



**South
Cambridgeshire
District Council**

Tenant Satisfaction Survey

Please read these instructions carefully before completing the survey:

- It should be completed by the tenant at this address, their partner/spouse or carer on their behalf.
- Please read the instructions for each question.
- Please check that you have answered all the questions that apply to you.
- Responses will be confidential.
- Please return the completed questionnaire to M·E·L Research in the freepost envelope, or complete it online.
- If you chose to do it online, type in your ID number when prompted. This can be found in the top right hand corner of your letter.

The survey will take about 10 minutes to complete and all of the answers you give will be treated in the strictest confidence. The information you provide will only be used for research purposes to help South Cambridgeshire District Council calculate their annual Tenant Satisfaction Measures (TSMs), and to understand where service improvements are needed. Only grouped results and anonymised data will be shared with the Council.

Section One: Overall satisfaction

Q1 Taking everything into account, how satisfied or dissatisfied are you with the housing service provided by South Cambridgeshire District Council? **Please tick one box only**

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Q2 If you are dissatisfied please explain why in the box below

Section Two: Keeping properties in good repair

Q3 Has South Cambridgeshire District Council housing service carried out a repair to your home in the last 12 months? **Please tick one box only**

☐ Yes

Go to Q4

☐ No

Go to Q6

Q4 How satisfied or dissatisfied are you with the overall repairs service from South Cambridgeshire District Council's housing service over the last 12 months? **Please tick one box only**

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Q5 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? **Please tick one box only**

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Q6 How satisfied or dissatisfied are you that South Cambridgeshire District Council provides a home that is well maintained? **Please tick one box only**

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Q7 Have you experienced damp and mould in your home over the last year? **Please tick one box only**

☐ Yes

Go to Q8

☐ No

Go to Q10

Q8 Have you reported this issue? **Please tick one box only**

☐ Yes

Go to Q9

☐ No

Go to Q10

Q9 If you reported damp and/or mould in your home in the last year, how satisfied were you with the response? **Please tick one box only**

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Q 10 Thinking specifically about the home you live in, how satisfied are you with the heating and energy efficiency of your home? **Please tick one box only**

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Q11 How easy or difficult do you find it to heat your home adequately in the winter months?
Please tick one box only

Very easy

☐

Fairly easy

☐

Neither

☐

Fairly difficult

☐

Very difficult

☐

Section Three: Safe homes

Q 12 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that South Cambridgeshire District Council provides a home that is safe? **Please tick one box only**

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable/
don't know

☐

Section Four: Respectful and helpful communication

Q 13 How satisfied or dissatisfied are you that South Cambridgeshire District Council's housing service listens to your views and acts upon them? **Please tick one box only**

Very satisfied

☐

Go to Q15

Fairly
dissatisfied

☐

Go to Q14

Fairly satisfied

☐

Go to Q15

Very dissatisfied

☐

Go to Q14

Neither satisfied
nor dissatisfied

☐

Go to Q15

Not applicable/
don't know

☐

Go to Q15

Q 14 If you answered Fairly dissatisfied or Very dissatisfied to question 13, please could you give an example of why you were dissatisfied:

Q 15 How satisfied or dissatisfied are you that South Cambridgeshire District Council's housing service keeps you informed about things that matter to you? **Please tick one box only**

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable/
don't know

☐

Q 16 To what extent do you agree or disagree with the following 'South Cambridgeshire District Council Housing Service treats me fairly and with respect'? **Please tick one box only**

Strongly agree

☐

Agree

☐

Neither agree
nor disagree

☐

Disagree

☐

Strongly
disagree

☐

Not applicable/
don't know

☐

Q
17

Which of the following methods of being kept informed and getting in touch with South Cambridgeshire District Council Housing Service are you happy to use? **Please tick all that apply**

- | | |
|--|--|
| ☐ Email | ☐ Open Meetings |
| ☐ Telephone | ☐ Newsletter |
| ☐ Text / SMS | ☐ Social Media |
| ☐ Letter by Post | ☐ Website |
| ☐ Visit to the Office | ☐ Self-serve online (Website) |
| ☐ Visit to your home by Staff | ☐ Other (Please specify in box below) |

Q
18

Have you used any of the Council's housing online services, i.e. reporting a repair online, completing a transfer application or other application form online? **Please tick one box only**

- | | | | |
|------------------------------|------------------|-----------------------------|------------------|
| ☐ Yes | Go to Q19 | ☐ No | Go to Q20 |
|------------------------------|------------------|-----------------------------|------------------|

Q
19

How easy or difficult did you find using the online services? **Please tick one box only**

- | | | | | |
|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|
| Very
easy | Fairly
easy | Neither easy nor
difficult | Fairly
difficult | Very
difficult |
| ☐ | ☐ | ☐ | ☐ | ☐ |

Q
20

Would you like to see more online options for interacting with the council's housing service? **Please tick one box only**

- | | | | |
|------------------------------|------------------|-----------------------------|------------------|
| ☐ Yes | Go to Q21 | ☐ No | Go to Q22 |
|------------------------------|------------------|-----------------------------|------------------|

Q
21

If yes, please state if there is anything specific which you would like to see.

Section Four: Handling complaints

Q
22

Have you made a complaint to South Cambridgeshire District Council's housing service in the last 12 months?

Please tick in in one box only

- | | | | |
|------------------------------|------------------|-----------------------------|------------------|
| ☐ Yes | Go to Q23 | ☐ No | Go to Q25 |
|------------------------------|------------------|-----------------------------|------------------|

Q
23

How satisfied or dissatisfied are you with South Cambridgeshire District Council's housing service's approach to complaints handling? **Please tick one box only**

- | | | |
|---|---|---|
| Very satisfied | Fairly satisfied | Neither |
| ☐ Go to Q25 | ☐ Go to Q25 | ☐ Go to Q25 |
| Fairly dissatisfied | Very dissatisfied | |
| ☐ Go to Q24 | ☐ Go to Q24 | |

Q
24

If you answered Fairly dissatisfied or Very dissatisfied to the above question, please could you indicate the reason why: **Please tick all that apply**

- | | |
|---|---|
| ☐ Didn't understand the process for making a complaint | ☐ Complaint took too long to resolve |
| ☐ I wasn't kept informed as to what was happening | ☐ I did not feel the complaint was resolved to my satisfaction |
| | ☐ Other (Please specify in box below) |

Section Six: Neighbourhood management

Q
25

Do you live in a building with communal areas, either inside or outside, that South Cambridgeshire District Council is responsible for maintaining? **Please tick one box only**

- | | | |
|---|---|---|
| Yes | No | Don't know |
| ☐ Go to Q26 | ☐ Go to Q28 | ☐ Go to Q28 |

Q
26

How satisfied or dissatisfied are you that South Cambridgeshire District Council keeps these communal areas clean and well maintained? **Please tick one box only**

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

Q
27

How satisfied are you with the grounds maintenance, such as grass cutting, in shared areas associated with your estate? **Please tick one box only**

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

Q
28

How satisfied or dissatisfied are you that South Cambridgeshire District Council's housing service makes a positive contribution to your neighbourhood? **Please tick one box only**

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

Q
29

How satisfied or dissatisfied are you with South Cambridgeshire District Council housing service's approach to handling anti-social behaviour? **Please tick one box only**

- | | | |
|---|---|---|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied |
| ☐ Go to Q31 | ☐ Go to Q31 | ☐ Go to Q30 |
| Fairly dissatisfied | Very dissatisfied | Not applicable/ don't know |
| ☐ Go to Q30 | ☐ Go to Q30 | ☐ Go to Q31 |

Q
30

If you answered Neither satisfied nor dissatisfied, Fairly dissatisfied or Very dissatisfied to question 29, please could you indicate the reason why?

- ☐ Didn't understand the process for raising an ASB issue
- ☐ I wasn't kept informed as to what was happening

- ☐ The issue took too long to resolve
- ☐ I did not feel the issue was resolved to my satisfaction
- ☐ Other (Please specify in box below)

Section Seven: Value for Money

Q
31

How satisfied are you that your service charges provide value for money? **Please tick one box only**

Very
satisfied

☐

Fairly
satisfied

☐

Neither satisfied
nor dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not applicable/
don't know

☐

Q
32

Thinking about your current financial situation, which of these statements best applies to you?

Please tick one box only

- ☐ I am having to go without my basic needs and/or rely on debt to pay for my basic needs
- ☐ I am struggling to make ends meet
- ☐ I am just about managing
- ☐ I am coping ok financially
- ☐ I am comfortable financially
- ☐ Prefer not to say

Advice and support to help people in South Cambridgeshire with the rising cost of living can be found on the Council's cost of living support webpages <https://www.scambs.gov.uk/cost-of-living-support/>

Section Eight: Closing comments

Q
33

How likely would you be to recommend South Cambridgeshire District Council as your housing provider to family or friends on a scale of 0 to 10? Where 0 is very unlikely and 10 is very likely.

Please tick one box only

Very unlikely

Very likely

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q
34

Do you feel that the housing service provided by South Cambridgeshire District Council has become better or worse in the last 12 months?

☐ Better

☐ About the same

☐ Worse

Q
35

What one thing could South Cambridgeshire District Council do to improve their housing service?
Please write in the box below

Section Nine: About you

Q
36

Which of the following age bands do you fall into? **Please tick in one box only**

- | | |
|--------------------------------|--|
| ☐ 18–24 | ☐ 65–74 |
| ☐ 25–34 | ☐ 75–84 |
| ☐ 35–44 | ☐ 85+ |
| ☐ 45–54 | ☐ Prefer not to say |
| ☐ 55–64 | |

Q
37

What is your ethnic group?

White

- | | |
|--|---|
| ☐ English / Welsh / Scottish / Northern Irish / British | ☐ Gypsy or Irish traveller |
| ☐ Irish | ☐ Other White background |

Mixed / multiple ethnic group

- | | |
|--|---|
| ☐ White and Black Caribbean | ☐ White and Asian |
| ☐ White and Black African | ☐ Other mixed background |

Asian / Asian British

- | | |
|--------------------------------------|---|
| ☐ Indian | ☐ Chinese |
| ☐ Pakistani | ☐ Other Asian background |
| ☐ Bangladeshi | |

Black / African / Caribbean / Black British

- | | |
|------------------------------------|---|
| ☐ African | ☐ Any other Black / African / Caribbean background |
| ☐ Caribbean | |

Other ethnic group

- | | |
|--|--|
| ☐ Arab | ☐ Prefer not to say |
| ☐ Other ethnic group (write in box below) | |

Q
38

Are your day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? **Please tick in one box only**

- | | | |
|------------------------------|-----------------------------------|-----------------------------|
| ☐ Yes | ☐ Not sure | ☐ No |
|------------------------------|-----------------------------------|-----------------------------|

Q
39

Do you currently use an electric vehicle (note: this does not include mobility scooters)

Please tick in in one box only

☐

Yes

Go to 41

☐

No

Go to Q40

Q
40

If no, are you planning on owning one in the next five (5) years?

Please tick in in one box only

☐

Yes

☐

No

☐

Don't know

Q
41

South Cambridgeshire District Council may wish to contact you again to invite you to take part in further research about the topics covered in this survey. For the council to be able to do this we need your permission to pass your contact details to them for this purpose.

If you give permission, we would only pass on your contact details. Your responses remain confidential.

The council will only use your contact details to talk to you about further research and will not pass these on to anyone else. You can choose to withdraw your consent to be contacted at any point.

Are you happy to be recontacted?

☐

Yes – I am happy to be recontacted

☐

No – I do not want to be recontacted.

Q
42

Finally, South Cambridgeshire District Council is offering a prize draw for completing this survey with three chances to win! You could win one of three £50 Global Gift Cards. These can be spent at over 20,000 high street stores and online.

Would you like to be entered in the prize draw?

☐

Yes

☐

No

Get Involved – Are you interested in working with the Council to help improve its housing service? As well as completing this questionnaire, there are other ways to get involved, such as reviewing our performance and policies, joining our housing officers on estate inspections or helping us to appoint new contractors. To find out more, please contact resident.involvement@scambs.gov.uk



**Thank you for taking the time to answer our questions, your feedback is greatly appreciated.
Please return your survey in the prepaid envelope provided with your survey by 28th February 2025**