

APPENDIX 2

This page lists six key results from the 2020 Tenant and Leaseholder Satisfaction Survey, which relate specifically to the Resident Involvement service. Actions which respond to the six key findings below are embedded in the Resident Involvement Strategy 2021-2024:

1. 52% agreed that City Homes gives you the opportunity to make your views known.
2. 50% agree that City Homes publicise improvements made using tenants' feedback.
3. 66% agreed that City Homes is good at keeping you informed. Tenants aged 70 and over were significantly more likely to agree that City Homes is good at keeping them informed compared to younger tenants aged under 60.
4. 72% of residents are satisfied with neighbourhood as a place to live, this is a reduction of 9% since 2014. Only 59% were satisfied with the overall appearance of their neighbourhood. Priorities for improvement are paths 54%, estate lighting 39% and health and wellbeing of tenants 31%. Tenants living in flats and maisonettes were the most dissatisfied with their neighbourhood.
5. Suggested priorities for the future (open ended question):

Priority Level	Tenants- General needs/ Sheltered	Leaseholders
1st	Improvement/ upgrades/ maintenance of property standards (e.g. replacing windows, new bathrooms, sort out damp/mould, guttering) 31%	External areas/ grounds maintenance/ neighbourhood appearance/ littering/ dog fouling/ road sweeping
2nd	Communication/ visits to properties/ views taken into account/ follow-up on complaints 16%	Communal cleaning (e.g. internal areas, window cleaning)
3rd	Build more housing/ new homes 15%	Communication/ views taken into account/ follow-up on complaints

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6. Residents referred method of communication, letter 61% and email 23%. Almost three quarters 74% of tenants said they have access to the internet. Tenants were also asked if they were aware of MyCambridge portal, 20% had signed up but half 50% were not aware.