



Cambridge City Council

Housing Advisory Board Paper

Tenant Satisfaction Measures Report

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Purpose of Paper	To present the 2025/26 Tenant Satisfaction Measures (TSM) Report
Recommendation(s)	Note the outcome of the 2025/26 Tenant Satisfaction Measures
Brief Summary	As a landlord of more than 1000 social housing properties, the government requires Cambridge City Council to publish an annual report of tenant satisfaction, in accordance with the guidelines set by the Regulator for Social Housing (RSH). Cambridge City Council have appointed an independent company, Acuity Research and Practice Ltd, to deliver the survey. A census approach was used to complete TSM surveys, whereby all tenants were invited through one or multiple means to participate in the survey exercise. The sample size was chosen to ensure that the level of statistical accuracy set out by the RSH was met. For Cambridge City Council, we needed to ensure that we survey enough tenants to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 4%. During 2025/26, Cambridge City Council completed (or partially completed) 2,027 TSM surveys with tenants in Low-Cost Rented Accommodation (LCRA). Cambridge City Council have 7118 LCRA properties which means that a statistical accuracy level of +/- 2.5% was achieved, which is a greater level of accuracy than required. Tenant Satisfaction Measures consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes: ● Keeping properties in good repair ● Maintaining building safety

	● Respectful and helpful engagement ● Responsible neighbourhood management ● Effective handling of complaints City Council leaseholders are not usually included in TSM surveys, but they were this year as a one off to understand their satisfaction levels. The leasehold results are included in this report, but their data is not incorporated into the TSM submission. The full 2025/26 TSM report (Appendix 1) provides a thorough overview of the survey results. This includes a sentiment analysis which identifies themes from qualitative responses, providing more context and understanding to the feedback. Further insight and recommendation from the survey company are also included. We will use the TSM results to create an action plan, using resident feedback to make changes to way we deliver services and communicate with residents.
Is the paper going to Cabinet or either Scrutiny Committee's?	No
Appendices	Appendix 1- TSM 2025/26 Final Report