



Cambridge City Council TSM Survey

2024 Report

May 2024

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Cambridge City Council is a social landlord with 7,449 households, including general needs and sheltered properties (Low-Cost Rental Accommodation, LCRA) and shared ownership properties (Low-Cost Home Ownership, LCHO).

In 2023/24, Acuity was commissioned to undertake independent perception surveys of their tenants across three years (2023/24, 2024/25 & 2025/26) to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and are due to be reported for the first-time later in 2024.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from one decimal place to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.

Introduction

The aim of this survey is to provide data on tenants' and residents' satisfaction, which will allow Cambridge City Council to:

- Provide information on tenants' perceptions of current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (where appropriate)
- Report to the Regulator and publish the results to tenants and residents.

The surveys were undertaken throughout February and March 2024 using a census approach, whereby all tenants and residents were invited to participate. Firstly, all tenants and residents with an email address were sent an online survey by email. This was followed by a full postal survey (including covering letter, questionnaire and reply-paid envelope) to all non-respondents. A full reminder mailout was sent at the beginning of March to 1,000 non-respondents which targeted underrepresented groups/residents. The final stage of the survey was a telephone booster to 200 non-respondents which was used to balance the representativeness of the survey response through the application of quotas to the sampling frame (on tenancy type, ward and age). Incentives were used (3x £100 shopping vouchers) to help maximise participation.

By the close of the fieldwork, 1,886 responses were achieved, which included 1,861 LCRA households (1,697 general needs, 164 sheltered housing) and 25 LCHO households (shared owners).

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with between 2,500 and 9,999 properties achieve a sampling error of at least $\pm 4\%$ (plus or minus 4%) at the 95% confidence level. With 1,861 LCRA responses, this is high enough to conclude that the findings are accurate to within $\pm 1.96\%$, which is well within the required margin of error and gives a robust sample. As Cambridge City Council has fewer than 1,000 LCHO properties, these responses are not required to be submitted to the Regulator. However, with 25 responses this gives a margin of error of $\pm 16.43\%$.

Following the survey period, the LCRA response was checked for representativeness, and it was found that younger tenants were slightly underrepresented and older tenants overrepresented in the response. Therefore, the LCRA results have been weighted on age to reflect this.

This report explores the results from the 2023/24 surveys, which includes additional analysis of satisfaction by various subgroups (including age, ward, response method). Benchmarking information has also been included, which will allow the Council to see where satisfaction sits in relation to other Acuity clients.

The survey is confidential, and the results were sent back to Cambridge City Council anonymised unless tenants gave their permission to be identified – 78% of general needs tenants, 72% of sheltered tenants and 78% of shared owners did give permission to share their name and approximately nine out of ten of these are happy for Cambridge City Council to contact them to discuss any issues they raised within the survey.



67%

Overall Satisfaction

The following figures look at LCRA satisfaction only. LCHO satisfaction will be explored separately in *Appendix 1*.

In 2023/24, 67% of tenants are satisfied with the overall service provided by Cambridge City Council. There are even higher levels of satisfaction for repairs in the last 12 months (74%), and the time taken to handle the last repair (71%).

However, there are some areas where improvements can be made, such as how Cambridge City Council deals with anti-social behaviour (48%) and the handling of complaints (29%). Although these two aspects of service are often among the lowest-performing metrics for social landlords.

As will be shown throughout this report, satisfaction has increased for most of the measures since the previous survey for general needs tenants.

Key Metrics Summary 2024



64% Well maintained home



48% Anti-social behaviour



67% Safe home



66% Easy to deal with



54% Easy & affordable to heat



52% Listens & Acts



74% Repairs - Last 12 months



64% Keeps you informed



71% Time taken - Last repair



66% Treats fairly & with respect



62% Repairs - Overall satisfaction



60% Communal areas clean & well maintained



29% Complaints handling



56% Positive contribution to neighbourhood

National Context

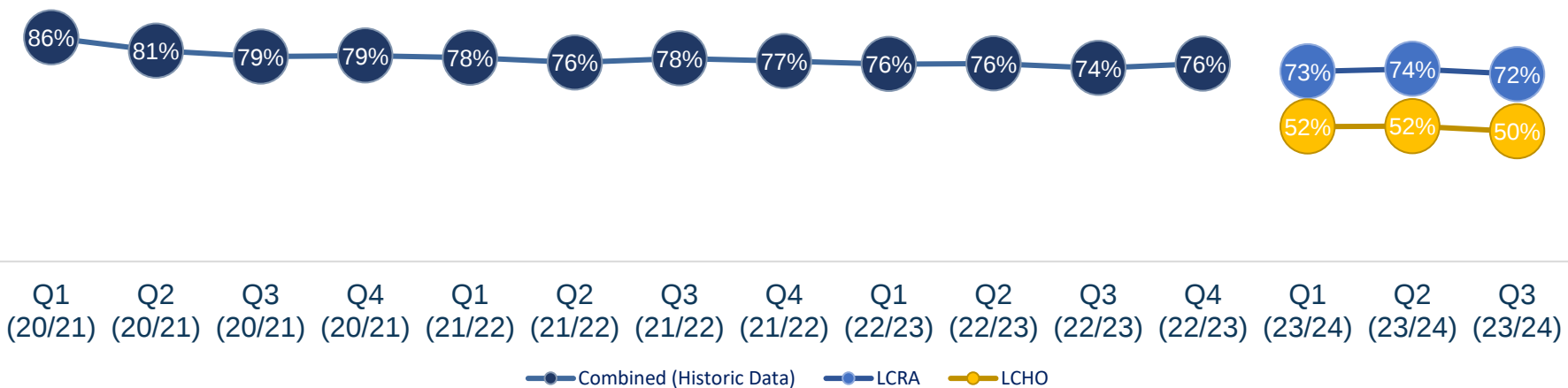
When considering the results, it is important that the national context and external factors are also taken into account. For example:

- Cost of Living Crisis
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

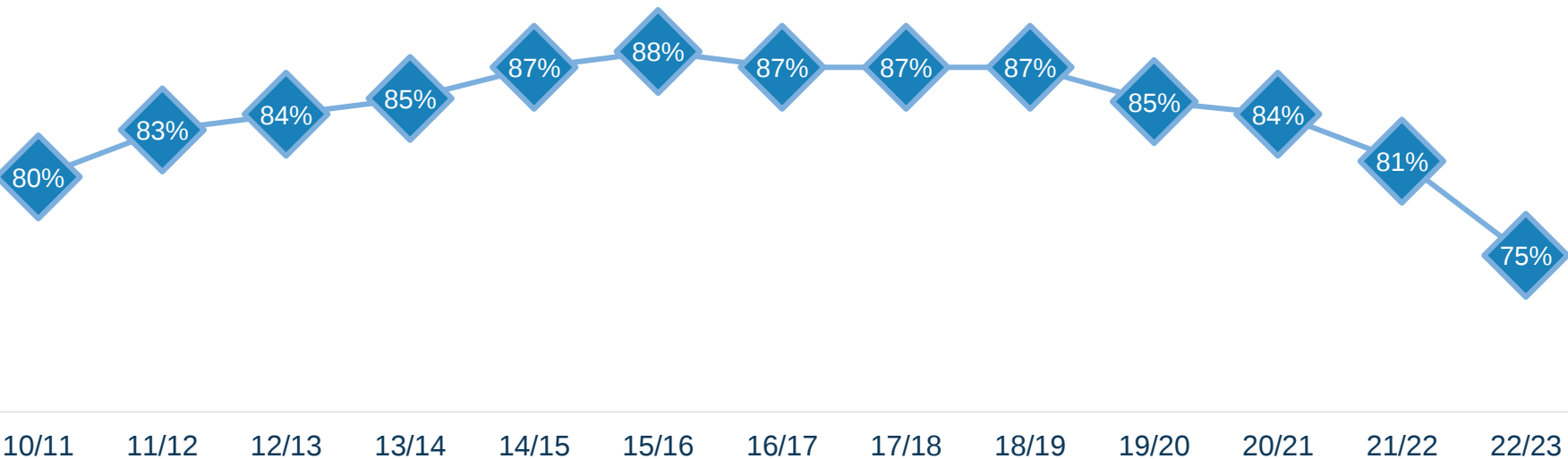
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity’s clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members with a peak in 2015/16 and a slow decline since, this starting even before the disruption caused by the pandemic.

Satisfaction with the services provided (Acuity Clients)



Satisfaction with services provided (NHF/Housemark median - general needs)



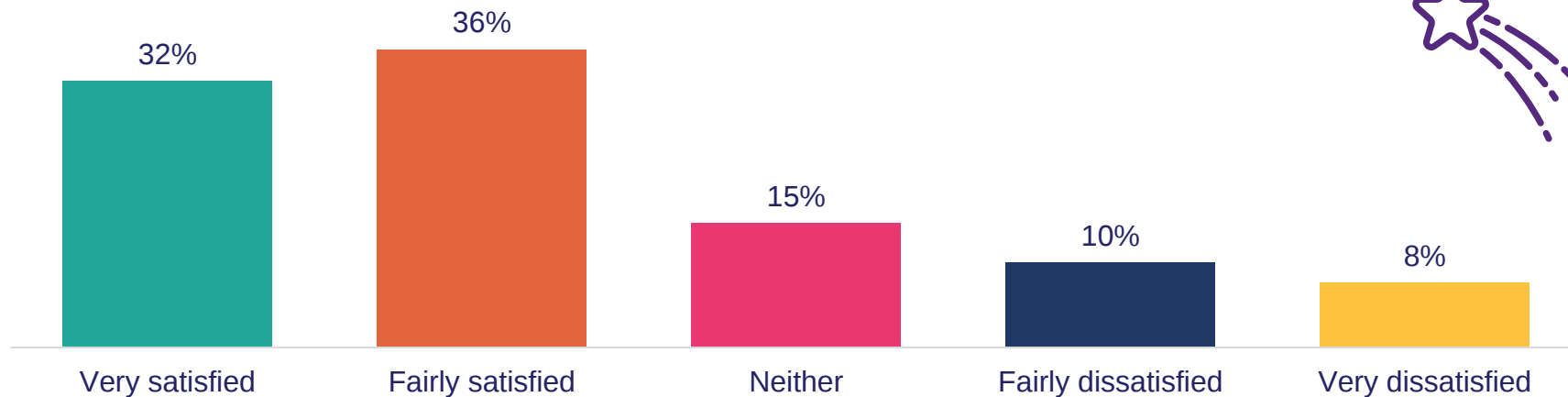


Overall Satisfaction





Overall Satisfaction



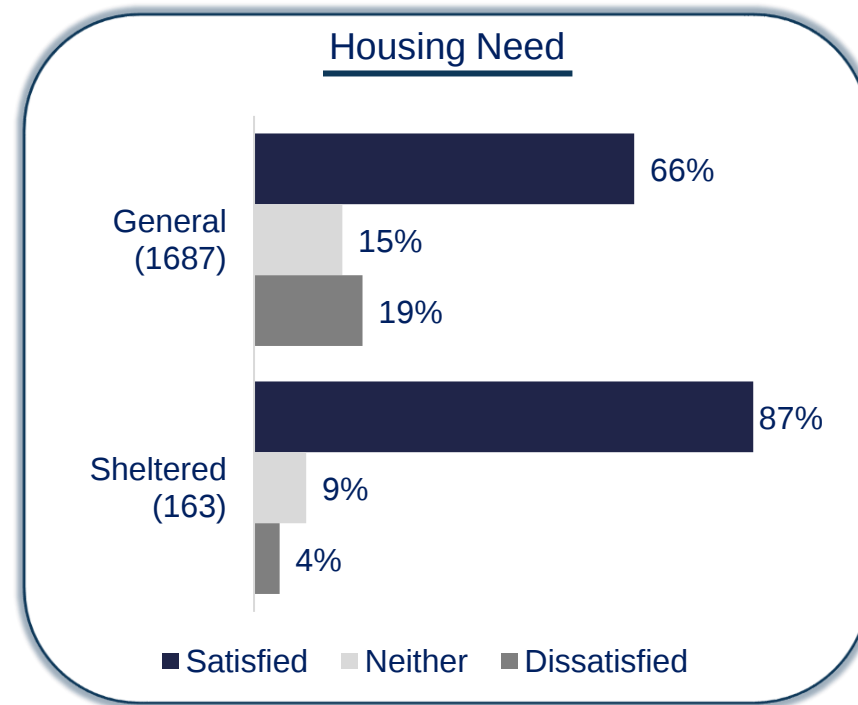
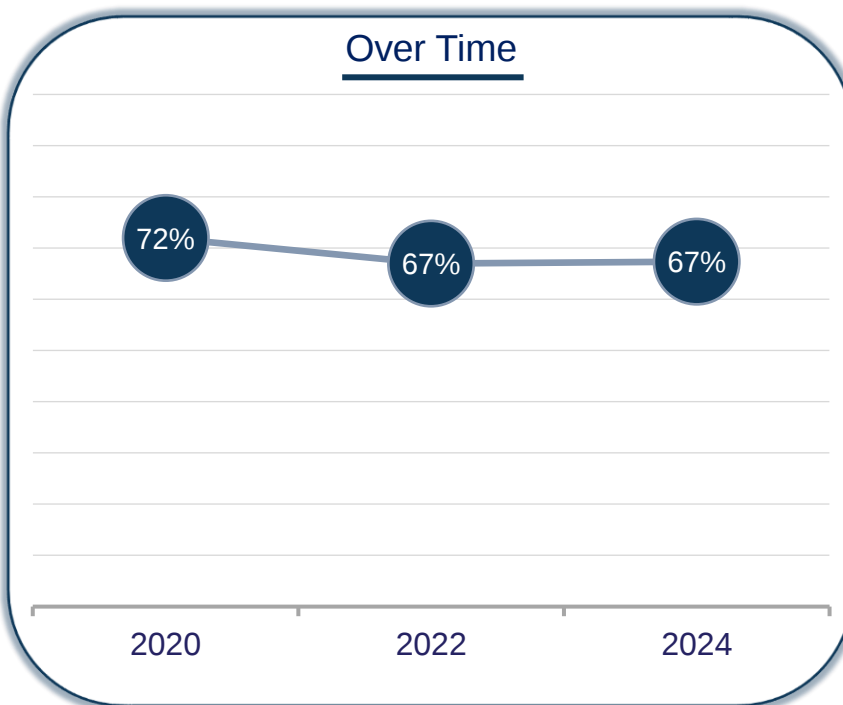
Firstly, tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cambridge City Council?” This is the key metric in any tenant perception survey.

Two thirds of tenants are satisfied (67%), although fewer are very satisfied (32%) than fairly satisfied (36%); ideally this should be the other way around. However, 18% of tenants are dissatisfied, with the remaining 15% neither satisfied nor dissatisfied.

Satisfaction can also be compared against previous surveys conducted in 2022 and 2020 on comparable measures. However, it should be noted that satisfaction in these years includes general needs tenants only.

Compared with the previous survey in 2022, overall satisfaction has remained stable. With satisfaction falling for many other landlords in this period due to various external factors that have impacted how landlords operate, this is positive for the Council.

As is commonly found, satisfaction among sheltered tenants (87%) is much greater than for general needs tenants (66%).





Keeping Properties in Good Repair



More tenants are satisfied that their homes are safe (67%) than well maintained (64%), which is common in surveys of this kind.

Just over half of LCRA respondents (55%) reported that they lived in a building with communal areas, either inside or outside, that the Council is responsible for maintain. Of these, six out of ten are satisfied with the way Cambridge City Council deals with the cleaning and maintenance of communal areas (60%). Furthermore, over half the tenants feel that their home is easy and affordable to heat (54%).

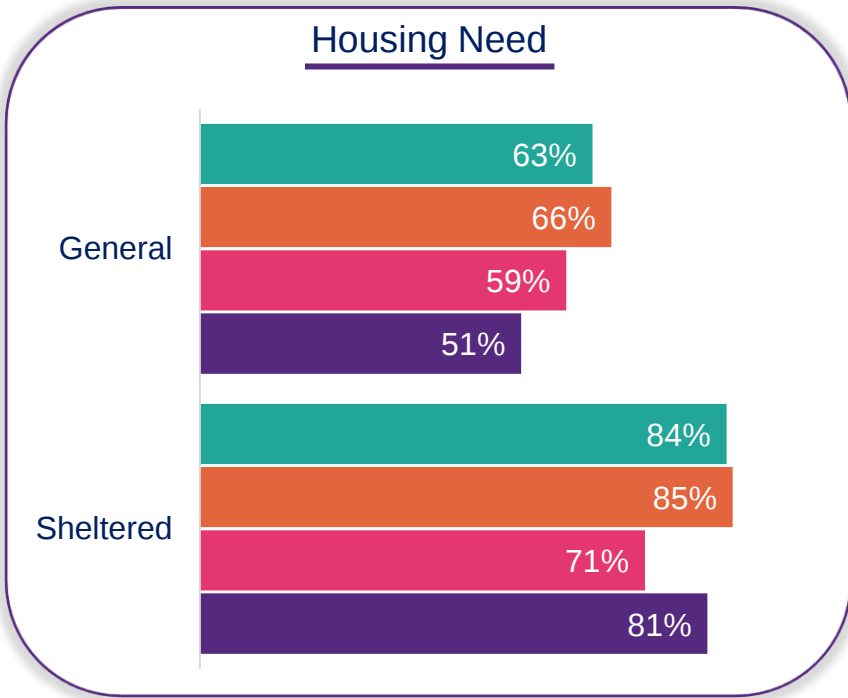
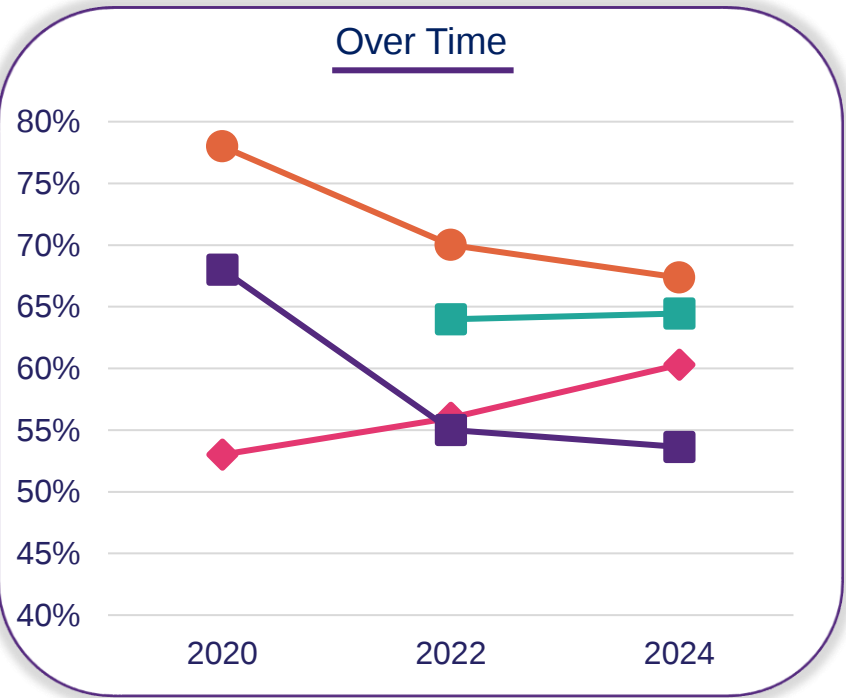
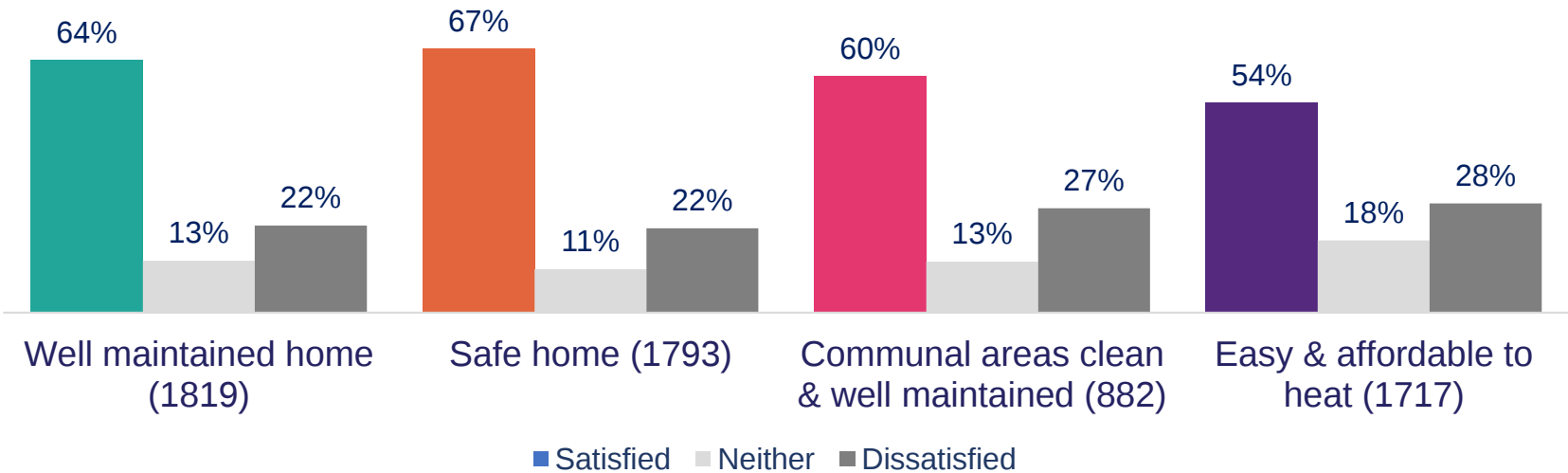
Satisfaction that the home is well maintained has remained stable since the last survey in 2022 (64%), which again should be reassuring for the Council. However, satisfaction with the safety of the home has dropped by 4% for general needs tenants since the last survey in 2022 (70%).

It is tenants in sheltered housing who are the most satisfied that their homes are well maintained (84%), and with the Council providing a safe home (85%).

Sheltered housing tenants are also happier with their communal areas being clean and well maintained (71%) and their home being easy and affordable to heat (81%).



The Home & Communal Areas



Comments – Home or Communal Areas

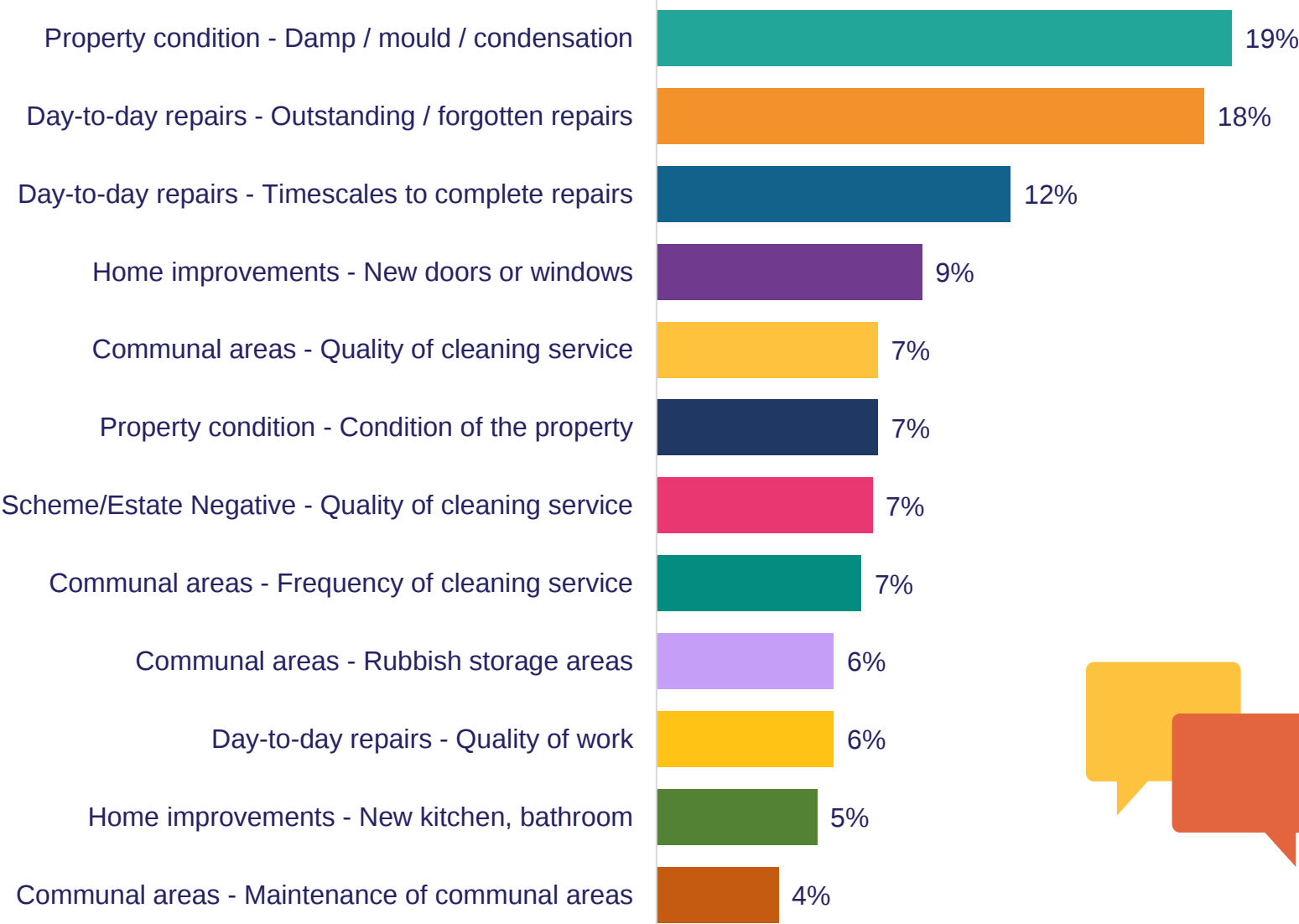
Tenants who are not satisfied with their homes and/or communal areas were asked to explain why and what could be done to improve this; 556 tenants gave comments.

Problems with damp, condensation or mould in tenants' homes attracted the most comments (19%). Naturally, it is critical that these issues are dealt with as a matter of urgency to ensure that the health of tenants is not affected, and the condition of properties does not deteriorate any further.

A significant number of tenants also have concerns about outstanding or forgotten repairs (18%), while others commented upon timescales to complete repairs (12%).

Only a few tenants made comments around the communal areas and grounds maintenance, including problems with the clearance of rubbish and how the communal areas are maintained (4%).

To provide further insight into tenants' concerns, some of the comments received are shown in full on the following page.



Number of respondents: 556

Home or Communal Areas – Comments

Property condition – External maintenance	Day-to-day repairs	Property condition – Damp & mould	Communal area maintenance
<i>“When reporting issues such as damp, mould, cold due to no wall insulation and works I’m unable to undertake myself, any excuse is used by Cambridge Council not to act upon it. I’ve even been left to deal with asbestos myself. It’s not right that I should have to pay for major works (nor can I afford to!) for a property that is not mine and I’m only renting. I think insulation would help the property I’m in, my gas and electric cost is through the roof and the house is freezing downstairs with mould and condensation in each room.”</i> <i>“Terrible maintenance. Always dirty and smell from the bins. Council ignores these areas. They need to be improved. Floor are dirty, walls are dirty. In urgent need for painting and refresh the whole area.”</i> <i>“Items belonging to other tenants, e.g. plants (potted) - are preventing proper use of communal areas.”</i>	<i>“Lots of things broken/not working properly wait for people to come fix nobody turns up happened few times now.”</i> <i>“The house is so cold and expensive to heat. Frequent damp despite ventilation de-humidifier.”</i> <i>“Doing repairs when needed instead of taking years to replace mouldy front door. Also, repairs done in bathroom are of an awful standard and done hurried so look horrible.”</i> <i>“As an occupier of a 1960s terraced house the council seem happy to let older properties such as mine fall into a state of disrepair. To get any repair done on my property it is not unusual to have to make a formal complaint and these usually end up with the initial complaint being escalated. A lot of the planned repairs are botch jobs with awful contractors...”</i>	<i>“Damp in bedroom Have reported many times.”</i> <i>‘Bad windows. New back door. Very and mould. Rust on bath. Roof above front door needs to be replaced, was told a year ago this would be done.”</i> <i>“The property is so damp and mouldy nothing gets done about its doors still have Asbestos.”</i> <i>“Ongoing problem with mould that we treat but it returns without fail. Areas that are affected are increasing. I’m asthmatic so it’s not ideal.”</i> <i>“I’ve had the same kitchen for over 20+ years and black mould - a serious charge is robbed from me, and I don’t know what it’s for?”</i> <i>“Have so much damp on walls could grow mushrooms every time you try to do something it just makes it worse the plaster has now come off walls the place is not fit to live in.”</i>	<i>“Chest drawers, an occasional mattress, Childrens toys, hoovers, broken chairs etc., are for some reason left juts left by the bins for days. there would have been left by people not living here!!”</i> <i>“ Constant drug use in the communal area. Drug dealers and homeless people using the communal staircase.”</i> <i>“ The property is damp biggish left in outside alleys is left despite being reported so there is a rodent problem.”</i> <i>“Shared garden with neighbours, problems with local pets in them.”</i> <i>“When the Cambridge city council provide work on staircase and balcony to enter the house, the constructions didn’t make drain for extra water to go to drain. So, when its rain we have poodles of rainwater in front of doors and ice when temperatures fall under 0. The staircase is also very slippery, and for some people who how problem with knees is that big problem.”</i>

Six out of ten tenants stated they had a repair carried out to their home in the last 12 months (60%). Of these tenants, 74% are satisfied with the overall repairs service during this period. However, slightly fewer are satisfied with the time taken to complete their most recent repair (71%), with 19% dissatisfied.

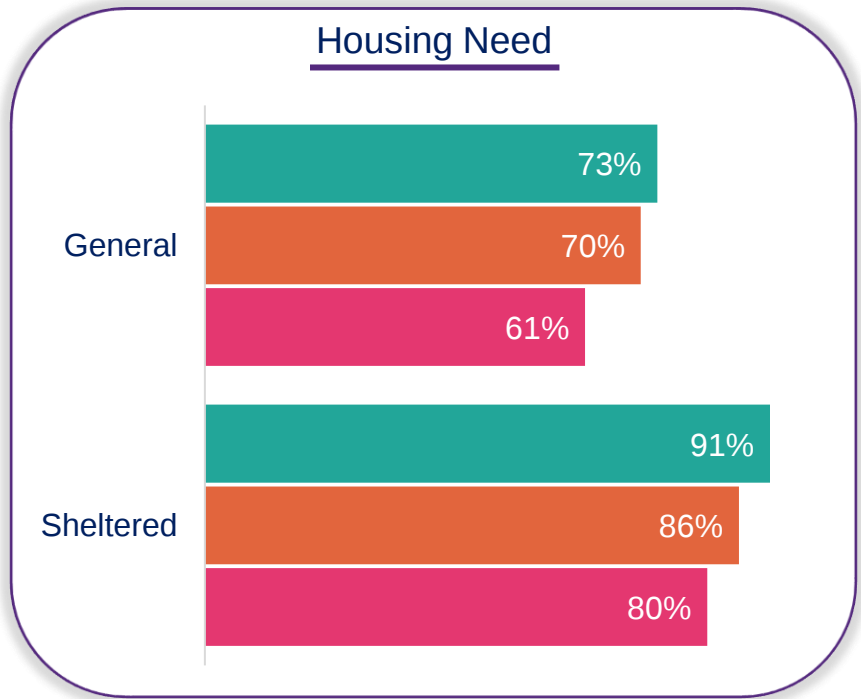
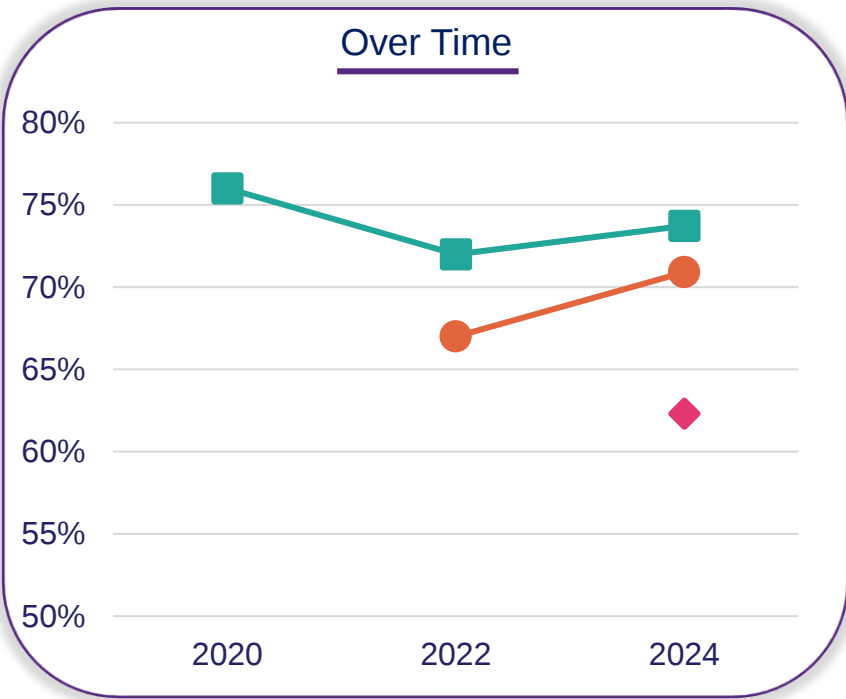
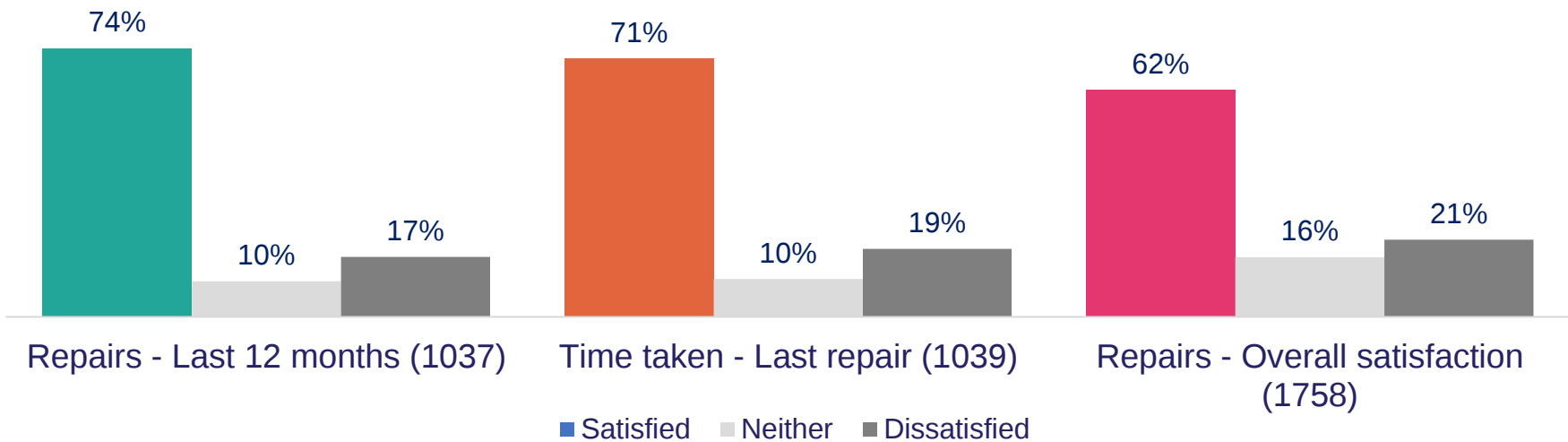
Over six out of ten tenants are satisfied with the way Cambridge City Council deals with repairs and maintenance generally (62%) – which was asked of all tenants regardless of whether they had a repair carried out in the last 12 months.

Satisfaction with the last repair, among tenants who had a repair in the last 12 months, has improved since the last survey in 2022 by 3% for general needs tenants (from 72%), although that satisfaction measure is a 4% drop from the survey in 2020.

It is, again, tenants in sheltered housing who are the most satisfied with the repairs service overall (80%), with those in sheltered housing also the most satisfied with the time taken for the last repair (86%).



Repairs & Maintenance



Tenants who are not satisfied with the repairs and maintenance service were asked to provide more information and what could be improved, and 464 tenants gave comments.

Tenants most frequently refer to the timescale to complete repairs (38%) and outstanding or forgotten repairs (36%). These are also common areas of concern for other social landlords, which is partly due to landlords being faced with issues around increased costs and shortages of labour and materials.

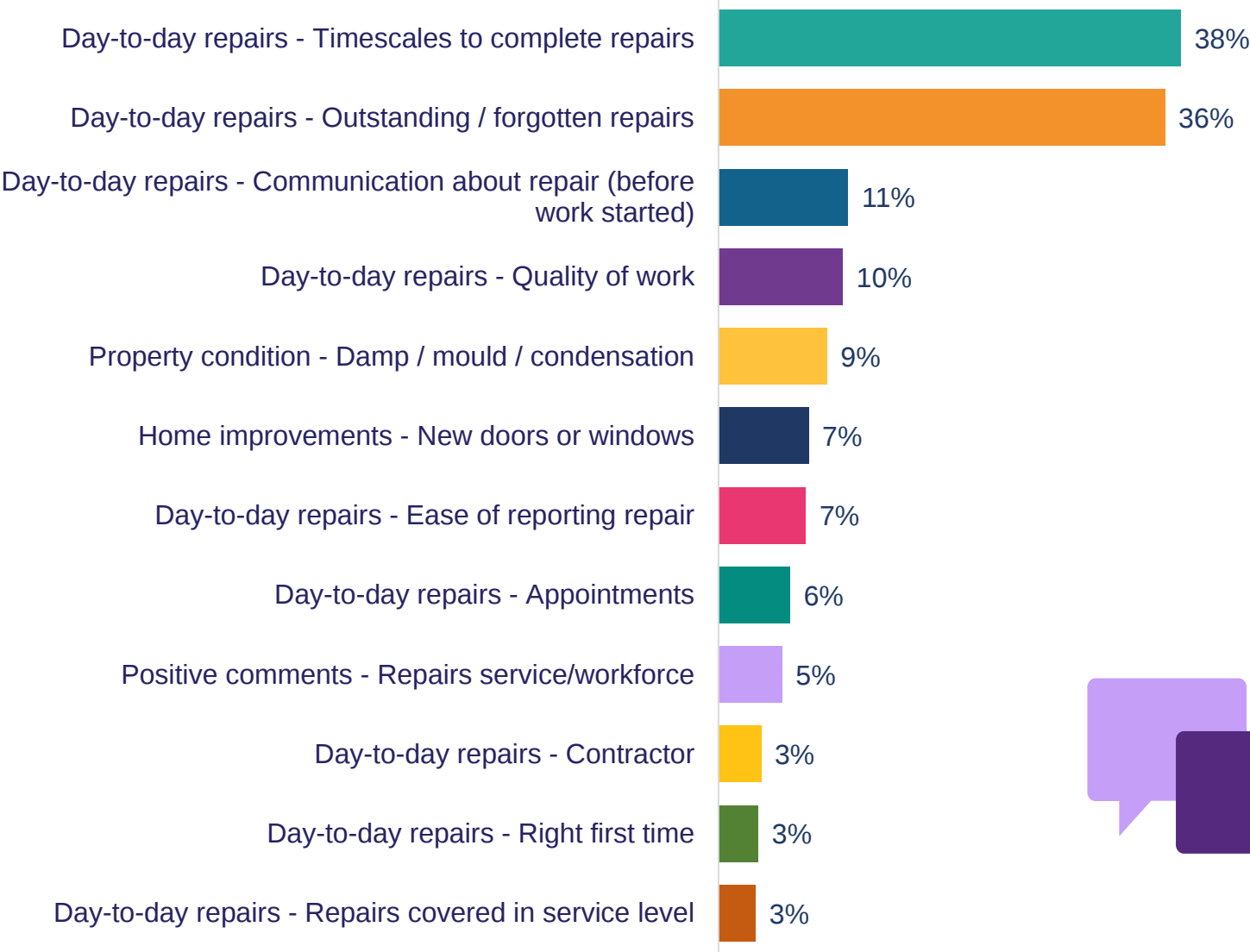
In addition, expectations about times to complete work can be high and difficult to match. We now live in a society where items can be ordered and delivered the next day, but it is virtually impossible to operate a repairs service on this basis.

Therefore, it is vital that Cambridge City Council keeps tenants clearly informed about repair schedules and how long they can expect to wait, with updates if this changes.

Tenants also commented upon the communication about repairs before the work started (11%) so this should be an area of focus.



Comments – Repairs & Maintenance



Repairs & Maintenance – Comments

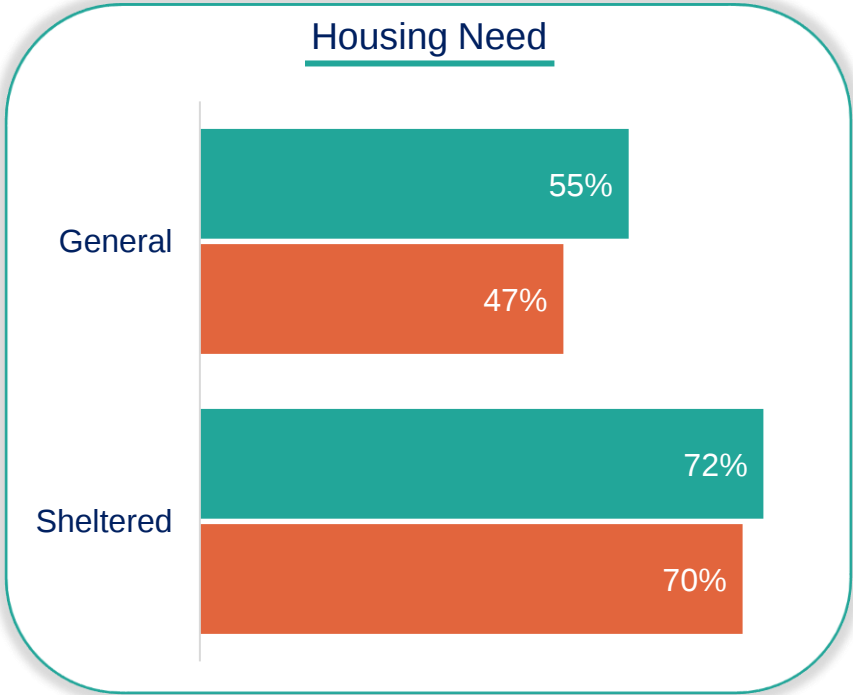
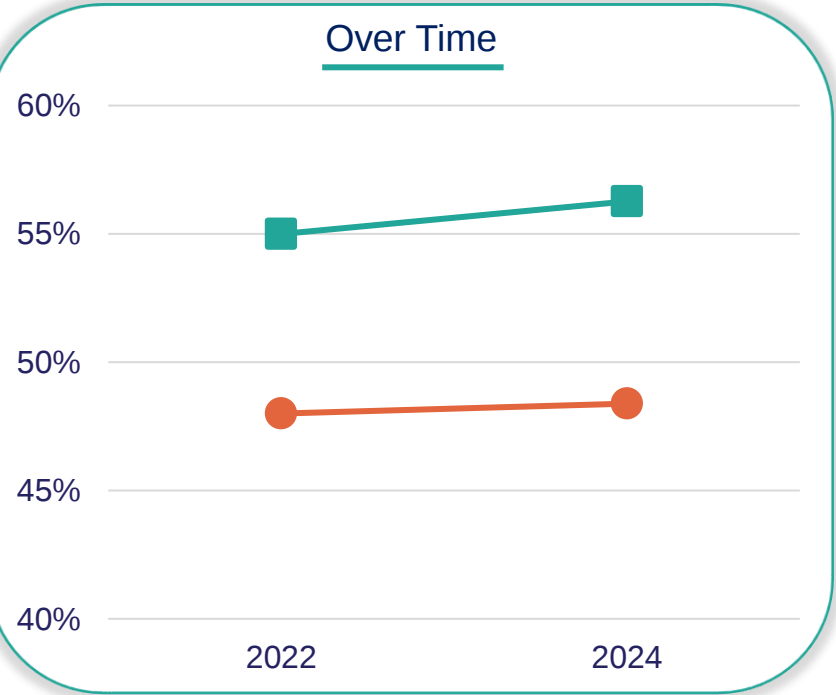
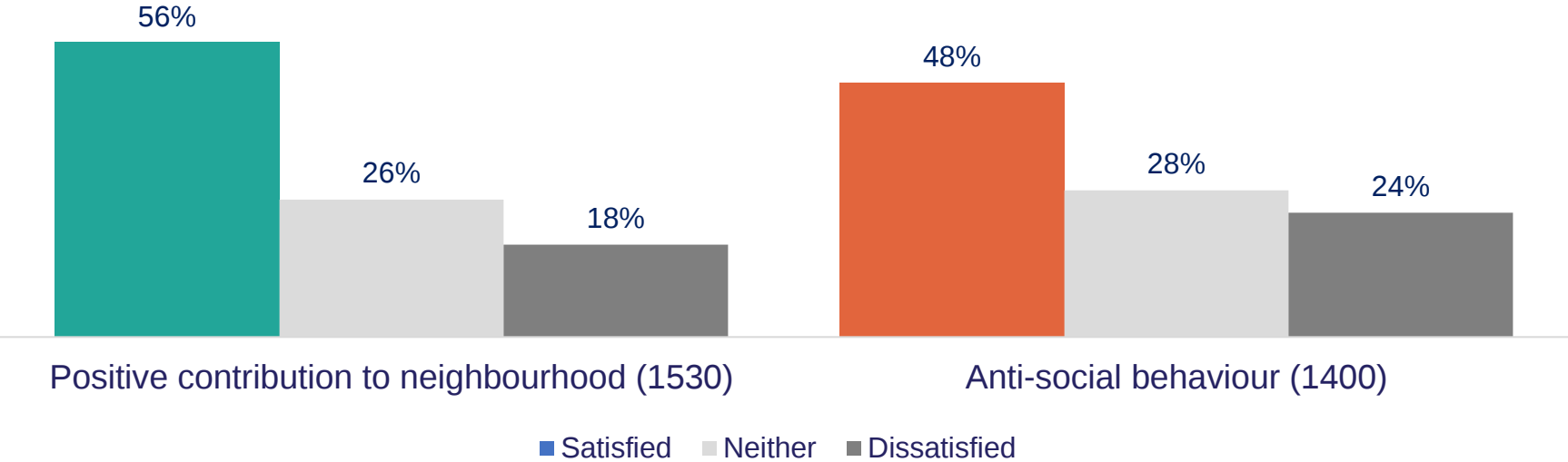
Repairs - Communication	Maintenance - Insulation	Maintenance – Damp & mould	Maintenance - Renewals
<i>"Had a chap from CCC out to inspect our rotten shed door and crumbling fence three months ago , not heard anything since."</i> <i>"Appointments are pre-made, it is very difficult to rearrange appointments especially for those of us who are working. A reminder letter with access to online booking system would be amazing for those of us working. So we could arrange appointments around work."</i> <i>"More human contact for those who struggle with modern tech e.g. computers ,mobile phones etc'."</i> <i>"Still waiting for repairs been months."</i> <i>"Very long wait times after things have been reported. Fence and windows."</i> <i>"The work is still not complete no one has been back to finish it."</i> <i>"The time frame. We had a repair carried out which left a leak in our bathroom and it took 3 days for them to come repair it."</i>	<i>"My outside light went took ages + chased it up and they were at the wrong address' 'I think the repairs service is great. Although its taken a little longer to get an appointment over the last 12 months, I really appreciate the commitment of the repair men/council to repair/upgrade elements of existing fixtures where possible rather than replacing causing unnecessary environmental waste and they did a brilliant job fixing my cistern and tackling the damp that had come through my kitchen wall and the damage that caused. The reason I wrote fairly dissatisfied is purely due to the fact that my home and countless others whose walls are only one brick thick still haven't had the exterior insulation added. I feel that this is an extremely important process that perhaps could be accelerated. During these times where the cost of living is so high, and we're all doing our best to be more mindful and reduce our consumption of fossil fuels, it would be hugely helpful to so many to live in sufficiently insulated homes."</i>	<i>"Mould got worse after they treated it. They told me there is a problem. I have a newborn baby in the house and my daughter is sleeping in the front room as the mould is bad in her room. 7 weeks later still waiting for them to do something."</i> <i>"They have treated the mould, but it comes back straight away."</i> <i>"Where do I start? I had damp in several places. A surveyor came out and said it was okay and the mould now is even worse , I had an electric testing done. They took all my lights down and put single pendants up with no lightbulbs all to be told. There was no need to do that,"</i> <i>"Just re-occurring mould problems. Gardening, I have a bush outside my window, and it would be nice if they can cut it. It's a bush in communal so I can't cut it. And also, I can have some light in my living room."</i> <i>"Provided with new fan, isn't helping much in the bathroom Black mould windows open daily."</i>	<i>"I've needed a new front door for years; all the council does is repair."</i> <i>"To do them instead of insisting it will be put on a list of works that could be up to 10 years wait. I might be dead before I see the repair done! Also, some guys came out last year as part of a programme of works and painted my bay window despite me telling them someone was coming from council to plaster up the hole where window edging was. They insisted they had to do the painting, so they did it and then a few weeks later someone else came out from council and messily plastered over half the paint job. Just ridiculous lack of communication and waste of time and money."</i> <i>"Need a new bathroom suite but no scheduled."</i>



Responsible Neighbourhood Management



Responsible Neighbourhood Management



There is a marginal increase in satisfaction for the positive contribution Cambridge City Council makes to neighbourhoods (56%) since the previous survey; up just 1%.

As is often found, this measure often draws a higher number of tenants who are neither satisfied nor dissatisfied (26%). This may partly be due to a lack of visibility and awareness; maybe Cambridge City Council could do more to communicate and promote the impact it has in the area.

Just under half of the respondents are satisfied with how the Council handles anti-social behaviour (48%). Although, again, a significant number of tenants gave a neutral response (28%).

Tenants in sheltered housing are the most satisfied with the contribution to their neighbourhood (72%), and also with handling of anti-social behaviour (70%).





Respectful & Helpful Engagement



Two thirds of tenants find Cambridge City Council easy to deal with (66%), are satisfied that they are kept informed about things that matter to them (64%) and agree that they are treated fairly and with respect (66%).

Satisfaction has increased since 2022 for how tenants are kept informed. However, satisfaction has decreased for being easy to deal with.

Around half the tenants are satisfied that Cambridge City Council listens to their views and acts upon them (52%), which is often among the lowest performing metrics in surveys of this type.

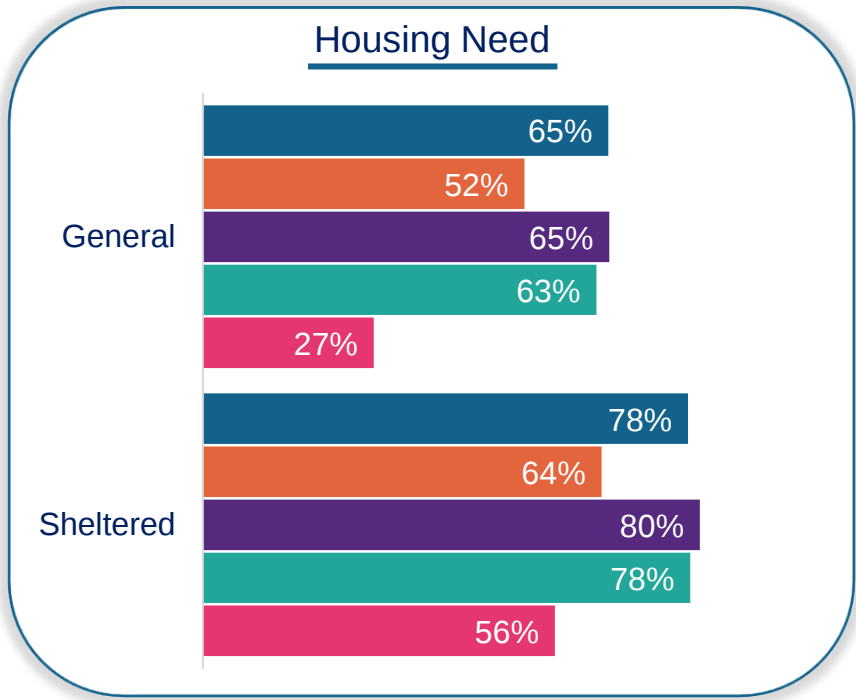
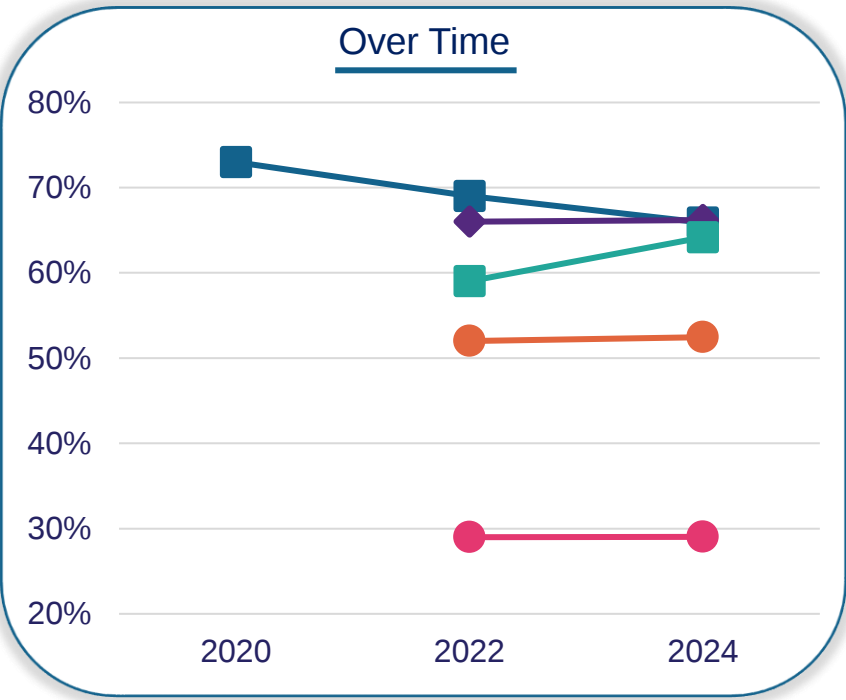
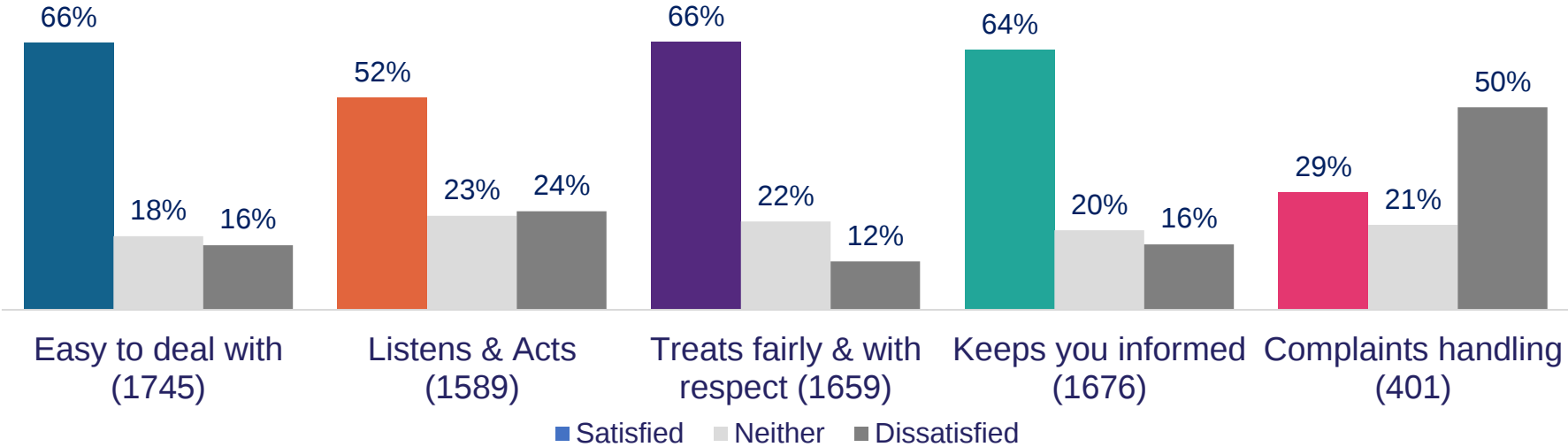
Satisfaction with these metrics can be influenced by a range of interactions tenants have with their landlords, including the handling of repairs and anti-social behaviour.

A quarter of tenants (25%) said they had made a complaint to the Council in the last 12 months, although it is not clear how many of these are genuine complaints following a failure of service, or service requests yet to be fully actioned. Nevertheless, just 29% are satisfied with the handling of these complaints with more (50%) dissatisfied.

Again, sheltered tenants are more satisfied than their general needs counterparts on all metrics.



Respectful & Helpful Engagement



Tenants who stated that they are not satisfied with customer service and communications, were asked to provide more information and what Cambridge City Council could improve and 376 tenants made comments.

There is no standout issue, with tenants mentioning a range of service areas.

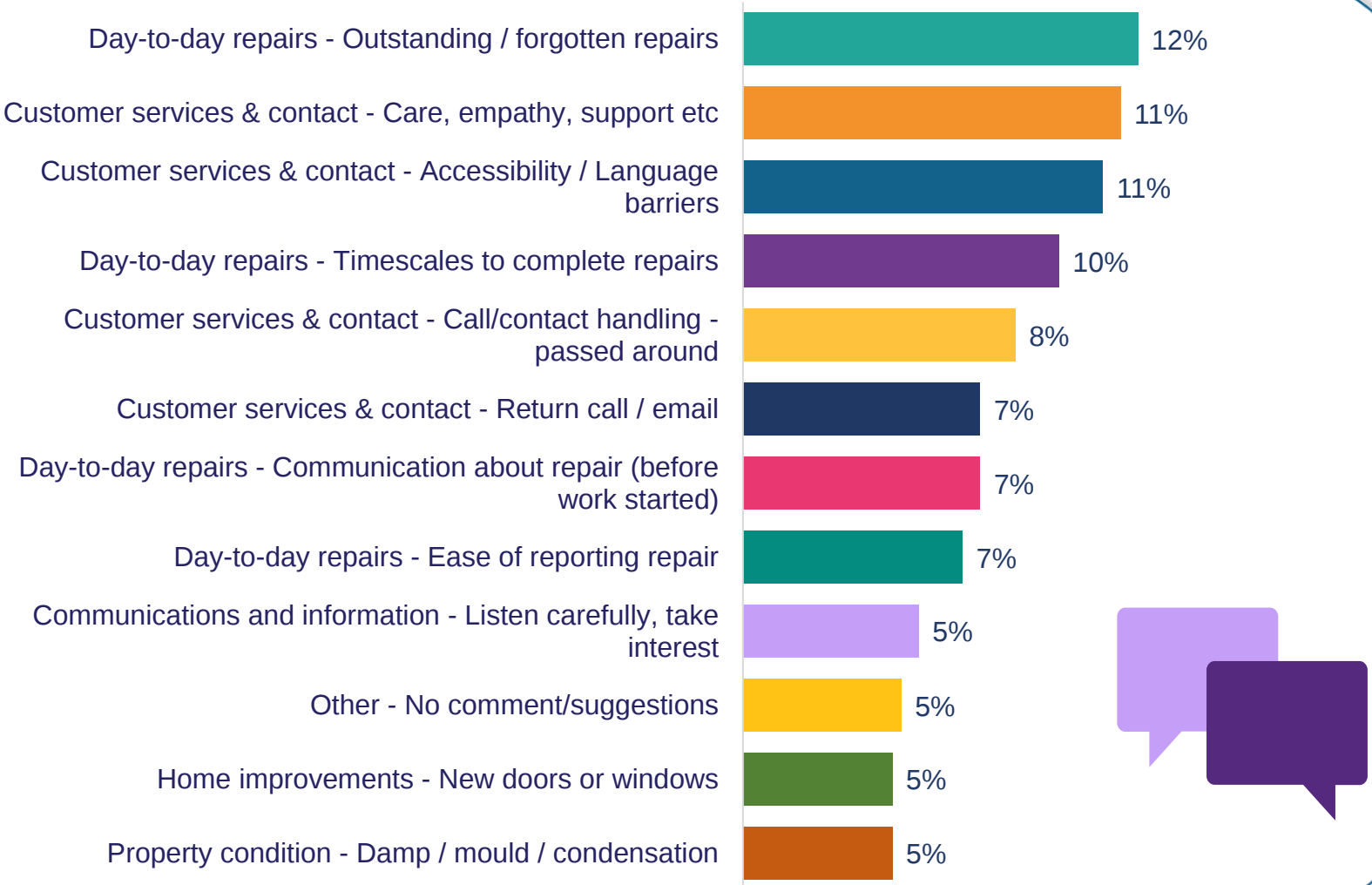
Tenants once again commented upon the repairs service, including outstanding or forgotten repairs (12%) and also commented on care and empathy of customer services (11%). This demonstrates that the repairs service can impact how satisfied tenants are with several measures, especially when they are not getting a response. Generally, the repairs service is the most common reason for tenant-landlord interaction and therefore, the basis on which tenants judge customer service and contact.

Other tenants mentioned accessibility and language barriers (11%). While a small but significant number mentioned damp and mould (5%)

This does suggest that any dissatisfaction mostly stems from tenants having issues that have not been resolved, rather than customer service concerns, such as the attitude of staff.



Comments – Customer Service & Communications



Number of respondents: 376

Customer Service & Communications – Comments

Communications & information– Repairs	Customer service & contact – Accessibility	Customer service & contact – Response times	Other matters
<i>“Keep getting told something needs doing and still waiting. Was told I needed a bathroom fan 9 times in 16 years and still waiting. Mould getting worse been told for years this would be sorted.”</i> <i>“All my windows have pipped nothing new/upgraded since 2004 - still have an open repair job from 2 years ago - prompt glazing.”</i> <i>“Get council out to do bedroom light repair. No internet access at home so went to CSC, helpful staff got new blue bin, 2 week wait list for repair.”</i> <i>“Over the years I had bad experiences in many areas but mostly I had problem with chimney not being covered and water was going through resulted in damp and mould on walls. This /mould/ has not been resolved.”</i> <i>“On reporting a problem on the property, it depends on the type of fault, lights quite good and prompt, rainwater tanks are obviously not a priority.”</i>	<i>“Often the only way I can reach my landlord is through online forms, some of which require an account with a password. I can cope with this, but older, less computer-savvy tenants (such as my 80-year-old neighbour) are either left out of the process altogether or have to call on people like me to be their go-betweens.”</i> <i>“If there is a problem and I need to get in touch about something this is often the occasion when I need to speak to someone rather than be directed to the website or be asked to download an app. Please do not make services impersonal as a way of saving money or cutting jobs. The automated telephone service has twice this year malfunctioned making it impossible to speak to a member of staff and automatically cuts me off. Whilst there is the option to email this is often not practical for personal or delicate matters.”</i> <i>“Never listen even when you keep sending them emails.”</i>	<i>“Answer the phone and letters in a reasonable time and not pretend letters lost in the post when delivered to the Mandela house.”</i> <i>“Nobody replies to your queries.”</i> <i>“like getting blood from a stone don’t get anywhere just say they will ring back but never do.”</i> <i>“If I email a repair its ignored. Hanging on the phone for ages or them always on training.”</i> <i>“[They] say they will put a job through, but you don’t hear anything.”</i> <i>“Sometimes I have to call several times before action is taken, after being passed to several people and having to repeat what am reporting.”</i> <i>‘Staff are polite, etc., on the phone, but nothing is actually completed.’</i>	<i>“Listen to us take notice of what we are saying.”</i> <i>“Views are ignored as I’ve previously explained in other sections. When reporting a repair, I’ve had rudeness from a staff member and just generally trying to get someone from Cambridge City Council to act on anything, seems impossible at times.”</i> <i>“In denial that anything is wrong when evidence is quite clear that there is.”</i> <i>“It was not okay that they closed the local housing office on Arbury Road without any consultation with its tenants. It is also not acceptable that you can only visit the customer service centre in town when you have an appointment, and they only deal with a limited amount of things. I personally hate the open-door magazine that they send out every three months. It’s all very self-congratulatory and verges on the downright patronising at times. (Perhaps the council needs to spend less time and money on this rubbish and focus on getting the basics right).”</i>



Recommending & Improvements





Recommending Cambridge City Council

Tenants were asked, “How likely would you be to recommend Cambridge City Council to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?”

41% of tenants are promoters, very loyal and happy to promote Cambridge City Council to other people, with 28% giving a score of 10 out of 10.

A quarter of tenants are currently passive, these are tenants scoring 7 or 8 so satisfied with their services but not enthusiastic enough to be promoters and could be persuaded either way (26%). However, 33% are detractors, and likely to have negative views about Cambridge City Council.

Some 16% of tenants gave a score of 8 out of 10 – this is an important group as these tenants are close to being promoters. The Net Promoter Score (promoters minus detractors) is +9.

Tenants in sheltered housing are more likely to be promoters (57%) than general needs housing (40%); the Net Promoter Scores being 41 and 6 respectively.

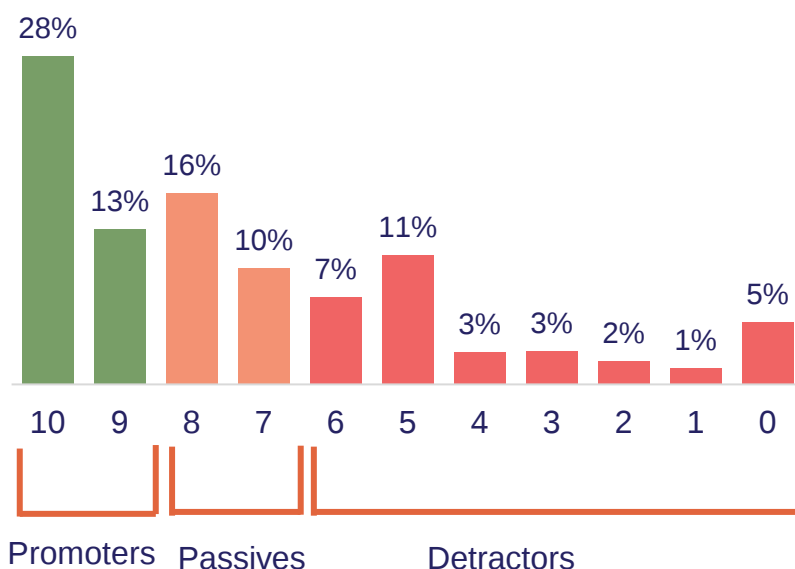
9
NPS

41%
Promoters

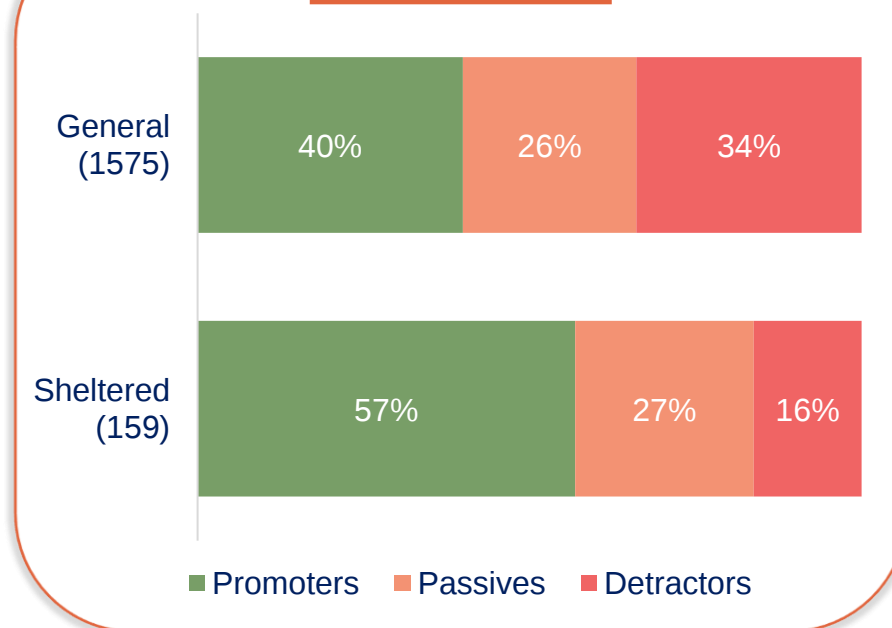
26%
Passives

33%
Detractors

How likely would you be to recommend Cambridge City Council to other people?



Housing Need



Improvement Suggestions

Tenants were asked what one thing could Cambridge City Council improve, and 1,024 tenants gave comments.

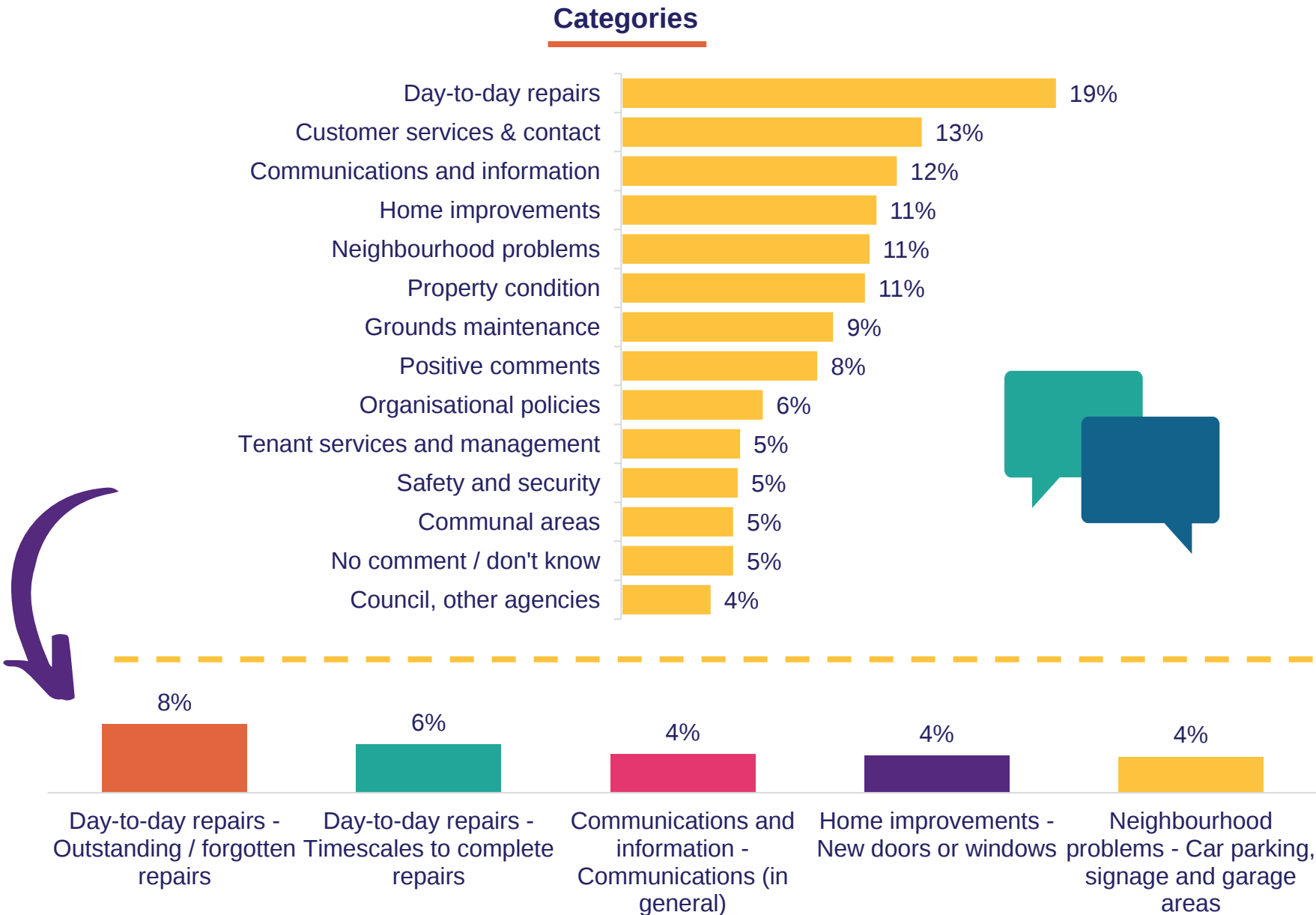
This includes 8% of tenants that gave positive comments about the current services provided, and a further 5% that had no suggestions, perhaps also feeling no improvements are necessary.

Of the more negative comments, tenants most frequently referred to the repairs service, customer services and contacts and communications and information.

While other tenants would like improvements to their home and or have neighbourhood issues they would like to see addressed.

The individual subject areas attracting the most comments are shown at the bottom of the main chart, with dealing with outstanding repairs and the time to complete repairs the most common.

Examples of the comments in full are shown on the following page and give further insight into the key areas where tenants would like improvements to be made.



Improvements to Service – Comments

Day to day repairs	Communal areas	Customer service & contact	Other issues
<i>"I pay my rent so it would be nice for my house to have all the problems sorted. I'm trying to make my house nice, and all the wrong stuff makes it not nice."</i> <i>"Not lie to tenants and do repairs in a timely way (I waited 24 months for a new door and windows when all the rest of the block was done. Then one of the panels was broken and lock outdoor months before it was repaired again."</i> <i>"Repairs done promptly and good materials and a good finish to repairs."</i> <i>"Maintain the properties you house people in better. I am very grateful to have a house. But it's being old 1940s house comes with a lot of issues that I cannot ever get fixed."</i> <i>"We need work on our kitchen which needs lots of work."</i>	<i>"Make safer and secure communal areas More cameras are needed to get rid of drug dealers' staircases and walkways are filthy."</i> <i>"Garages! illegal parking - antisocial behaviour - very bad access blocked..."</i> <i>"Cameras in the hallways of the building to see when certain neighbours have their friends & family around & they wreck the main entrance doors & treat the hallways like their dumping ground for their bicycles, furniture, toys etc for over a year now & nothing is done about it."</i> <i>"Dealing with the issue of fly tipping. They do their best collecting peoples rubbish, but it is an ongoing problem, not really sure what the solution is. I can't believe people have such little respect for the area we live in, the council do an amazing job but its relentless for them."</i>	<i>" Communication. Please do not make everything online. There are times of difficulty when it is necessary to speak to a human being."</i> <i>" Answer the phones a lot quicker not everyone has internet."</i> <i>" I wish they would listen to their tenants."</i> <i>" Phone service... Long waits to speak to correct t people at times... Often passed to the incorrect department."</i> <i>"Communication channels with the residents and the ways residents can contact the council. Currently the only effective way to log a request or complain is to phone them, which isn't good enough. There is a way to report issues via council website, but when you do, nothing ever happens as the council expects you to resolve the issue yourself first. There is no follow up on your report, just an email acknowledgement that they have logged it."</i>	<i>"New bath. New kitchen. New windows. Help with mould and damp."</i> <i>"The space in front of my drive, people use my drop kerb to swing into the barriers with cars, pickups and vans and every time it gets repaired, it end up with large holes all over again. I would appreciate if a bollard could be put to prevent them doing this"</i> <i>"Home improvements, new front door."</i> <i>"If they could speed up the insulation programme that would be wonderful."</i> <i>" Mainly my heating as I live on the end of the block. With no house on one side, the house takes ages to warm up. Probably to insulate the house and make it warmer."</i> <i>" Get rid of the nuisance drug offenders and give us online booking sessions."</i> <i>" Quality of our accommodation and dealing with drug issues with neighbours."</i>



Wellbeing



Damp & Mould

Cambridge City Council also took this opportunity to ask tenants questions about their wellbeing, including if they currently have any damp or mould problems in their homes.

A third of tenants stated that they do have damp or mould in their homes (35%), the names of whom have been shared with the Council.

Of these tenants, six out of ten stated that they have already reported the problem to Cambridge City Council (63%), although 37% hadn't.

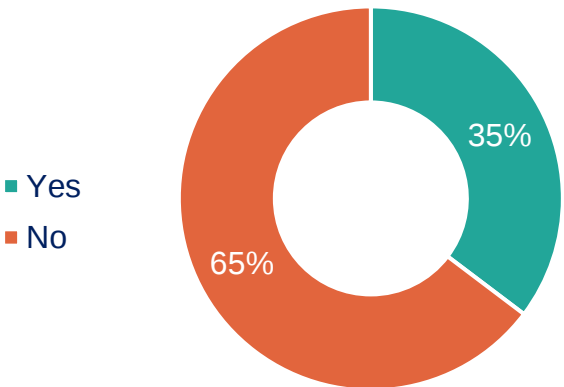
The ward with the highest number of cases reported is King's Hedges (311).

The ward with the highest proportion of respondents reporting cases of damp and mould is West Chesterton (56%).

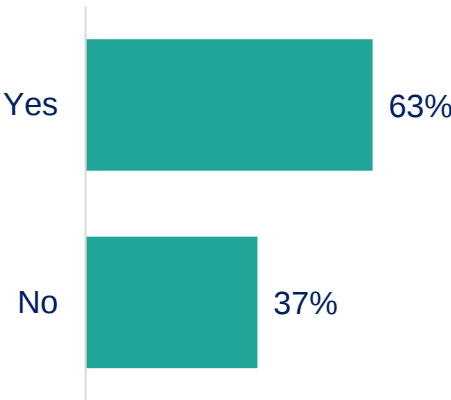
These need to be addressed as a matter of urgency to ensure tenants are kept safe and that the condition of their properties does not deteriorate any further.



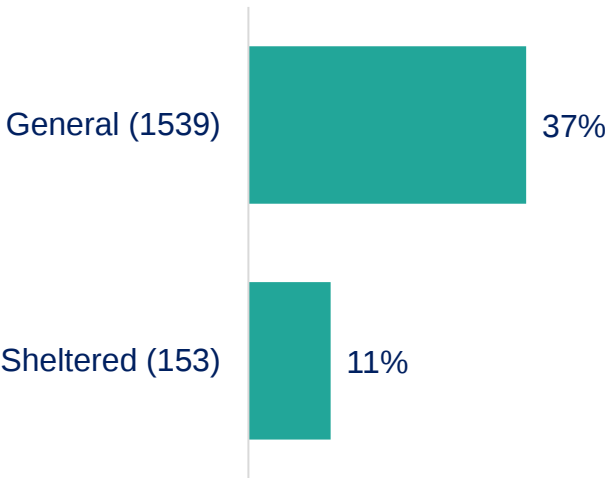
Damp/Mould in Home



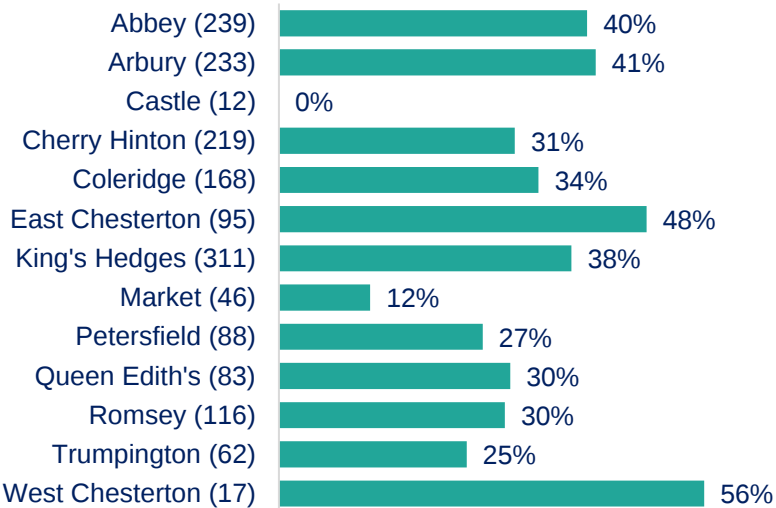
Reported it?



By Housing Need



By Ward



In addition, tenants were asked about how they feel about the cost-of-living crisis.

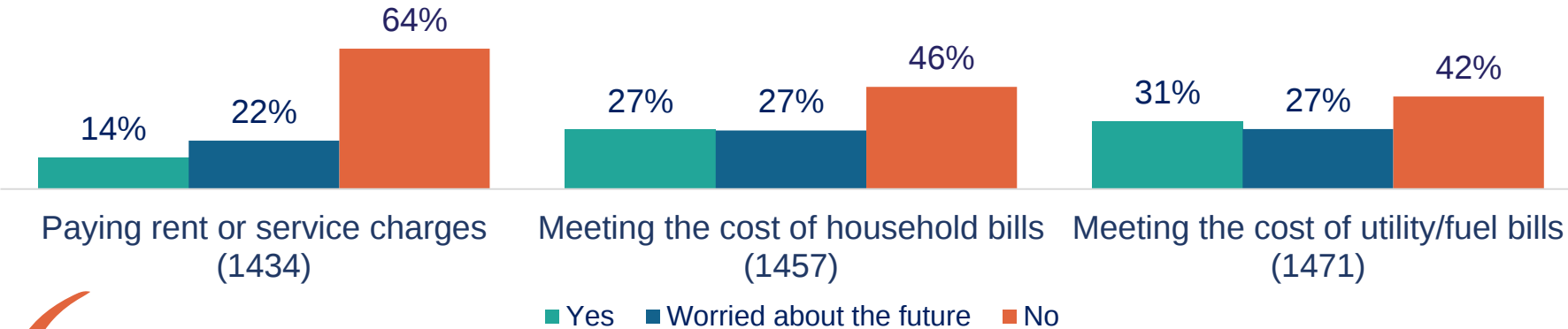
Despite the news that inflation is due to drop in the coming months and fuel bills will fall, the survey found that 14% of tenants are concerned about paying rent or service charges now and 22% are worried about paying in the future. Even more are worried about paying their household bills (27%) and fuel bills (31%), with around a quarter worried about the future.

Evidence from similar surveys shows that those struggling financially are often less satisfied with their homes and the services provided by their landlord, and this appears to be the case with Cambridge City Council.

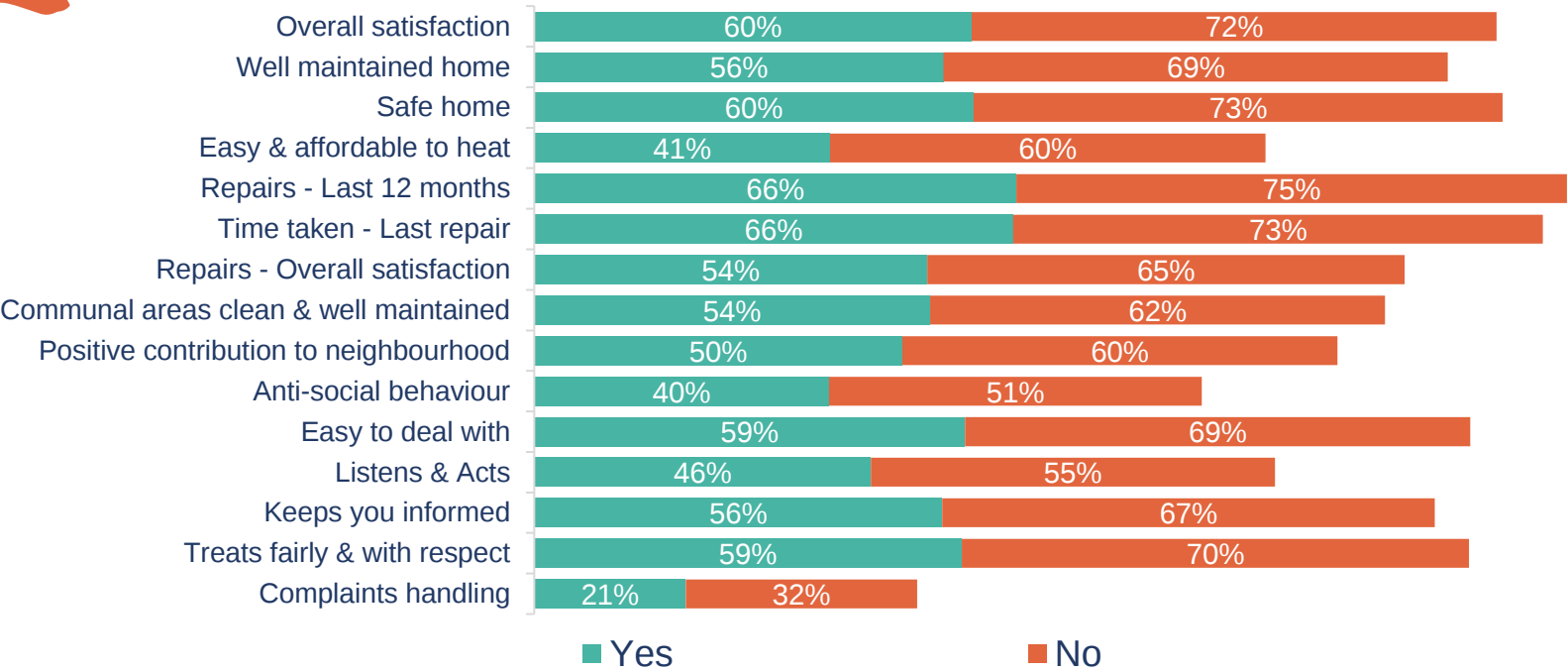
In regard to the overall service provided, 60% of tenants who are concerned are satisfied, compared with 72% of those not at all concerned. This pattern holds true for most of the measures in the survey, suggesting that anything Cambridge City Council can do to alleviate these concerns will not only improve tenants' lives but also could positively impact satisfaction.



Cost of Living Concern



Cost of living concern & satisfaction





Trends



As has been shown throughout this report, satisfaction has remained broadly steady when compared with the previous survey in 2022.

The chart to the right compares general needs results from previous surveys in 2020 and 2022 with all LCRA tenants in 2023/24.

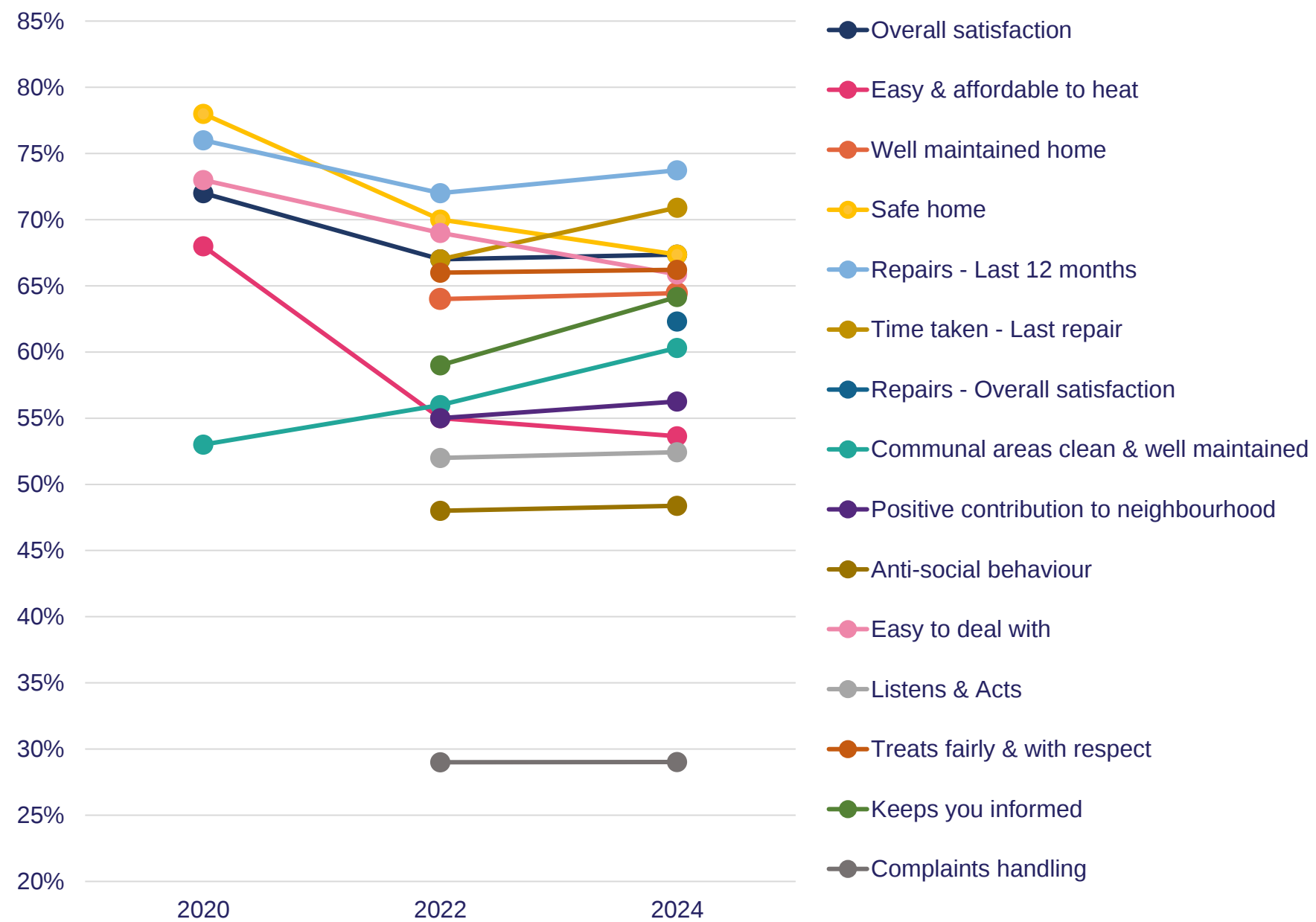
Overall satisfaction has remained the same at 67%.

The biggest increases have been for the keeping tenants informed (up 5%) keeping communal areas clean and well maintained (4%) and time taken for repairs (also 4%).

Several measures have remained the same since the last survey; the home being well maintained, listening and acting, handling of complaints and handling of anti-social behaviour.

However, some measures have decreased slightly. The biggest decrease is for the safety of the home (down 3%) and being easy to deal with (also down 3%).

Trend Over Time



Year on Year Change

	2022	2024	Change
Overall satisfaction	67%	67%	0%
Easy & affordable to heat	55%	54%	-1%
Well maintained home	64%	64%	0%
Safe home	70%	67%	-3%
Repairs - Last 12 months	72%	74%	2%
Time taken - Last repair	67%	71%	4%
Repairs - Overall satisfaction	--	62%	
Communal areas clean & well maintained	56%	60%	4%
Positive contribution to neighbourhood	55%	56%	1%
Anti-social behaviour	48%	48%	0%
Easy to deal with	69%	66%	-3%
Listens & Acts	52%	52%	0%
Keeps you informed	59%	64%	5%
Treats fairly & with respect	66%	66%	0%
Complaints handling	29%	29%	0%

The table to the right also illustrates the results for 2024, compared with those from 2022 (general needs only) on comparable measures.

This once again highlights that many of the measures have increased or stayed stable, which is very positive given the context within which Cambridge City Council and other social landlords have been operating during this period.

In addition, any decreases are small, with the largest being satisfaction with the Council being easy to deal with and with the provision of a safe home (both 3%). These measures should be monitored moving forward and should be targeted as areas for improvement.



Year on Year Change – General Needs Only

	2022	2024	Change
Overall satisfaction	67%	66%	-1%
Easy & affordable to heat	55%	51%	-4%
Well maintained home	64%	63%	-1%
Safe home	70%	66%	-4%
Repairs - Last 12 months	72%	73%	1%
Time taken - Last repair	67%	70%	3%
Repairs - Overall satisfaction	--	61%	
Communal areas clean & well maintained	56%	59%	3%
Positive contribution to neighbourhood	55%	55%	0%
Anti-social behaviour	48%	47%	-1%
Easy to deal with	69%	65%	-4%
Listens & Acts	52%	52%	0%
Keeps you informed	59%	63%	4%
Treats fairly & with respect	66%	65%	-1%
Complaints handling	29%	27%	-2%

While the table on the previous page compared 2022 results for general needs tenants with results for all LCRA respondents in 2023/24, the table to the right compares results for general needs tenants specifically.

This still shows that decreases are all below 5%.

This also shows that the home being easy and affordable to heat has dropped in satisfaction by 4% and should also be monitored.





Understanding Satisfaction



Satisfaction & Dissatisfaction

The charts opposite show both the levels of satisfaction and dissatisfaction with the range of services provided.

Sometimes where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

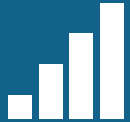
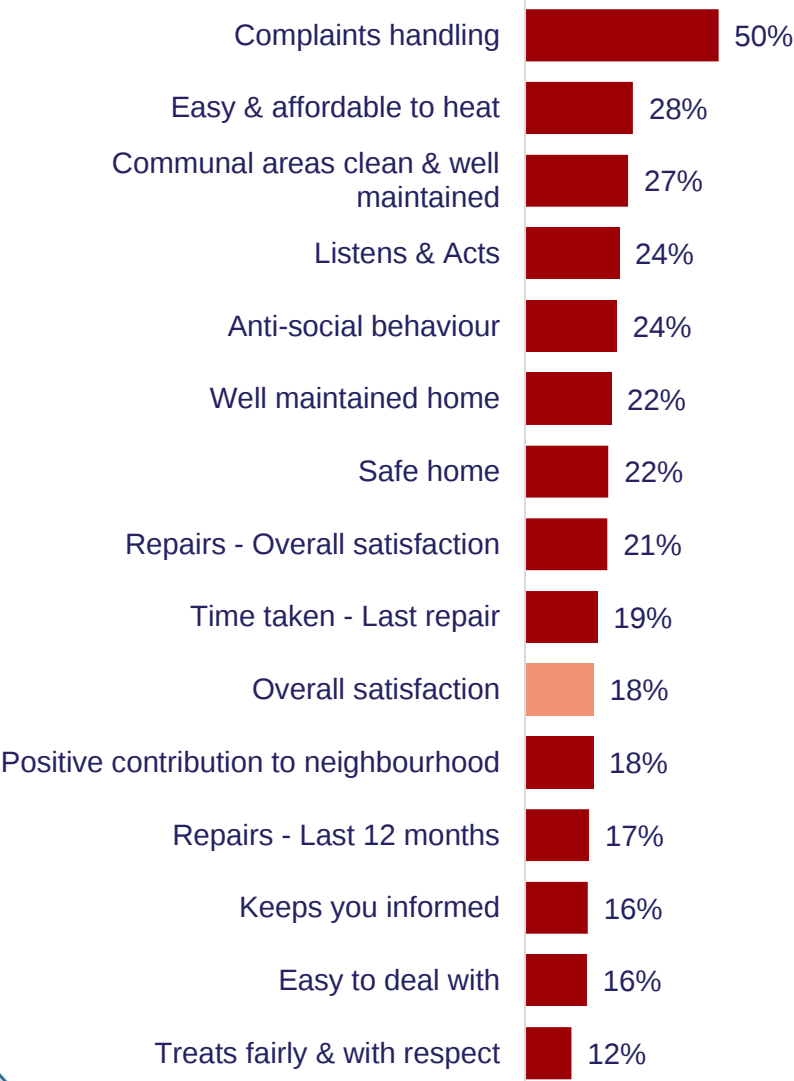
For Cambridge City Council, tenants are the least satisfied with the handling of complaints (29%), handling of anti-social behaviour (48%) and the listening and acting on tenants' views (52%). While dissatisfaction with complaints handling (50%) ranks highly, showing that many tenants have strong opinions on this matter (although 21% are neither satisfied nor dissatisfied).

However, the handling of complaints is the only measure where more are dissatisfied than satisfied.

Satisfaction with measures



Dissatisfaction with measures



Combined Comments

The tables to the right include an analysis of all comments received in 2024 across open-ended questions, with positive comments displayed in green.

Unsurprisingly, this shows that by far the most frequent negative comment area is the repairs service.

In addition, the condition of their properties and customer services are key areas of concern for tenants.

In terms of the more specific comments given by tenants, outstanding or forgotten repairs is the top negative comment in 2024. Other aspects of the repairs service also feature, including the timescales to complete repairs, the quality of the work, and issues with damp and mould. This further demonstrates how the repairs service is affecting satisfaction with several different areas of service.



Top Comment Areas	
Day-to-day repairs	35%
Property condition	17%
Customer services & contact	14%
Home improvements	13%
Grounds maintenance	9%
Communal areas	8%
Communications and information	8%
Neighbourhood problems	8%
Safety and security	7%
Positive comments	6%
No comment / don't know	5%

Hot Topics	
Day-to-day repairs - Outstanding / forgotten repairs	16%
Day-to-day repairs - Timescales to complete repairs	14%
Property condition - Damp / mould / condensation	8%
Home improvements - New doors or windows	6%
Day-to-day repairs - Quality of work	4%
Customer services & contact - Care, empathy, support etc	4%
Day-to-day repairs - Communication about repair (before work started)	4%
Home improvements - New kitchen, bathroom	3%
Property condition - Condition of the property	3%
Day-to-day repairs - Ease of reporting repair	3%
Communications and information - Communications (in general)	3%
Neighbourhood problems - Anti-social behaviour	2%
Positive comments - Generally happy, no problems	2%

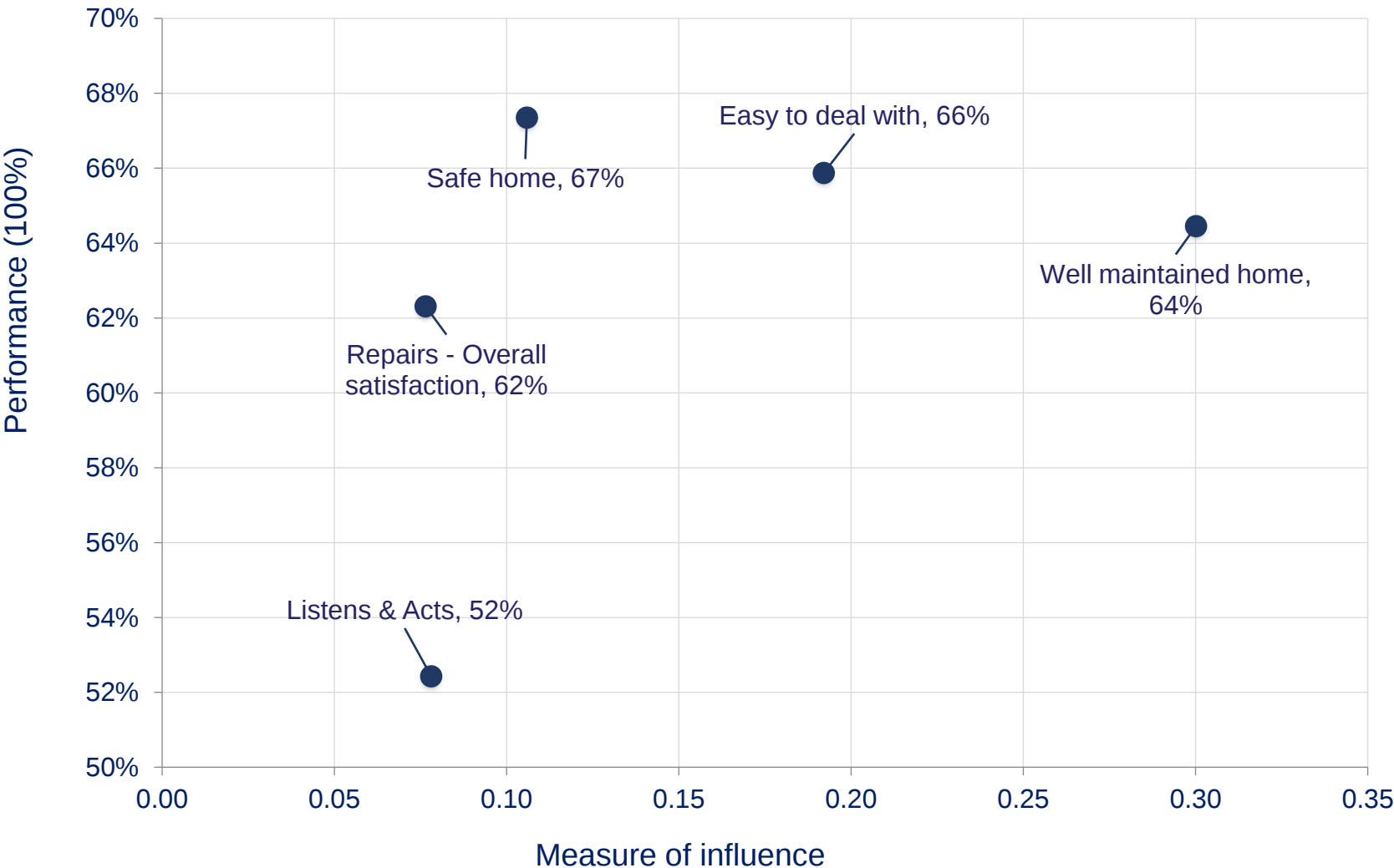
Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

When combining all the results for 2023/24, the most important driver for tenants' satisfaction with the overall services is that Cambridge City Council provides a well-maintained home, followed by the council being easy to deal with. Providing a safe home, the overall repairs service and how the Council listens to its tenants' views and acts upon them are also important but not as influential.

The implication of this analysis is that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

Key Driver Analysis – Overall Satisfaction



Benchmarking – Acuity Clients (LCRA)

Satisfaction Levels Acuity Median Q1 – Q3 23/24

It is also possible to compare performance on the core questions against Acuity clients that have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected from Q1 to Q3 2023/24.

All of Cambridge City Council’s ratings are below the median, with eight measures in the lower quartile.

The cohort of landlords in this benchmarking group contains results from around 90 to 100 landlords who have used the TSMs this year, but these vary in terms of type, size and location so will not directly match the characteristics of Cambridge City Council, although this does help to provide some context to these results.

Later this year, larger landlords have to submit the TSM results to the Regulator, a large bank of information will start to build up so more accurate and relevant benchmarks can be set up.



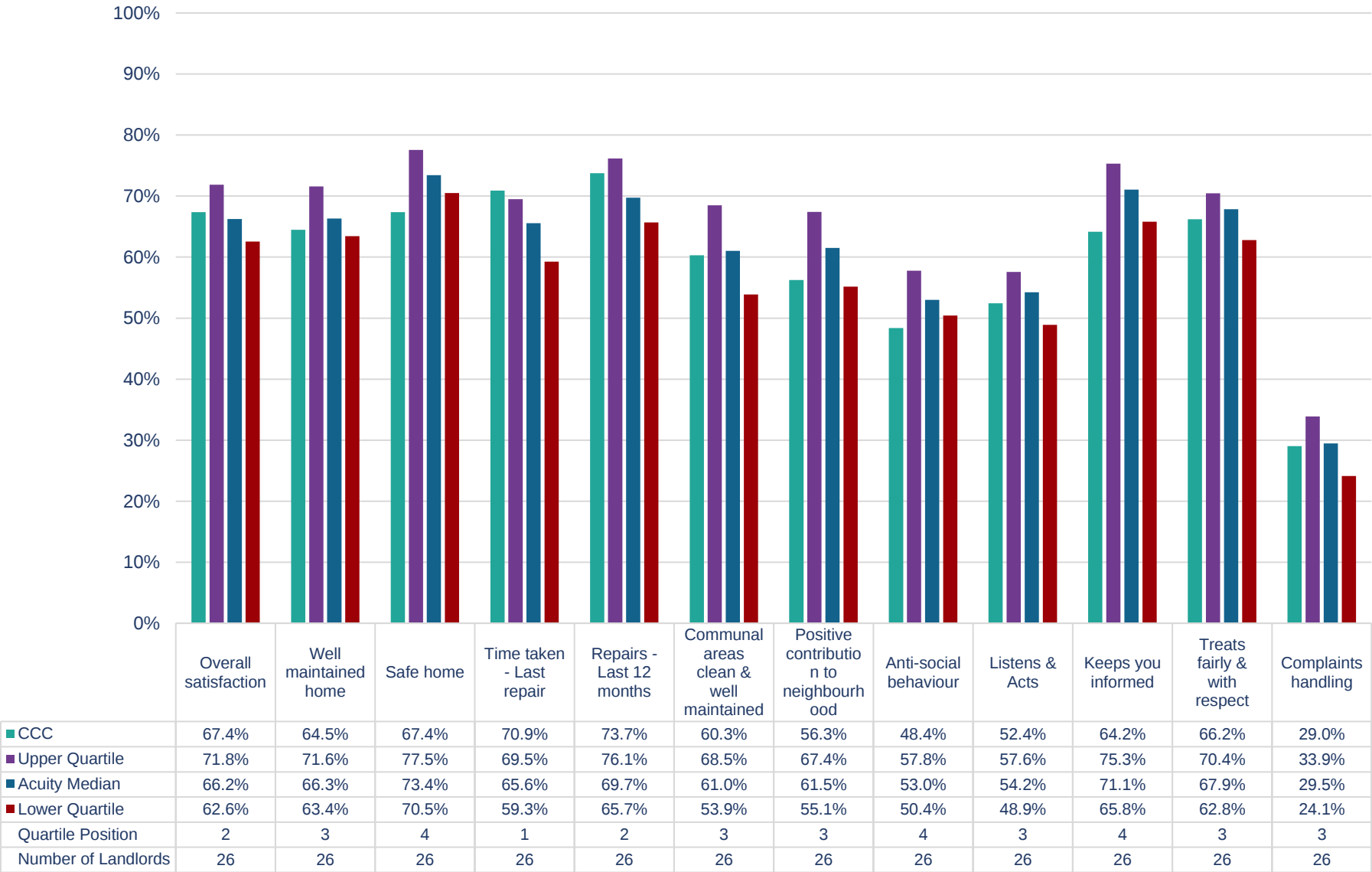
Benchmarking – Acuity Clients (LCRA, Councils)

Local authorities often sit in the lower quartiles when compared against all other Acuity clients.

Perhaps a more useful indicator for the Council would be to compare results against other councils who have used the TSMs in the past year. This group, however, also varies in size and location but does provide a better context to the results.

Compared as such, Cambridge City Council fares better, with three measure above the median – overall satisfaction, repairs in last 12 months and time taken for last repair. In fact, satisfaction with the time taken to complete the last repair sits in the top quartile. Just three measures remain in the lower quartile – satisfaction with the safe home, anti-social behaviour handling and tenants being kept informed.

Satisfaction Levels Acuity Median Q1 – Q3 23/24



Housing Need

	General	Sheltered
Overall satisfaction	66%	87%
Easy & affordable to heat	51%	81%
Well maintained home	63%	84%
Safe home	66%	85%
Repairs - Last 12 months	73%	91%
Time taken - Last repair	70%	86%
Repairs - Overall satisfaction	61%	80%
Communal areas clean & well maintained	59%	71%
Positive contribution to neighbourhood	55%	72%
Anti-social behaviour	47%	70%
Easy to deal with	65%	78%
Listens & Acts	52%	64%
Keeps you informed	63%	78%
Treats fairly & with respect	65%	80%
Complaints handling	27%	56%

Base: General = 3,950, Sheltered = 331



The following pages dig deeper into satisfaction, looking at how it differs between various subgroups, including housing need.

It is common in surveys of this type that older people, and those in sheltered living accommodation, are more satisfied than their general needs counterparts. This is the case with Cambridge City Council.

In fact, sheltered living tenants are more satisfied on all these measures. On some the differences are relatively small but 21% more sheltered tenants are satisfied overall, 30% more find their home easy and affordable to heat and 29% more are satisfied with the handling of complaints.

Ward

There is a large variance in overall satisfaction when you compare results by ward. It is important, of course, when viewing satisfaction that we bear in mind that some wards have low sample sizes compared to others which affects comparability of percentages.

However, generally, tenants in Market are most satisfied across most measures, including with overall services.

Tenants in West Chesterton are least satisfied overall and tenants in East Chesterton and least satisfied by both measures.



	Abbey	Arbury	Castle	Cherry Hinton	Coleridge	East Chesterton	King's Hedges	Market	Petersfield	Queen Edith's	Romsey	Trumpington	West Chesterton
Overall satisfaction	63%	65%	78%	75%	71%	56%	67%	80%	73%	58%	72%	62%	54%
Easy & affordable to heat	50%	51%	60%	57%	62%	44%	54%	79%	51%	41%	55%	59%	58%
Well maintained home	59%	60%	69%	68%	69%	58%	66%	81%	68%	64%	71%	59%	64%
Safe home	65%	63%	73%	75%	67%	55%	66%	81%	70%	70%	71%	71%	58%
Repairs - Last 12 months	69%	77%	87%	78%	74%	68%	73%	78%	73%	72%	74%	73%	79%
Time taken - Last repair	67%	72%	100%	73%	72%	59%	74%	85%	67%	61%	73%	71%	82%
Repairs - Overall satisfaction	59%	62%	75%	71%	62%	54%	61%	80%	66%	56%	61%	57%	64%
Communal areas clean & well maintained	64%	54%	100%	60%	54%	50%	61%	65%	65%	50%	77%	62%	100%
Positive contribution to neighbourhood	55%	56%	70%	60%	61%	44%	55%	67%	62%	42%	62%	53%	55%
Anti-social behaviour	46%	47%	41%	52%	57%	37%	48%	62%	51%	38%	51%	46%	55%
Easy to deal with	66%	64%	62%	74%	67%	48%	66%	75%	63%	54%	73%	69%	63%
Listens & Acts	54%	52%	67%	59%	52%	40%	52%	65%	56%	45%	54%	46%	48%
Keeps you informed	63%	65%	63%	69%	66%	50%	63%	79%	63%	56%	69%	69%	55%
Treats fairly & with respect	66%	68%	76%	68%	63%	57%	65%	82%	68%	59%	70%	70%	54%
Complaints handling	32%	27%	27%	36%	41%	23%	28%	35%	43%	10%	17%	20%	27%

Base: Abbey = 273, Arbury = 256, Castle = 13, Cherry Hinton = 238, Coleridge = 186, East Chesterton = 107, King's Hedges = 336, Market = 49, Newnham = 3, Petersfield = 96, Queen Edith's = 91, Romsey = 122, Trumpington = 70, West Chesterton = 21

Property Type

	Flat	House
Overall satisfaction	69%	65%
Easy & affordable to heat	58%	48%
Well maintained home	65%	64%
Safe home	68%	67%
Repairs - Last 12 months	76%	72%
Time taken - Last repair	73%	69%
Repairs - Overall satisfaction	65%	59%
Communal areas clean & well maintained	61%	58%
Positive contribution to neighbourhood	60%	51%
Anti-social behaviour	49%	47%
Easy to deal with	66%	65%
Listens & Acts	55%	50%
Keeps you informed	66%	62%
Treats fairly & with respect	69%	63%
Complaints handling	29%	28%

Base: Flat = 1,027, House = 834



Tenants who live in flats are more satisfied than tenants who live in houses across all metrics, with an average difference of 4%.

This difference is greatest for the ease and affordability of heating the home (10%), followed by satisfaction with the positive contribution made to the neighbourhood (9%).

Age Group

It is common in surveys of this type that older people are more satisfied than their general needs counterparts. This is the case with Cambridge City Council.

The 85+ age groups are most satisfied overall and are most satisfied in nearly all the measures.

The notable exception is satisfaction with the Council being easy to deal with, where the youngest tenants are most satisfied.

This may relate to comments made about movement to digital services where older tenants have noted some difficulties.



	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85+
Overall satisfaction	70%	62%	61%	62%	64%	70%	77%	81%	86%
Easy & affordable to heat	58%	47%	45%	44%	50%	62%	64%	71%	78%
Well maintained home	62%	55%	58%	60%	61%	68%	75%	84%	88%
Safe home	72%	57%	61%	61%	63%	74%	79%	85%	88%
Repairs - Last 12 months	71%	67%	65%	71%	76%	79%	84%	90%	80%
Time taken - Last repair	71%	61%	65%	70%	71%	74%	80%	82%	85%
Repairs - Overall satisfaction	69%	55%	53%	57%	63%	66%	72%	80%	82%
Communal areas clean & well maintained	67%	53%	56%	57%	66%	55%	65%	74%	79%
Positive contribution to neighbourhood	64%	50%	52%	55%	53%	63%	62%	58%	69%
Anti-social behaviour	42%	39%	45%	49%	44%	51%	52%	62%	64%
Easy to deal with	85%	64%	57%	64%	68%	69%	68%	78%	79%
Listens & Acts	64%	53%	47%	47%	50%	55%	56%	63%	68%
Keeps you informed	78%	54%	64%	60%	58%	68%	68%	73%	81%
Treats fairly & with respect	75%	68%	63%	60%	63%	67%	72%	76%	78%
Complaints handling	33%	18%	30%	27%	33%	27%	31%	42%	50%

Base: 0 - 24 = 30, 25 - 34 = 170, 35 - 44 = 324, 45 - 54 = 324, 55 - 59 = 174, 60 - 64 = 189, 65 - 74 = 323, 75 - 84 = 203, 85+ = 79, NO DATA = 45

Length of Tenancy

	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall satisfaction	75%	74%	59%	61%	60%	71%
Easy & affordable to heat	66%	55%	42%	50%	46%	58%
Well maintained home	73%	71%	54%	57%	57%	70%
Safe home	77%	70%	56%	61%	59%	75%
Repairs - Last 12 months	82%	73%	64%	74%	69%	77%
Time taken - Last repair	76%	72%	62%	68%	69%	75%
Repairs - Overall satisfaction	67%	65%	56%	58%	59%	66%
Communal areas clean & well maintained	73%	62%	56%	54%	53%	62%
Positive contribution to neighbourhood	74%	62%	48%	52%	50%	52%
Anti-social behaviour	62%	53%	48%	45%	42%	44%
Easy to deal with	77%	70%	60%	63%	58%	66%
Listens & Acts	68%	58%	49%	48%	43%	51%
Keeps you informed	76%	67%	57%	63%	56%	64%
Treats fairly & with respect	80%	73%	67%	65%	53%	63%
Complaints handling	50%	25%	32%	24%	26%	27%

Base: < 1 year = 231, 1 - 3 years = 328, 4 - 5 years = 151, 6 - 10 years = 339, 11 - 20 years = 340, Over 20 years = 472



It is quite common that the newest tenants to an organisation are the most satisfied, as is the case for Cambridge City Council.

One theory for this is that tenants are initially delighted to receive an offer of a property, perhaps having waited for some time or living in poor accommodation, but as time progresses and the start to experience issues with their home or in the area, satisfaction tends to tail off.

Satisfaction then typically starts to pick up for those with the longest tenancies who are likely to be older tenants.

Response Method

	Postal	Online	Telephone
Overall satisfaction	74%	62%	68%
Easy & affordable to heat	62%	44%	63%
Well maintained home	71%	59%	68%
Safe home	74%	61%	74%
Repairs - Last 12 months	76%	73%	68%
Time taken - Last repair	74%	69%	68%
Repairs - Overall satisfaction	70%	56%	61%
Communal areas clean & well maintained	63%	57%	64%
Positive contribution to neighbourhood	59%	53%	63%
Anti-social behaviour	53%	43%	56%
Easy to deal with	70%	62%	68%
Listens & Acts	58%	47%	56%
Keeps you informed	68%	59%	77%
Treats fairly & with respect	69%	63%	71%
Complaints handling	36%	22%	41%

Base: Postal = 795, Online = 880, Telephone = 177



Tenants who responded to the survey by post are most satisfied on the majority of measures, including with overall services.

Tenants who completed the survey online tend to be the least satisfied, which Acuity have commonly found across surveys.

It is difficult to pinpoint exactly why this survey method bias exists. However, it may partly be linked to age as younger tenants prefer to use the online approach, and as shown previously, they generally tend to be less satisfied than older tenants who prefer to respond by post.



Summary & Recommendations



Satisfaction 2023/24



Summary of Results

Overall, the survey shows reasonable levels of satisfaction with the services provided by Cambridge City Council. When compared to other councils, Cambridge City Council fares quite well, with nine measures around or above the median. However, satisfaction with the time taken to complete the most recent repair is the only measure which sits in the top quartile.

Compared to the last survey undertaken in 2022, many measures have remained relatively stable, with four measures increasing for general needs tenants, including the time taken to complete the last repair, satisfaction with the communal areas being clean and well maintained and keeping tenants informed. This should be reassuring for Cambridge City Council, particularly when seen against the backdrop of falling satisfaction for many other social landlords during this period. Overall satisfaction has remained stable.

The top performing metrics for Cambridge City Council are satisfaction with the time taken to complete the last repair (74%) and repairs in the last 12 months (71%). On the other hand, satisfaction is lowest for the handling of anti-social behaviour (48%), the handling of complaints (29%) and listening to tenants' views and acting upon them (52%). These are commonly found to be the lowest performing metrics for social landlords.

The highest levels of dissatisfaction are for the handling of complaints (29%). Dissatisfaction with complaints handling is likely to incorporate more than just how tenants' complaints are handled – for example, tenants not getting the resolution they wanted or expected or not having yet received a final outcome.

Satisfaction with the home being well-maintained was found to be the most influential key driver for overall satisfaction. The implication is that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

The survey included several open-ended questions giving tenants the opportunity to expand on their answers and reasons for dissatisfaction. Tenants most frequently would like improvements to the repairs service, including outstanding repairs that have not been dealt with, the timescales to complete repairs, the quality of repair work and contractors. In addition, tenants commented upon concerns around customer services and contact, as well as the communications they receive and neighbourhood problems.

This report has also analysed the ratings by a number of different subgroups. This demonstrates that tenants in sheltered housing are more satisfied than tenants in general needs, that the oldest tenants tend to be the most satisfied, as do those who completed a survey via the postal method.

Recommendations

Handling of complaints

The handling of complaints is the lowest-performing metric in the survey, which is a common trend for social housing providers who have conducted the TSM survey this year. It is unclear how many of those who reported they had made a complaint (25% of respondents in this survey) are genuine complaints following a failure of service or service requests yet to be fully actioned.

Nonetheless, it is important that tenants feel confident that any complaint they make will be taken seriously and dealt with effectively and in good time. Clear communications around how to make a complaint and the complaints process is vital to increasing awareness and accessibility. It is suggested that Cambridge City Council review the application of the processes and may need to publicise the procedures and outcomes more widely.

Cambridge City Council may also consider revising the question set for 2024/25 to include questions which aim to understand more about how and what complaints are being made and how tenants perceive the complaints process in general to provide more context to satisfaction in this area. It may also be worthwhile cross-matching those who reported they have made a complaint within the last twelve months against internal records. For those who have given permission for Cambridge City Council to contact them to discuss any issues raised, this may be an opportunity to resolve any outstanding issues.

Communication and Customer Service

Just over half the tenants are satisfied that Cambridge City Council listens to tenants' views and acts upon them. This is a key perception metric which often underpins satisfaction in other service areas, for instance, complaints and the repairs service. Both this and the Council being easy to deal with are important drivers of overall satisfaction. Therefore, it is important that Cambridge City Council targets how it can improve communication with tenants, both in terms of how it communicates with tenants and how accessible it is to tenants – for instance, some tenants highlighted concerns with the movement to digital communication which can be perceived as inaccessible.

The survey included two permissions questions which asked tenants firstly if they are happy to be identified and secondly if tenants are happy for Cambridge City Council to call them to discuss any issues raised. Engaging with those tenants who are happy to be contacted will be a good starting point to demonstrate that the Council are listening and acting.

The survey reveals areas of positive performance, but it has also highlighted areas where improvements could be made.

The comments made by tenants give insight into what they are most concerned about and will help Cambridge City Council target services that may need some improvement.

Shown opposite are some recommendations that Cambridge City Council may wish to follow up on to help improve satisfaction in the future.

Recommendations (continued...)

Repairs and maintenance

Satisfaction with repairs in the last 12 months and with the time taken to complete the last repair are the highest performing metrics for Cambridge City Council in 2023/24. However, satisfaction with the repairs and maintenance service overall, which stems more than just the last 12 months, is significantly lower at 62% and should be considered, particularly given that having a well-maintained home is the most influential key driver of overall satisfaction. When dissatisfied respondents were asked to explain why they are dissatisfied and what could be improved, the main issues are around damp / mould and outstanding / forgotten repairs. For the former issue, it is important that the Council addresses these issues as a matter of urgency, the details of which have been shared with the Council. Regarding outstanding repairs, however, it is clear that there is still work to be done.

These issues are linked and are a common trend among other social landlords. Problems with damp and mould tend to take priority and can delay work on other, less urgent matters, and this can also add to the time taken to respond to repair requests. In addition, landlords are facing cost increases and, in some areas, shortages of materials and labour. While solving this is difficult and resource-intensive, good communication with tenants is key to managing expectation and easing the impact of delays which can sometimes be unavoidable. This is not just about quality of communication but also frequency. Keeping tenants informed of progress and any delays may have a positive impact on satisfaction in this area, easing dissatisfaction when it arises.

Shown opposite are some recommendations that Cambridge City Council may wish to follow up on to help improve satisfaction in the future.



Appendix 1 – LCHO Results





57%

Overall Satisfaction

In 2023/24, 57% of LCHO residents are satisfied with the overall service provided by Cambridge City Council. There are even higher levels of satisfaction for their homes being easy and affordable to heat (65%), residents being treated fairly and with respect (65%), and Cambridge City Council being easy to deal with (59%),

There are many areas where improvements can be made, such as how Cambridge City Council deals with anti-social behaviour (20%). Just one resident reported that they had made a complaint in the last 12 months, and they are very dissatisfied with its handling.

LCHO residents are less satisfied than LCRA tenants on all but one metric – their homes being easy and affordable to heat. However, satisfaction is similar for being treated fairly and with respect and for those who would recommend the Council to other people.

Key Metrics Summary - LCHO



50% Safe home



36% Listens & Acts



65% Easy & affordable to heat



56% Keeps you informed



50% Communal areas clean & well maintained



65% Treats fairly & with respect



39% Positive contribution to neighbourhood



0% Complaints handling



20% Anti-social behaviour

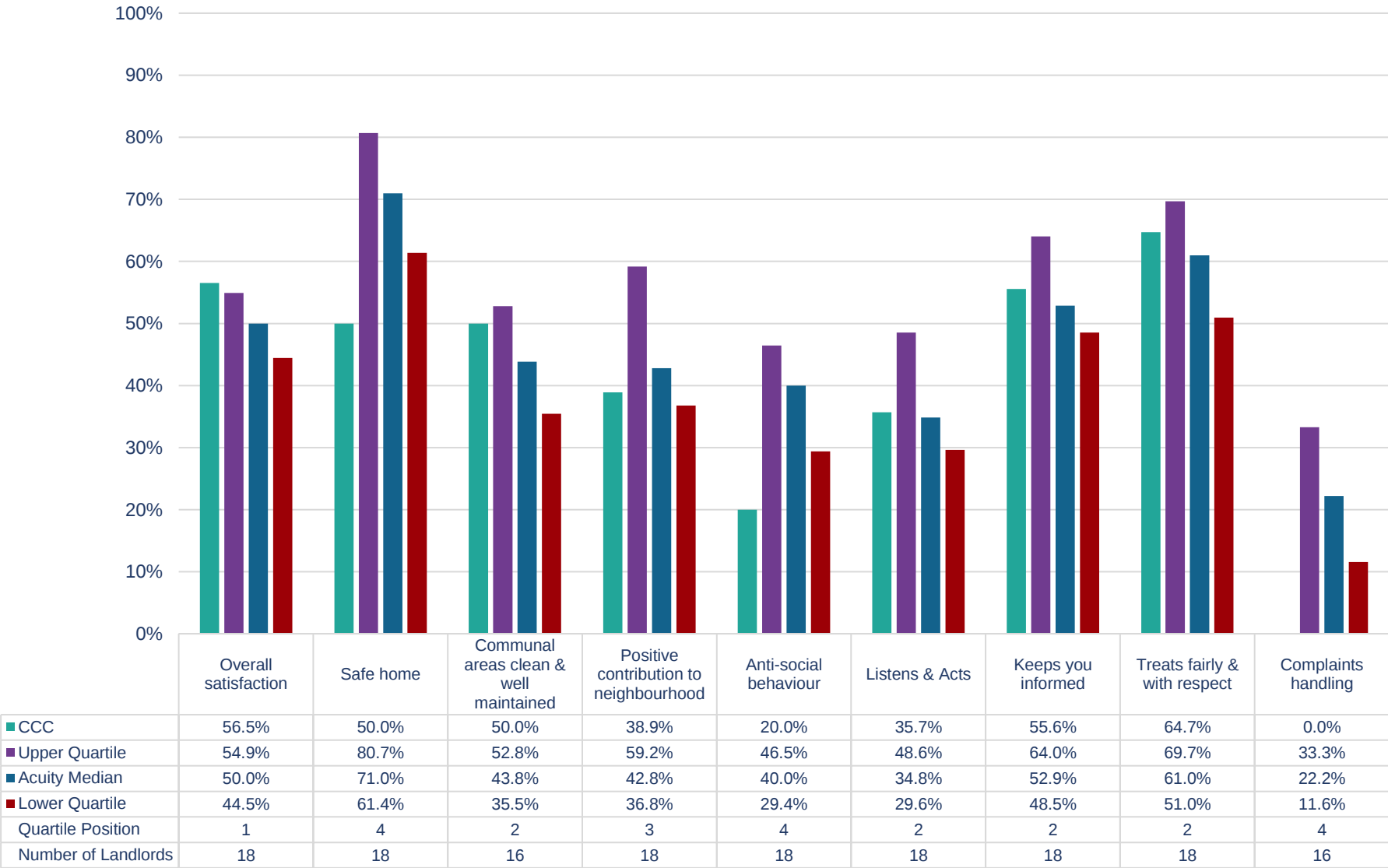


59% Easy to deal with

Benchmarking – Acuity Clients (LCHO)

Satisfaction Levels Acuity Median Q1 – Q3 23/24

The chart to the right shows LCHO satisfaction against other LCHO landlords. It should be noted, however, that the base size is small for this group (16-18), making it difficult to draw meaningful comparisons.



Combined Comments (LCHO)

The tables to the right include an analysis of all comments received in 2023/24 across open-ended questions for LCHO respondents, with positive comments displayed in green.

With the low numbers of comments for this group, there appears to be no stand-out issue. However, some commented on neighbourhood problems and tenant services and management.

In terms of the more specific comments given by residents, again there were a broad range of comments, including communal areas, rubbish stores, organisational policies and value for money.

It is recommended that Cambridge City Council review these comments in full, which can be found in the raw data extract.

Top Comment Areas	
Neighbourhood problems	5
Tenant services and management	5
Communications and information	4
Customer services & contact	4
Communal areas	3
Grounds maintenance	3
Organisational policies	3
Positive comments	3
Day-to-day repairs	2
Safety and security	2
Scheme/Estate Negative	2
Hot Topics	
Communal areas - Rubbish storage areas	3
Organisational policies - Service to homeowners	3
Positive comments - Generally happy, no problems	3
Tenant services and management - Value for money (rent/service charge)	3
Communal areas - Maintenance of communal areas	2
Communications and information - Communications (in general)	2
Neighbourhood problems - Anti-social behaviour	2
Neighbourhood problems - Car parking, signage and garage areas	2
Scheme/Estate Negative - Lack of/issues with communal area	2
Communal areas - Lifts	1
Communications and information - Information on service standards	1
Communications and information - Keep tenants up to date	1
Council, other agencies - Road repairs	1



Ward (LCHO)

	Cherry Hinton	East Chesterton	King's Hedges	Queen Edith's	Trumpington
Overall satisfaction	50%	67%	75%	20%	60%
Easy & affordable to heat	50%	67%	67%	50%	80%
Safe home	50%	50%	60%	33%	50%
Communal areas clean & well maintained	100%	--	0%	--	50%
Positive contribution to neighbourhood	0%	33%	33%	33%	60%
Anti-social behaviour	0%	33%	25%	33%	0%
Easy to deal with	50%	100%	63%	25%	60%
Listens & Acts	0%	67%	60%	0%	0%
Keeps you informed	0%	67%	60%	50%	60%
Treats fairly & with respect	50%	100%	60%	67%	50%

Base: Cherry Hinton = 3, East Chesterton = 3, King's Hedges = 9, Queen Edith's = 5, Trumpington = 5



For LCHO respondents, satisfaction with the overall services provided is highest for residents in King's Hedges. However, residents in East Chesterton are satisfied across a greater range of metrics.

Satisfaction is lowest overall for residents in Queen Edith's. Residents in Cherry Hinton are least satisfied across a greater range of metrics.

When viewing satisfaction by ward, however, we should bear in mind the very low base sizes, where there were just three respondents for Cherry Hinton and East Chesterton.

This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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