



Cambridge City Council TSM Survey

2024/25 Report

May 2025

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Cambridge City Council is a social housing landlord with 7,708 households, including 7,626 general needs and sheltered properties (Low-Cost Rental Accommodation, LCRA) and 82 shared ownership properties (Low-Cost Home Ownership, LCHO). Cambridge City Council also has 1,184 leaseholders; however, these will not be surveyed until the third year of the contracted period.

In 2023/24, Acuity was commissioned to undertake independent perception surveys of 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 Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and are now due for submission to the Regulator on an annual basis.

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' 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.

The surveys were undertaken throughout February and March 2025 using a census approach, whereby all tenants were invited to participate. First, all tenants with an email address were sent an online survey by email. This was followed by a full postal survey (including a covering letter, questionnaire, and reply-paid envelope) to all non-respondents. A full reminder mailout was sent to 1,000 non-respondents, which targeted underrepresented groups/tenants. 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 a quota on age to the sampling frame. Incentives were used (3x £100 shopping vouchers) to help maximise participation.

By the close of the fieldwork, 1,596 responses were achieved, which comprised 1,573 LCRA tenants and 22 LCHO.

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 1,573 LCRA responses, this is high enough to conclude that the findings are accurate to within $\pm 2.2\%$, 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 22 responses, this gives a margin of error of $\pm 18.0\%$.

This report explores the results from the 2024/25 surveys, which includes additional analysis of satisfaction by various subgroups (including age, ward, and response method). Benchmarking information has also been included, which will allow the Council to see where satisfaction sits in relation to other landlords who submitted TSM data to the Regulator.

The survey is confidential, and the results are sent back to Cambridge City Council anonymised unless tenants give their permission to be identified – 77% of tenants in the survey did give their permission to be identified, and of these tenants, 91% are happy for Cambridge City Council to contact them to discuss their results.



73%

Overall Satisfaction

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

In 2024/25, nearly three-quarters of LCRA tenants are satisfied with the overall service (73%). This is a six percentage point (p.p) increase from the 2023/24 survey.

Two measures have received scores of above 75%, these are the time taken with repairs (76%) and the repair service in the last 12 months (78%), which is the highest scoring metric in this years survey.

There are two measures which have satisfaction scores of 50% or below. These are the approach to handling ASB (50%) and the handling of complaints, with less than three out of ten tenants satisfied (28%).

Satisfaction scores have generally increased from the previous year; these changes will be explored further in this report. The results opposite show a generally strong base of satisfaction, as well as highlight a few potential areas for improvement.

Key Metrics Summary 2024/25



71% Well maintained home



57% Positive contribution to neighbourhood



73% Safe home



50% Anti-social behaviour



55% Easy & affordable to heat



69% Easy to deal with



78% Repairs - Last 12 months



56% Listens & Acts



76% Time taken - Last repair



64% Keeps you informed



67% Repairs - Overall satisfaction



70% Treats fairly & with respect



64% Communal areas clean & well maintained



28% Complaints handling

National Context

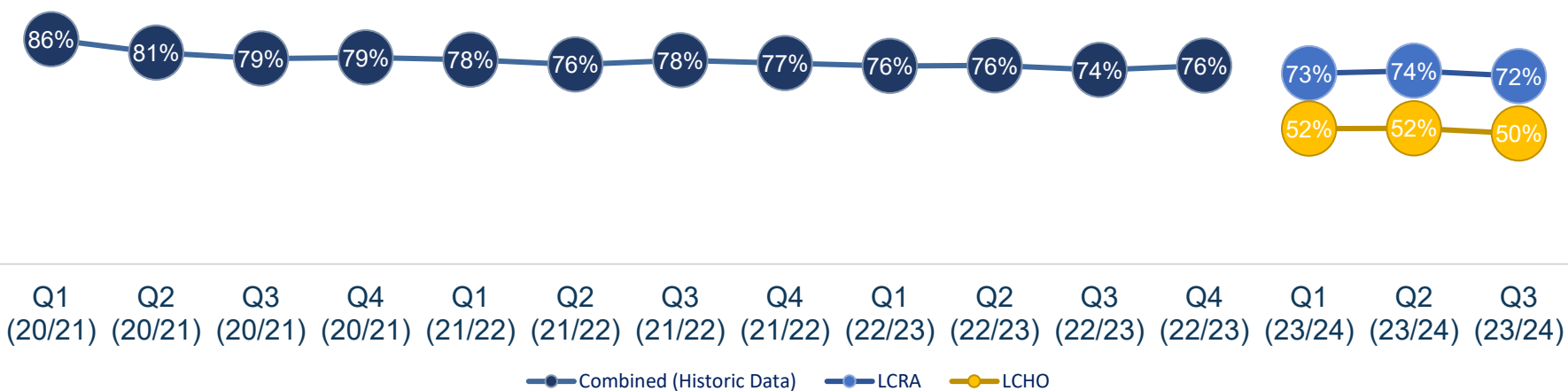
When considering the results, it is important that the national context and external factors are also taken into account. For example:

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

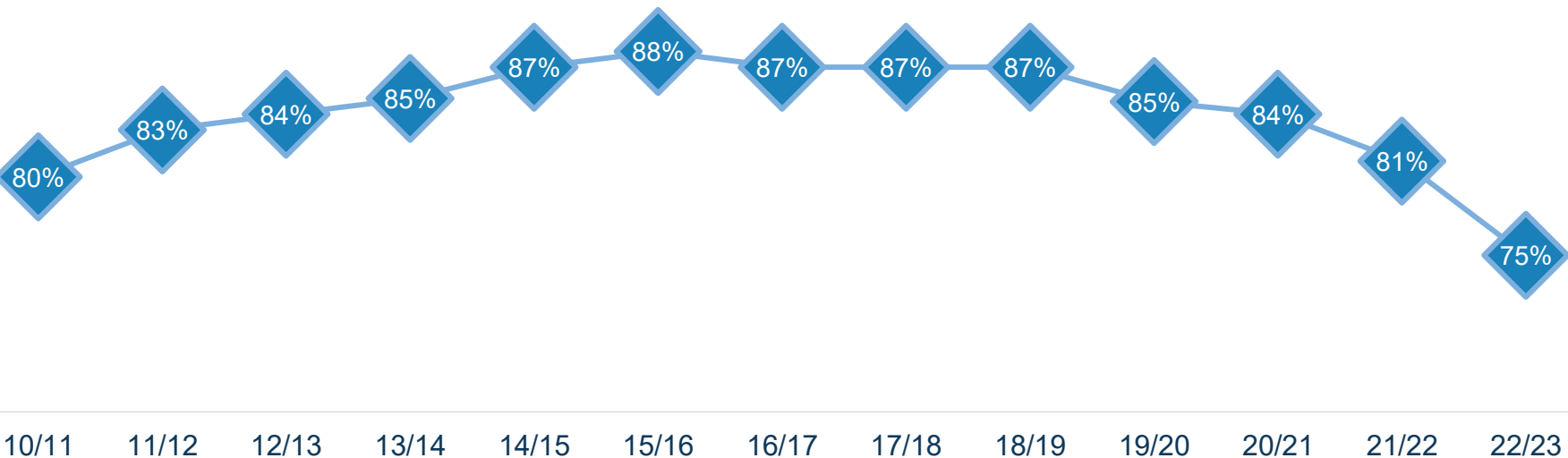
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

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)



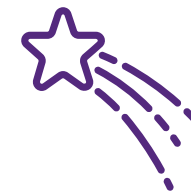
Satisfaction with services provided (NHF/Housemark median - general needs)



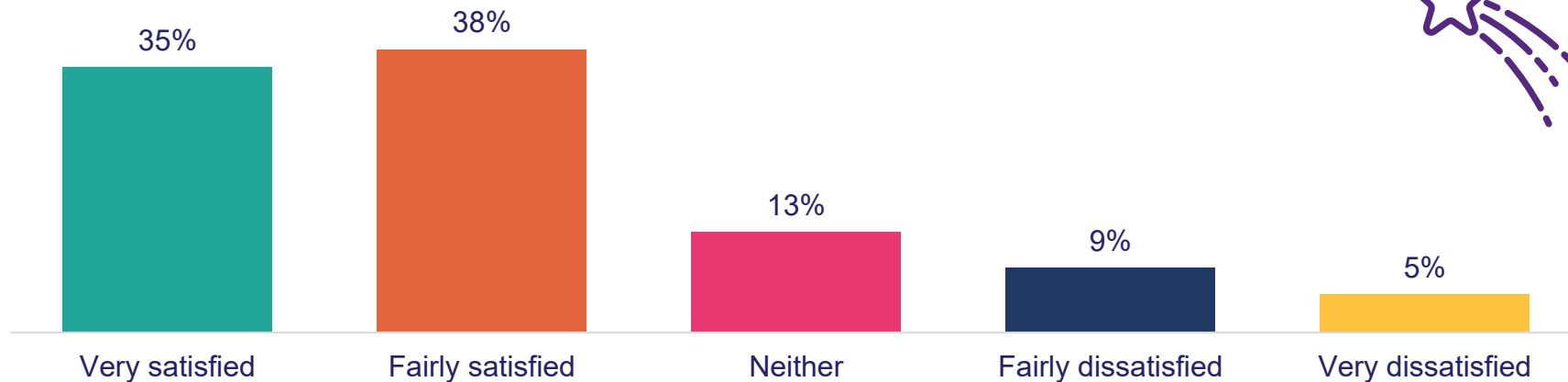


Overall Satisfaction





Overall Satisfaction

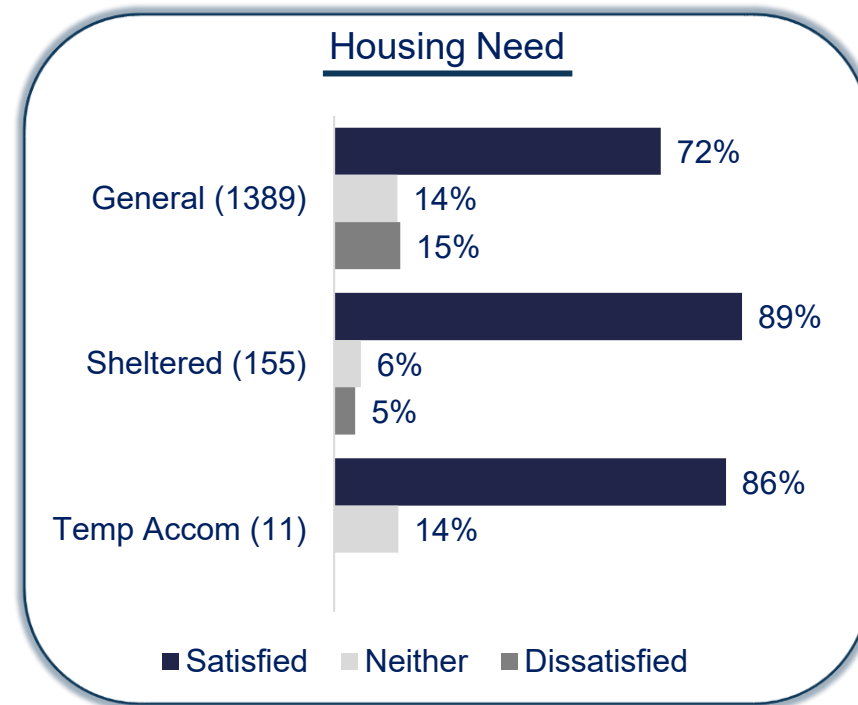
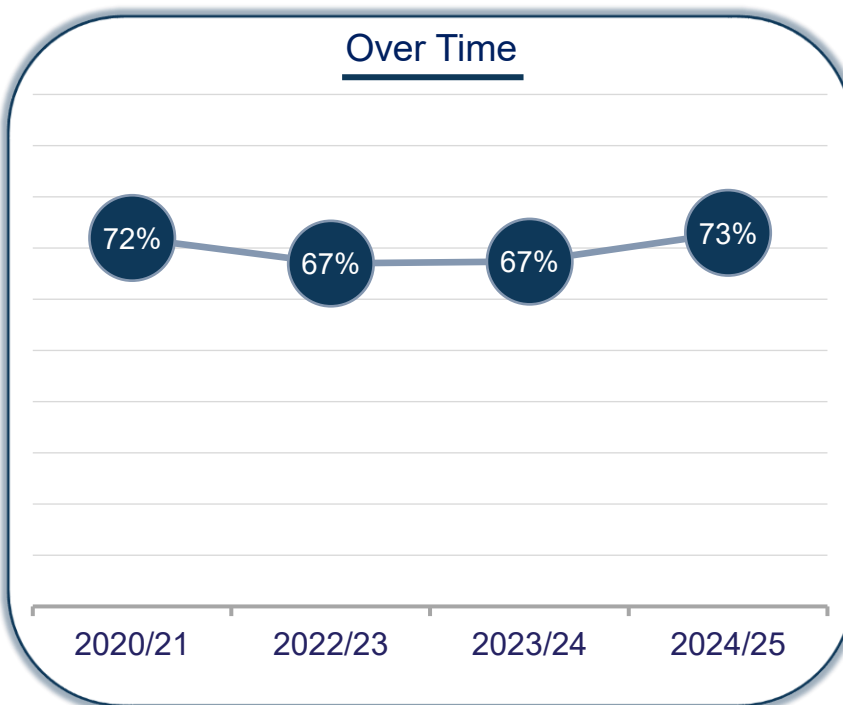


Firstly, tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cambridge City Council?” This is the key metric in any tenant perception survey.

Nearly three-quarters of tenants are satisfied, with a score of 73%, with slightly more fairly satisfied (38%), than very satisfied (35%). Satisfaction with the overall service provided has increased by 6p.p from the 2023/24 survey and is now at the highest level of the last four years.

Just over one-tenth of tenants are dissatisfied with the overall service (14%) and more are fairly dissatisfied (9%), than very dissatisfied (5%). The remaining 13% of tenants are neither satisfied nor dissatisfied.

When viewing satisfaction by housing need, tenants in sheltered accommodation are the most satisfied, with a score of 89%, closely followed by tenants in temporary accommodation, with a score of 86%. Tenants in general needs properties are the least satisfied, with a score of 72%, this group also makes up the majority of the tenant base.





Keeping Properties in Good Repair



More than seven out of ten tenants are satisfied that their home is well-maintained (71%). Nearly one-fifth of tenants are dissatisfied (18%) and the remaining 11% of tenants are neither satisfied nor dissatisfied. This measure has increased by 7p.p from the previous year.

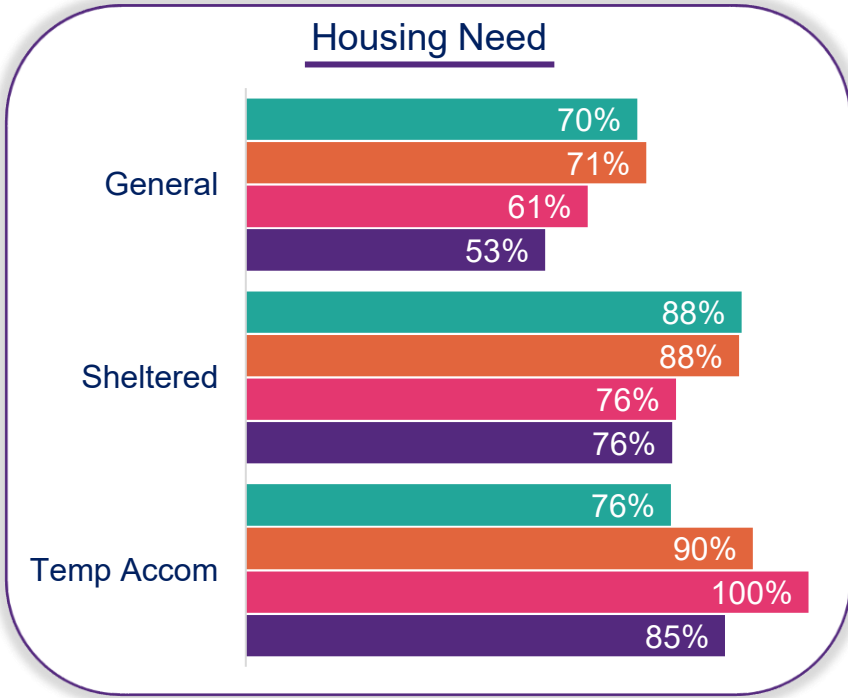
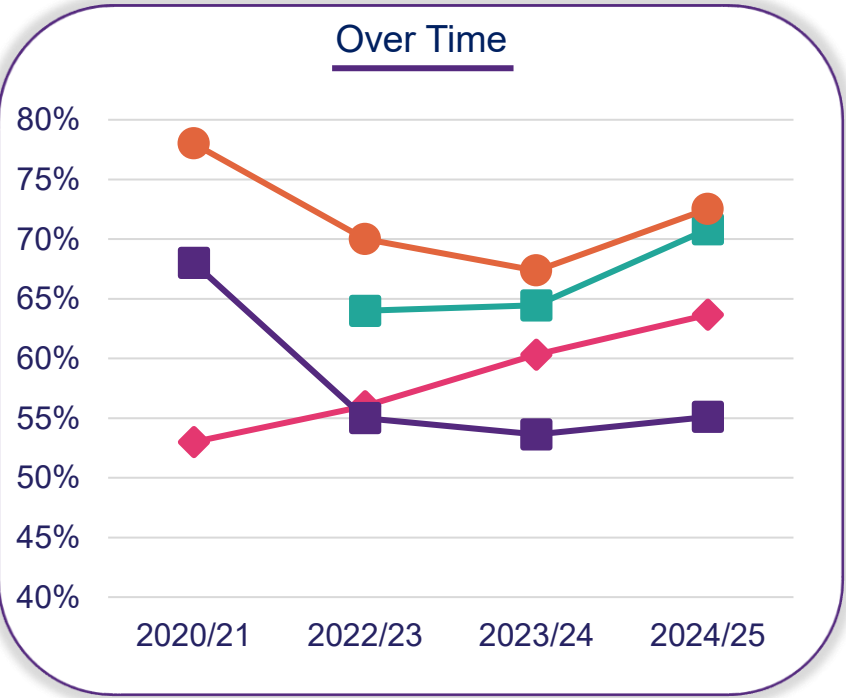
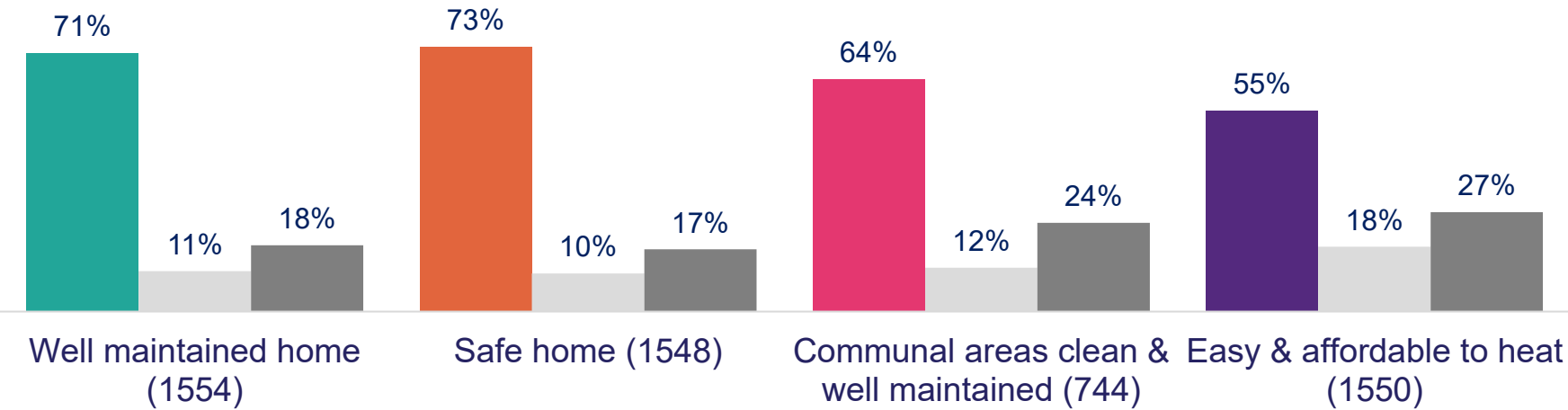
Nearly three-quarters of tenants are satisfied that their home is safe, with a score of 73%. Close to one-fifth are dissatisfied (17%), and one-tenth are neither satisfied nor dissatisfied (10%). This measure was starting to trend downwards between 2020/21 and 2023/24, but has now seen an increase of 6p.p from 2023/24.

Close to two-thirds of tenants are satisfied that communal areas are kept clean and well maintained (64%). Nearly one-quarter are dissatisfied with this measure (24%), while 12% are neither satisfied nor dissatisfied. This metric has trended upwards over the last three surveys, showing increases in satisfaction each year. Most recently, satisfaction has increased by 4p.p from the 2023/24 survey.

More than half of tenants are satisfied that their accommodation is easy and affordable to heat (55%). Nearly three out of ten are dissatisfied (27%) and 18% are neither satisfied nor dissatisfied. This measure has shown a slight increase of 1p.p from the previous year.



The Home & 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; 460 tenants gave comments.

Issues with the time taken to complete repairs were the most common comment, as 21% of respondents mentioned this. Several respondents mentioned waiting too long for routine repairs and sometimes for urgent repairs.

Problems with damp and mould in the home were also frequently mentioned, as tenants mentioned issues with buildup of mould which has been reported but not yet actioned. These issues should be rectified as soon as possible by the Council, to prevent any long-term health problems from occurring.

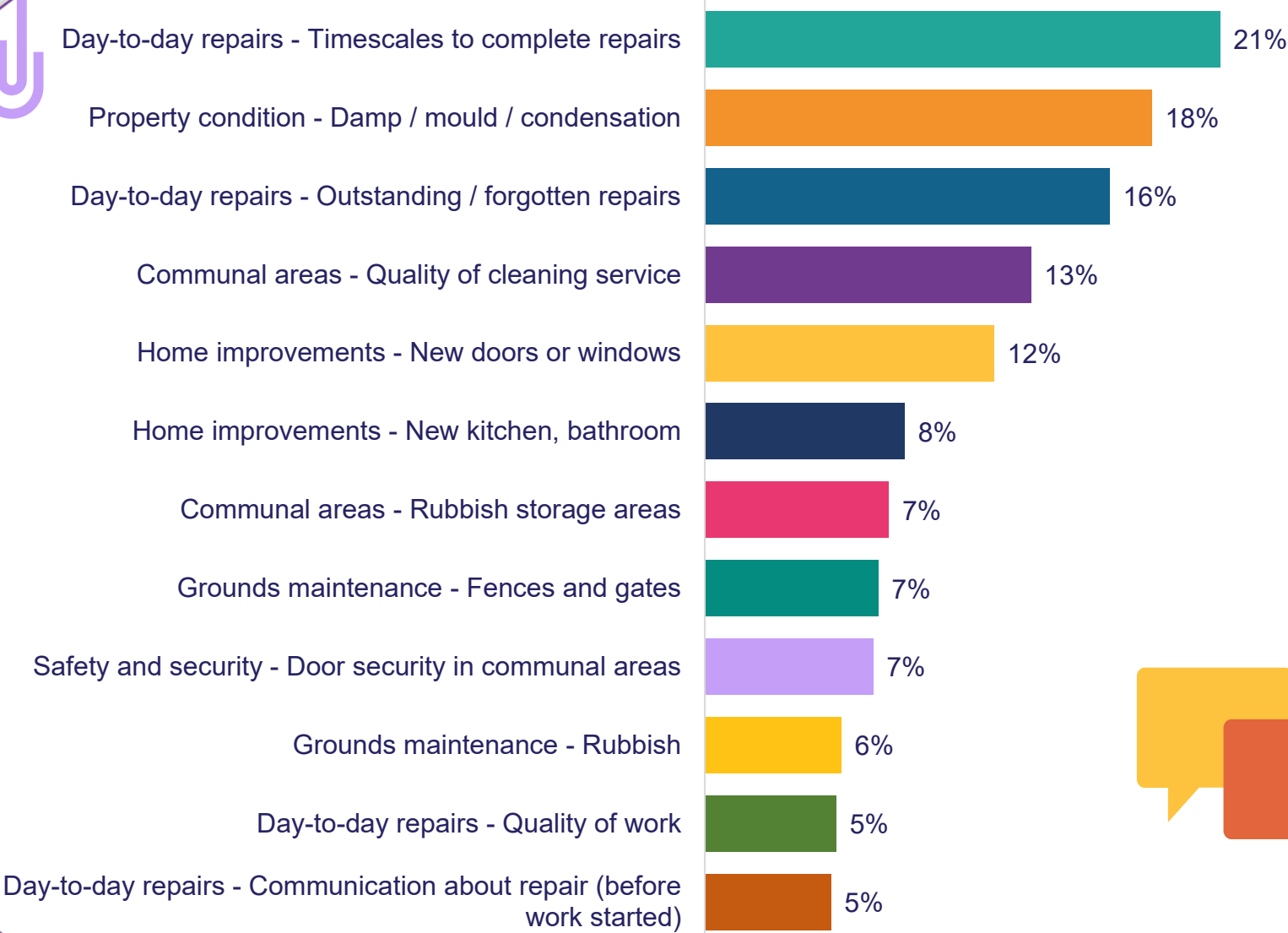
The repair service also received criticism from several respondents, highlighting issues with outstanding or forgotten repairs, with many mentioning their reported repairs have not been acted upon, forcing them to have to chase this with the Council.

Relating to communal areas, tenants mentioned issues such as areas not frequently cleaned, with rubbish storage areas particularly mentioned as unhygienic. Safety and security was also flagged, with reports of broken locks and access for non-tenants.

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



Comments – Home or Communal Areas



Number of respondents: 460

Home or Communal Areas – Comments

Communication	Day-to-day repairs	Property condition	Communal area maintenance
<p><i>"Insulation in the home is dreadful and we are always freezing but my previous dealings with the council were so bad I dont dare speak to them."</i></p> <p><i>"A lot of faults in the flat but don't get a response."</i></p> <p><i>"Im having difficulties communicating with the housing officer on several matters."</i></p> <p><i>"Return phone calls when promised. Still waiting 4 months on for repairs."</i></p> <p><i>"The wall leaks in the porch when it rains, bricks are soaking wet. They've been notified but no communication and no maintenance work."</i></p> <p><i>"Lack of communication, I've lived in my flat four years and have never been spoken to by someone from the council unless I ring them."</i></p> <p><i>"Many times we called for side fence which is broken. still waiting. No response."</i></p>	<p><i>"Repairs not being done very quickly."</i></p> <p><i>"Take too long to fix things or just dont come back."</i></p> <p><i>"Council take ages to follow up on existing repairs."</i></p> <p><i>"Waiting for work that was promised last September, to be carried out."</i></p> <p><i>"Repair not completed in a whole year."</i></p> <p><i>"When works are carried out they can take years for the job to be done. The work is subpar."</i></p> <p><i>"Few jobs ongoing have not heard nothing constantly having to chase."</i></p> <p><i>"Lived here for over 10 years and it took up until last year for them to resolve heavy leaking and flooding in my property. It cost me thousands of pounds in damage."</i></p>	<p><i>"The home has a lot of damp and mould and has had for over 20 years."</i></p> <p><i>"I still have rising damp in bathroom damp in bedroom and have reported this."</i></p> <p><i>"Been awaiting cladding to stop mould for 3 years."</i></p> <p><i>"A 4-year battle with mould and only within the past few months have the council been out to treat it, even then the problem was not Solved and my property has now been classed as unsafe and we've been given the go-ahead to move out due to health and safety. 4 year wait was not necessary, As a result, my son now suffers with severe asthma."</i></p> <p><i>"All of these flats have really bad damp, all of them."</i></p> <p><i>"We have mould and condensation build up in winter."</i></p>	<p><i>"The cleaners rarely attend and when they do it's not cleaned to a high enough standard."</i></p> <p><i>"Cleaners do not clean in bin areas."</i></p> <p><i>"The inside of communal staircase area has NOT been painted for 18 years!"</i></p> <p><i>"Rubbish on ground - grass too long."</i></p> <p><i>"There is nightmarish filth and stench in the stairwells, and around the blocks the lawns and bushes are strewn with rubbish!"</i></p> <p><i>"Mowing of grass in the courtyard is not done often enough."</i></p> <p><i>"Bin store external door locks not working so homeless getting in."</i></p> <p><i>"The bin areas are disgusting and attract rats."</i></p> <p><i>"I am charged a weekly estate service charge but have never seen any evidence of general maintenance of a cleaning taking place."</i></p>

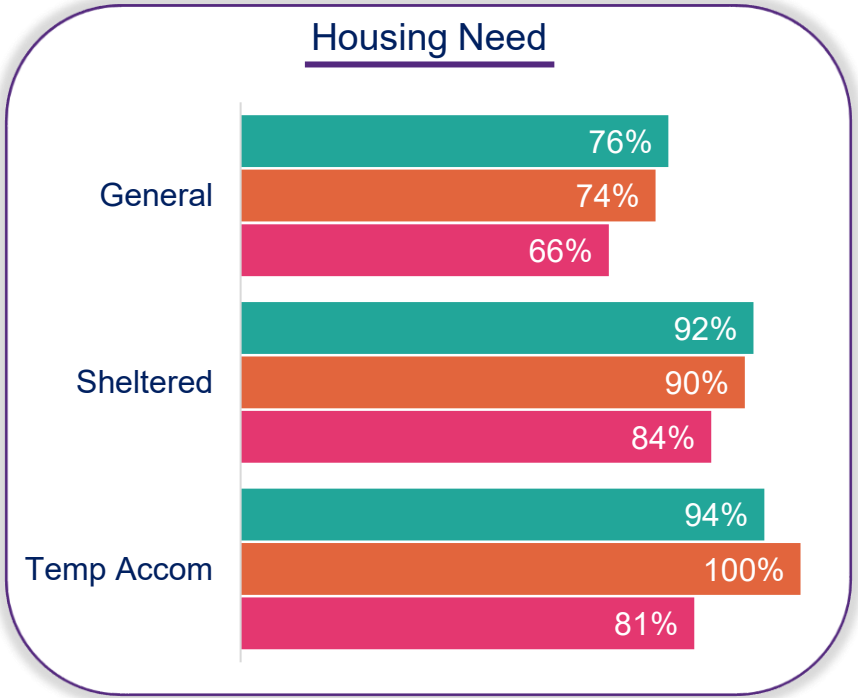
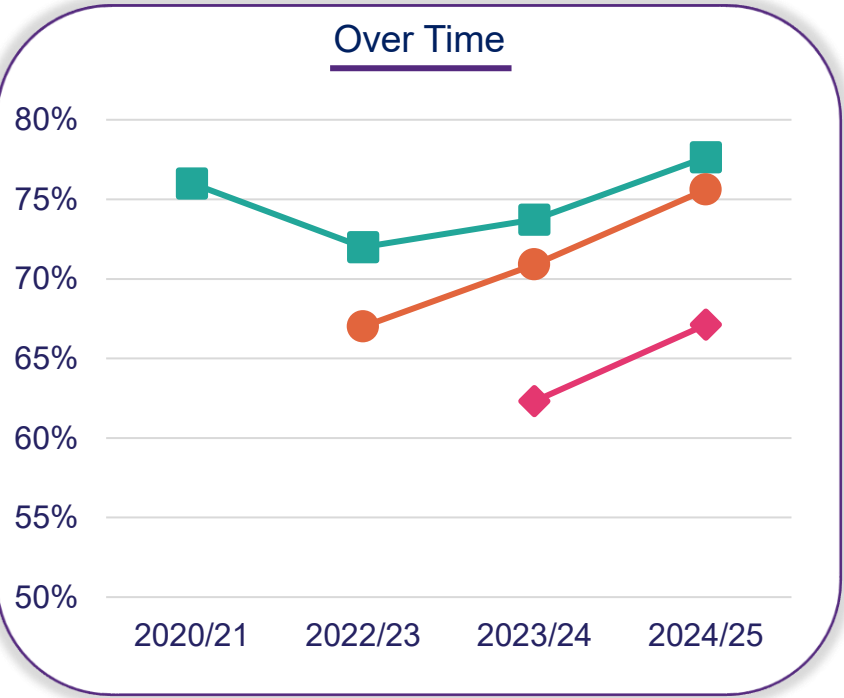
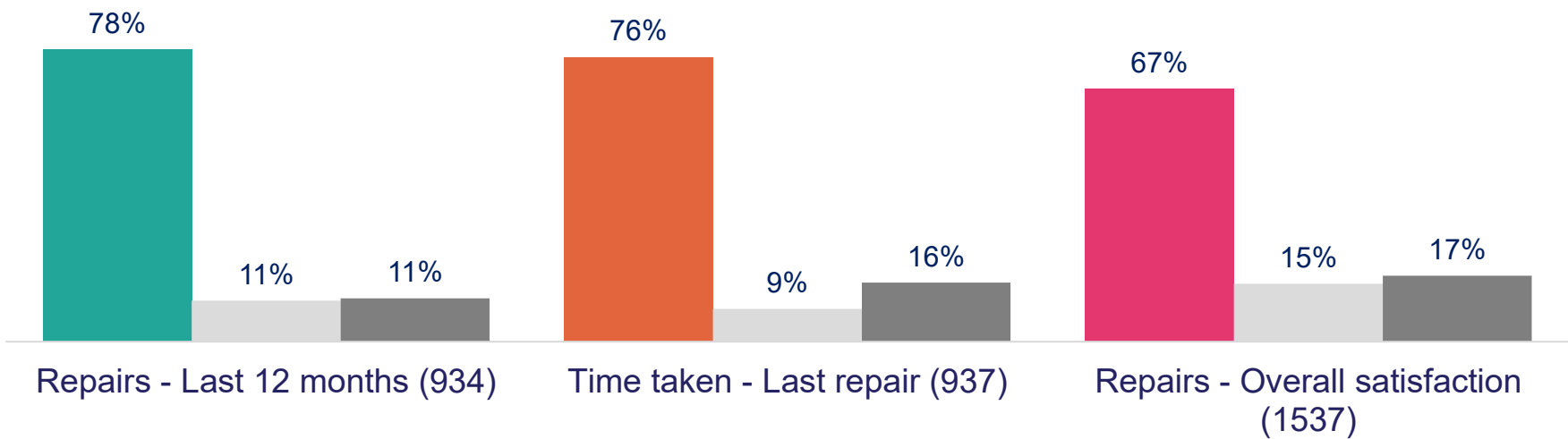
Nearly eight out of ten tenants are satisfied with the repairs service in the last 12 months (78%). Just over one-tenth of tenants are dissatisfied (11%), with the same percentage being neither satisfied nor dissatisfied (11%). This measure has started to trend upwards over the last two surveys, and with an increase of 4p.p in Q4 2024/25, satisfaction is now at its highest level for the past four-year period.

Slightly fewer tenants are satisfied with the time taken to complete repairs (76%). Less than one-fifth of tenants are dissatisfied (16%), and the remaining 9% of tenants are neither satisfied nor dissatisfied. This measure has trended upwards over the last two surveys since the question was introduced. Most recently, there was an increase of 5p.p in Q4 2024/25.

Just over two-thirds of tenants are satisfied with the overall repairs service (67%). Less than one-fifth of tenants are dissatisfied (17%), and 15% are neither satisfied nor dissatisfied. This question has only been asked over the last two years; there has been an increase in satisfaction of 5p.p from the previous year.



Repairs & Maintenance



Tenants who are not satisfied with the repairs and maintenance service were asked to provide more information and what could be improved; 360 tenants gave comments.

Tenants most frequently refer to the timescales to complete repairs (49%), as well as outstanding or forgotten repairs (21%). Respondents frequently mention waiting too long for urgent repairs such as leaks, damp and mould, or heating problems. Some respondents also expressed frustration at not receiving action after reported repairs and having to chase this up.

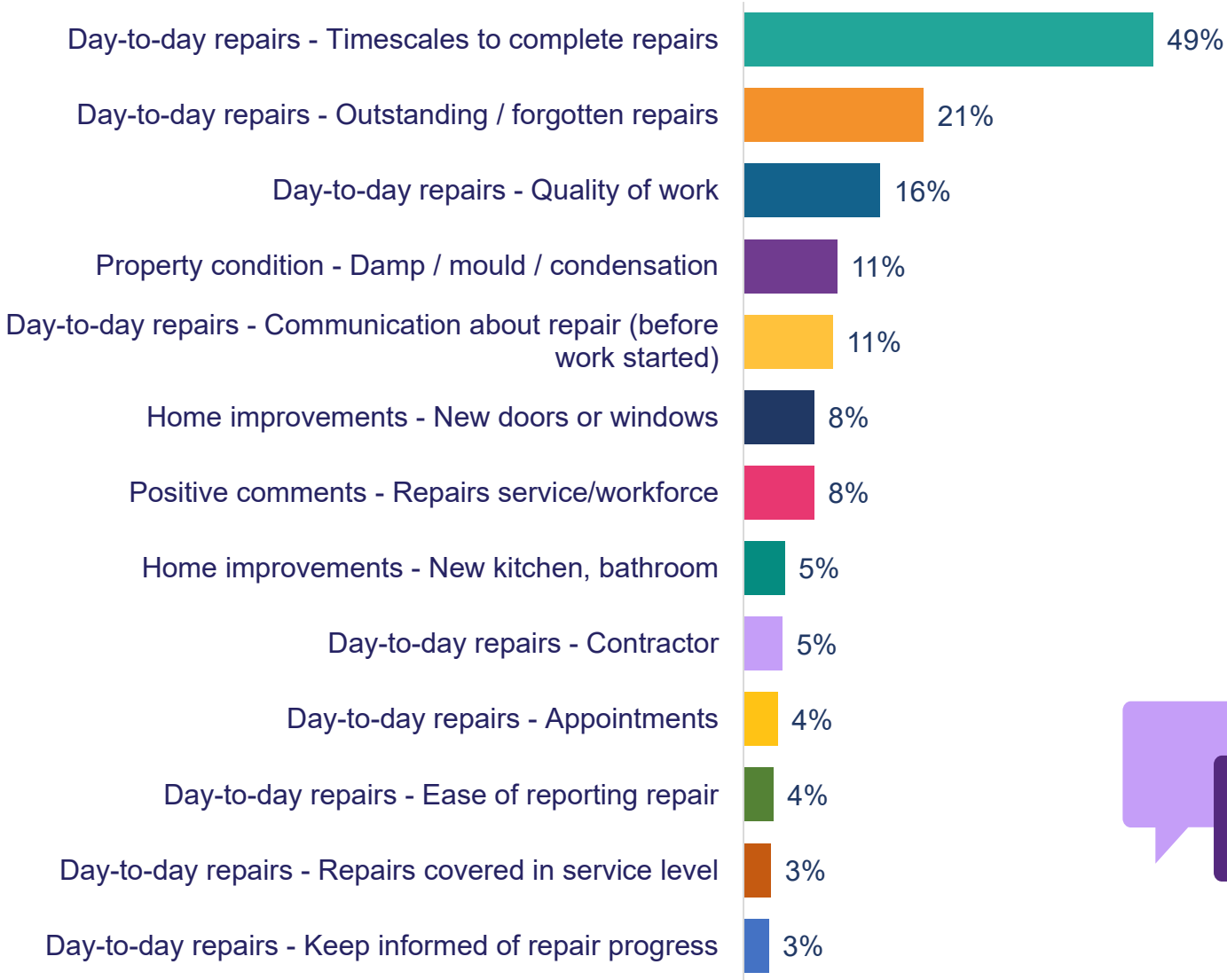
Damp and mould again feature as a prominent issue for tenants, with 11% mentioning this in their comments. This is a serious issue in the sector and should be prioritised by the Council, so that tenants with these problems in their homes do not suffer long-term health issues.

Several respondents also highlighted a desire for more frequent property maintenance and upgrades, with requests for new doors, windows, and bathrooms.

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



Comments – Repairs & Maintenance



Number of respondents: 360

Repairs & Maintenance – Comments

Repairs - Communication	Repairs - Timescales	Maintenance – Damp & mould	Maintenance - Renewals
<p><i>“Better communication between team visiting and office, we are being told one thing then not hearing back from the Council.”</i></p> <p><i>“I had to chase the contractors regarding repair work, very slow at replying.”</i></p> <p><i>“Repair team regularly don’t turn up and no comms to let you know.”</i></p> <p><i>“I seem to have been ignored about an outstanding repair. I chased them for a while, but I got fed up with being ignored.”</i></p> <p><i>“I was told that I would receive an automatic appointment, but it didn’t happen.”</i></p> <p><i>“Contractors not turning up for repairs when booked appointments.”</i></p> <p><i>“You shouldn’t have to do everything online.”</i></p> <p><i>“To get even the most basic repairs carried out a formal complaint is generally required or multiple phone calls or emails.”</i></p>	<p><i>“It took 5 months to come and repair my windows.”</i></p> <p><i>“I have just logged a repair for my shower, but the earliest appointment is in two weeks.”</i></p> <p><i>“Repairs can take too long. The time slots are inconvenient. I have to take a day off work for a repair. The time slots could be more precise.”</i></p> <p><i>“Currently I have repair/maintenance issues that have not been responded to for months and in some cases years.”</i></p> <p><i>“It took too much time. Nearly a year.”</i></p> <p><i>“Year long not repaired fault with hot water.”</i></p> <p><i>“Repairs take too long to get done.”</i></p> <p><i>“Told I would be getting a new front door in about 6 weeks, nothing heard. Almost 6 months gone.”</i></p> <p><i>“Wait too long for repairs, 3 to 4 weeks sometimes, takes too long on phone, and we are not all online.”</i></p>	<p><i>“Water runs down our wall. We are just waiting for the damp to come through.”</i></p> <p><i>“Damp and mould repairs took for me to make a complaint before any action was taken.”</i></p> <p><i>“The mold should be dealt with.”</i></p> <p><i>“Damp and mould. Come out in April last year painted over mould it came back.”</i></p> <p><i>“There is increasing mould from inside our patio door and rotting the floor.”</i></p> <p><i>“I had recurring mould and damp in my bathroom.”</i></p> <p><i>“Dampness in the bathroom and kitchen ceiling panels needs attending to.”</i></p> <p><i>“Damp/mouldy bath oom - ill fitting windows constantly cold draughts.”</i></p> <p><i>“A real problem with mouldy windows, they need replacing and part of the kitchen one is rotten, I have reported many times.”</i></p>	<p><i>“My front door has been tested and assessed as unsafe. This was three years ago.”</i></p> <p><i>“The finished bathroom is terrible, the tiles are wonky, the pipes are all hanging out with random wires, and the walls are covered in cracks.”</i></p> <p><i>“I have lived here for over 19 years and I have not had my Velux windows replaced nor have I had a vent put in my bathroom.”</i></p> <p><i>“My kitchen is 30 plus years old.”</i></p> <p><i>“A carpet to protect the floor, renew the front door, the main door is out of order.”</i></p> <p><i>“I asked the landlord to install a shower cabin (to replace the bath, which is difficult to access) I am still waiting after 2 months for an update and resolution.”</i></p> <p><i>“Cupboards need to be replaced and need a fire escape.”</i></p> <p><i>“Ive needed new windows for a very long time. The frames are all discoloured and the seals are all cracked.”</i></p>



Responsible Neighbourhood Management

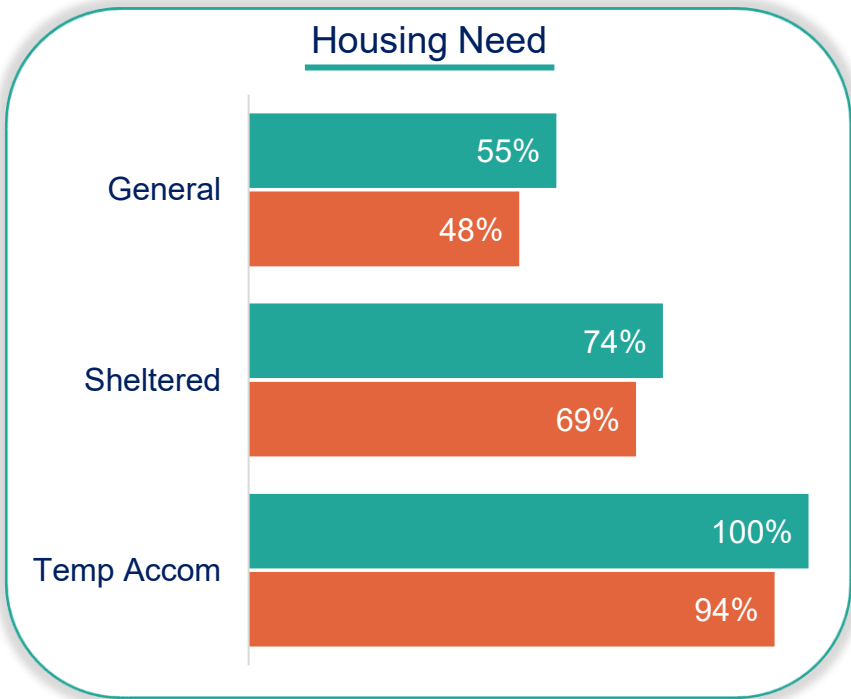
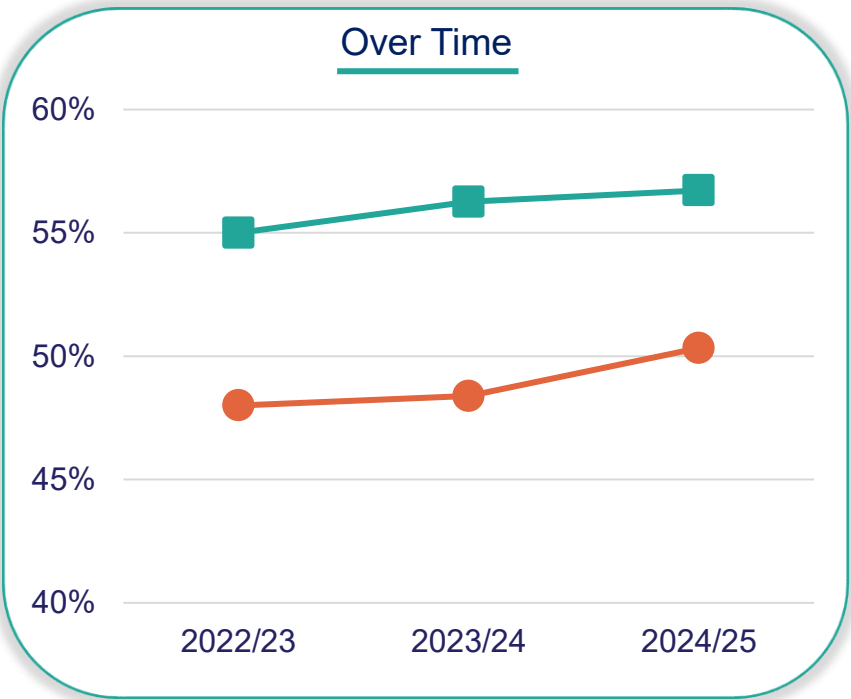
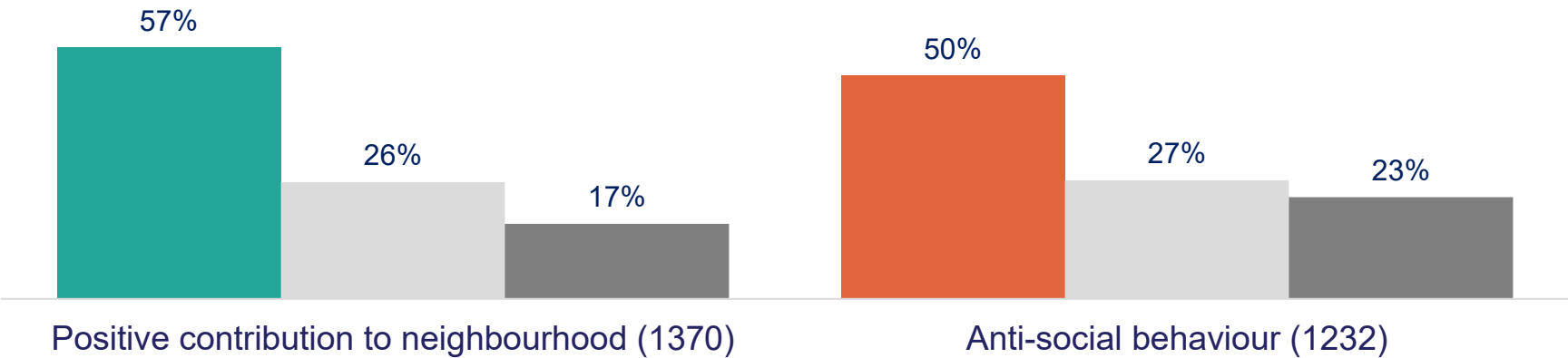


Responsible Neighbourhood Management

Less than six out of ten tenants are satisfied that the Council provides a positive contribution to the neighbourhood (57%). Nearly one-fifth are dissatisfied (17%), and more than one-quarter are neither satisfied nor dissatisfied (26%). This measure has been slowly trending upwards since the question was introduced in 2022/23, however, the increases have been marginal, by just 1p.p per year.

Half of tenants are satisfied with the Council’s approach to handling anti-social behavior (50%). Nearly one-quarter of tenants are dissatisfied with this measure (23%), and the remaining 27% are neither satisfied nor dissatisfied. This metric has been slowly trending upwards since the question was introduced two years ago, most recently with an increase of 2p.p in 2024/25.

The large amount of tenants who are neither satisfied nor dissatisfied with these measures would suggest that some respondents do not have strong negative feelings in these areas and may become satisfied in future surveys if small improvements are put in place.





Respectful & Helpful Engagement



Nearly seven out of ten tenants are satisfied that the Council is easy to deal with, at 69%. Just over one-tenth of tenants are dissatisfied with this measure (12%), and the remaining 19% are neither satisfied nor dissatisfied. This measure was trending downwards between 2020/21 and 2023/24, however, it has now seen a rise of 3p.p from the previous year.

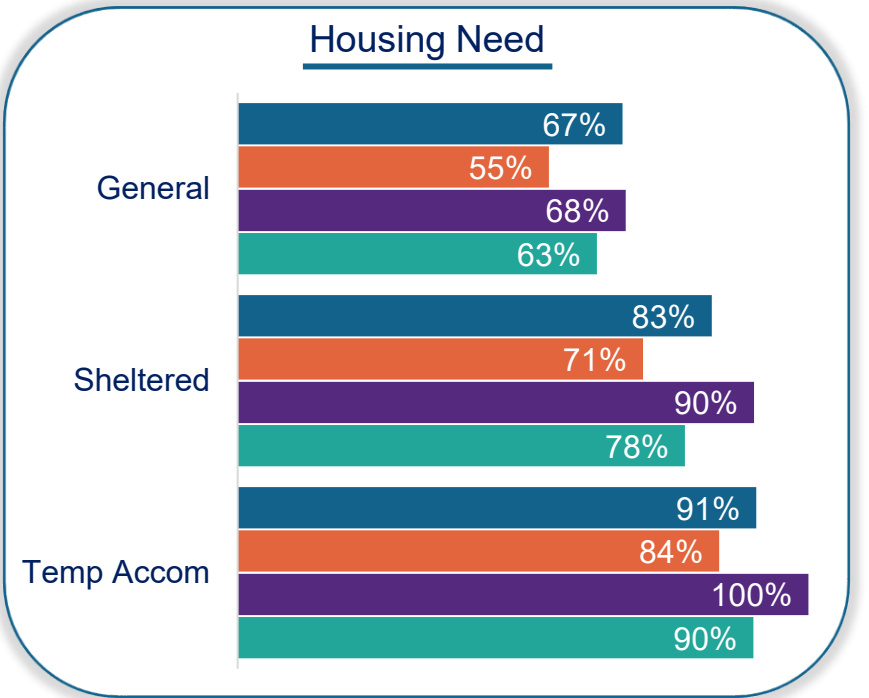
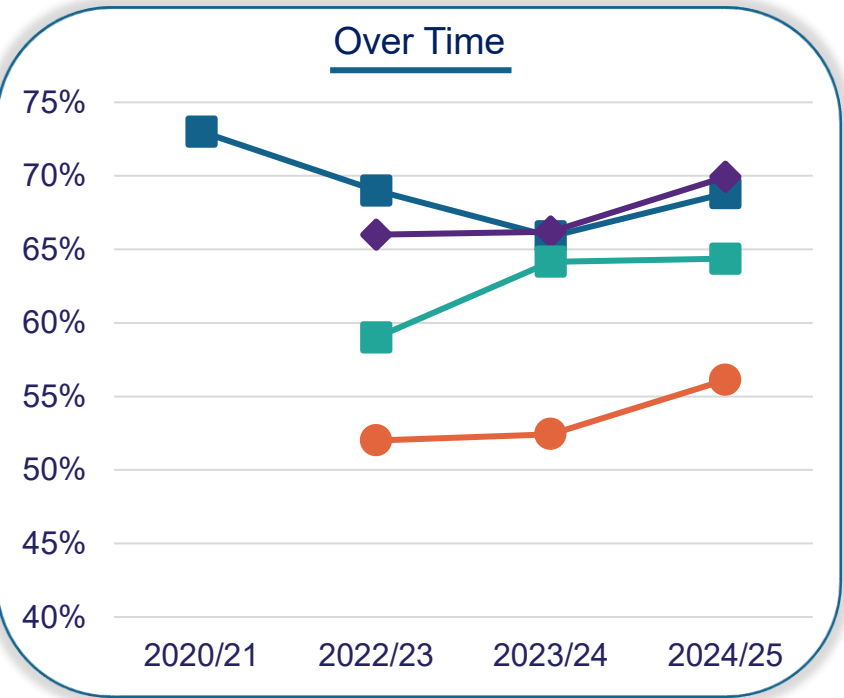
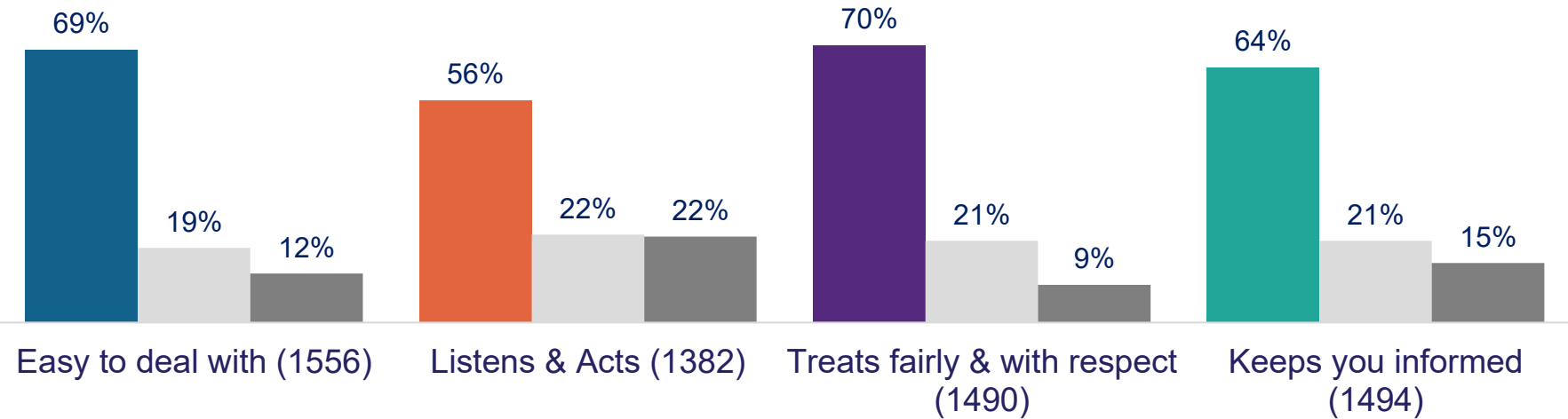
Less than six out of ten tenants are satisfied that Cambridge City Council listens to their views and acts upon them (56%). Slightly more than one-fifth of tenants are dissatisfied with this measure (22%), while the same percentage are neither satisfied nor dissatisfied. This metric has seen an increase of 4p.p from the 2023/24 survey.

Seven out of ten tenants are satisfied that they are treated fairly and with respect (70%). Less than one-tenth of tenants are dissatisfied with this measure (9%), yet more than one-fifth are neither satisfied nor dissatisfied (21%). This metric has seen an increase of 6p.p from the previous survey.

Slightly less than two-thirds of tenants are satisfied that Cambridge City Council keeps them informed about things that matter to them (64%), this has retained the same value from the 2023/24 survey. Just 15% of tenants are dissatisfied with this measure, while more than one-fifth are neither satisfied nor dissatisfied (21%).



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, 308 tenants made comments.

Respondents mention a range of different issues, with no particular problem being a clear standout. However, there are common themes around the ease of contact and attitude of staff.

The most frequently mentioned area was around the care, empathy, and support of staff. Several respondents reported they felt staff had been rude or unhelpful. Some tenants also stated that when reporting issues, they were quickly referred to other organisations or told to resolve it themselves, leading to feelings that the Council does not take issues seriously.

Answering phones and returning calls were also mentioned, with some respondents dissatisfied that they called up to report issues, only to be told to use an online system. Several tenants also expressed frustration with not being contacted after their calls, when this had been promised.

The repairs service was also featured in the comments, with some tenants disappointed with the difficulty in reporting repairs and the lack of communication throughout the process.



Comments – Customer Service & Communications



Number of respondents: 308

Customer Service & Communications – Comments

Communications & information– Repairs	Customer service & contact – Follow Up	Customer service & contact – Response times	Attitude of staff
<p><i>“Tenants are not kept informed about progress on major repairs.”</i></p> <p><i>“They are not informing people when they do work.”</i></p> <p><i>“After a 4 year battle with damp and mould, as a result, my son now has severe asthma. If I was listened to, treated fairly and the council were easy to deal with then this would have been resolved a long time ago.”</i></p> <p><i>“They are slow to get back to you about repairs. Some repairs haven been forgotten and not carried out.”</i></p> <p><i>“The housing repairs portal does not include enough options. I have had repair men turn up with no prior knowledge.”</i></p> <p><i>“Mould issues, reported numerous times, still unresolved.”</i></p> <p><i>“Always says that repairs will happen, then they dont. Do not update me, just feel forgotten as they dont care.”</i></p>	<p><i>“I wrote to senior managers regarding moving from a three-bedroom property due to disability, I did not have the courtesy of a reply.”</i></p> <p><i>“Last year, I rang the council twice to report an issue, both times I was told someone would call back, this did not happen.”</i></p> <p><i>“Queries are ignored, no call backs in relation to raised issued.”</i></p> <p><i>“There has been ongoing anti-social behaviour for over a year. When I have previously emailed, I have not received a response.”</i></p> <p><i>“Tell you someone will call you back but never do been waiting over a month for a call.”</i></p> <p><i>“I have made several attempts to speak to my housing officer about several complaints, to never get a call/email back.”</i></p> <p><i>“They don’t come to see us about what has happened. We reported it and they don’t get back to us. Never call us.”</i></p>	<p><i>“It takes forever to talk to someone over the phone.”</i></p> <p><i>“Very long wait on the telephone, I have no access to the internet.”</i></p> <p><i>“Getting through on the phone is difficult and takes an age, almost always then put through to the wrong department.”</i></p> <p><i>“It can take a while to get through on the phone.”</i></p> <p><i>“Cannot always get a reply on the telephone.”</i></p> <p><i>“Telephone access unnecessarily complicated. Bring back a real person to answer initially.”</i></p> <p><i>“I don’t have a computer when you phone you cannot get through to a person. It takes a long time to get anyone.”</i></p> <p><i>“Firstly, getting in touch with the correct Department can be difficult and obtaining the correct response can be even more so. If you do manage to get hold of the right person/section, if it is not an urgent problem, you may have to wait quite some time to get the right response. “</i></p>	<p><i>“Listen to us take notice of what we are saying.”</i></p> <p><i>“The repair teams, are less than excellent in their communication (to put it mildly).”</i></p> <p><i>“Stop treating every independent living tenant as delusional.”</i></p> <p><i>“I feel that as a council tenant, they don’t really care.”</i></p> <p><i>“I feel very distressed with the way that everyone at the council is ignoring my request for help and the way I have been ignored by the housing department.”</i></p> <p><i>“The call handlers could be more professional in addressing matters.”</i></p> <p><i>“Complaints made. Each has been responded to with denial and defense.”</i></p> <p><i>“I met with my housing officer and gave her all my concerns and I have not heard from her again.”</i></p>

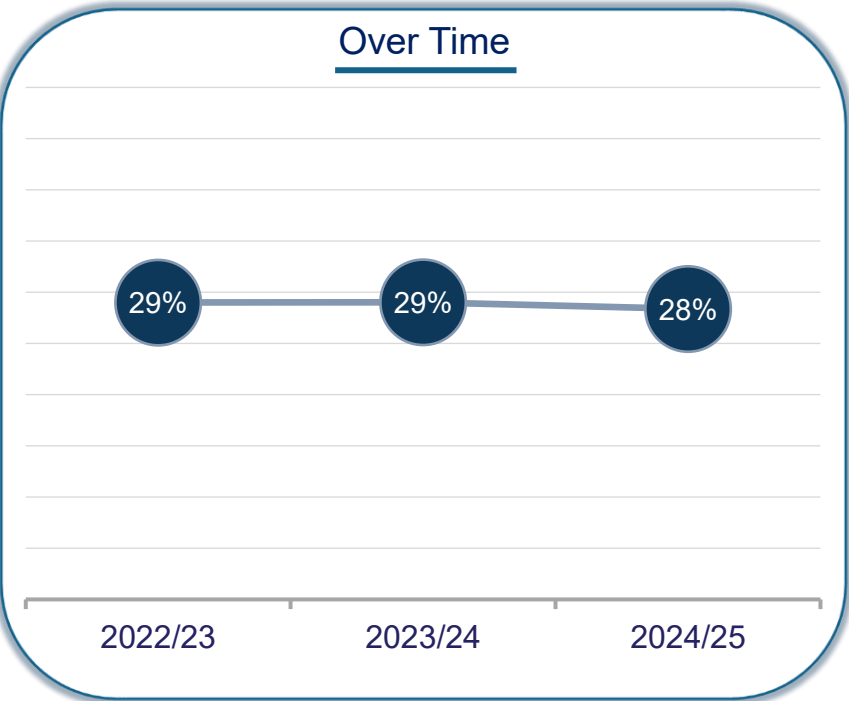
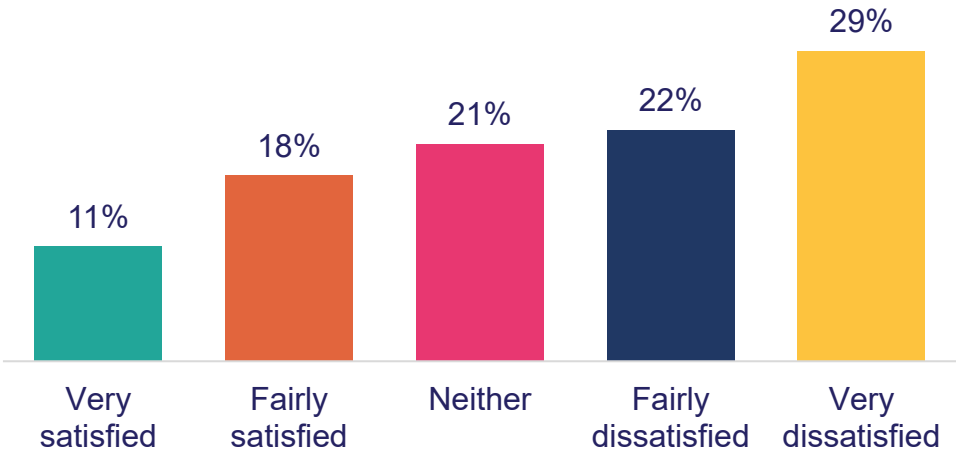
Less than three out of ten tenants are satisfied with the handling of complaints (28%). More tenants are fairly satisfied (18%) than very satisfied (11%). Additionally, of the 51% of tenants who are dissatisfied, there are more very dissatisfied (29%), than fairly dissatisfied (22%). This measure is the lowest scoring metric in the survey and has not increased at all over the last two years, showing a 1p.p decrease in 2024/25.

Just one-quarter of tenants are happy with the resolution to their complaints (25%), while 17% noted that their complaint has been resolved, but they are not happy with the outcome. Nearly four out of ten (38%) reported that their complaint is still ongoing, while more than one-fifth (21%) have not had their complaint acknowledged.

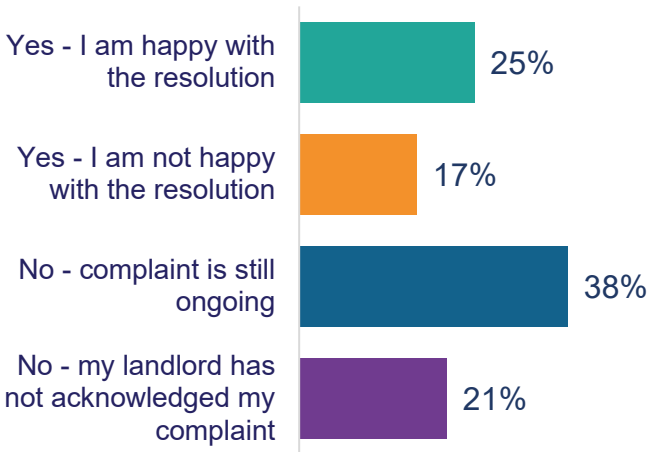
It has been seen across the sector that when asked for satisfaction with complaints handling, tenants often respond by discussing outstanding service issue requests, rather than official stage 1 or stage 2 complaints. This can cast doubt on how accurately the satisfaction score reflects on the complaints procedure, however, with just 28% satisfied and 21% responding their complaint has not been acknowledged, there is a clear perception that issues are not handled well by the Council.

When asked about the complaint topic, the repairs service came out as the most common topic, at 33%. ASB issues also featured prominently, at 21%, and concerning, one-fifth of complaints (20%) were related to damp and mould.

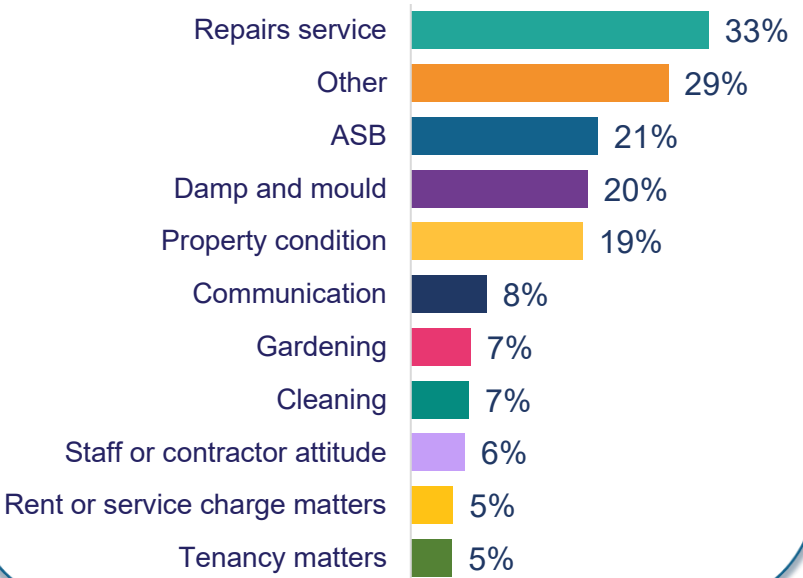
Complaints Handling



Complaint Resolved



Complaint Topic





Improvements



Tenants were asked what one thing Cambridge City Council could improve, and 1,038 tenants gave comments.

One-tenth of tenants (10%) gave positive comments about the current services provided, and a further 4% had no suggestions, perhaps also feeling no improvements are necessary.

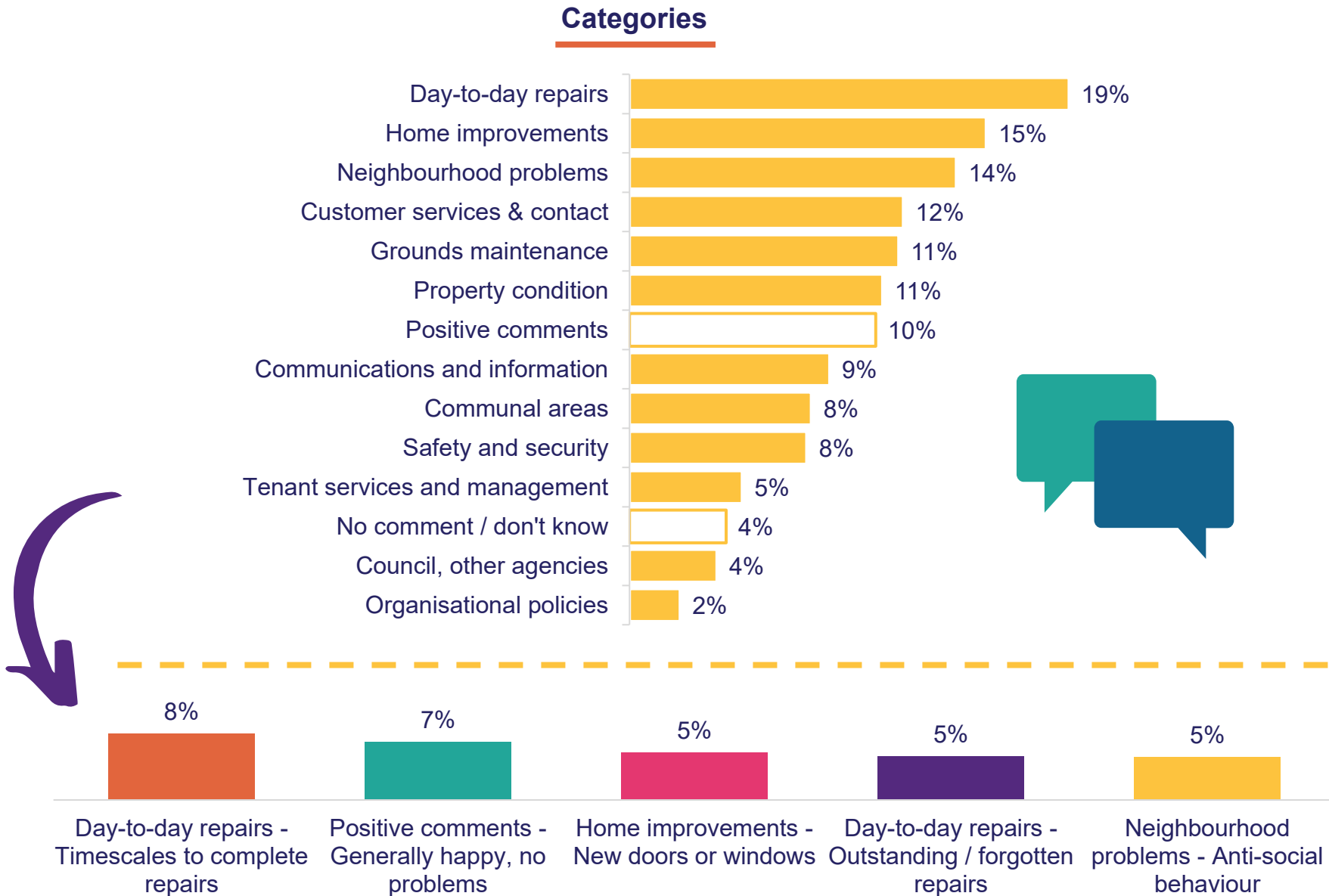
Of the more negative comments, tenants most frequently mentioned the repairs service, with requests to improve the process of reporting repairs and the timescales for resolution.

Tenants also requested improvements in their home, with many feeling their kitchens and bathrooms are outdated. Several respondents also mentioned they require new doors and windows, as their old ones are causing issues with damp and mould.

Continuing from the themes seen in other open response questions, customer services and contact was a common request for improvement, with many tenants feeling their reported problems were dismissed, that staff were rude, or that initial contact took too long and was unnecessarily complicated.

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.

Improvement Suggestions



Number of respondents: 1,038

Improvements to Service – Comments

Day to day repairs

“Give a timescale when repairs might get done and then stick to that timescale.”

“The time it takes to get any repairs done.”

“Repairs to damp mould windows. Rent goes up repairs do not get done.”

“Carry out work themselves rather than using contractors who do a bad job, trying to get it sorted is almost impossible.”

“Shorter appointment periods would be great, so I can still go to work (am or pm) if I have an appointment scheduled.”

“Use better contractors/outsourced companies.”

“The amount of time it takes them to carry out the job and it wasn’t a big job.”

“A speedier approach to repairs.”

“The quality of work needs to be better.”

Home Maintenance

“Up to date improvements on properties ie doors etc. Been here 12 years and not had any updates or help! Yet the rent increases.”

“Keep homes up to standard and warm and mould/damp free.”

“All the streets seem to be having new doors/ Windows, cladding on the walls our street never seems to get a look in.”

“Periodic surveys of older properties to check rooms such as bathrooms (has been done in my case) and kitchens (hasn’t been done in my case) are up to date and fully functional and meet today’s standards.”

“Keep me updated on scheduled home improvements for the next few years.”

“Making sure kitchen and bathroom are up to date. And that mold gets sorted out.”

Neighbourhood Problems

“Installing a camera inside the mailbox room due to all the thefts happening within our building.”

“Ensuring the tenants are safe and finding alternative ways to secure the area. Finding ways to make the use of class A drugs something people can’t do in the area.”

“Do more about fly tipping, at the moment there’s a pile of rubbish on the outside of my hedge that is also on the pavement.”

“There are rows and fights involving neighbours in my street fairly often which are aggressive and violent.”

“Dealing with ASB swiftly, anti-social tenants feel that they are untouchable because no consequences follow from destroying property, dealing drugs etc.”

“Security measures at the front of the building/lobby area to stop anti social activities by kids/teens from happening.”

Customer service & contact

“Send more information, be more accessible - phone lines are busy, reporting a problem, request maintenance online interface is too complicated and outdated.”

“Stop saying people will contact you but never do.”

“The ease in which to contact them. Its sometimes unclear who to contact about what and its never possible to speak with a housing officer.”

“Make sure respondents to telephone enquiries are sure which department/company to transfer the enquiry to.”

“Less complicated so many different departments which after customer services no one is there to answer.”

“When the council tells us things will happen to the house to get this in writing so that it makes it easier to hold them to account.”



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.

Three out of ten tenants stated that they do have damp or mould in their homes (30%), the names of whom have been shared with the Council.

Of these tenants, nearly seven out of ten stated that they have already reported the problem to Cambridge City Council (68%), while 32% have not yet reported this.

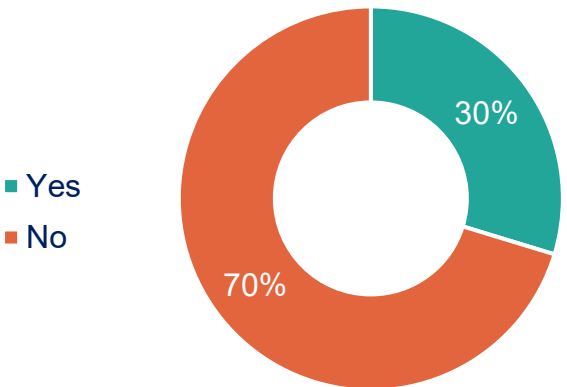
The ward with the highest number of cases reported is King’s Hedges (278).

The ward with the highest proportion of respondents reporting cases of damp and mould is Castle (43%).

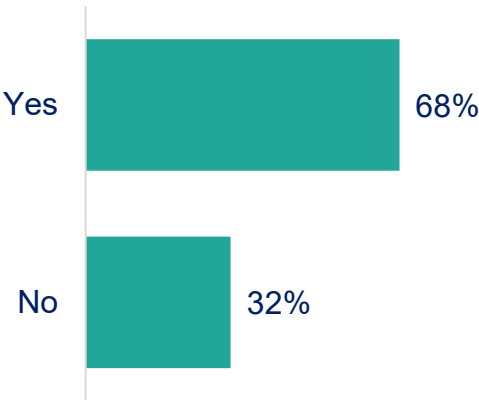
These need to be addressed as a matter of urgency to ensure tenants are kept safe and that the condition of their properties does not deteriorate any further.



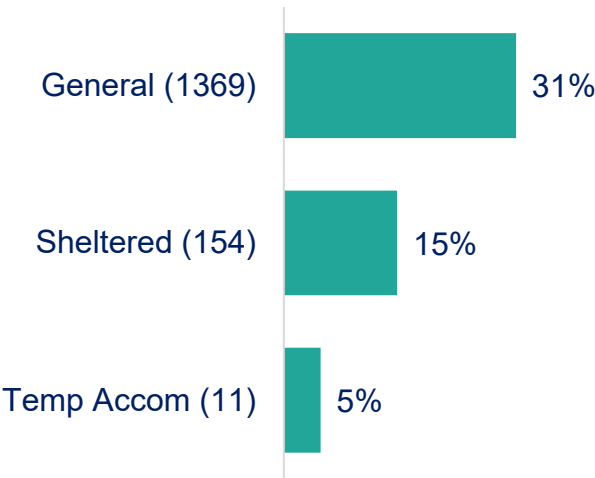
Damp/Mould in Home



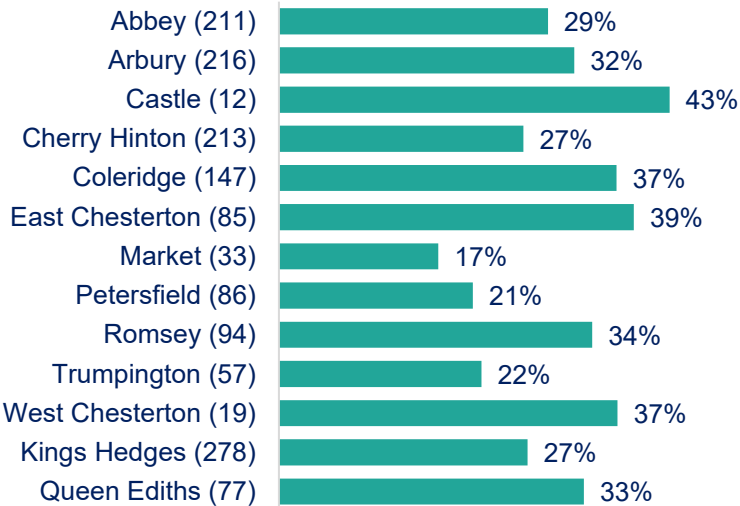
Reported it?



By Housing Need



By Ward



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

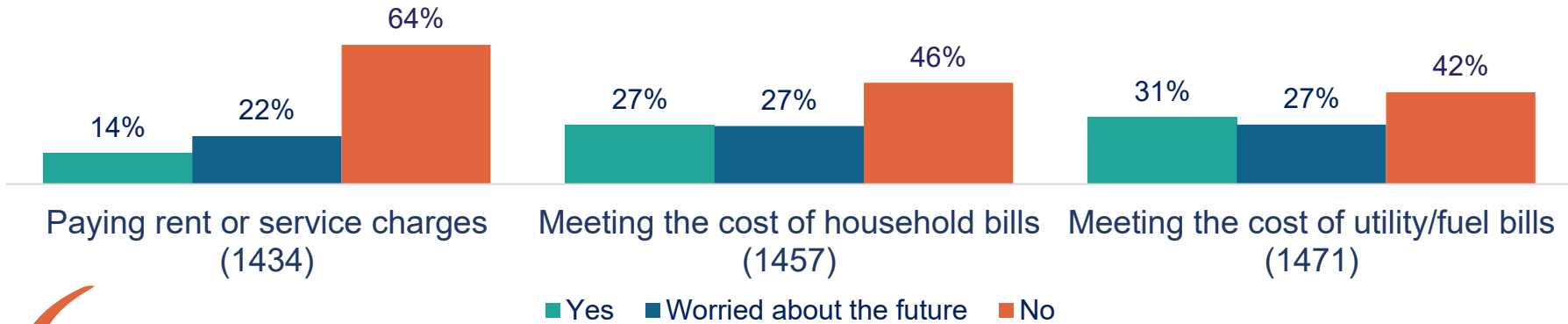
More than one-tenth of tenants are concerned about paying their rent or service charges (14%), while over one-fifth are worried about the future (22%). Nearly three out of ten tenants are worried about meeting the cost of household bills (27%), with the same percentage worried about the future (27%).

Tenants are most concerned about meeting the cost of their fuel/utility bills, with more than three out of ten concerned (31%) and a further 27% worried about the future. Although there has been some positive news regarding the cost-of-living crisis recently, this is still clearly a considerable worry for some tenants.

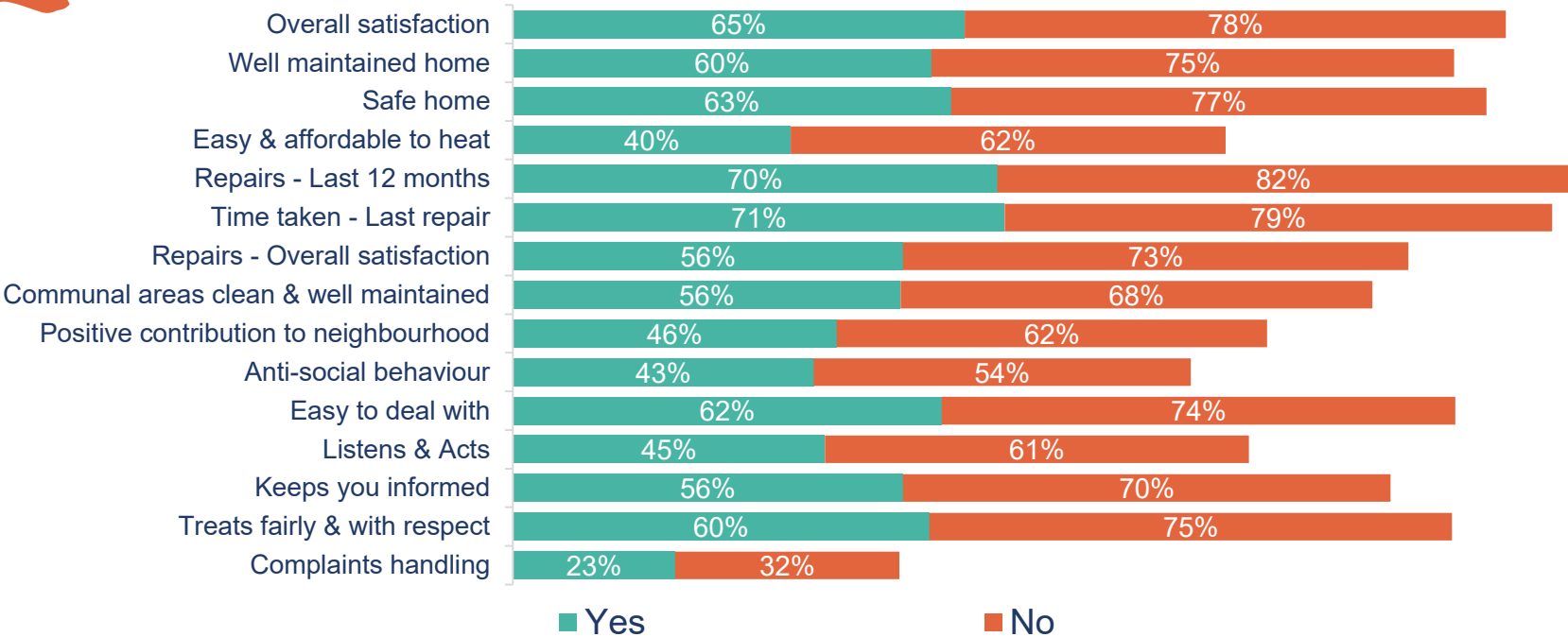
There is often a correlation between concern about the cost-of-living and tenant satisfaction with landlord services. The bottom chart compares satisfaction across the different metrics with those concerned with cost-of-living (“Yes”) and those who are not concerned (“No”). Tenants with cost-of-living concerns consistently report lower levels of satisfaction than those who are not concerned. Notably, overall satisfaction is 13 p.p lower among concerned tenants. This indicates that tenant perception of services may be impacted by more than just the services provided by landlords, and it is important to consider external pressures, too.



Cost of Living Concern



Cost of living concern & satisfaction





Trends



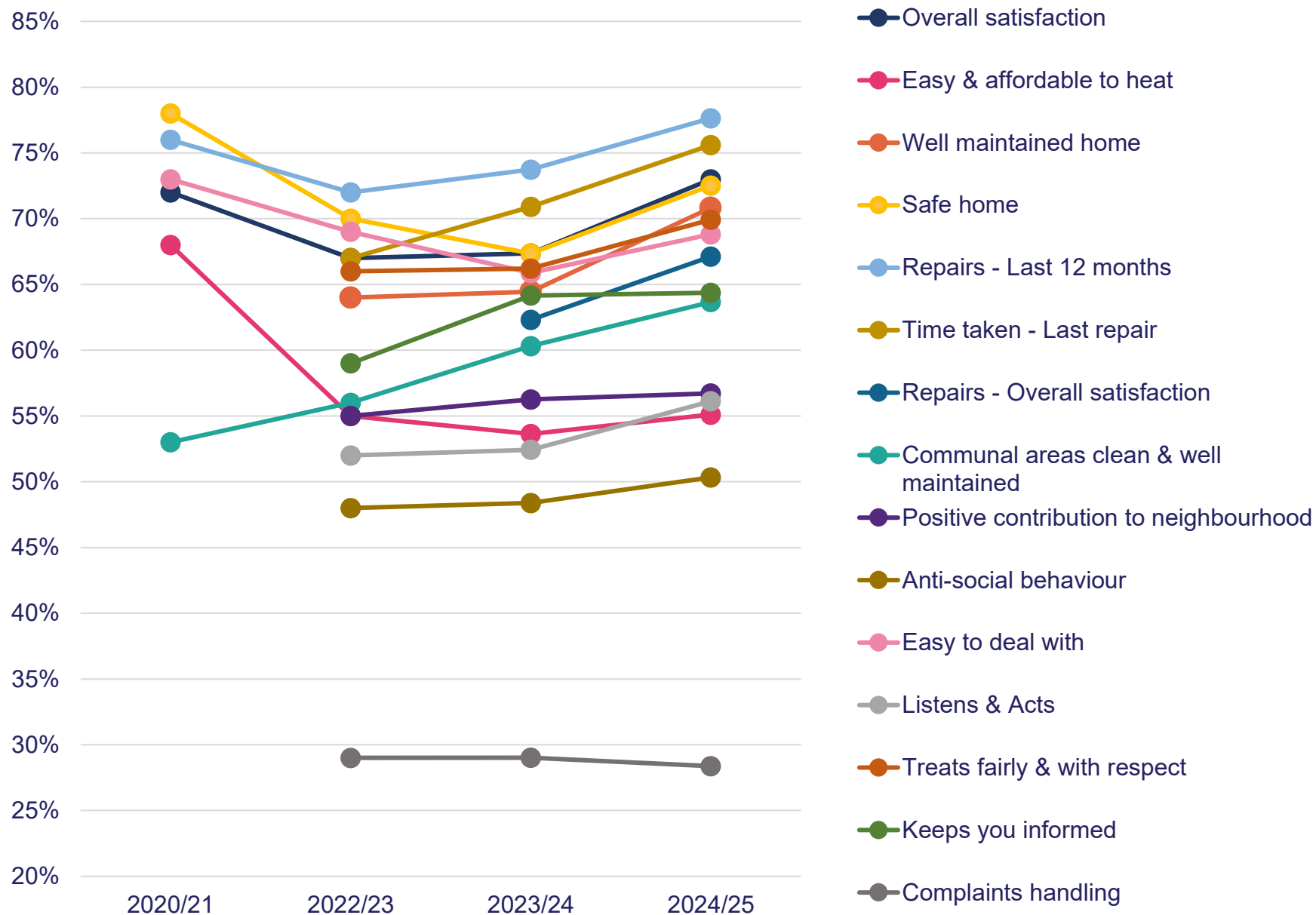
As seen in the chart opposite, satisfaction has generally increased from the previous survey in 2023/24.

Overall satisfaction initially fell by 5p.p in 2022/23. There was no change in the 2023/24 survey, but there has been an increase of 6p.p in 2024/25, making this the highest score for overall satisfaction in the past four years.

Repairs in the last 12 months, provision of a safe home and easy to deal with have followed similar patterns, decreasing in 2022/23 before rising in 2024/25. Satisfaction with the maintenance of communal areas has been steadily increasing over the past three surveys.

Several questions were introduced in 2022/23; therefore, with just three data points, it is more difficult to establish a trend. However, it is positive to see measures such as time taken with repairs, keeping tenants informed, handling of ASB, and listens and acts, all showing increases over the two surveys.

Trend Over Time



Year on Year Change

	2023/24	2024/25	Change
Overall satisfaction	67%	73%	6%
Easy & affordable to heat	54%	55%	1%
Well maintained home	64%	71%	7%
Safe home	67%	73%	6%
Repairs - Last 12 months	74%	78%	4%
Time taken - Last repair	71%	76%	5%
Repairs - Overall satisfaction	62%	67%	5%
Communal areas clean & well maintained	60%	64%	4%
Positive contribution to neighbourhood	56%	57%	1%
Anti-social behaviour	48%	50%	2%
Easy to deal with	66%	69%	3%
Listens & Acts	52%	56%	4%
Keeps you informed	64%	64%	0%
Treats fairly & with respect	66%	70%	4%
Complaints handling	29%	28%	-1%

The table to the right also illustrates the results for 2024/25, compared with those from 2023/24, as well as the change between the surveys.

Thirteen measures have increased from the previous year. Keeping tenants informed retained the same value of 64%, while satisfaction with the handling of complaints was the only measure to show a reduction in this survey, falling marginally by 1p.p.

Several of the increases were small, such as easy and affordable to heat and positive contribution to the neighborhood both rising by 1p.p, and the handling of anti-social behaviour rising by 2p.p. Some increases were larger, however, with overall satisfaction with the service and the provision of a safe home both rising by 6p.p.

The largest increase was for tenants having a home that is well maintained, which has risen by 7p.p from the 2023/24 survey.





Understanding Satisfaction



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, although the pattern generally follows that tenants with high levels of satisfaction have lower levels of dissatisfaction, and vice versa, some measures with higher levels of satisfaction do still have noticeable levels of dissatisfaction. For example, overall satisfaction with the service has the third highest score for satisfaction (73%), while also scoring the sixth lowest score for dissatisfaction (18%). Time taken with repairs has the second highest score for satisfaction (76%), while also having the seventh lowest score for dissatisfaction (19%). This would suggest inconsistency in the service, as the tenants who are not satisfied have stronger views on the reasoning for this and further research into this would help the Council to identify specific issues.

The satisfaction with complaints handling is the only measure in the survey with a higher score for dissatisfaction (50%), than satisfaction (28%).

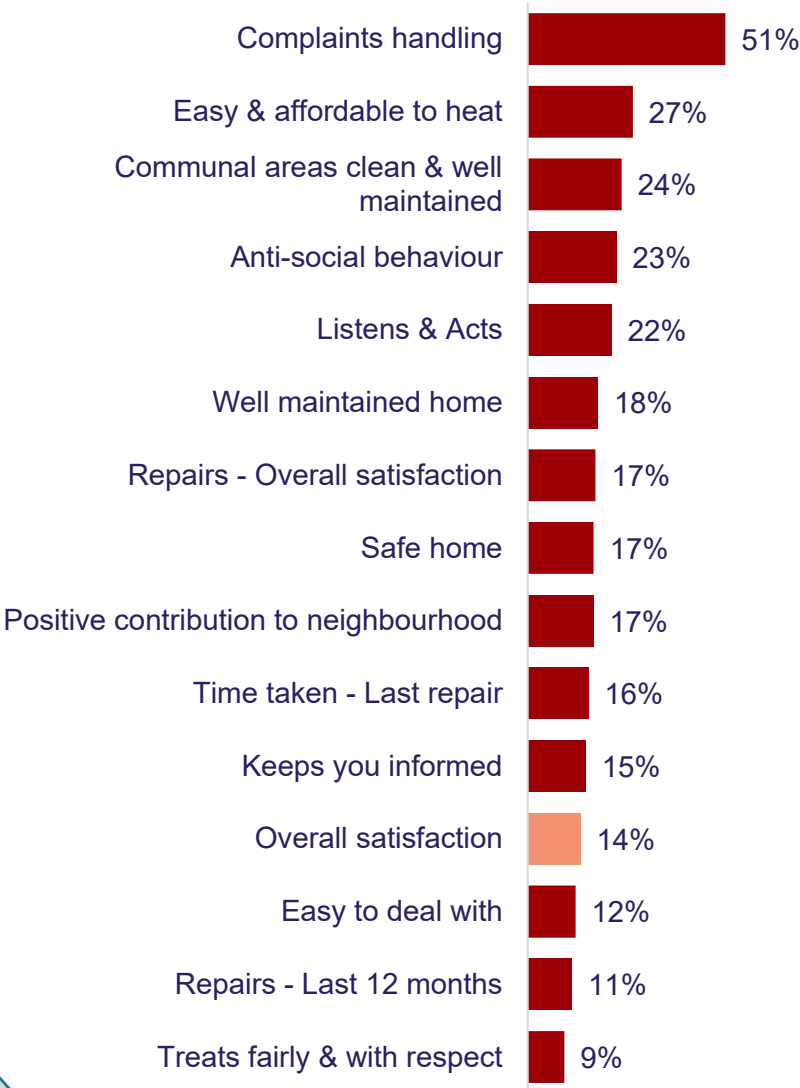
Satisfaction & Dissatisfaction



Satisfaction with measures



Dissatisfaction with measures



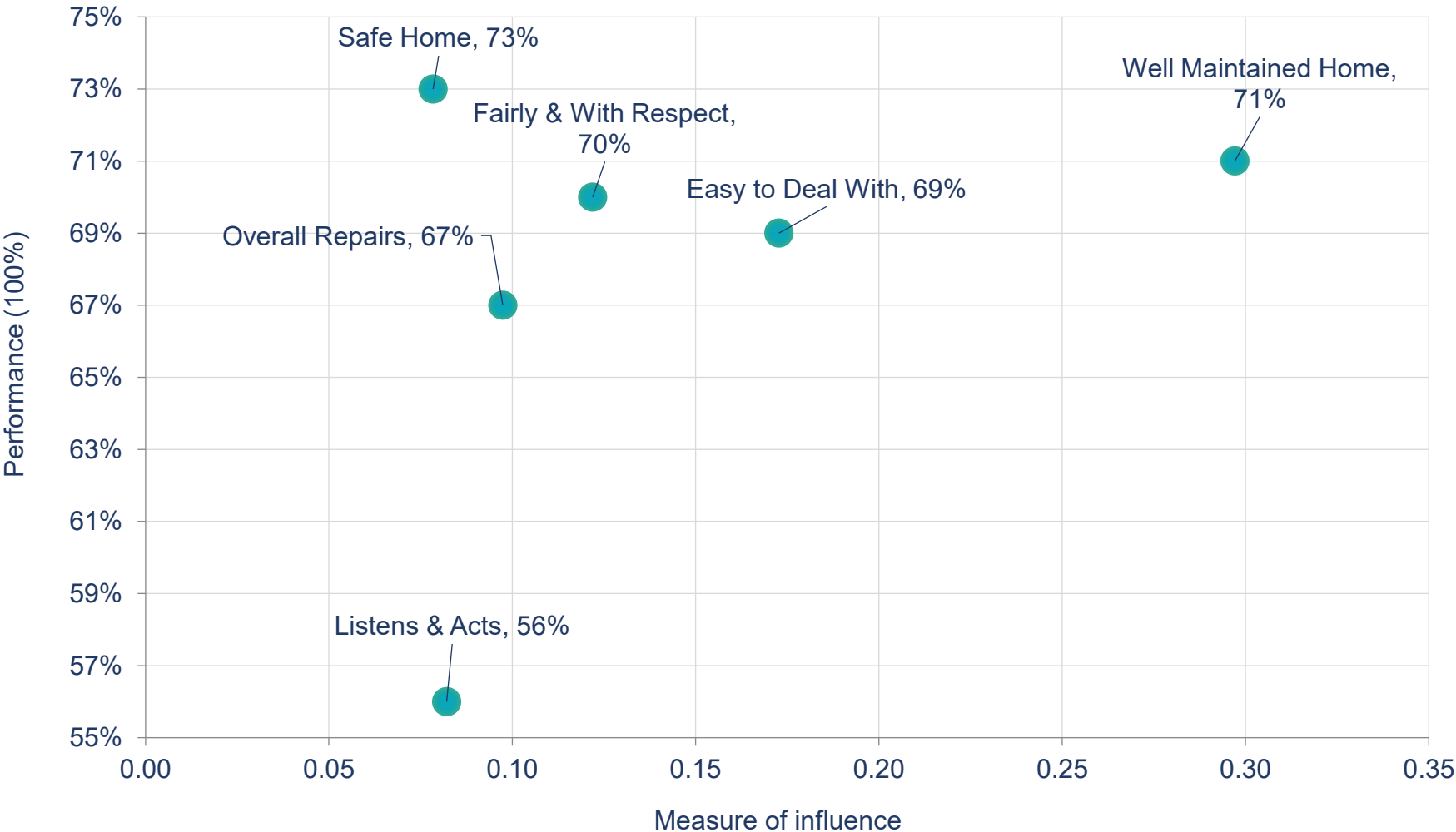
Key Driver Analysis

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 2024/25, the most important driver for tenants' satisfaction with the overall services is that Cambridge City Council provides a well-maintained home. Being easy to deal with, treating tenants fairly and with respect, the overall repairs service, listening to views, and providing a safe home 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.

Annual Key Driver Analysis – Overall Satisfaction

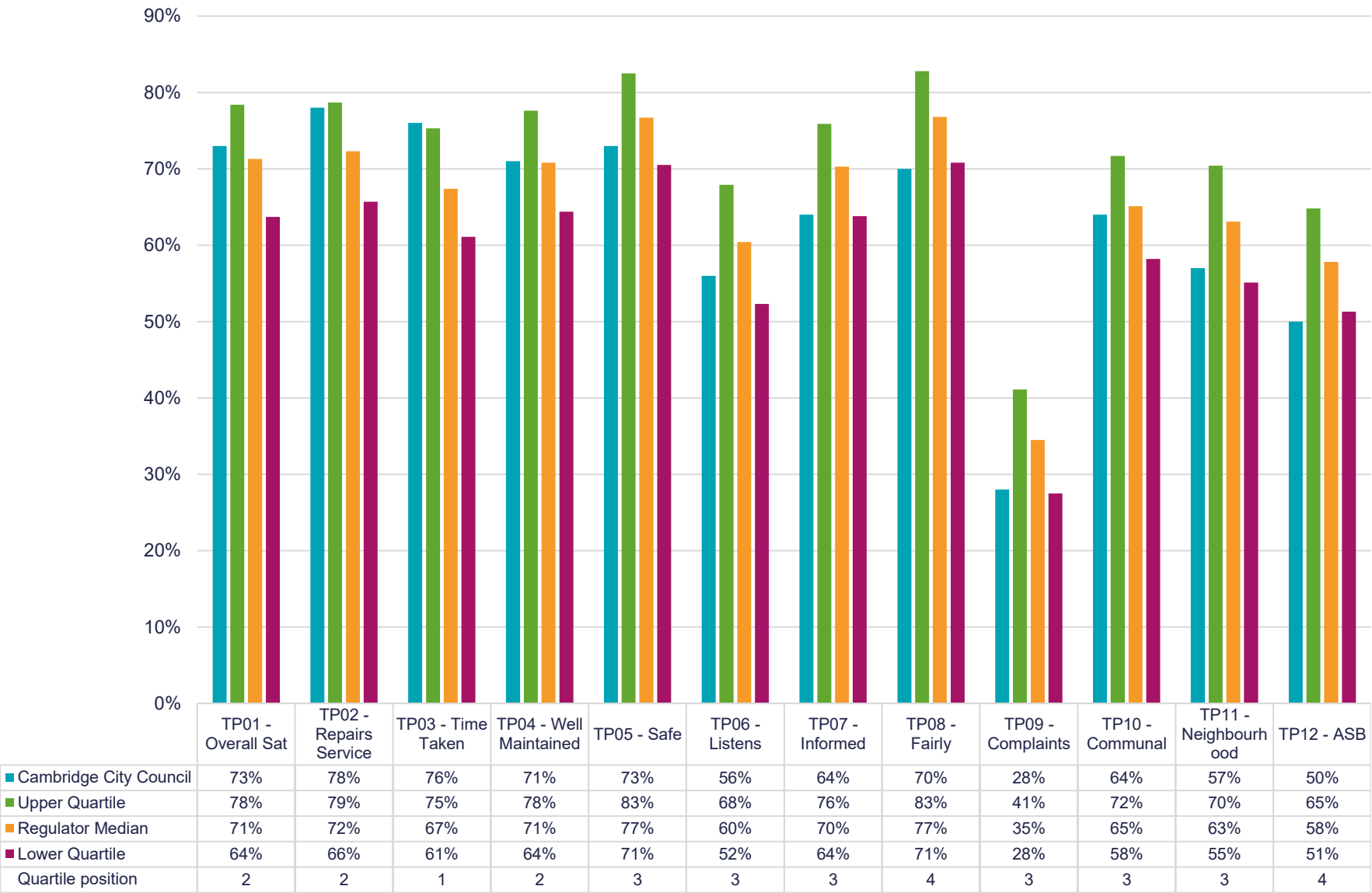


Benchmarking – Regulator (LCRA)

All registered providers over 1,000 units were required to submit their TSM results for 2023/24 to the Regulator of Social Housing by the end of June 2024. The full set of results were then released late in the year, so it is possible to compare the results from Cambridge City Council against these.

The Council shows mixed results when benchmarked against all LCRA landlords. Three measures are above the group medians and are in the second quartile, these are overall satisfaction with the service, the repairs service in the last 12 months and well-maintained home. Time taken with repairs is the only measure which is in the top quartile. These results do show high levels of satisfaction with the repairs and maintenance services as well as the impact this has on overall satisfaction.

Conversely, there are eight measures below median levels of satisfaction, with two of these in the lowest quartile. These are treating tenants fairly and with respect and the approach to ASB.



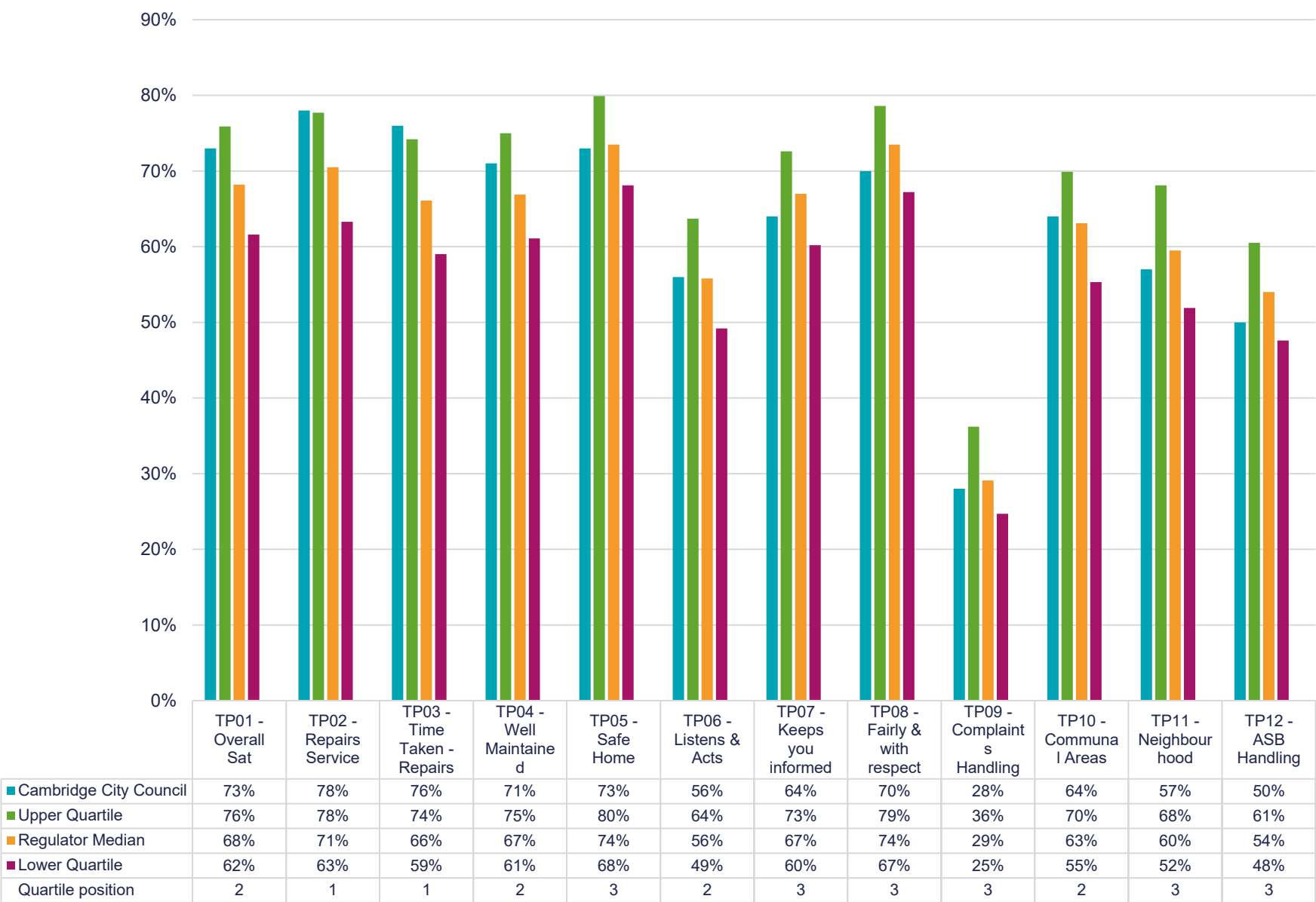
Benchmarking – Regulator (LCRA, Councils)

Given that Cambridge City Council is a local authority, it is also appropriate to compare the results against other council landlords only. Local authorities tend to score lower levels of satisfaction than housing associations, as tenants can have negative perceptions of local authorities or bad experiences with other services provided by their councils.

Cambridge City Council does compare more positively with this group, with six measures above median levels. Of these, two metrics are in the top quartile, these are repairs in the last 12 months and time taken with repairs.

However, there are still six measures which are below the group medians, although none of these are low enough to enter the fourth quartile.

Both of the benchmarking comparisons highlight possible areas in which Cambridge City Council may choose to focus on for improvement, including communication with tenants and handling of issues such as complaints and ASB.



Housing Need

	General	Sheltered	Temp Accom
Overall satisfaction	72%	89%	86%
Easy & affordable to heat	53%	76%	85%
Well maintained home	70%	88%	76%
Safe home	71%	88%	90%
Repairs - Last 12 months	76%	92%	94%
Time taken - Last repair	74%	90%	100%
Repairs - Overall satisfaction	66%	84%	81%
Communal areas clean & well maintained	61%	76%	100%
Positive contribution to neighbourhood	55%	74%	100%
Anti-social behaviour	48%	69%	94%
Easy to deal with	67%	83%	91%
Listens & Acts	55%	71%	84%
Keeps you informed	63%	78%	90%
Treats fairly & with respect	68%	90%	100%
Complaints handling	28%	40%	33%

Base: General = 1,403, Sheltered = 158, Temp Accom = 11, Supported = 1



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.

Sheltered living tenants are the most satisfied with the overall service provided, higher than general needs tenants by 17p.p. Sheltered living tenants are also the most satisfied with the maintenance of home, overall repairs and the handling of complaints.

Tenants in temporary accommodation make up a small percentage of the tenant base, with just 11 responses in the survey, however this group is the most satisfied in 11 of the 15 measures.

Ward

Tenants in the Market ward are the most satisfied, with the highest scores in eight measures, including overall satisfaction with the service. Tenants in West Chesterton have also performed well, with the highest satisfaction scores in six measures, including repairs in the last 12 months and the time taken with repairs.

The Castle ward appears to be the least satisfied generally, scoring the lowest levels in six measures, including overall satisfaction with the service. Tenants in East Chesterton are more satisfied with the overall service by 8p.p than tenants in the Castle ward, however these tenants have scored the lowest levels of satisfaction in seven other measures, including treating tenants fairly and with respect and the provision of a safe home.

It can be helpful to see satisfaction split by ward area as this can give an indication to Cambridge City Council of which wards have weak areas which can be improved and which are performing well, where best practice can be applied to the organisation as a whole.



	Abbey	Arbury	Castle	Cherry Hinton	Coleridge	East Chesterton	Market	Petersfield	Romsey	Trumpington	West Chesterton	Kings Hedges	Queen Ediths
Overall satisfaction	74%	72%	58%	78%	72%	66%	88%	70%	71%	68%	76%	75%	66%
Easy & affordable to heat	58%	53%	42%	54%	57%	51%	73%	57%	52%	65%	53%	53%	52%
Well maintained home	70%	69%	58%	73%	66%	64%	84%	69%	71%	68%	76%	75%	68%
Safe home	74%	68%	70%	74%	70%	66%	83%	75%	71%	73%	78%	75%	73%
Repairs - Last 12 months	75%	75%	86%	80%	78%	69%	86%	80%	81%	82%	94%	77%	79%
Time taken - Last repair	79%	78%	71%	75%	79%	68%	88%	65%	77%	69%	94%	75%	71%
Repairs - Overall satisfaction	71%	71%	58%	67%	66%	56%	88%	67%	66%	72%	82%	64%	62%
Communal areas clean & well maintained	67%	64%	41%	62%	61%	57%	71%	64%	75%	64%	86%	61%	64%
Positive contribution to neighbourhood	55%	56%	57%	54%	59%	51%	77%	58%	54%	61%	73%	58%	52%
Anti-social behaviour	53%	45%	43%	54%	51%	42%	68%	46%	50%	65%	49%	50%	44%
Easy to deal with	69%	71%	68%	70%	60%	57%	84%	68%	69%	76%	84%	71%	62%
Listens & Acts	60%	55%	42%	58%	54%	42%	76%	47%	54%	58%	74%	60%	50%
Keeps you informed	69%	65%	50%	67%	59%	56%	77%	64%	60%	65%	87%	64%	65%
Treats fairly & with respect	72%	73%	61%	73%	69%	56%	74%	67%	65%	74%	84%	71%	61%
Complaints handling	19%	29%	25%	37%	18%	31%	23%	31%	27%	52%	0%	31%	16%

Base: Abbey = 214, Arbury = 222, Castle = 12, Cherry Hinton = 219, Coleridge = 149, East Chesterton = 90, Market = 34, Newnham = 7, Petersfield = 87, Romsey = 95, Trumpington = 60, West Chesterton = 19, Kings Hedges = 285, Queen Ediths = 80

Property Type

	Flat	House	Bungalow	Maisonette
Overall satisfaction	75%	71%	81%	58%
Easy & affordable to heat	57%	52%	70%	55%
Well maintained home	75%	67%	81%	63%
Safe home	73%	72%	85%	67%
Repairs - Last 12 months	81%	74%	91%	67%
Time taken - Last repair	80%	72%	85%	65%
Repairs - Overall satisfaction	69%	65%	80%	58%
Communal areas clean & well maintained	66%	55%	58%	54%
Positive contribution to neighbourhood	60%	53%	60%	52%
Anti-social behaviour	53%	48%	54%	42%
Easy to deal with	70%	67%	80%	65%
Listens & Acts	58%	54%	70%	46%
Keeps you informed	66%	62%	71%	66%
Treats fairly & with respect	73%	66%	78%	73%
Complaints handling	29%	28%	26%	32%

Base: Flat = 775, House = 659, Bedsit = 8, Hostel = 3, Bungalow = 61, Maisonette = 68



Tenants in bungalows are the most satisfied, with the highest scores in 12 measures, including overall satisfaction with the service. It is common in surveys of this kind that tenants in bungalows score higher levels of satisfaction. Properties of this type are smaller than houses and require less maintenance, yet offer more privacy and ease of access than flats. Additionally, tenants in bungalows are likely to be older, a group known to be more satisfied generally.

Tenants in maisonettes are the least satisfied, with the lowest scores in 11 measures, including overall satisfaction with the service. These types of properties are larger than flats and require more maintenance, yet do not offer the same level of space or privacy as houses.

Age Group

It is common in surveys of this type that older people are more satisfied than younger tenants. This is the case with Cambridge City Council.

The 85+ age group is most satisfied with the overall service and all other measures, with the exception of complaints handling.

The 18-24 age group is the least satisfied in 13 measures, including overall satisfaction with the service.

It is thought that older tenants are more likely to be accepting of issues and expect a different standard of service than younger tenants, which leads to this difference in satisfaction. It should also be noted that there were only 12 responses from those aged 18-24, and due to this, care should be taken when analysing these results as data is more prone to fluctuations due to response size.



	18 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall satisfaction	50%	68%	67%	71%	74%	68%	82%	86%	93%
Easy & affordable to heat	33%	54%	49%	52%	48%	54%	63%	72%	81%
Well maintained home	50%	71%	63%	66%	72%	70%	80%	89%	92%
Safe home	42%	67%	65%	71%	75%	68%	80%	91%	95%
Repairs - Last 12 months	44%	73%	71%	77%	82%	78%	86%	93%	97%
Time taken - Last repair	56%	75%	69%	75%	75%	76%	80%	91%	100%
Repairs - Overall satisfaction	33%	66%	61%	66%	64%	64%	73%	81%	97%
Communal areas clean & well maintained	38%	59%	62%	67%	71%	55%	69%	67%	75%
Positive contribution to neighbourhood	50%	56%	56%	56%	51%	51%	57%	68%	77%
Anti-social behaviour	36%	47%	51%	52%	39%	47%	51%	61%	71%
Easy to deal with	58%	69%	65%	66%	68%	62%	75%	79%	85%
Listens & Acts	55%	53%	53%	54%	53%	43%	61%	74%	83%
Keeps you informed	42%	65%	64%	64%	61%	52%	70%	76%	77%
Treats fairly & with respect	64%	78%	66%	67%	62%	60%	75%	83%	88%
Complaints handling	0%	25%	34%	29%	28%	16%	32%	42%	35%

Base: 0 - 24 = 12, 25 - 34 = 141, 35 - 44 = 258, 45 - 54 = 294, 55 - 59 = 120, 60 - 64 = 143, 65 - 74 = 318, 75 - 84 = 204, 85 + = 64, NO DATA = 19

Length of Tenancy

	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall satisfaction	81%	76%	68%	67%	69%	76%
Easy & affordable to heat	61%	56%	43%	54%	53%	58%
Well maintained home	78%	73%	59%	68%	68%	75%
Safe home	76%	70%	69%	70%	71%	77%
Repairs - Last 12 months	84%	80%	80%	68%	72%	83%
Time taken - Last repair	83%	74%	78%	69%	71%	81%
Repairs - Overall satisfaction	71%	68%	66%	64%	64%	70%
Communal areas clean & well maintained	78%	66%	54%	57%	64%	55%
Positive contribution to neighbourhood	71%	65%	47%	51%	53%	54%
Anti-social behaviour	61%	52%	50%	53%	45%	46%
Easy to deal with	77%	70%	68%	65%	68%	68%
Listens & Acts	70%	57%	51%	47%	55%	57%
Keeps you informed	72%	69%	61%	59%	61%	64%
Treats fairly & with respect	83%	73%	65%	70%	66%	66%
Complaints handling	27%	31%	34%	24%	32%	22%

Base: < 1 year = 140, 1 - 3 years = 339, 4 - 5 years = 116, 6 - 10 years = 253, 11 - 20 years = 288, Over 20 years = 437



It is quite common that the newest tenants to an organisation are the most satisfied, as is the case for Cambridge City Council. Tenants who have been in their properties for less than one year are the most satisfied in 13 measures, including overall satisfaction with the service.

One theory for this is that tenants are initially happy to receive an offer of a property, perhaps after a long waiting period. However, satisfaction then begins to decrease as tenants experience issues with their homes or in their neighbourhoods.

Satisfaction then typically starts to increase as tenants feel more settled in their property and neighbourhood, any long-term issues are likely to have been rectified after a few years. This can be seen for Cambridge City Council, as tenants who have been in their properties for more than 20 years are the most satisfied that their home is safe.

Response Method

	Postal	Online	Telephone
Overall satisfaction	79%	68%	69%
Easy & affordable to heat	61%	47%	65%
Well maintained home	77%	66%	68%
Safe home	80%	64%	77%
Repairs - Last 12 months	83%	74%	74%
Time taken - Last repair	79%	72%	76%
Repairs - Overall satisfaction	72%	62%	68%
Communal areas clean & well maintained	68%	61%	59%
Positive contribution to neighbourhood	60%	51%	70%
Anti-social behaviour	54%	44%	62%
Easy to deal with	74%	62%	72%
Listens & Acts	63%	48%	62%
Keeps you informed	68%	57%	76%
Treats fairly & with respect	73%	64%	80%
Complaints handling	31%	24%	39%

Base: Postal = 779, Online = 622, Telephone = 172



Tenants who responded to the survey by post are most satisfied with the majority of measures, including with the overall service. This is often the case in satisfaction surveys as tenants who respond by post tend to be older and are known to be more satisfied generally, while younger tenants more commonly use digital methods.

Tenants who completed the survey online tend to be the least satisfied, which Acuity has commonly found across surveys. A possible reason for this is that tenants are more likely to give negative feedback when completing the survey on a screen, than if they were speaking to someone over the phone.



Summary & Recommendations



Satisfaction 2024/25



Summary of Results

Overall, the survey shows reasonable levels of satisfaction with the services provided by Cambridge City Council and a positive improvement from the previous survey. When benchmarked against other local authorities, Cambridge City Council fares quite well, with six measures above the group medians. Additionally, both the repairs service in the last 12 months and the time taken with repairs are in the top quartile.

In comparison to the survey in 2023/24, the majority of measures have increased in satisfaction. All measures have seen a rise in satisfaction from the previous survey with the exception of keeping tenants informed, which maintained the same score, and complaints handling, which fell by 1p.p. Overall satisfaction with the service increased by 6p.p. These are positive changes for Cambridge City Council, particularly when seen against the general trend of falling satisfaction across the sector.

The top performing metrics for Cambridge City Council are repairs in the last 12 months (78%) and the time taken with repairs (76%). Overall satisfaction with the service is the third highest scoring measure in the survey, with a score of 73%. Conversely, two metrics have received satisfaction scores of 50% or below. These are the approach to ASB (50%) and complaints handling (28%).

The three metrics with the highest levels of dissatisfaction this year are complaints handling (50%), easy and affordable to heat (28%) and the maintenance of communal areas (27%), suggesting that for these measures, tenants have stronger feelings of dissatisfaction. The handling of complaints is the only measure that has a higher score for dissatisfaction, than satisfaction. This is common across the sector and it is thought that tenants also refer to outstanding service requests as well as official stage 1 and 2 complaints when answering this question, however, this is still an indication of dissatisfaction with the way issues are resolved by Cambridge City Council.

Satisfaction with the home being well-maintained was found to be the most influential key driver for overall satisfaction, this being the same as 2023/24. 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, allowing tenants to expand on their answers and reasons for dissatisfaction. Tenants most frequently would like improvements to the repairs service, home improvements, neighbourhood problems and customer services and contact.

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

Day-to-Day Repairs

Repairs in the last 12 months and the time taken with repairs are the two highest scoring measures in the survey. However, satisfaction with the overall repairs service is much lower, at 67%. Additionally, both repair metrics show higher levels of dissatisfaction than expected, with repairs in the last 12 months scoring 17% and time taken with repairs scoring 19%. This would suggest there are specific cases of poor performance which could be improved to raise satisfaction in this area and with the overall service provided. For example, when the data is analysed by ward, there is a 25 percentage point (p.p) difference between the best and worst performing wards.

In the open response question for repairs and maintenance, the majority of tenants mentioned problems with repair timescales, followed by repairs that had not been resolved and the quality of the work. Cambridge City Council would benefit from reviewing their repairs data and assessing their performance against targets for repair timescales, which may reveal areas for improvement. It would also be advisable to perform spot checks of repair work, ensuring that the quality is to a suitable standard, particularly if this is being done by contractors, this will increase repair efficiency as good quality repairs will prevent the need for repeat visits. Lastly, it would be useful for Cambridge City Council to review their repair system and ensure all repairs are tracked and followed up on, with the customer continually kept informed throughout this process.

Property Maintenance

Tenants having a well-maintained home features as the highest driver for overall satisfaction. Satisfaction with this measure is at 71%, while more than one-fifth of tenants are dissatisfied that they have a well-maintained home (22%). In the open response questions, tenants frequently mentioned problems with damp and mould in their homes. This should be prioritised by Cambridge City Council. Damp and mould is a prevalent issue across the sector and poses potentially serious health risks to tenants. It is therefore vital that the Council follows up with tenants who are having these problems and resolves them quickly to prevent any future health problems as a result. The contact details of tenants who responded that they have damp and mould in their properties have been supplied to the Council.

Tenants additionally mentioned the desire for home improvements, including new doors, windows, kitchens and bathrooms. Although the Council is likely to have a maintenance programme in place, it would be beneficial to review this and ensure that all properties are up to the current standard of a decent home. Additionally, it can be very useful to increase communication with tenants regarding when upgrades will take place, having an expected date and sticking to this will increase tenant confidence and trust with the Council.

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...)

Neighbourhood Management

When asked to give one area where Cambridge City Council could improve, a frequently mentioned area was for improved handling of neighbourhood issues. Additionally, satisfaction with the handling of ASB is the second lowest scoring measure in the survey, at 50%. Tenants frequently cited issues with neighbours which include noise, theft and drug use. The Council may wish to consider installing additional security measures to some locations, such as CCTV or increased visits from staff. Some tenants also expressed dissatisfaction that their concerns were addressed but continue to occur, as inadequate action has been taken.

Security measures can decrease the number of ASB incidents occurring, by deterring non-residents from creating issues around the property, this can increase tenants' feelings of safety and make it easier for the neighbourhood team to manage a smaller caseload of incidents. Also, Cambridge City Council would benefit from reviewing its ASB handling process, ensuring that action is taken to fully resolve issues where possible.

Communication and Customer Contact

Throughout the open response questions, there is a recurring theme of poor communication with tenants. Many stated that there are excessive wait times when calling to make initial contact, while others mentioned they were frequently passed around departments with no real resolution and that they were promised call backs that never happened. Satisfaction with measures such as keeping tenants informed and listening and acting are low, at 64% and 56%, respectively. Having difficulty in easily reaching the department to report issues, or not receiving contact when promised, can be frustrating for tenants and cause them to lose trust with the Council, resulting in higher levels of dissatisfaction.

Cambridge City Council would benefit from reviewing its contact centre process, firstly by ensuring adequate staffing levels are assigned to phones to ensure wait times are minimal. It should also be a simple process for tenant concerns to be passed to the relevant department and acted upon swiftly, with the customer kept informed along the way. This would help to manage tenant expectations and prevent the need for follow-up contact.

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





45%

Overall Satisfaction

In 2024/25, less than half of LCHO tenants are satisfied with the overall service provided by Cambridge City Council (45%), this is a 12% reduction from the 2023/24 survey.

Four measures have received satisfaction scores of 50% or above, these are treating tenants fairly and with respect (50%), provision of a safe home (53%), maintenance of communal areas (57%), and easy and affordable to heat (59%).

There are three measures where less than one third of tenants are satisfied, these are the approach to ASB (25%), listens and acts (23%) and complaints handling, with a score of 0%.

All measures have lower satisfaction scores for LCHO tenants, than for LCRA tenants, with the exception of the home being easy and affordable to heat, which is 4p.p higher for LCHO tenants.

It is expected that satisfaction is lower for LCHO tenants than LCRA tenants, as the Council provides fewer services to LCHO properties such as responsive repairs and neighbourhood visits.

Key Metrics Summary - LCHO



53% Safe home



41% Easy to deal with



59% Easy & affordable to heat



23% Listens & Acts



57% Communal areas clean & well maintained



44% Keeps you informed



33% Positive contribution to neighbourhood



50% Treats fairly & with respect



25% Anti-social behaviour



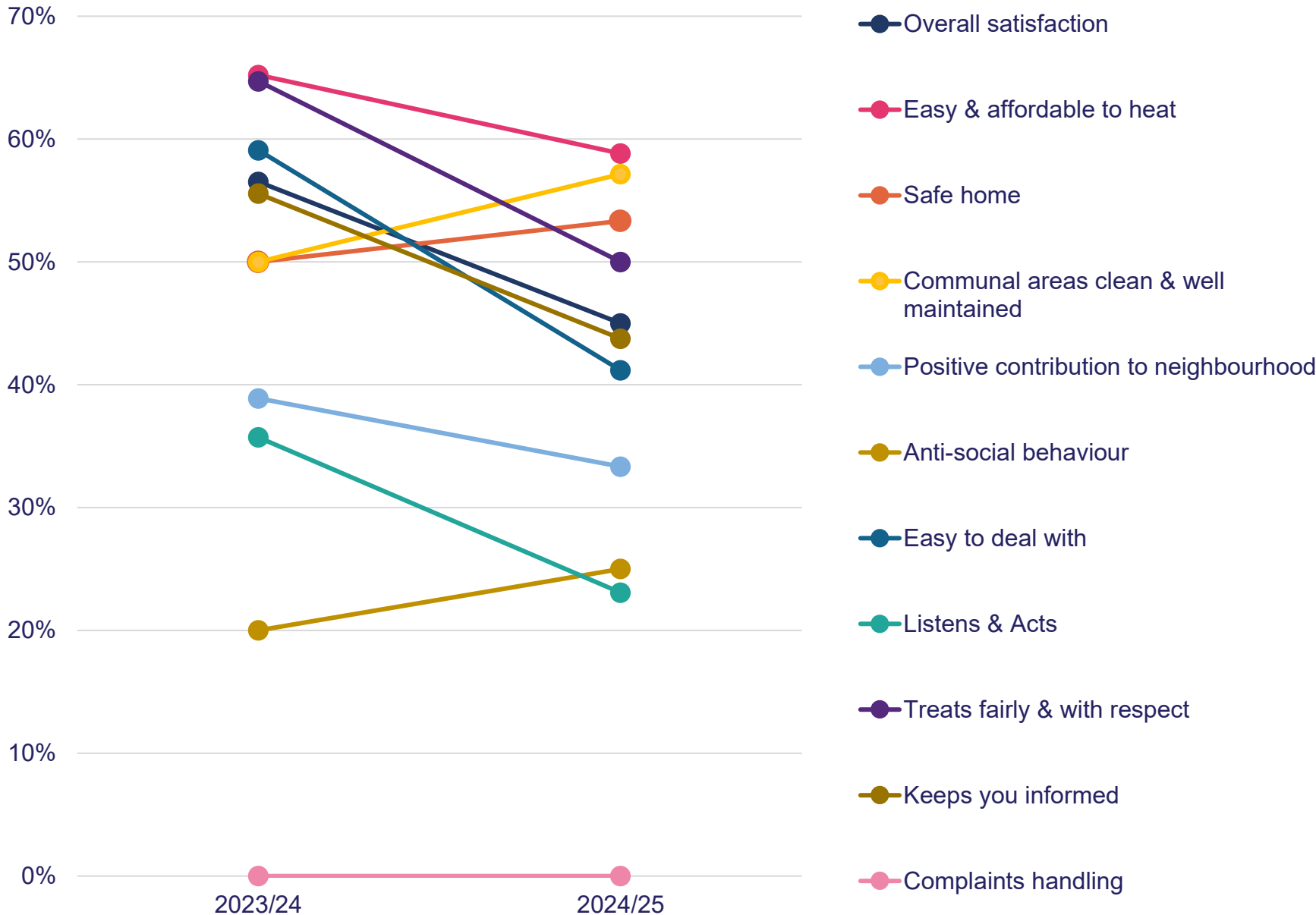
0% Complaints handling

As there have been only been LCHO surveys for the past two years, it is not possible yet to see clear trends across the measures, however, it is possible to examine the direction of travel between the 2023/24 and the 2024/25 surveys.

There have been mixed changes in satisfaction in this year's survey, with seven measures showing declines in satisfaction, three measures showing increases and one measure retaining the same value from the 2023/24 survey.

In future years, we will be able to see a clearer indication of which measures are showing a trend and which tend to fluctuate. Satisfaction for LCHO tenants can be more volatile than for LCRA tenants, due to a much smaller respondent base.

Trend Over Time LCHO



Year on Year Change LCHO

	2023/24	2024/25	Change
Overall satisfaction	57%	45%	-12%
Easy & affordable to heat	65%	59%	-6%
Safe home	50%	53%	3%
Communal areas clean & well maintained	50%	57%	7%
Positive contribution to neighbourhood	39%	33%	-6%
Anti-social behaviour	20%	25%	5%
Easy to deal with	59%	41%	-18%
Listens & Acts	36%	23%	-13%
Keeps you informed	56%	44%	-12%
Treats fairly & with respect	65%	50%	-15%
Complaints handling	0%	0%	0%

The table to the right also illustrates the results for 2024/25, compared with those from the 2023/24 survey.

Overall satisfaction with the service has decreased by 12p.p from the previous year. Three measures showed decreases of greater levels, these are listens and acts (13p.p), fairly and with respect (15p.p) and easy to deal with (18p.p).

Three measures increased in satisfaction from the previous year, these are the provision of a safe home, with a rise of 3p.p, the approach to ASB, with a rise of 5p.p, and the maintenance of communal areas, with a rise of 7p.p.

Complaints handling was the only measure to retain the same value from the 2023/24 survey, however this measure has received a score of 0% satisfaction. Very few LCHO tenants responded that they had made a complaint to the Council in the last two years, however the results reveal that all of these tenants are very dissatisfied with the way their complaints were handled.

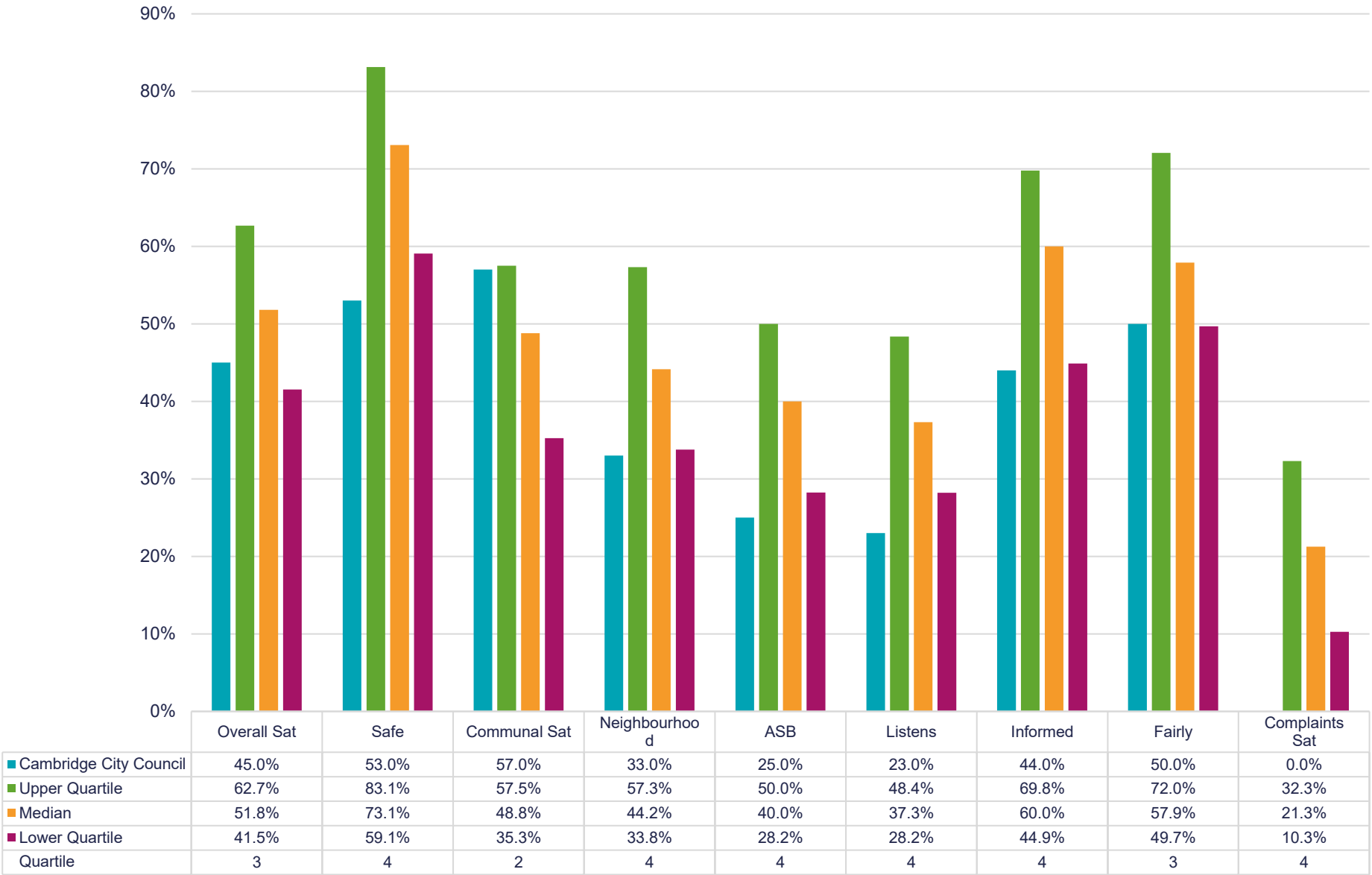


Benchmarking – Acuity Clients (LCHO)

The chart opposite shows the benchmarking results for Cambridge City Council’s LCHO tenants, compared against other LCHO landlords which are also Acuity clients. This is a comparison against results received in 2023/24.

Cambridge City Council does not compare particularly well with this group, with eight measures below the group medians. Of these, two metrics are in the third quartile (overall satisfaction with the service and fairly and with respect), while the remaining six measures are in the lowest quartile.

One measure is above the group median, falling into the second quartile, this is the maintenance of communal areas.



All Comments (LCHO)

The tables to the right include an analysis of all comments received in 2024/25 across open-ended questions for LCHO respondents.

With the low numbers of comments for this group, there appears to be no stand-out issue. However, some commented on the maintenance of communal areas, communications and information, and customer services and contact.

In terms of the more specific comments given by tenants, again there were a broad range of comments, including communal areas, window cleaning and lack of follow up calls or emails.

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



Top Comment Areas	
No comment / don't know	6
Communal areas	5
Communications and information	4
Customer services & contact	4
Tenant services and management	3
Day-to-day repairs	2
Neighbourhood problems	2
Safety and security	2
Grounds maintenance	1
Local area services	1
Organisational policies	1

Hot Topics	
Communal areas - Window cleaning	3
Customer services & contact - Return call / email	3
Other - Not answered question	3
Communal areas - Maintenance of communal areas	2
Communal areas - Rubbish storage areas	2
Communications and information - Act on views and give feedback	2
Communications and information - Communications (in general)	2
Tenant services and management - Value for money (rent/service charge)	2
Communal areas - Decoration of communal areas	1
Communal areas - Frequency of cleaning service	1
Customer services & contact - Answering phones	1
Customer services & contact - Time taken to resolve enquiry	1
Day-to-day repairs - Outstanding / forgotten repairs	1

Ward (LCHO)

	East Chesterton	Trumpington	Kings Hedges	Queen Ediths	Fen Ditton & Fulbourn
Overall satisfaction	50%	67%	40%	25%	100%
Easy & affordable to heat	100%	67%	38%	75%	100%
Safe home	0%	100%	38%	50%	100%
Communal areas clean & well maintained	--	67%	0%	67%	--
Positive contribution to neighbourhood	100%	67%	14%	0%	50%
Anti-social behaviour	100%	33%	0%	0%	100%
Easy to deal with	100%	67%	38%	0%	100%
Listens & Acts	100%	0%	20%	0%	100%
Keeps you informed	100%	33%	43%	25%	100%
Treats fairly & with respect	100%	67%	40%	25%	100%
Complaints handling	--	0%	--	0%	--

Base: East Chesterton = 2, Trumpington = 3, Kings Hedges = 10, Queen Ediths = 4, Fen Ditton & Fulbourn = 3

For LCHO respondents, satisfaction with the overall services provided is highest for tenants in Fen Ditton and Fulbourn. These tenants also have the highest scores for satisfaction in seven other measures. The East Chesterton ward has also performed well, with the highest satisfaction scores in seven metrics.

Tenants in the Kings Hedges ward are the least satisfied generally, with the lowest satisfaction scores in eight measures, including overall satisfaction with the service.

It is important to note that for LCHO tenants, the base sizes for each ward are very low, for example East Chesterton had just two responses. Therefore, the satisfaction between wards can fluctuate considerably between surveys and do not necessarily give an indication of better or worse performance between wards.



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

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