, more were dissatisfied with the speed (64%) of the complaint than with how well they were updated (57%). 25% expressed a neutral view about the latter.

Figure 3.4 Satisfaction with aspects of formal complaint handling

Base size: 25-29*



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

4. Communal repairs and maintenance

This section looks at leaseholders' experiences of communal repairs to the structural and shared parts of the building that they live in the last 12 months. It also investigates their satisfaction with the overall quality and safety of their home, and with scheduled maintenance works.

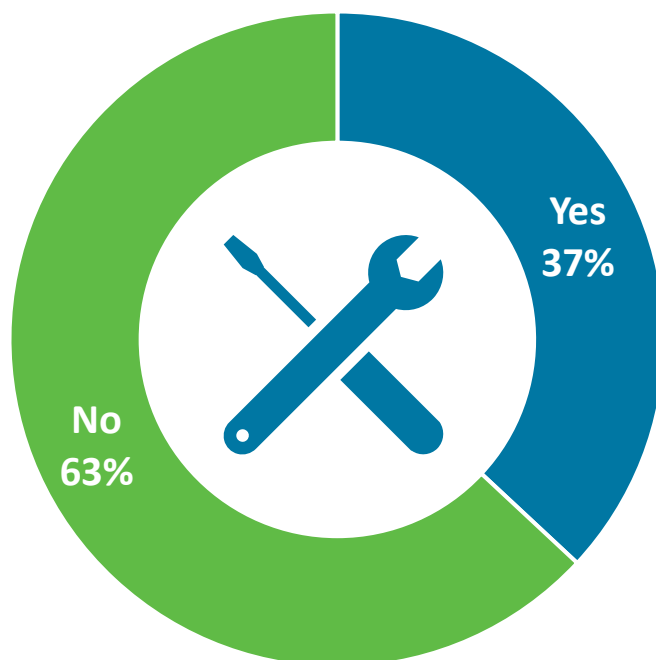
Communal repairs in the last 12 months

Leaseholders were asked if Cambridge City Council had carried out a communal repair to their building in the last 12 months. Over a third (37%) indicated that Cambridge City Council had carried out such repairs.

In 2020, leaseholders were asked whether their building had received a communal repair in the last 18 months, rather than the last 12 months (following a change in service as a result of the coronavirus pandemic), with 40% indicating this was the case.

Figure 4.1 Communal repair carried out in the last 12 months

Base size: 222



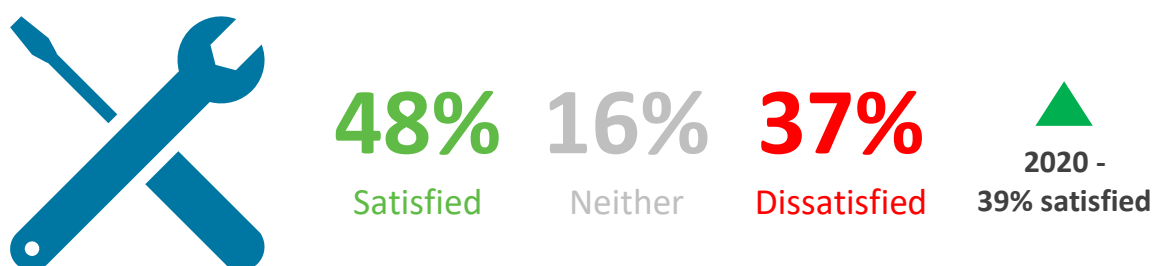
Overall satisfaction with communal repairs service in the last 12 months

Among those whose building had received a communal repair in the last 12 months, just under half (48%) were satisfied with the overall communal repairs service Cambridge City Council provided, comprising 18% who were 'very' satisfied and 29% who were 'fairly' satisfied. Meanwhile 37% were dissatisfied, and 16% neither satisfied nor dissatisfied, suggesting that leaseholders have mixed experiences of repairs services.

Satisfaction with repairs conducted has increased compared to 2020, when 39% stated they were satisfied with the repairs service received. 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 communal repairs satisfaction in the last 12 months

Base size: 82



Time taken to complete most recent repair

When asked how satisfied or dissatisfied they were with the time taken to complete their most recent repair after it was reported, results among leaseholders were mixed. 36% were satisfied, with only slightly fewer dissatisfied (32%) or neither satisfied nor dissatisfied (31%). At the polar ends of the scale, 16% were 'very satisfied', compared to 18% who were 'very dissatisfied'. These results suggest a need for improvement in the time taken to complete repairs.

Figure 4.3 Time taken to complete most recent repair

Base size: 77



36%

Satisfied

31%

Neither

32%

Dissatisfied

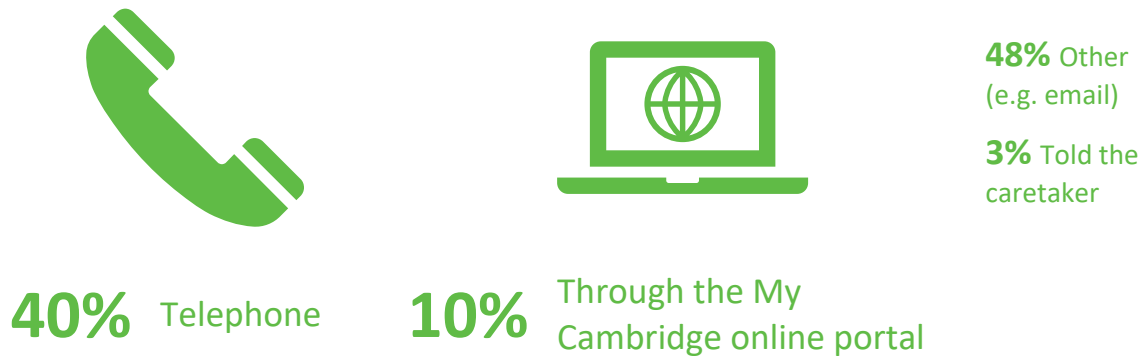
Method of reporting last repair

Leaseholders that had received a repair in the last 12 months were then asked how they reported it. The most popular method was by telephone (40%), with one in ten preferring to use the My Cambridge online portal (10%). 48% indicated a preference for an 'other' method of reporting the repair, with the majority of these being by email to either the repairs team or leasehold services team.

Compared to 2020, there has been a decrease in the proportion reporting repairs by telephone, down from 44%. Using the My Cambridge portal wasn't an answer option in 2020, but in that year 23% stated that they reported the repair by website. 2% told the caretaker.

Figure 4.4 Method of reporting last repair

Base size: 73



Satisfaction with aspects of last communal repair

Leaseholders who had received a communal repair in the last 12 months were asked to rate their satisfaction with various aspects of the service received. Satisfaction was highest with the extent to which dirt and mess were kept to a minimum. 53% were satisfied with this aspect of the repairs service, and 25% dissatisfied.

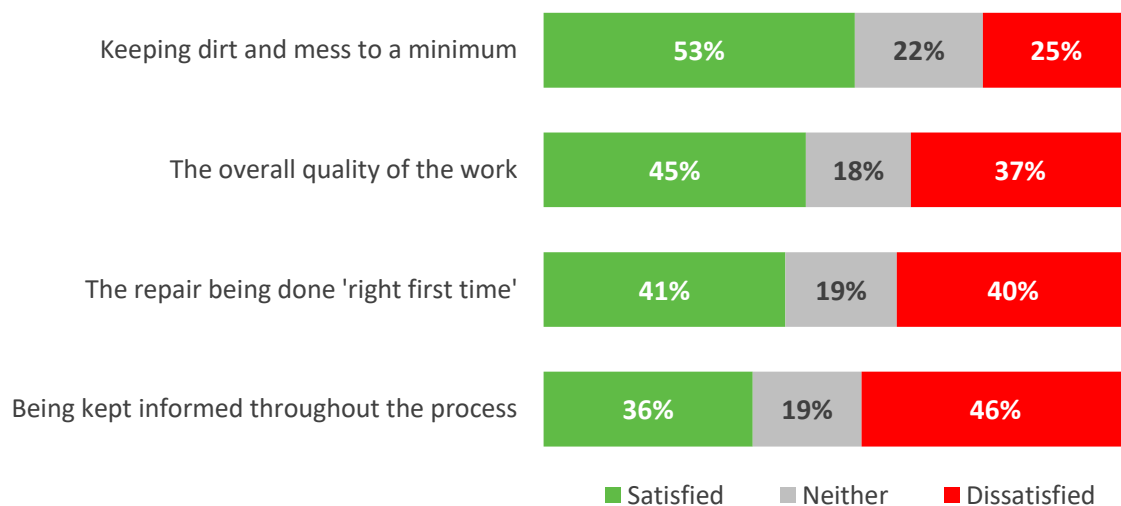
Satisfaction levels with the quality of repairs were more mixed, with 45% satisfied with the overall quality of the work, compared to 37% who were dissatisfied. Meanwhile, 41% were satisfied that the repairs were done 'right first time', and 40% dissatisfied.

Satisfaction was lowest with how informed leaseholders felt throughout the repairs process. A greater proportion were dissatisfied (46%) than satisfied (36%) with this.

Compared to 2020 however, results have improved in all areas, with an increasing proportion stating that they were satisfied than did so in 2020. Improvements ranged from 11% points in those stating that they were satisfied with the overall quality of the work, from 34% to 45%, to a 3% point improvement in those satisfied with being kept informed throughout the process, from 33% to 36%.

Figure 4.5 Satisfaction with aspects of the communal repairs service

Base size: 63-70



Providing a building that is well maintained

Leaseholders were then asked their satisfaction that Cambridge City Council provides a building that is well maintained. Just over half (51%) were satisfied this was the case, with a greater proportion 'fairly' satisfied (40%) than 'very' satisfied (10%). Meanwhile 24% were dissatisfied, including 10% who were 'very' dissatisfied, and 25% expressed a neutral view.

Figure 4.6 Providing a home that is well maintained

Base size: 221



- Analysis of satisfaction with the maintenance of leaseholder's buildings reveals that those have a, or someone they live with has a health problem report significantly lower satisfaction (34%) than those who don't (55%).

Providing a home that is safe

Two thirds (66%) of leaseholders reported that they were either 'very' (34%) or 'fairly' satisfied that Cambridge City Council provides a home that is safe, with 16% dissatisfied. 17% were neither satisfied nor dissatisfied that this was the case.

In 2020, leaseholders were asked how satisfied they are that Cambridge City Council provides a home that is safe **and secure**, with 67% 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 4.7 Providing a home that is safe

Base size:208



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



- White residents were more likely than the overall sample to be satisfied that Cambridge City Council provides a home that is safe (70% vs 66%).



- Those who don't have, or have a household member with a health problem were more likely to be satisfied than the overall sample (71% vs 66%).



- Leaseholders who are residents were more likely to be **dissatisfied** (20%) that Cambridge City Council provides a home that is safe than those who sublet (9%)

Planned works in the last 12 months

Leaseholders were next if any planned maintenance work they had had been carried out in the communal areas of their building in the last 12 months, and where they had, their satisfaction with these works.

35% had planned maintenance works carried out in their home in the last 12 months

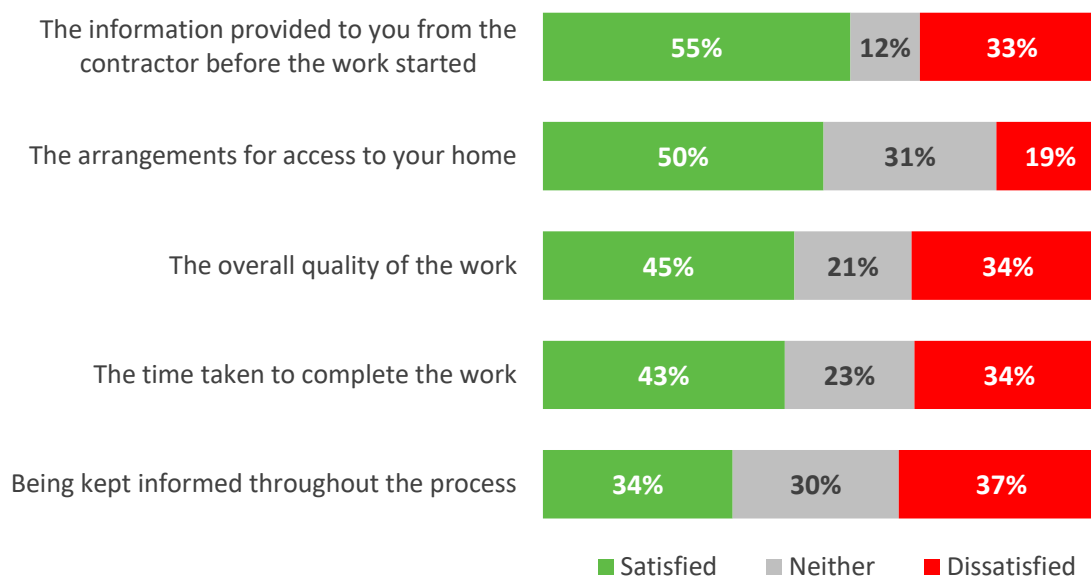
Planned communal maintenance works were carried out in the buildings of 35% of leaseholders in the last 12 months. This includes maintenance and replacing of the roof, shared doors and windows, and redecorating shared areas.

Leaseholders that had received planned maintenance works were then asked their satisfaction with the different aspects of the maintenance service. Half of leaseholders or more were satisfied with the information provided to them from the contractor before the work started (55%) and with the arrangements for access to their building (50%). Less than half were satisfied with the overall quality of the work (45%), the time taken to complete the work (43%) and being kept informed through the process (34%). This final result indicates that communications ahead of works taking place are currently more satisfactory than those during the period in which maintenance works are happening.

The proportion who were dissatisfied with each aspect of the maintenance works were fairly similar across most areas, ranging between 33% and 37% for all areas except the arrangements for access to the home, which only 19% were dissatisfied with.

Figure 4.8 Planned works

Base size: 222, 52-73




Improvements to the repairs and maintenance service

Finally, all leaseholders were asked how the repairs and maintenance service could be improved. A total of 74 valid comments were left. All comments have been grouped into themes which are presented in Table 3.1 below.

The most popular themes were for improved communication (31%), general comments around previous repairs and maintenance received (30%) and for a quicker/more responsive service (12%) and lower cost service (also 12%). A fifth of comments (20%) were mentions of leaseholders' positive praise of the repairs service. Overall, the suggested improvements correlate with the results above that outlined low levels of satisfaction with being kept informed throughout the repairs process (i.e. communication) and the time taken for work to be completed.

Table 4.1: Improvements for the repairs and maintenance service

	Count	% of comments
Improved communication	23	31%
Repairs/maintenance general comments	22	30%
Quicker/ more responsive	9	12%
Lower cost for charged repairs/ VFM	9	12%
Outstanding repair work	7	9%
Other	7	9%
Better quality work	6	8%
Regular inspections	4	5%
Satisfied tenant	2	3%
Better contractors	2	3%
Better appointment times	2	3%
Need more compliance checks	2	3%
Time taken	1	1%
Better customer service	1	1%

A selection of comments is shown below.

“Clear and respectful communication and explanation with attention to detail.”

“Keeping to a scheduled start date or publicising a change of start date.”

“Often, repairs are poor quality. Sometimes we are charged for repairs that haven't been done. There are inconsistencies in the way charges are apportioned to block/staircase. When major repairs are needed, the council needs to get full surveys and reports from people with the correct formal qualifications - at the moment, we suspect that unnecessary work is being delivered at our expense. The council should also ensure that it has its own staff have the correct formal qualifications, e.g. chartered structural engineer, chartered surveyor, so that it can properly scrutinize plans.”

5. Your neighbourhood & estate services

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

Positive contribution to neighbourhood

Leaseholders were asked how satisfied or dissatisfied they were that Cambridge City Council makes a positive contribution to their neighbourhood, with 44% stating that they were satisfied with Cambridge City Council in this regard. This comprised 12% who were 'very' satisfied and 32% who were 'fairly' satisfied. While under half, this is higher than the 26% who were dissatisfied that Cambridge City Council makes a positive contribution to their neighbourhood. 29% expressed a neutral view.

Figure 5.1 Cambridge City Council makes a positive contribution to neighbourhood

Base size: 197

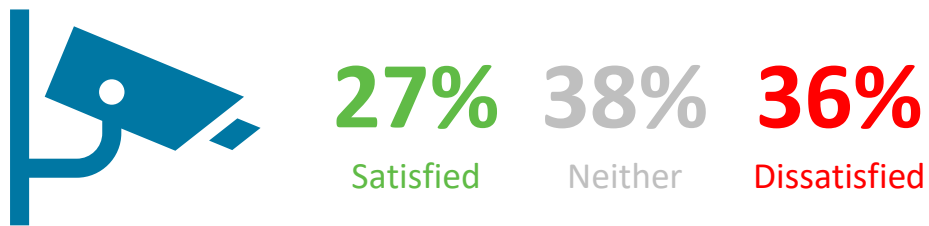


Cambridge City Council's approach to handling ASB

When asked their satisfaction with Cambridge City Council's approach to handling antisocial behaviour, a greater proportion of leaseholders were dissatisfied (36%) than were satisfied (27%), although it should be noted that a larger proportion expressed a neutral view (38%) than were either satisfied or dissatisfied. The proportion who were dissatisfied was split close to equally between 17% who were 'fairly' dissatisfied and 19% who were 'very' dissatisfied.

Figure 5.2 Cambridge City Council's approach to handling anti-social behaviour

Base size: 157



- Looking at the results by subgroup, those who don't have a, or have a household member with a health problems were significantly less likely than the overall sample to be 'very' dissatisfied (16% vs 19%).



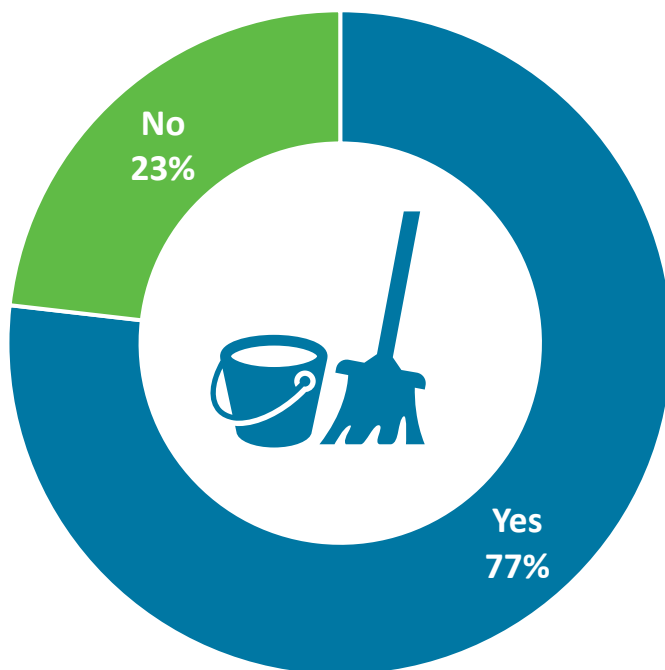
- Resident leaseholders were more likely to be dissatisfied (41%) with Cambridge City Council's approach to handling anti-social behaviour than those who sublet (24%).

Communal areas

The majority (77%) of leaseholders live in a building with communal areas, either inside or outside, that Cambridge City council is responsible for maintaining.

Figure 5.3 Live in a building with communal areas that Cambridge City Council is responsible for maintaining

Base size: 220

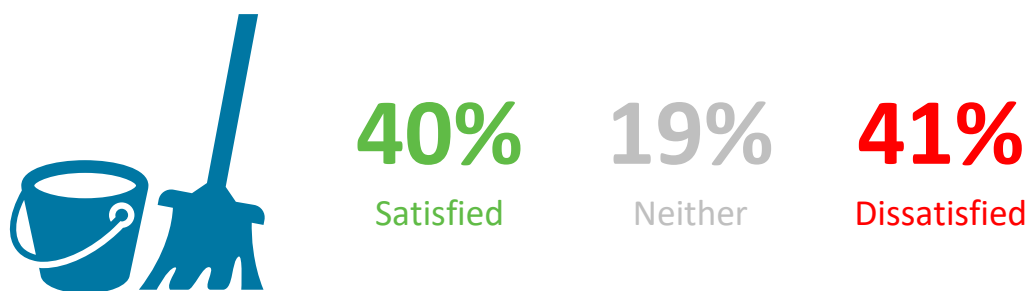


Those who live in buildings with communal areas were asked about their satisfaction that Cambridge City Council keeps these areas clean and well maintained. A close to equal proportion reported that they were satisfied (40%) and dissatisfied (41%) that Cambridge City Council achieves this.

In 2020, 36% of leaseholders were satisfied with the overall estate services provided, so there has been a slight improvement. However, it should be noted that the question wording has changed slightly.

Figure 5.4 Cambridge City Council keeps communal areas clean and well maintained

Base size: 85



Satisfaction with different estate services provided by Cambridge City Council

Leaseholders were then asked about their level of satisfaction with various estate services provided by Cambridge City Council. Satisfaction was highest with grass cutting; however this was the only area in which over half of leaseholders were satisfied (63%). This was also the area in which the lowest proportion were satisfied, reinforcing it as an area of comparative success.

The area with which the second highest proportion of leaseholders were satisfied was the maintenance of planted areas (42%) , indicating, in combination with satisfaction with grass cutting, that garden maintenance tends to be better perceived than other maintenance areas. However, while satisfaction with maintenance of planted areas was higher than all other areas except grass cutting, a roughly equal proportion were dissatisfied (41%), highlighting the potential for improvements still to be made.

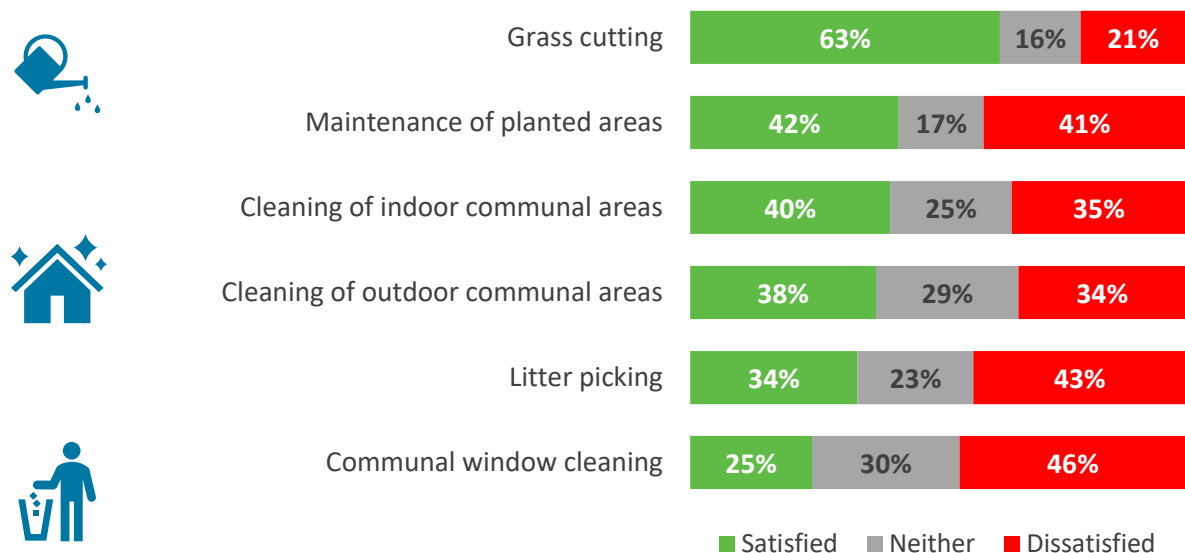
Close to four in ten were satisfied with cleaning of the indoor (40%) and outdoor (38%) communal areas, however the results in these areas were also mixed, with only slightly fewer dissatisfied with each (35% and 34% respectively).

The areas in which satisfaction was lowest and dissatisfaction highest were litter picking (34% satisfied, 43% dissatisfied) and communal window cleaning (25% satisfied, 46% dissatisfied). With a greater proportion stating that they were dissatisfied than satisfied with estate services in these areas, there is clear room for improvement in the provision of these services.

Compared to 2020, satisfaction in all areas of estate services except communal window cleaning has increased. The greatest increases have been in the satisfaction with cleaning of outdoor communal areas (38% compared to 24%) and cleaning of indoor communal areas (40% compared to 32%). Satisfaction with communal window cleaning has meanwhile fallen slightly, although not significantly, from 26% to 25%. Satisfaction with all other areas has increased by between 3% and 4% points.

Figure 5.5 Satisfaction with estate services

Base size: 57-80



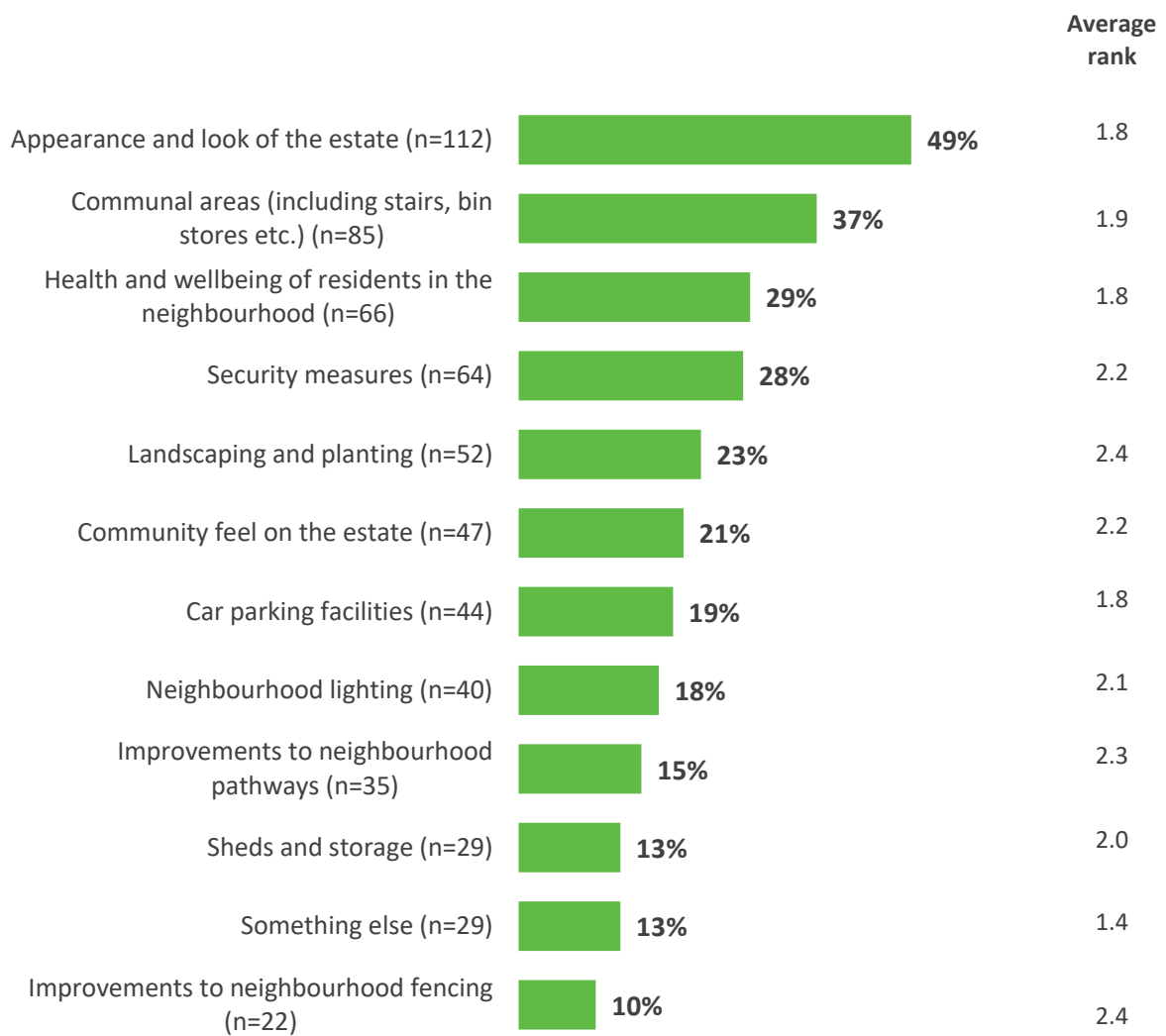
Priorities for improvements within the neighbourhood

Finally, leaseholders were presented with a list of neighbourhood aspects and asked which three they would consider to be their first, second and third priorities. The figure below shows the proportion of 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, 49% of leaseholders felt that improvements to the appearance and look of the estate where they live was a priority and those that prioritised this, on average, ranked it as their 2nd priority (1.8).

The most commonly selected priorities were the appearance and look of the estate (48% included this in their top three), communal areas including stairs, bins and stores (37%) and the health and wellbeing of residents in the neighbourhood (29%).

There has been some shift in priorities since 2020. While in that year appearance and look of the estate was also the top priority (40%), this was followed by improvements to pathways (36%) and landscaping and planting (35%).

Figure 5.5 Priorities for improvement within the neighbourhood



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, although there is no requirement from the Regulator for leaseholders to be surveyed in this way.

The TSMs give a more rounded set of indicators on the tenant/leaseholder 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 (communal) repairs service that meets customer expectations is vital.

Overall, half of leaseholders are satisfied with the overall service provided, with satisfaction falling 4% points since 2020. A fall in satisfaction was also observed for Cambridge City Council being easy to deal with as well as with Cambridge City Council resolving issues in a timely manner. Looking specifically at the new TSMs, there is large variation with current satisfaction levels, ranging from 24% for your approach to handling complaints to 66% for the building safety. Of most concern is the 30% of leaseholders dissatisfied with the overall service they receive from you. Leaseholders are generally the least satisfied customer group, which is common in research of this type.

Complaints

Across the TSMs dissatisfaction levels range from 16% for satisfaction with the building being safe, up to 64% for your handling of complaints. This means that when things wrong, over half of leaseholders don't think you respond effectively. Understanding how to improve this process is particularly important given a third of leaseholders report making a complaint in the last 12 months, with 14% making a formal complaint. For formal complaints, the key sticking points were reported to be the speed of which complaints are dealt with and the final outcome of the complaint. However, over half of leaseholders were also dissatisfied with the advice given and the level of communication.

Further exploration of these issues 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

Some high levels of neutrality were observed in this area among leaseholders, with over 1 in 4 'sitting on the fence', suggesting more could be done to convince these leaseholders to get involved and to improve service delivery in these areas. Positively, leaseholders were most optimistic about being treated fairly and with respect however less felt that they were kept informed and even fewer were satisfied that their views are listened to and acted upon. This coincides with the perception that Cambridge City Council doesn't publicise improvements made using leaseholders feedback – a statement 51% of leaseholders didn't agree with. Fortunately, 50% of leaseholders said they'd be interested in finding out more about opportunities available for them to get involved. Making use of these contacts will be important in further understanding the issues these leaseholders face and the service they expect from you, whilst making them feel heard and kept informed.

Another method for keeping leaseholders informed is on the new My Cambridge portal, which a quarter of leaseholders report that they use. However, 34% felt it is currently difficult to use. More could be done to increase usage of the portal, with letter and email remaining the key communication preferences. Gaining further understanding of what the issues are for leaseholders when accessing the portal would be beneficial to increasing usage and creating an additional channel of information and engagement, which leaseholders are typically most likely to use.

Communal repairs and maintenance

Overall satisfaction was low for those who had received a communal repair in the last 12 months, at 48% satisfied, and over a third dissatisfied. Breaking this down, there were some high levels of dissatisfaction with the overall quality of the work and repairs being done 'right first time', with more dissatisfied than satisfied for being kept informed throughout the process. Furthermore, only 36% of leaseholders were satisfied with the time taken to complete their most recent repair. There are clearly issues with the communal repairs service for leaseholders. This is particularly important as the communal repairs service is shown to be the strongest driver of overall satisfaction for this tenure group.

When asked about their home and building, half were satisfied that their building is well maintained, whilst two thirds were satisfied that their home is safe. Indicative comparison to 2020 show satisfaction with home safety remains consistent over time.

Satisfaction with neighbourhood and estate services

Overall, fewer than half of leaseholders (44%) are satisfied with you making a positive contribution to their neighbourhood. Handling of anti-social behaviour complaints also appears to be a concern for leaseholders with just 27% expressing satisfaction and 36% being dissatisfied.

Estate services could also be impacting upon satisfaction with the neighbourhood, as satisfaction was relatively low for these services too (with the exception of grass cutting). It is clear that the key priority for leaseholders is having a well maintained and looked after estate, with half of leaseholders feeling this should be a key priority for improving their neighbourhoods.

Appendix A: Questionnaire

Appendix B: Respondent profile

Appendix A: Questionnaire



LEASEHOLDER 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 leaseholder 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/cambridgelease. 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**.

CAMBRIDGE CITY COUNCIL OVERALL

Cambridge City Council have commissioned M·E·L Research to conduct this survey to help us understand leaseholder satisfaction with us overall.

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

Q3 How satisfied or dissatisfied are you that Cambridge City Council 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

Q4 To what extent do you agree or disagree with the following statements about Cambridge City Council? **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
The Council'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
The Council 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
The Council provides good advice and support for paying my service charges	<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 Council publicises improvements made using leaseholder 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 Cambridge City Council? **PLEASE WRITE BELOW**

COMMUNICATION AND ENGAGEMENT

Q6 How satisfied or dissatisfied are you that Cambridge City Council listens to your views and acts upon them? **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

Q7 How satisfied or dissatisfied are you that Cambridge City Council keeps you informed about things that matter to you? **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

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

Strongly agree 1 Disagree 4
 Agree 2 Strongly disagree 5
 Neither agree nor disagree 3 Not applicable/ don't know 6

- Q9** Cambridge City Council provides a number of opportunities for 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 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 leaseholders to access a lot of their housing services directly online e.g. pay your service charge or 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** How do you prefer to receive your customer specific information from Cambridge City Council?
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

- Q13** Have you made a complaint to Cambridge City Council in the last 12 months? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q14** 1 No - **GO TO Q15** 2

- Q14** How satisfied or dissatisfied are you with Cambridge City Council'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

- Q15** Have you made a formal complaint to Cambridge City Council in the last 12 months?
PLEASE TICK ONE BOX ONLY

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

Q16 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

COMMUNAL REPAIRS AND MAINTENANCE

REPAIRS: The Council’s responsive repairs are done in response to a leaseholder’s request. In general, we are responsible for repairing the structural and shared parts of the building you live in. The Council’s in-house team deliver this service, doing about 16,000 repairs per year. We class most requests for repair work as either routine, urgent, or emergency. Examples in communal areas include structural faults to walls, gutters and roofs and damaged stairways.

Q17 Has Cambridge City Council carried out a communal repair to your building in the last 12 months?
PLEASE TICK ONE BOX ONLY

Yes - **GO TO Q18**..... 1 No - **GO TO Q22**..... 2

Q18 How satisfied or dissatisfied are you with the overall communal repairs service from Cambridge City Council 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

Q19 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

Q20 How did you report your last communal repair? **PLEASE TICK ONE BOX ONLY**

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

Q21 Thinking about your last communal 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

Q22 How satisfied or dissatisfied are you that Cambridge City Council provides a building 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

Q23 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Cambridge City Council 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

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 in communal areas include maintaining and replacing the roof, shared doors and windows, and redecorating shared areas.

Q24 Have you had any planned maintenance work carried out in your building in the last 12 months?
PLEASE TICK ONE BOX ONLY

Yes - **GO TO Q25** 1 No - **GO TO Q26** 2

Q25 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

Q26 How could the repairs and maintenance service be improved? **PLEASE WRITE BELOW**

YOUR NEIGHBOURHOOD & ESTATE SERVICES

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

Q27 How satisfied or dissatisfied are you that Cambridge City Council 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 |

Q28 How satisfied or dissatisfied are you with Cambridge City Council'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 |

Q29 Do you live in a building with communal areas, either inside or outside, that Cambridge City Council is responsible for maintaining? **PLEASE TICK ONE BOX ONLY**

- | | | | |
|------------------------------|----------------------------|-----------------------------|----------------------------|
| Yes - GO TO Q30 | <input type="checkbox"/> 1 | No - GO TO Q32 | <input type="checkbox"/> 2 |
|------------------------------|----------------------------|-----------------------------|----------------------------|

Q30 How satisfied or dissatisfied are you that Cambridge City Council 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 | | |

Q31 How satisfied or dissatisfied are you with the following estate services provided by Cambridge City Council? **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

Q32 Which **three** of the following improvements to your neighbourhood would you consider to be your first, second and third priorities? **PLEASE TICK ONE BOX FOR EACH COLUMN ONLY**

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

ABOUT YOU

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

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

Q34 Are you or any household members' day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? **PLEASE TICK ONE BOX ONLY**

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

Q35 How would you describe your ethnicity? **PLEASE TICK ONE BOX ONLY**

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

Cambridge City Council would like to ensure it has up-to-date information for leaseholders. 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

Age	Count	%
Under 40	46	21%
40 - 49	50	23%
50 - 59	40	19%
60 - 69	35	16%
70+	45	21%

Health Problem	Count	%
Yes (limited a lot/a little)	35	17%
No	174	83%

Ethnicity	Count	%
White leaseholders	181	88%
Minority ethnic leaseholders	24	12%

Resident vs. sub-let	Count	%
Resident leaseholder	146	65%
Sub-let property	78	35%

