

«ShortLink QR
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Tenant Satisfaction Survey

Your chance to have your say!

Your views are important to your Cambridge City Council and this survey will help them to understand what you think about your home and the services they provide, as well as what you would like them to do in the future. The survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs) which will be published by Cambridge City Council and reported back to tenants as required by the Regulator of Social Housing. It should take around 10 minutes to complete the survey.

What you tell us will be strictly confidential. We will report your responses to Cambridge City Council without identifying you unless you give your permission at the end of the survey. If you would prefer to complete the survey online, please go to: www.starsurveys.co.uk/ccc and input your unique code which is «Resp_Code». If you have any difficulties in completing the survey, please call us on **01273 287114** or email acuity@arap.co.uk

Thank You!

Everyone who completes the survey will be entered into a prize draw. Three winners will be selected at random, who will each receive a £100 Love2shop shopping voucher.



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

Your Home & Communal Areas

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

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

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

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

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

- ☐ Yes (Go to **5**)
- ☐ No (Go to **6**)
- ☐ Don't know (Go to **6**)

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

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

6 If you are not satisfied with your home and/or communal areas, please provide more information and what your landlord could improve.

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

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

11 If you are not satisfied with the repairs and maintenance service, please provide more information and what your landlord could improve.

Repairs and Maintenance

7 Has your landlord carried out a repair to your home in the last 12 months?

- ☐ Yes (Go to **8**)
- ☐ No (Go to **10**)

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

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

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

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

Customer Service, Communications and Information

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

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

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

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

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

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

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

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

16 If you are not satisfied that your landlord listens to your views, keeps you informed, treats you fairly and is easy to deal with, please provide more information and what could be improved.

Your Neighbourhood

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

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

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

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

Making a Complaint

19 Have you made a complaint to your landlord in the last 12 months?

- ☐ Yes (Go to **20**)
- ☐ No (Go to **23**)

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

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

21 What was your complaint related to?

- ☐ Repairs service
- ☐ Property condition
- ☐ ASB
- ☐ Cleaning
- ☐ Gardening
- ☐ Damp and mould
- ☐ Staff or contractor attitude
- ☐ Communication
- ☐ Tenancy matters
- ☐ Rent or service charge matters
- ☐ Other (please specify below)

22 Has your complaint now been resolved?

- ☐ Yes – I am happy with the resolution
- ☐ Yes – I am not happy with the resolution
- ☐ No – complaint is still ongoing
- ☐ No – my landlord has not acknowledged my complaint

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- 23** What one thing could your landlord improve?

Your Well-being

- 24** 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting the cost of household bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting the cost of utility / fuel bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 25** 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 **26**)
☐ No (Go to **27**)

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

- ☐ Yes
☐ No

- 27** 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

Permissions and Confidentiality

- 28** 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 **29**)
☐ No (End)

- 29** 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.