

Tenant Satisfaction Survey

Your chance to have your say!

Overall Services

- 1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied

- 2** Please describe your specific experiences that have shaped your view of your landlord's service.

Your Home and Communal Areas

- 3** How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied

- 4** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied
☐ Not applicable / don't know

- 5** Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

- ☐ Yes (Go to **6**)
☐ No (Go to **7**)
☐ Don't know (Go to **7**)

- 6** How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied

- 7** Share your views on the safety and maintenance of your home and communal areas.

Repairs and Maintenance

- 8** Has your landlord carried out a repair to your home in the last 12 months?

- ☐ Yes (Go to **9**)
☐ No (Go to **11**)

- 9** How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied

10 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

11 Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

12 Tell us more about your experience with the repairs service over the last 12 months.

Customer Service, Communications and Information

13 How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

14 How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

15 To what extent do you agree or disagree with the following 'my landlord treats me fairly and with respect'?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable / don't know

16 How satisfied or dissatisfied are you that your landlord is easy to deal with?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

17 Describe your experience with the customer service and communications you receive.

Your Neighbourhood

18 How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

- 19** Share your views on your landlord's contribution to your neighbourhood.

- 20** How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied
☐ Not applicable / don't know

- 21** Give us your thoughts on your landlord's approach to handling anti-social behaviour.

Making a Complaint

- 22** Have you made a complaint to your landlord in the last 12 months?

- ☐ Yes (Go to **23**)
☐ No (Go to **25**)

- 23** How satisfied or dissatisfied are you with your landlord's approach to complaints handling?

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied

- 24** Please describe your experience of how complaints are handled.

Your Well-being

- 25** Do you currently struggle with any of the following...?

	Yes	No	I am worried about the future	Prefer not to say
Paying your rent or service charges	☐	☐	☐	☐
Meeting the cost of household bills	☐	☐	☐	☐
Meeting the cost of utility/fuel bills	☐	☐	☐	☐

- 26** Does your home currently suffer from any damp or mould issues? *(If you tick 'Yes', we will pass on your name and address to Cambridge City Council)*

- ☐ Yes (Go to **27**)
☐ No (Go to **28**)

- 27** And if yes, have you reported it to your landlord?

- ☐ Yes
☐ No

- 28** How satisfied or dissatisfied are you that your home is easy and affordable to keep warm?

- ☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied

29 Of the following improvements to your neighbourhood, please rate how important each of the following improvements is to you, on a scale of 1 = not at all important to 5 = very important.

	1	2	3	4	5
Appearance and cleanliness of the neighbourhood	☐	☐	☐	☐	☐
Car parking facilities	☐	☐	☐	☐	☐
Communal areas (including stairs, corridors, bin stores, etc.)	☐	☐	☐	☐	☐
Sense of community and neighbourliness	☐	☐	☐	☐	☐
Neighbourhood lighting	☐	☐	☐	☐	☐
Access to green space and opportunity for physical activity	☐	☐	☐	☐	☐
Neighbourhood fencing	☐	☐	☐	☐	☐
Neighbourhood pathways	☐	☐	☐	☐	☐
Landscaping and planting	☐	☐	☐	☐	☐
Security measures (CCTV, secure entry systems, etc.)	☐	☐	☐	☐	☐
Sheds, storage, and bike shelters	☐	☐	☐	☐	☐
Play areas, youth activities, and family-friendly spaces	☐	☐	☐	☐	☐
Accessibility for people with disabilities or mobility issues	☐	☐	☐	☐	☐
Something else (please tick and specify below)	☐	☐	☐	☐	☐

Permissions and Confidentiality

30 Cambridge City Council would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Cambridge City Council? *(If you tick 'No', we will pass your responses back to Cambridge City Council anonymously)*

- ☐ Yes (Go to **31**)
☐ No (End)

31 Are you happy for Cambridge City Council to contact you regarding any information you have provided in this survey?

- ☐ Yes
☐ No



Thank You!

Thank you for taking the time to complete this survey. Please return the questionnaire in the FREEPOST envelope provided (you do not need a stamp). Cambridge City Council will inform you about the results.