

Cambridge City Council

TSM Report 2025/26

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

Wellbeing

Sentiment

Further Insight

Leaseholders

Summary

Demographics

Introduction

Cambridge City Council is a social housing landlord with over 8,800 properties, including 7,626 LCRA, 80 LCHO and 1,184 leaseholders. Acuity has been commissioned to survey the residents, and in 2025/26, the survey included the LCRA tenants and leaseholders only. 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 surveys were undertaken throughout February and March 2026 using a census approach, whereby all residents were invited to participate. First, all tenants and leaseholders with an email address were sent an online survey by email. This was followed by a full postal survey to tenants (including a covering letter, questionnaire, and reply-paid envelope) to all non-respondents. The final stage of the survey was a telephone booster to tenant and leaseholder 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, 2,340 responses were achieved, 2,094 complete and 246 incomplete, and this comprised 2,027 LCRA tenants and 313 leaseholders. In terms of method of response, 1,101 were completed online, 508 by post and 731 by telephone interview. The report focuses on the LCRA results but includes a separate section for the leaseholders. The results have been weighted to match the overall resident population, but last year's results were weighted on a slightly different basis, so they have been adjusted to match the reported figures from last year's report.

The report has used sentiment analysis to better understand residents' comments and why they have responded to the satisfaction questions the way they have. Analysis of the seven open questions and information about how this works is shown later in the report and adds an extra layer of focused insight to the results to help the Council better understand what is driving satisfaction, what tenants are most concerned about, and what could be improved.

The survey is confidential, and the results are sent back to Cambridge City Council anonymised unless residents give their permission to be identified – 78% of tenants in the survey did give their permission to be identified, and of these, 88% are happy for Cambridge City Council to contact them to discuss their results.

This survey aims to provide data on residents' satisfaction, which will allow Cambridge City Council to:

- Provide information on residents' 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.

For the overall results, Acuity and the Regulator of Social Housing require 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 2,312 responses to the overall service question, this is high enough to conclude that the findings are accurate to within $\pm 1.8\%$ for all residents, $\pm 1.9\%$ for the LCRA tenants, which is well within the required margin of error and gives a robust sample. Also, ± 4.8 for the leaseholders.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down 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.

69%

Overall Satisfaction

The range of satisfaction is generally good, and this report will show how the results compare with other council landlords. There are 69% of tenants satisfied with the overall service, although this is down by four percentage points (p.p) since last year, part of a general, but small, fall in satisfaction this year.

The highest ratings are for the repairs service in the last 12 months (79%), followed by the home being safe (73%), although only four measures reached 70% or above.

In contrast, just 49% are satisfied with the handling of anti-social behaviour and only 27% with how complaints are dealt with.

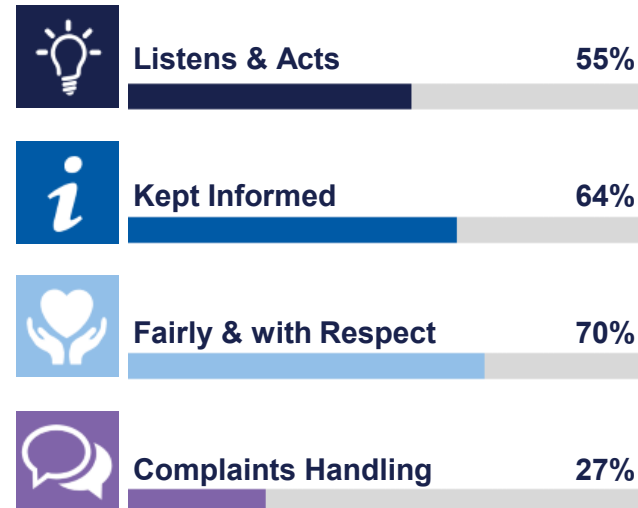
This report will focus on the headline figures from the survey, as well as satisfaction by tenure type. This will also show how satisfaction has changed over time and includes an analysis of tenants' comments to give a wider perspective on the results. These are also broken down into different subgroups, and there is an analysis to see what is driving satisfaction at Cambridge.

TSM Key Metrics - LCRA

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



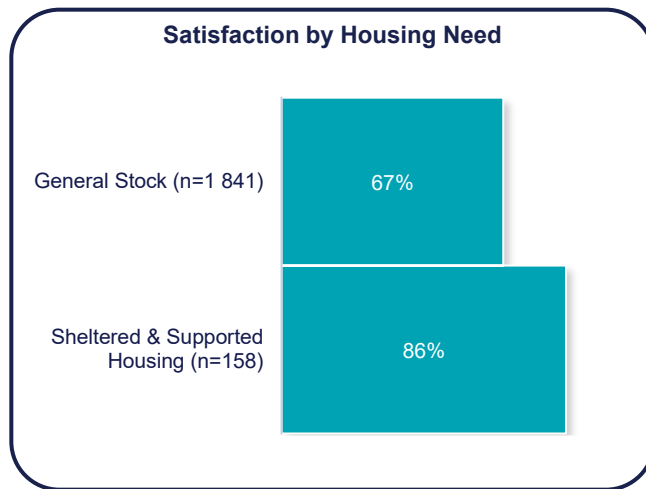
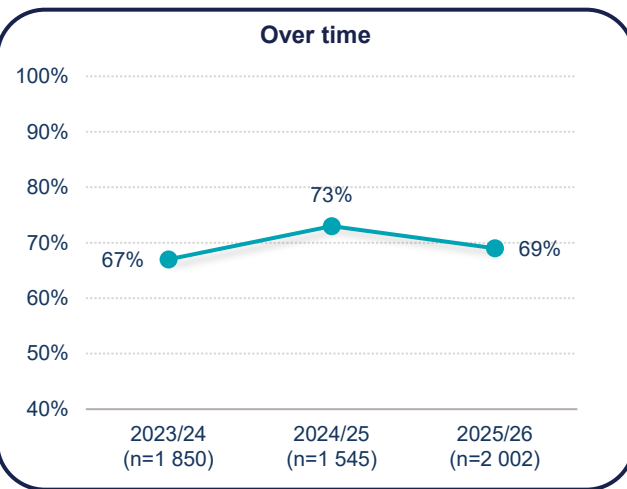
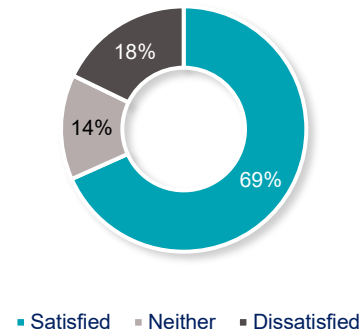
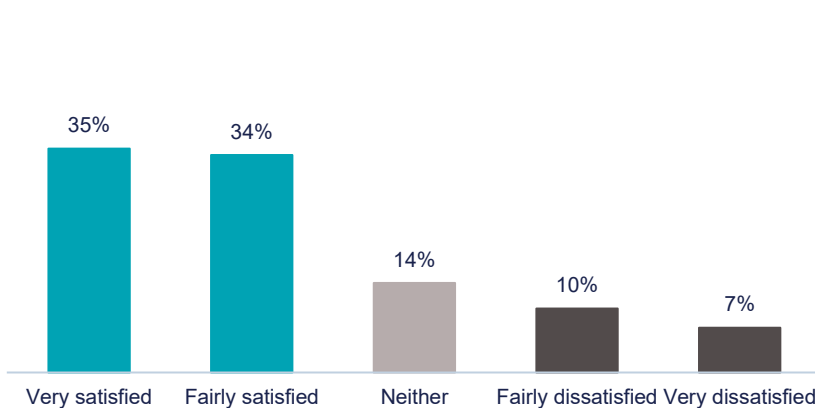
Overall Satisfaction

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.

Seven out of ten tenants (69%) are satisfied with the overall service provided by the Council, with a similar proportion being very satisfied (35%) and fairly satisfied (34%). However, 18% are dissatisfied, and a further 14% are neither satisfied nor dissatisfied.

Compared with the previous survey, carried out at this time in 2025, overall satisfaction has fallen slightly by 4p.p. This is in the context of slightly increasing satisfaction across the housing sector.

In terms of the different tenure types, those in sheltered and supported housing are the most satisfied (86%), with 67% satisfied for those in general needs. This may be linked to the age profile of those in sheltered accommodation, which is inevitably higher, and it is recognised by the Regulator that satisfaction tends to increase with age.





Well Maintained, Safety & Communal Areas



Around seven out of ten tenants (69%) are satisfied that they are provided with a home that is well maintained, with 17% dissatisfied and 14% who are neutral. The maintenance of the home is an important metric, as Acuity's key driver analysis (KDA) of over 200,000 survey responses showed it had the strongest influence on overall satisfaction. This is also the case for the Council (see KDA Page 34).

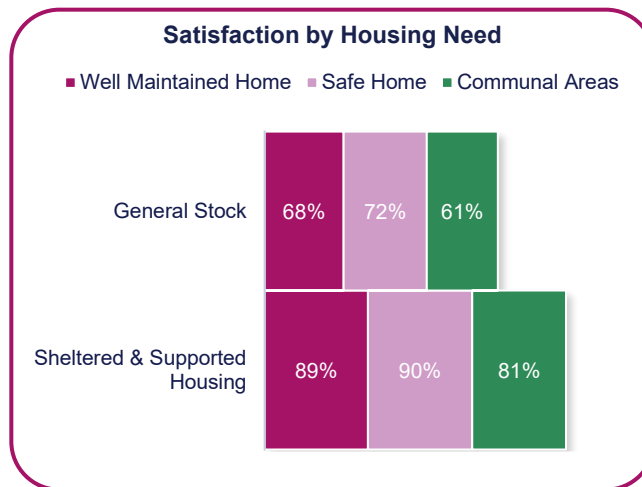
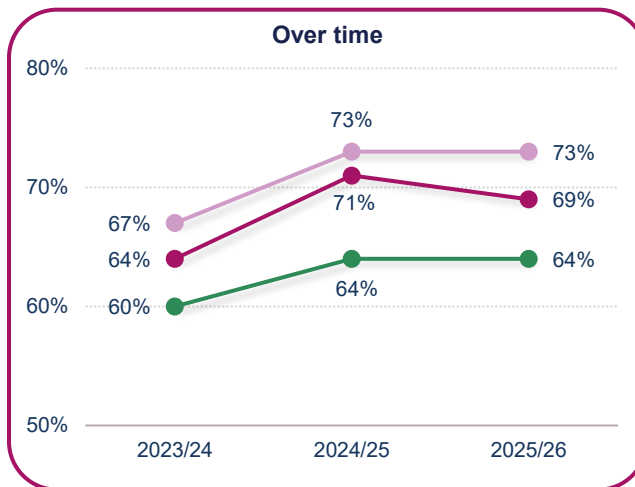
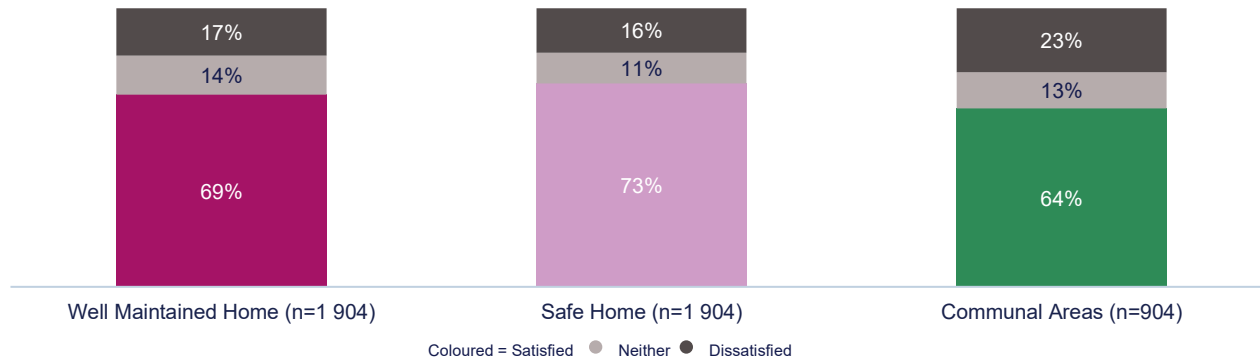
Tenants are a little more satisfied that they are provided with a safe home (73%), with 16% dissatisfied. The safety of the home can be impacted by a range of factors, including building security, repair issues and safety checks, in addition to neighbourhood problems such as anti-social behaviour.

Under half of tenants stated they live in a building with communal areas that the Council is responsible for maintaining (48%), although a further 8% are unsure. Of these tenants, 64% are satisfied that these areas are kept clean and well maintained, with 23% dissatisfied. Reasons for dissatisfaction with this measure can include the quality and frequency of the cleaning service and how well gardens are maintained.

Satisfaction is down just 2p.p for the maintenance of the home but stayed the same for the safe home and communal areas.

Sheltered and supported housing tenants are again the most satisfied.

Well Maintained, Safety & Communal Areas





Keeping Properties in Good Repair



Eight out of ten tenants (79%) are satisfied with the repairs service during the last 12 months, with slightly fewer satisfied with the time taken to complete their most recent repair (72%). It is commonly found that tenants are not as satisfied with the time taken, especially as they can have high expectations around timescales. Therefore, it is important to manage the expectations of the tenants from the beginning.

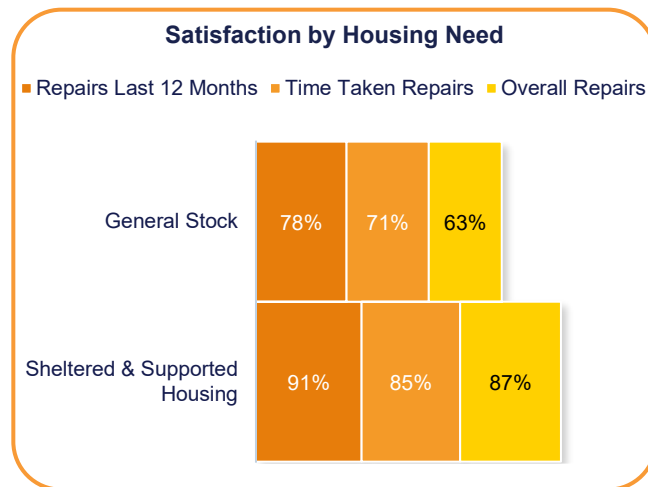
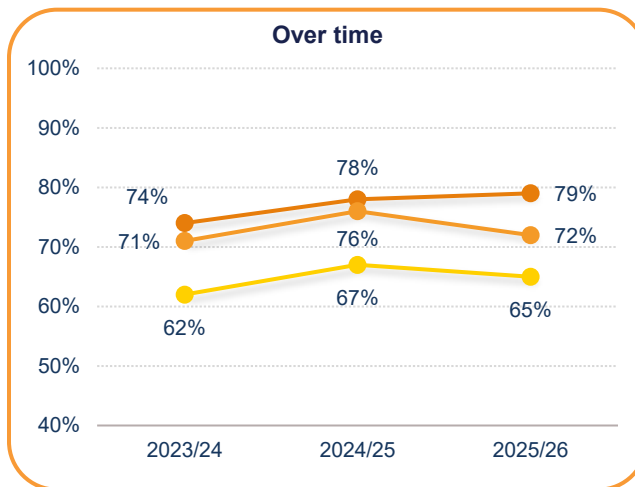
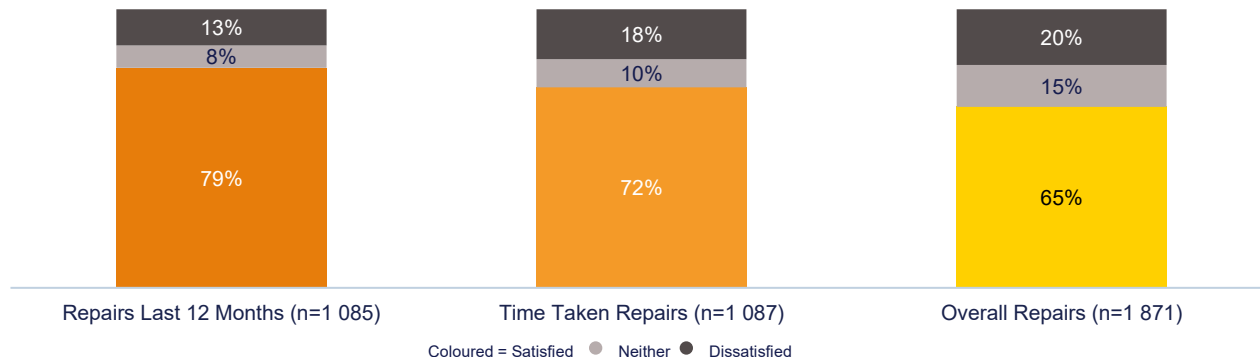
Satisfaction has increased slightly for the repairs service of the last 12 months (up by 1p.p) but is down by 4p.p for the time taken.

All tenants, regardless of whether they had a repair done in the last 12 months, were asked how satisfied they are with the way Cambridge deals with repairs and maintenance service. Under two-thirds (65%) of tenants are satisfied, and 20% are dissatisfied, with satisfaction having fallen 2p.p since last year.

Sheltered and supported housing tenants are highly satisfied with overall repairs (87%), compared to 63% of general needs tenants.

The repairs service is the most common reason for landlord-tenant interaction, and is, therefore, often a key factor in determining satisfaction levels. This is demonstrated by the overall satisfaction comments, where it is by far the most mentioned subcategory.

Keeping Properties in Good Repair





Contribution to the Neighbourhood



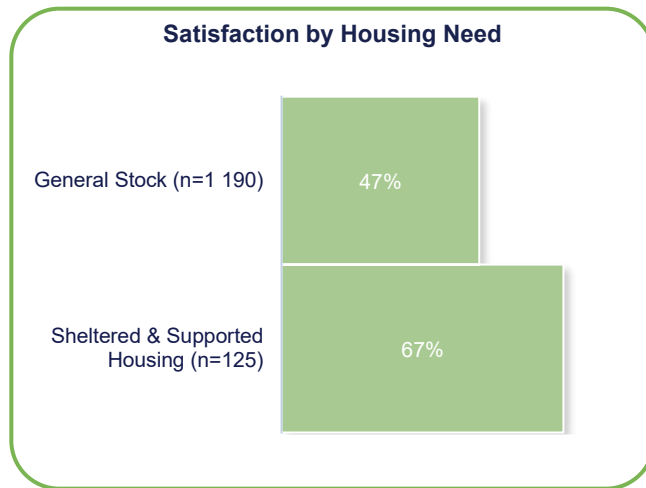
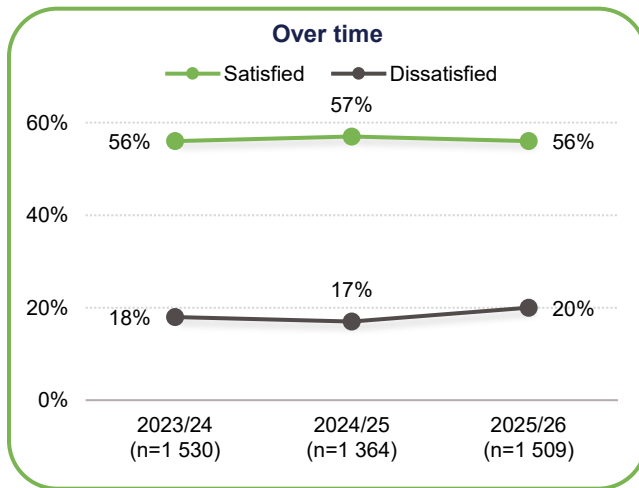
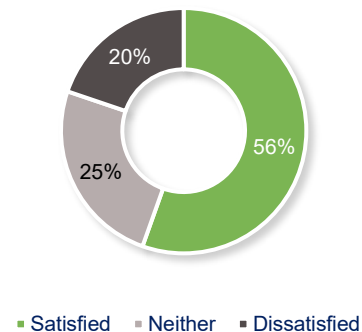
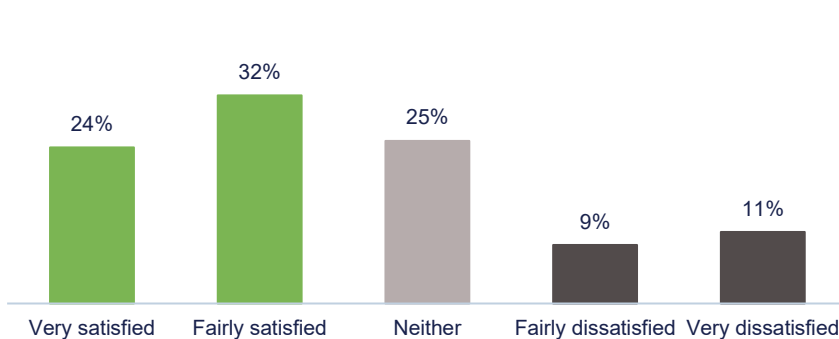
Contribution to the Neighbourhood

Over half the tenants are satisfied that the Council makes a positive contribution to their neighbourhood (56%). Satisfaction has remained stable compared with the previous survey, falling by just 1p.p.

However, 20% of tenants are dissatisfied, with 25% neither satisfied nor dissatisfied. This may be because tenants are unaware of the contribution the Council makes to their neighbourhood, and more needs to be done to promote and publicise this.

At the same time, as their landlord is a Council, tenants' views may be affected by their feelings on wider council services outside of typical landlord responsibilities. What tenants perceive to be their neighbourhood can also be subjective, for example, the distance it covers.

Again, sheltered and supported housing tenants are more satisfied, at 67% compared with 47% for the general needs properties.





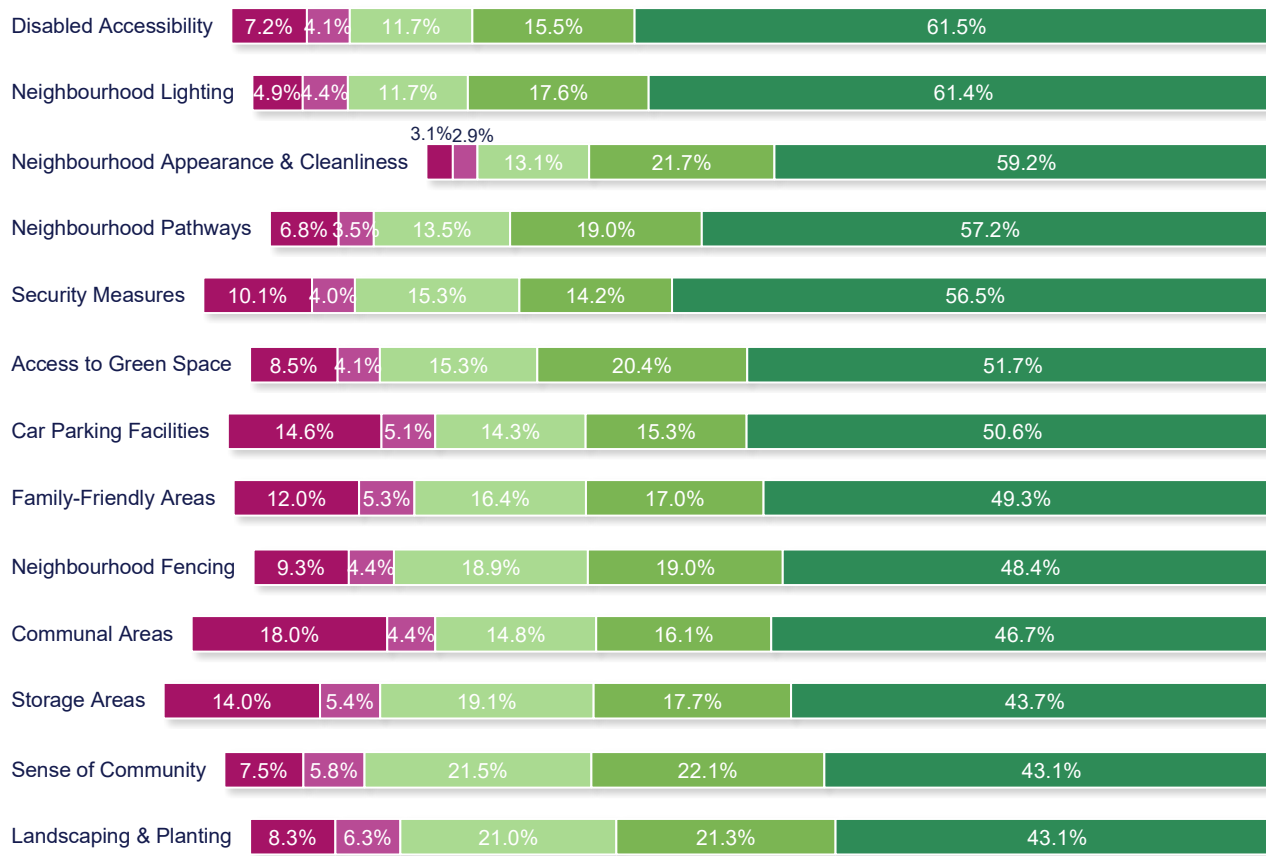
Neighbourhood Improvements

The Council also included this multi-part question in the survey to find out what tenants place the most importance on in terms of neighbourhood improvements.

The results are shown opposite and reveal that most elements receive high importance, ranging from 43.1%, giving a 5 out of 5, up to 61.5%.

The most important is providing disabled access, closely followed by neighbourhood lighting, whereas having storage areas, landscaping and a sense of community attract the least importance, although all have over 40%, giving a score of 5.

This suggests that tenants value their communal areas and want them to be well-maintained and functional. These results and the comments to the open questions can help the Council target what is needed most.



1 - not at all important 2 3 4 5 - very important



Approach to ASB



Around half the tenants are satisfied with the Council's approach to handling anti-social behaviour (49%). A quarter of tenants are dissatisfied (25%), including 15% who are very dissatisfied. The remaining 26% are neither satisfied nor dissatisfied, perhaps as they are unaware of how Cambridge handles cases of ASB.

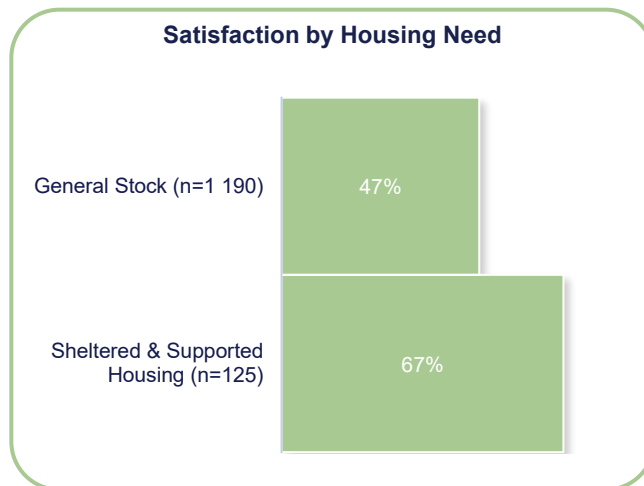
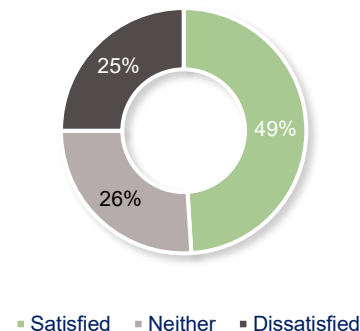
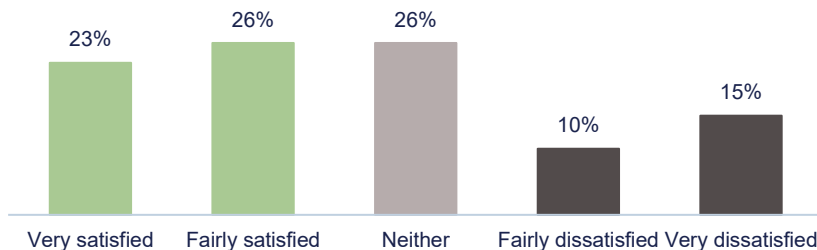
While this metric has the second-lowest level of satisfaction in the survey, it is often one of the lower-performing TSMs for Registered Providers (see Benchmarking Page 35).

Satisfaction with this metric can be influenced by tenants' knowledge and experience of how anti-social behaviour is handled, as well as wider problems in their neighbourhood. It should be noted that all tenants are asked about their perception of how the Council handles ASB, not just those who have reported a case in the last twelve months. This means effective communication with all tenants is important, not just those who have experienced ASB.

Compared with the previous survey, satisfaction has fallen just 1p.p but is a little higher than in 2023/24.

Once again, sheltered and supported housing tenants are the most satisfied (67%), compared with 47% of general needs tenants.

Approach to ASB





Respectful & Helpful Engagement



Seven out of ten tenants agree that they are treated fairly and with respect by the Council (70%), which is the same this year as with the previous survey.

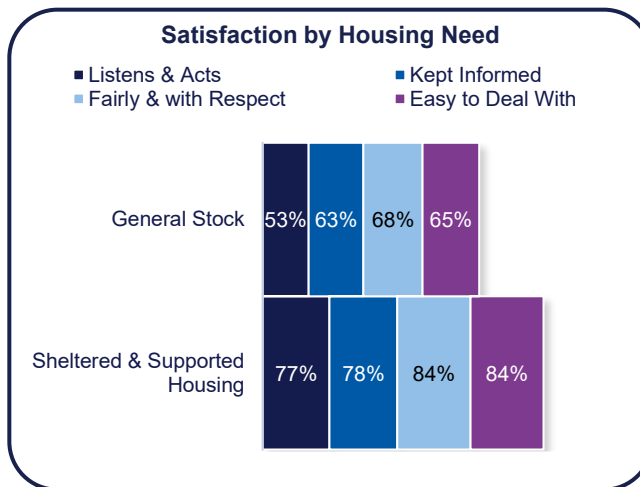
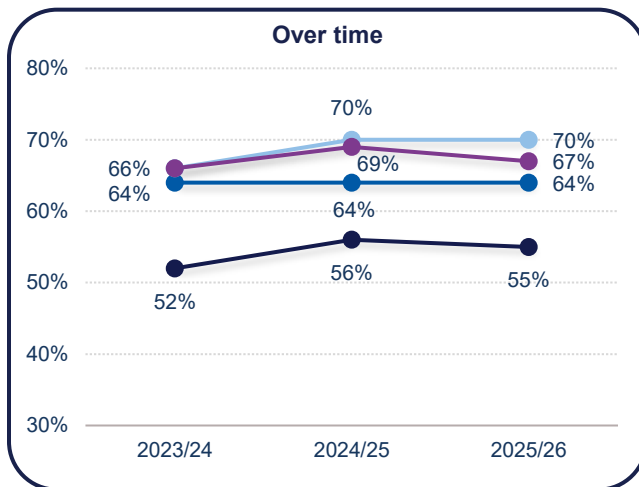
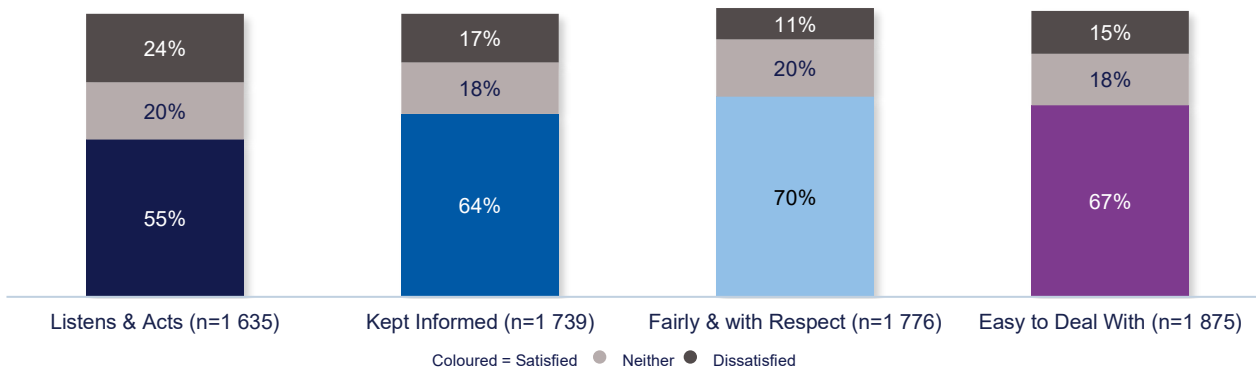
Slightly fewer tenants are satisfied that they are kept informed about things that matter to them (64%). Satisfaction is also the same as last year.

In addition, two-thirds (67%) find dealing with the Council easy, 15% find it difficult. Satisfaction is down 2p.p this year.

Over half the tenants are satisfied that their views are listened to and acted upon (55%), with 24% dissatisfied. Satisfaction with this measure can be impacted by a range of interactions tenants have with their landlords, including how repair requests, anti-social behaviour cases, and complaints are handled, as well as more formal feedback channels, such as tenant panels and surveys. For example, this report has shown that some dissatisfaction is being caused by outstanding repairs that have not been dealt with, and tenants may, therefore, feel they are not being listened to when they report repairs. This measure has also decreased very slightly, down 1p.p.

There is a familiar pattern with the type of tenure, sheltered and supported housing tenants again being the most satisfied.

Respectful & Helpful Engagement





Effective Handling of Complaints



When asked if they had made a complaint to the Council in the last 12 months, 22% of tenants said they had. However, it is hard to tell how many of these are genuine complaints or service requests which have yet to be fully actioned. At the same time, a high proportion of complaints alone is not necessarily a negative, since it can indicate an easily accessible and transparent complaints process.

Of the tenants who said they made a complaint, around a quarter are satisfied with the Council's approach to complaint handling (27%), with considerably more dissatisfied (53%). Satisfaction has fallen by 1p.p since the previous survey.

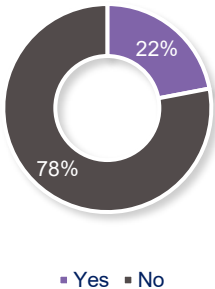
Complaint handling is usually the lowest-performing TSM for Registered Providers, so this result is not unexpected; however, it does suggest that improvements can be made to the process.

Dissatisfaction with complaints can be caused by the outcome, i.e. if tenants got the resolution they wanted (notoriously difficult), as well as how it was handled, including timeliness, how they were kept updated and the attitude of the staff they dealt with.

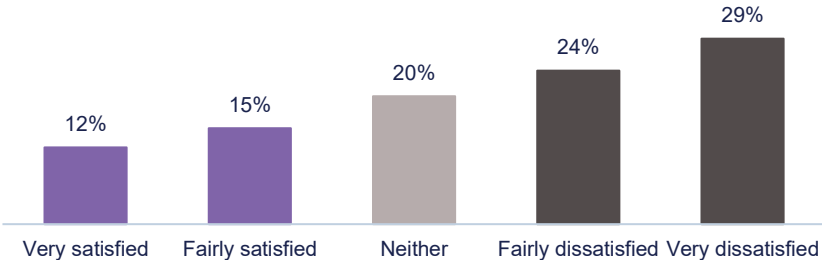
Sheltered and supported housing tenants are more than twice as satisfied as their general needs counterparts.

Effective Handling of Complaints

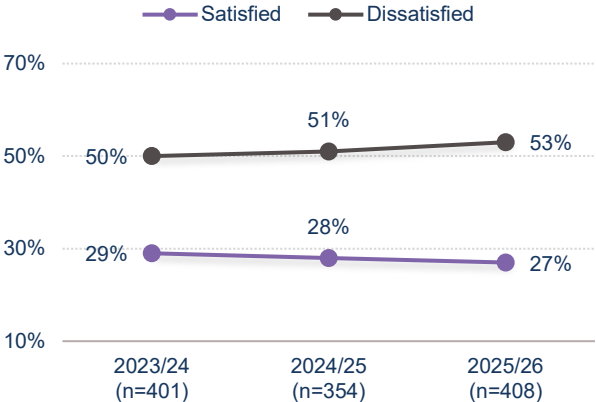
Complaint in Last 12 Months



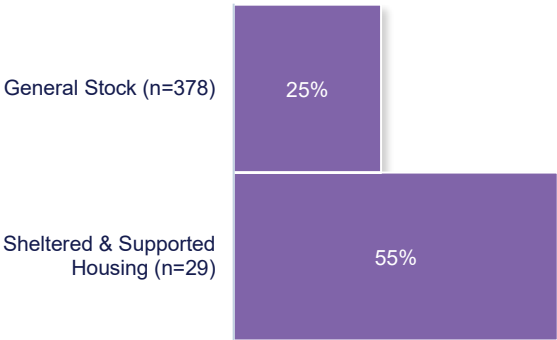
Satisfaction with Complaints Handling



Over time



Satisfaction by Housing Need





Wellbeing



Cost of Living

Tenants were asked about the cost of living and whether they struggle to meet the cost of several expenses.

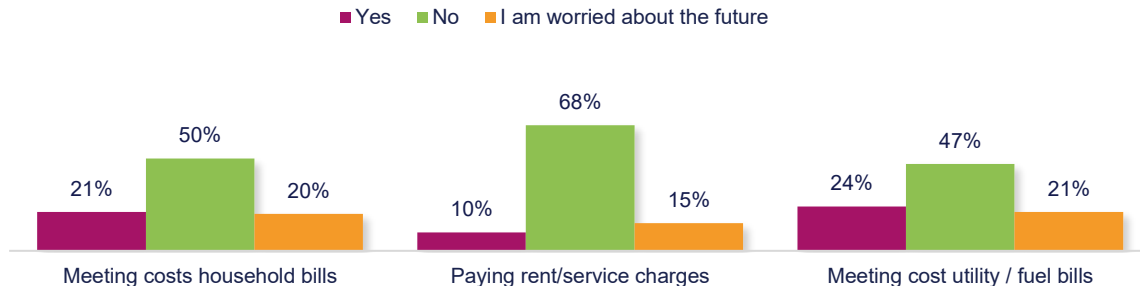
Tenants struggled the most with meeting the cost of utility/fuel bills, followed closely by meeting the cost of other household bills.

Paying rent or service charges is of less concern to tenants, although over 10% still struggle to meet these bills.

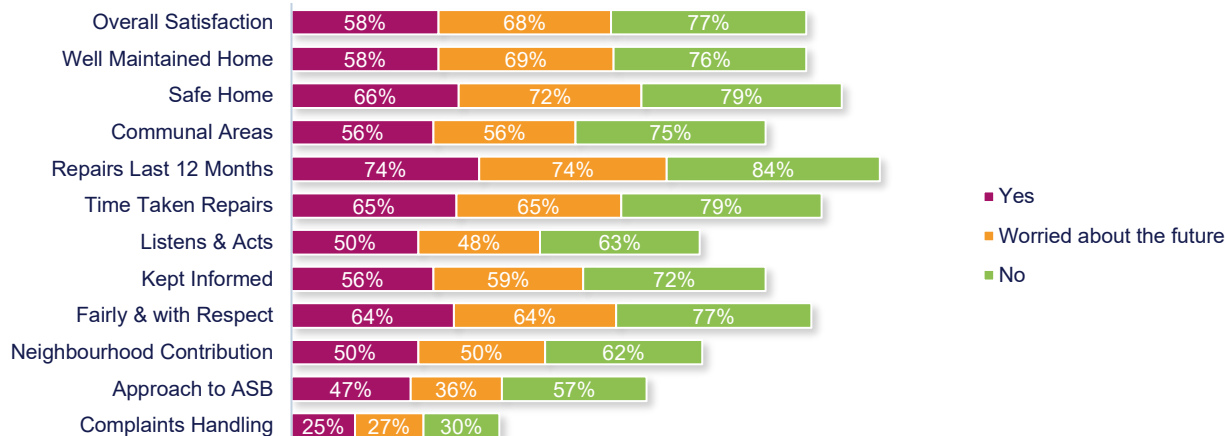
Despite the disparity in those concerned with the different expenses (10% to 24%), the proportion of tenants who worry about the future is much more similar, ranging between 15% and 21%.

There is a theory that those struggling financially are less satisfied with the range of services they receive. This appears to be true here, with just 58% of those worried satisfied overall, compared with 77% of those not worried. This pattern extends over the remaining measures and suggests that if the Council can do anything to help householders, perhaps with benefit advice or budgeting, satisfaction could increase as a result.

Cost of Living Concern



Cost of Living Concern & Satisfaction





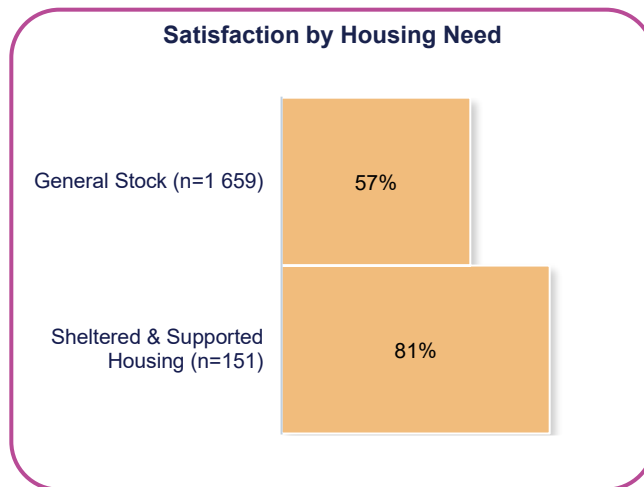
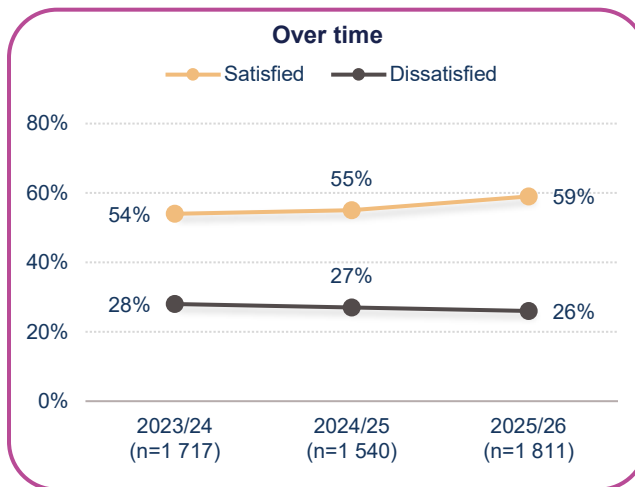
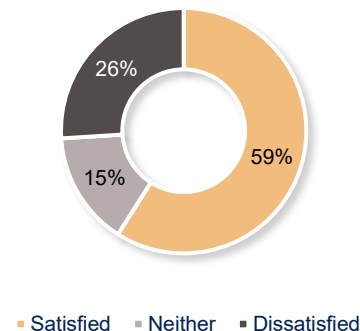
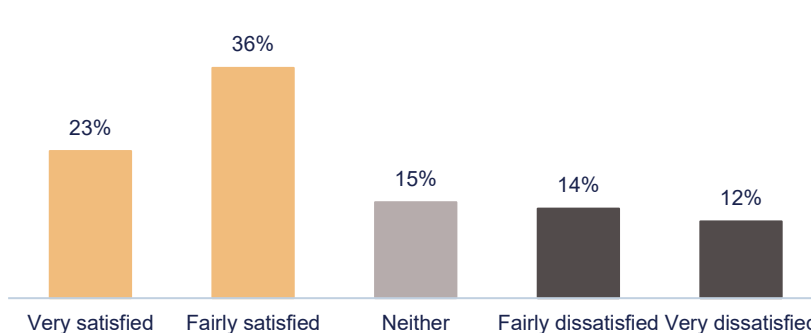
Home Heating

Six out of ten tenants (59%) are satisfied with the heating in their homes, although fewer are very satisfied than fairly satisfied, 23% and 36% respectively.

However, a quarter of tenants (26%) are dissatisfied with their heating, suggesting many want more to be done to improve the facilities in their homes.

The situation has improved a little since last year, with satisfaction up 4p.p and dissatisfaction down by 1p.p.

Again, it is the sheltered and supported housing tenants who are the most satisfied, but this falls to 57% for general needs tenants.



It is of some concern that almost a third (31%) of tenants say they currently suffer with damp and mould in their homes, this having increased marginally since last year.

Of these tenants, 70% have reported the problem, while 30% have not.

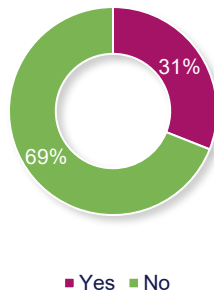
With Awaab's Law introduced in October of last year, the Council is under strict timescales to investigate and fix, where necessary, damp in its homes.

Cambridge will be working on this already, but with so many not reporting the problem, more may need to be done to address all concerns.

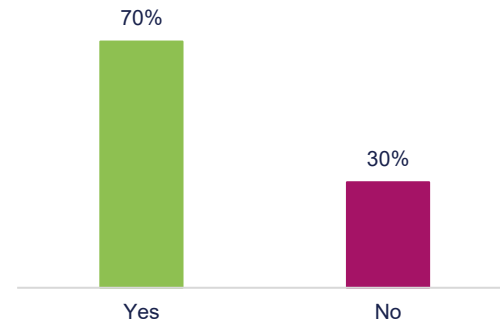
To help this, Acuity has made available the names and addresses of all those who say they have a problem.

Damp and Mould

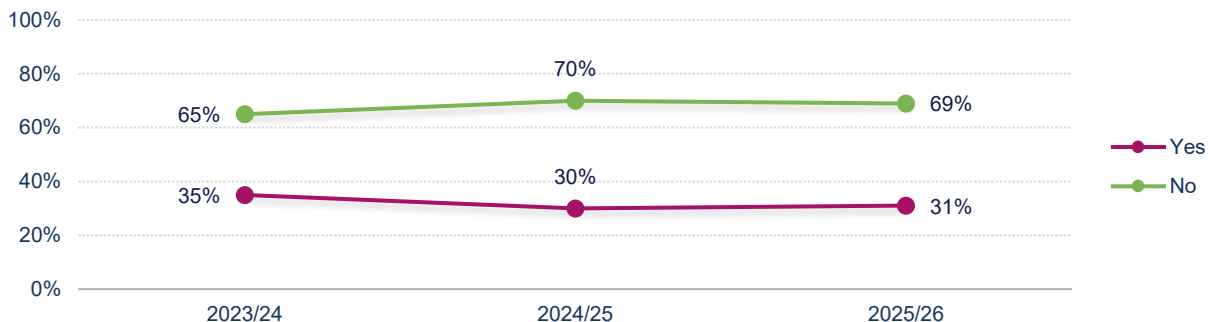
Currently Suffer from Damp & Mould



Reported Damp & Mould



Suffering from Damp & Mould over time





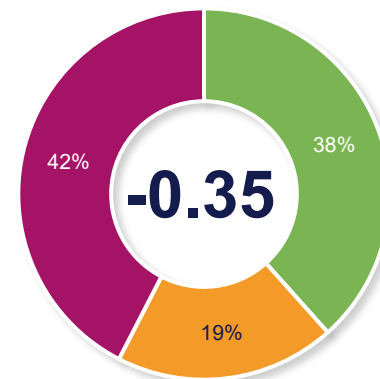
Sentiment

Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of tenant feedback across all key service areas.

It is based exclusively on responses to the seven core RSI open-ended questions. It reflects how positively or negatively tenants feel about the organisation's performance across these key areas.

Please note that if your organisation does not ask all seven core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question will be analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative

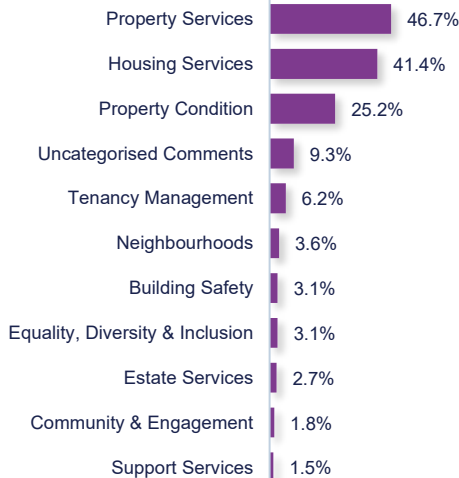
Overall Satisfaction

Please describe your specific experiences that have shaped your view of Cambridge City Council's service.

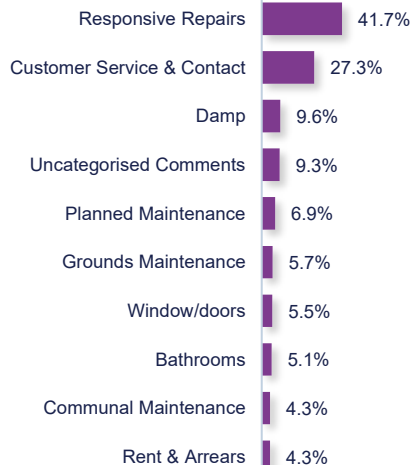
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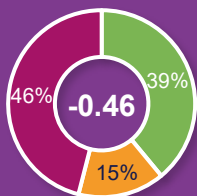
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	458	44.0%	-0.87
Subcategory, no attribute (yet)	223	21.4%	-0.76
Communication / Transparency	182	17.5%	-0.51
Quality of Work / Service	172	16.5%	-0.43
Resolution	157	15.1%	-2.55
Satisfaction	95	9.1%	+2.97
Effort	52	5.0%	-1.58
Staff Conduct	48	4.6%	+3.54
Listening / Acting	41	3.9%	-1.78
Appointments / Convenience	32	3.1%	-2.03
No Comments	32	3.1%	-0.28
Empathy	24	2.3%	0.00
Worker Conduct	18	1.7%	+0.89
Safety	14	1.3%	-3.36
Trust	14	1.3%	-2.43
Accountability	10	1.0%	-4.50
Consistency	10	1.0%	-0.50
Fairness	4	0.4%	+1.25
Accessibility			-



Tenants were asked to describe the experiences that have shaped their view of Cambridge's service. Many tenants praise prompt, polite responses for routine repairs, gas checks and refurbishments (new kitchens, boilers, windows), and value safety checks and supportive staff. However, a large and persistent set of problems emerges: widespread delays or non-completion of repairs (especially damp/mould, guttering, windows, doors, roofing, bathrooms and heating), poor-quality contractor workmanship, repeated follow-ups required, and weak communication. Long phone waits, missed callbacks, and inconsistent information are also concerns. ASB, security failures (broken entry systems, unsecured doors) and pest issues recur.

Vulnerable tenants report serious welfare impacts (health, mobility, mental health) from slow or inadequate responses; some report repeated distress from housing officer interactions. Tenants also complain about outsourcing/contractor management, perceived unfairness in rehousing/prioritisation, unclear ownership of issues, and slow refunds/overpayment handling. Overall sentiment is polarised: pockets of high satisfaction where work is timely and professional, but many long-standing service gaps are causing frustration, health risks and loss of trust in landlord responsiveness and accountability.

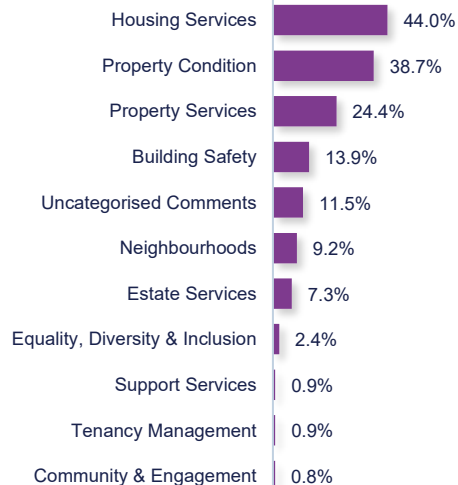
The Home

Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.

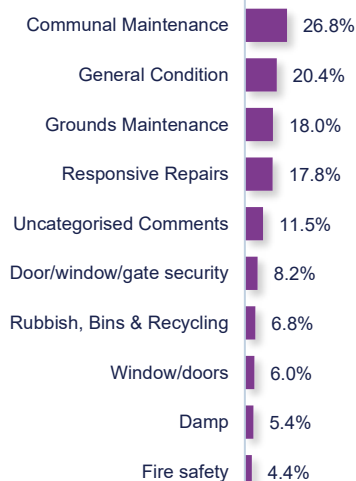
Base Size: 1,063



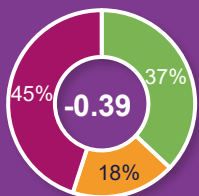
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	259	39.4%	-0.45
Timeliness & Responsiveness	197	29.9%	-1.37
Subcategory, no attribute (yet)	169	25.7%	-1.60
Safety	101	15.3%	-0.30
Resolution	56	8.5%	-2.50
Communication / Transparency	41	6.2%	-1.51
Effort	26	4.0%	-2.38
Satisfaction	18	2.7%	+1.56
No Comments	17	2.6%	-0.94
Listening / Acting	13	2.0%	-3.92
Accountability	10	1.5%	-3.20
Worker Conduct	7	1.1%	-1.00
Appointments / Convenience	5	0.8%	-3.20
Consistency	5	0.8%	-1.60
Staff Conduct	5	0.8%	-1.00
Empathy	2	0.3%	0.00
Trust	2	0.3%	-5.00
Accessibility	1	0.2%	-5.00
Fairness	1	0.2%	-3.00



Tenants were asked to share their views on the safety, maintenance and cleanliness of their homes and any communal areas. Many feel their homes are safe and annual safety checks (gas, electric, fire alarms, boilers) are reliable, but a large portion report persistent maintenance failures and slow or inconsistent repairs. Frequent issues include damp, mould and condensation (sometimes long-standing), poor or broken doors/locks and insecure communal entrances, clogged drains, overflowing/insufficient bin areas and fly-tipping, damaged pathways and external fencing, and inadequate communal cleaning (often cursory weekly visits). Tenants describe long waits, repeated chasing, missed appointments, and poor contractor quality or incomplete jobs; several mention needing to pay or carry out repairs themselves.

Anti-social behaviour, drug use, theft, homeless people accessing blocks, and inadequate lighting/CCTV raise safety concerns in some locations. Communal lifts, bin stores and bike sheds often break, smell or are insecure. A minority praise prompt responses, good caretakers, recent upgrades (doors, windows, cladding, boilers) and tidy gardens. Overall sentiment is varied but leans toward frustration where recurring damp, slow remediation, communal cleanliness, access/security and communication from the landlord remain unresolved.

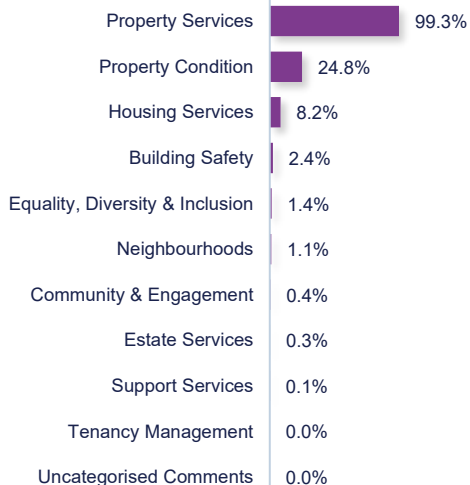
Repairs & Maintenance

Tell us more about your experience with the repairs service over the last 12 months.

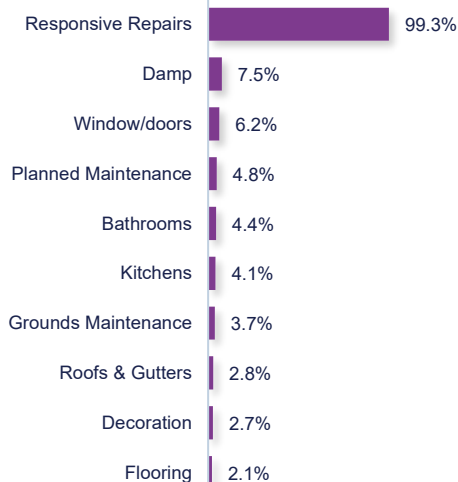
Base Size: 705



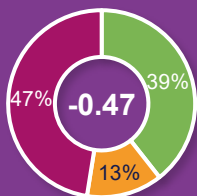
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	349	49.7%	-0.81
Subcategory, no attribute (yet)	168	23.9%	-0.86
Quality of Work / Service	122	17.4%	+0.02
Resolution	103	14.7%	-1.69
Communication / Transparency	80	11.4%	-1.44
Satisfaction	56	8.0%	+3.20
Effort	38	5.4%	-1.45
Appointments / Convenience	36	5.1%	-1.56
Worker Conduct	29	4.1%	+2.66
No Comments	13	1.9%	-0.38
Listening / Acting	12	1.7%	-0.83
Empathy	10	1.4%	-0.30
Safety	7	1.0%	-3.29
Accountability	5	0.7%	-2.40
Consistency	4	0.6%	-1.00
Trust	3	0.4%	-4.33
Accessibility	1	0.1%	-5.00
Fairness	1	0.1%	-5.00
Staff Conduct			-



Tenants were asked to “Tell us more about your experience with the repairs service over the last 12 months,” and 705 left comments. Positive feedback highlights timely responses for many routine and emergency jobs, polite tradespeople, and satisfactory single-visit fixes (boilers, doors, taps, fences). However, major themes of dissatisfaction recur: slow or inconsistent scheduling, frequent need to chase or repeat requests, poor communication from contractors and the Council, and incomplete or low-quality repairs requiring multiple return visits. Chronic issues include recurring damp, mould and condensation that are repeatedly surface-treated rather than investigated; persistent heating/boiler faults; delayed or missing window/door and flooring replacements; and subcontractor performance problems (cheap contractors, missed appointments, poor workmanship, site cleanliness).

Vulnerable tenants report accessibility and notification failures. Emergencies are sometimes handled well, but non-urgent but health-impacting issues (mould, leaks, specialist fixtures) face long waits. Administrative weaknesses appear: unclear timelines, poor handoffs between council, surveyors and contractors, and inadequate follow-up. Overall sentiment is mixed: many frontline operatives are praised, while systemic processes, contractor management and communication are the main sources of dissatisfaction.

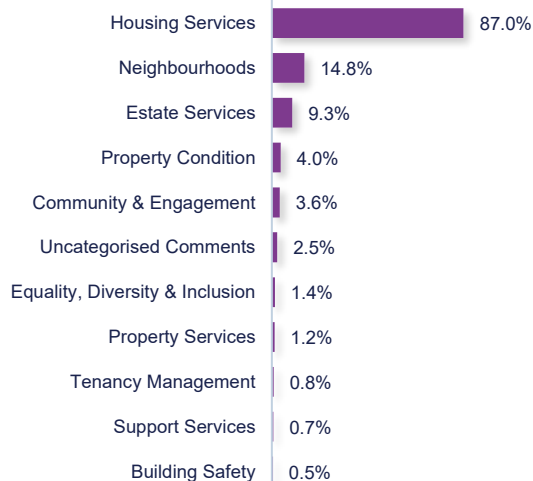
Neighbourhood Contribution

Share your views on your landlord's contribution to your neighbourhood.

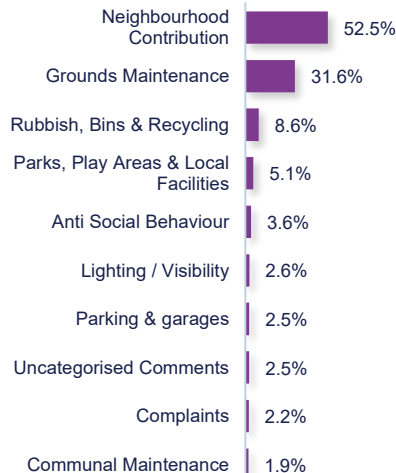
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Categories

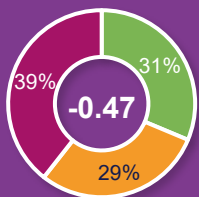


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	239	36.9%	-0.71
Quality of Work / Service	129	19.9%	-0.50
Satisfaction	100	15.5%	+1.72
No Comments	78	12.1%	-1.04
Timeliness & Responsiveness	59	9.1%	-2.31
Listening / Acting	23	3.6%	-3.00
Communication / Transparency	21	3.2%	+0.95
Safety	21	3.2%	-1.33
Resolution	17	2.6%	-2.82
Effort	12	1.9%	-0.83
Empathy	9	1.4%	-1.44
Staff Conduct	8	1.2%	+0.13
Consistency	4	0.6%	-0.75
Trust	2	0.3%	0.00
Appointments / Convenience	1	0.2%	0.00
Fairness	1	0.2%	-5.00
Accessibility			-
Accountability			-
Worker Conduct			-

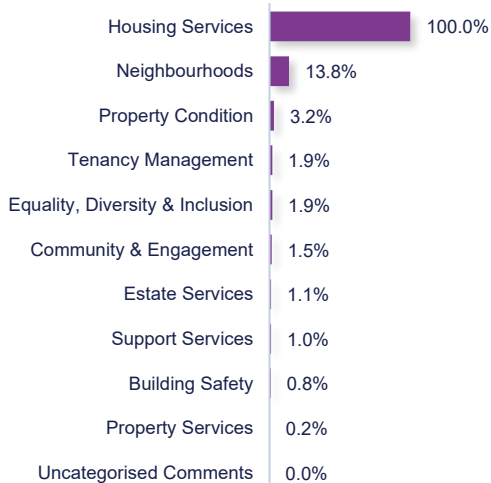


Tenants were asked to share their views on Cambridge's contribution to the neighbourhood. Common positive notes mention regular grass cutting, bin collection, occasional planting/flowers, playgrounds, skips, CCTV, and visible maintenance teams. Many respondents feel basic services occur (weed/hedge trimming, drain clearing), and some praise specific improvements or clean-ups.

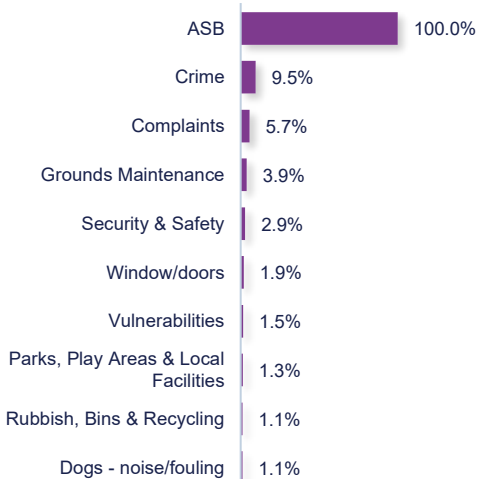
Major concerns recur: poor road/pavement condition and numerous potholes; inconsistent or inadequate grounds maintenance (overgrown hedges, leaves, uneven grass cutting, mossy/slippery paths); persistent litter, fly-tipping, and dog fouling; anti-social behaviour, drug use, and slow or ineffective enforcement; inadequate parking and problematic parking on verges; poor or uneven communication and slow response from housing officers; uneven investment, with some areas prioritised over others; safety issues from poor lighting and blocked sightlines; unmet promises (removed community facilities, unfinished projects). Several cite neglected communal spaces, inaccessible support for vulnerable residents, and frustration with perceived neglect or minimal effort beyond the basics. Overall sentiment: pockets of satisfaction but widespread dissatisfaction with maintenance quality, responsiveness, safety, and consistency of neighbourhood services.



Categories

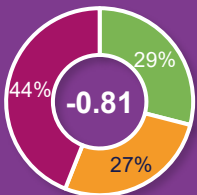


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	238	30.6%	-1.05
Listening / Acting	105	13.7%	-1.62
Timeliness & Responsiveness	104	14.5%	-1.24
No Comments	78	8.9%	-0.41
Resolution	56	7.4%	-1.14
Communication / Transparency	50	7.3%	-2.52
Satisfaction	50	5.7%	+3.10
Quality of Work / Service	38	4.9%	+0.18
Safety	20	2.4%	-1.60
Effort	10	1.4%	-1.80
Empathy	9	1.3%	-2.22
Accountability	4	0.6%	-3.75
Fairness	4	0.5%	-4.50
Trust	4	0.6%	-1.25
Appointments / Convenience	1	0.1%	0.00
Consistency	1	0.2%	-3.00
Staff Conduct	1	0.1%	-3.00
Accessibility			-
Worker Conduct			-



Tenants were asked to give their thoughts on Cambridge's handling of ASB. Common issues: persistent drug use/smell, noisy neighbours (parties, banging, vehicles, e-scooters), youth loitering, trespassers/vagrants, vandalism, theft, fly-tipping and safety concerns at night. Many report repeated incidents with little effective action beyond generic letters; complainants are often told to contact the police or to provide recordings (noise app seen as ineffective).

Several respondents describe long delays, poor follow-up, limited on-site presence, and perceptions that housing teams pass responsibility between police and landlord. Positive experiences exist: some rapid responses, lock/door changes, eviction in a few cases, CCTV and security improvements and helpful housing officers. Vulnerable tenants report feeling unsafe, retraumatised or ignored; confidentiality and anonymity barriers are raised. Recurrent themes: need for clearer ownership, faster investigation, better evidence-gathering, targeted interventions rather than blanket letters, improved communication and updates, and more visible deterrents (CCTV, lighting, patrols) to restore residents' sense of safety.

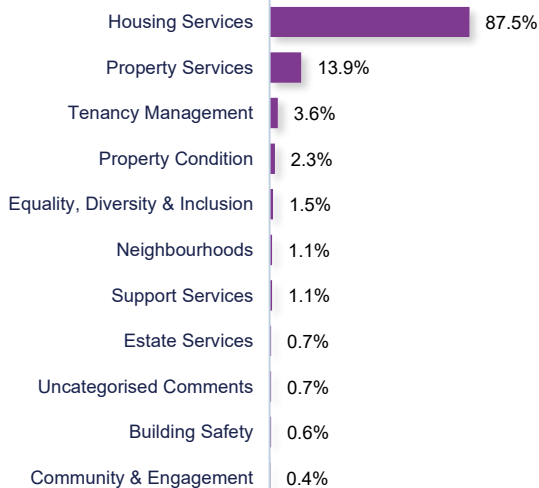
Customer Service & Communication

Describe your experience with the customer service and communications you receive.

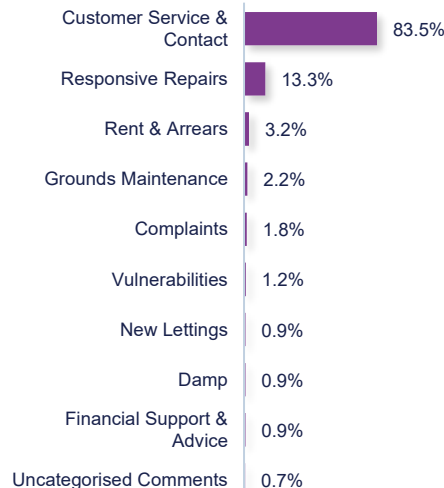
Base Size: 1,104



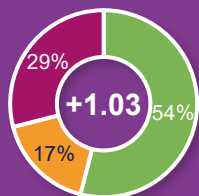
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Communication / Transparency	304	27.9%	+0.24
Staff Conduct	247	22.7%	+3.21
Subcategory, no attribute (yet)	207	19.0%	-0.02
Timeliness & Responsiveness	190	17.4%	+0.25
Satisfaction	173	15.9%	+3.49
Effort	118	10.8%	-0.64
Quality of Work / Service	96	8.8%	+2.27
Listening / Acting	57	5.2%	-0.11
Resolution	48	4.4%	-0.83
No Comments	32	2.9%	-0.53
Empathy	30	2.8%	+1.57
Appointments / Convenience	17	1.6%	-1.12
Accountability	15	1.4%	-2.13
Accessibility	8	0.7%	-0.88
Worker Conduct	8	0.7%	-0.50
Trust	7	0.6%	-3.57
Consistency	6	0.6%	-2.50
Safety	4	0.4%	-5.00
Fairness			-



Tenants were asked to describe their experience with the customer service and communications they receive. Many tenants praise polite, helpful staff, timely repairs in some cases, and regular newsletters/texts that keep them informed. Positive mentions include specific officers (e.g., “Daniel,” “Mohammed”), prompt same-day repairs, and useful call-back systems. Major concerns centre on long phone wait times, difficulty reaching the right department, automated phone menus, and inconsistent follow-through after initial contact. Numerous reports describe being passed between teams, lack of updates, unanswered emails, broken promises, and contractors who don’t turn up or perform temporary fixes. Several respondents report serious failures: ignored safety or anti-social issues, unresolved damp/mould, delayed major repairs, and prolonged rent overpayment disputes.

Accessibility problems appear for people without the internet, with limited office opening days, or with language/vision/cognitive barriers. Tone varies by individual contact: some staff are “rude” or “patronising,” others are “excellent.” Overall, the customer-facing front line is generally viewed positively, but systemic issues, such as response times, departmental coordination, contractor oversight and equitable responsiveness, drive most dissatisfaction.

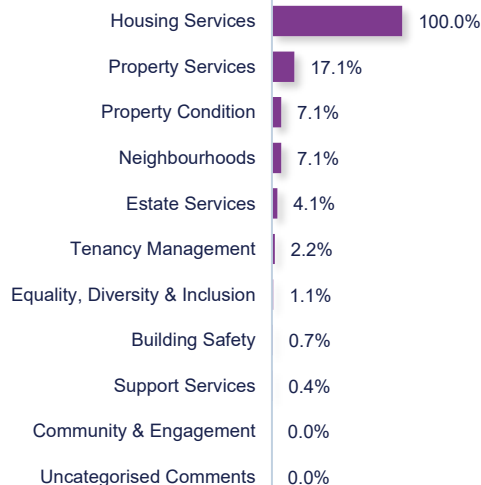
Complaints Handling

Please describe your experience of how complaints are handled.

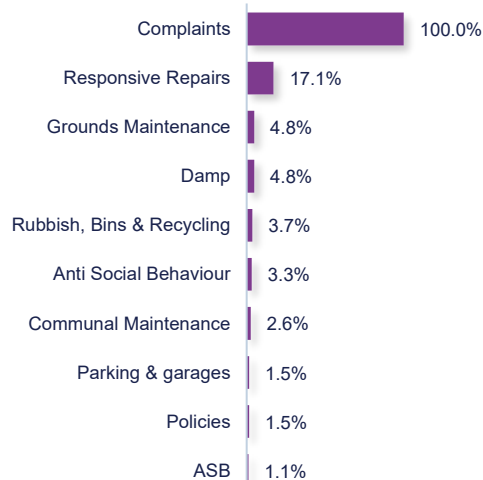
Base Size: 269



Categories

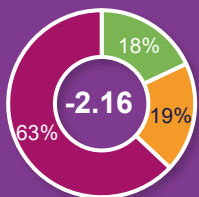


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	83	30.9%	-2.24
Timeliness & Responsiveness	70	26.0%	-1.79
Communication / Transparency	66	24.5%	-2.61
Listening / Acting	44	16.4%	-3.68
Resolution	39	14.5%	-2.49
Quality of Work / Service	28	10.4%	-0.96
No Comments	13	4.8%	-0.38
Effort	10	3.7%	-2.50
Satisfaction	8	3.0%	-1.00
Empathy	4	1.5%	-0.50
Safety	4	1.5%	-5.00
Accountability	3	1.1%	-3.33
Appointments / Convenience	2	0.7%	+2.50
Staff Conduct	2	0.7%	-5.00
Trust	2	0.7%	-5.00
Consistency	1	0.4%	-3.00
Fairness	1	0.4%	0.00
Accessibility			-
Worker Conduct			-



Tenants were asked to describe their experience with the complaints handling service. Responses show widespread dissatisfaction with how complaints are handled. Common themes are slow or no responses, poor follow-up, and lack of resolution. Many complaints are acknowledged but then drop off with no action. Recurring issues include damp/mould, unresolved repairs (gutters, doors, windows, boilers, plumbing), persistent anti-social behaviour and drug/weed smells, bin/communal cleanliness, pest control, and security/door-entry failures. Several respondents report repeated referrals between departments, inconsistent case ownership, and copy-paste or rude communications. A minority report positive experiences: prompt responses, effective repairs, helpful staff, or successful mediation.

Escalations to councillors, ombudsman or police are sometimes needed to get action. Emotional impact is evident: tenants report feeling ignored, unsafe, stressed or forced to leave their homes. Operational problems noted: poor inter-departmental coordination, missed deadlines, and unclear complaint processes (phone vs online). Overall sentiment is negative, with pockets of competent service; systemic issues, such as communication, accountability, and timely delivery of repairs/ASB interventions, are the primary drivers of dissatisfaction.



Further Insight



The charts opposite demonstrate the range of satisfaction and dissatisfaction with the different survey measures.

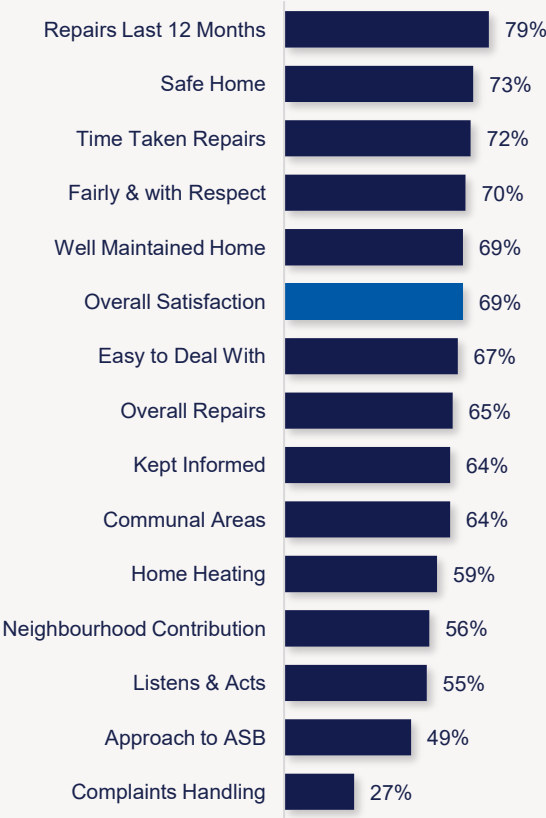
Although satisfaction may appear low, there is sometimes a significant number of tenants who have no opinion either way, selecting the neither satisfied nor dissatisfied option, rather than being actively dissatisfied with the service.

For example, whilst just 56% of tenants are satisfied with the positive contribution made to the neighbourhood (ranking in the bottom five for satisfaction), 20% are dissatisfied, with 25% neither satisfied nor dissatisfied. This indicates that some tenants are unsure how to interpret this metric and what their landlord is responsible for, or are unaware of the contribution the Council makes to their local area. With this in mind, more could be done to promote the positive impact the council has locally. There are also a significant number giving neutral responses to the ASB and some engagement questions.

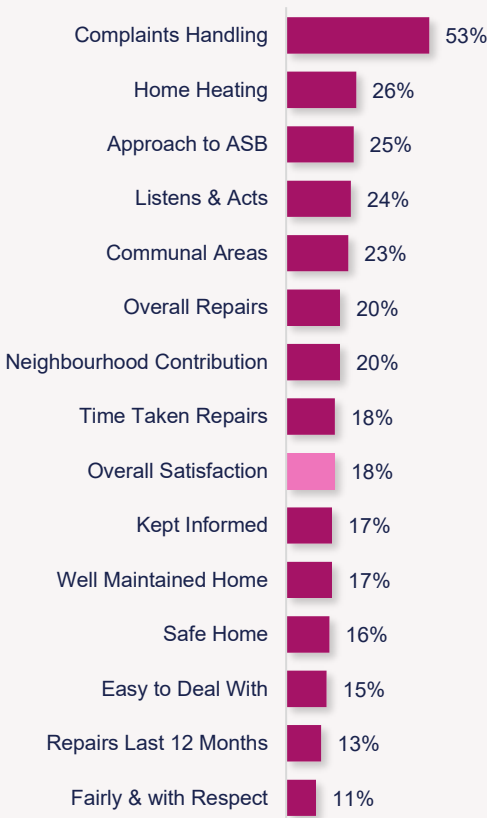
Satisfaction with the Council's approach to complaints handling has both the lowest level of satisfaction (27%) and the highest level of dissatisfaction (53%), but this is the only measure with more dissatisfied than satisfied.

Annual Satisfaction & Dissatisfaction

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26





As has been shown throughout this report, satisfaction has generally increased slightly, compared with the previous survey carried out in 2024/25.

Just two measures have seen an increase since last year, while four have remained the same, and nine have decreased.

The biggest increase has been for satisfaction with home heating, having gone up by 4p.p. Conversely, the biggest decrease belongs to overall satisfaction and the time taken to complete repairs, both of which went down by 4p.p.

Between 2024/25 and 2025/26, there were also several increases in satisfaction, so it is very positive that the Council is continuing this upward trend, especially in a context where satisfaction has generally been stable across the sector during this period (see National Context Page 24).

It should be noted that for a change to be considered statistically significant, it must exceed the combined margins of error for the last two surveys, in this case, around 4.2p.p, meaning that only overall satisfaction, the time taken to complete repairs, and satisfaction with home heating meet this threshold. However, smaller changes can indicate a direction of travel, and it can be concluded that Council is heading in the right direction of improvement.

Year-on-Year Change

	2024/25	2025/26
Overall Satisfaction	73%	69% (-4)
Well Maintained Home	71%	69% (-2)
Safe Home	73%	73% (+0)
Communal Areas	64%	64% (+0)
Repairs Last 12 Months	78%	79% (+1)
Time Taken Repairs	76%	72% (-4)
Overall Repairs	67%	65% (-2)
Listens & Acts	56%	55% (-1)
Kept Informed	64%	64% (+0)
Fairly & with Respect	70%	70% (+0)
Easy to Deal With	69%	67% (-2)
Neighbourhood Contribution	57%	56% (-1)
Approach to ASB	50%	49% (-1)
Complaints Handling	28%	27% (-1)
Home Heating	55%	59% (+4)



Key Driver Analysis - LCRA

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.

Each landlord has its own unique pattern of influence, and when considering the results for 2025/26, the most important driver for tenants' satisfaction with the overall service provided is that the Council provides a well maintained home, followed by how tenants' views are listened to.

Listening to tenants' feedback and acting on it, the provision of a safe home, the repairs service, treating tenants with respect, and overall repairs, are also important, but not as influential.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall service provided by the Council.

Annual Key Driver Analysis – Overall Satisfaction





Benchmarking – RSH Results 2024/25 (LCRA)

All registered providers with over 1,000 units were required to submit their TSM results for 2025/26 to the Regulator of Social Housing by the end of June 2026. The full set of results for the year will be released later on in the year.

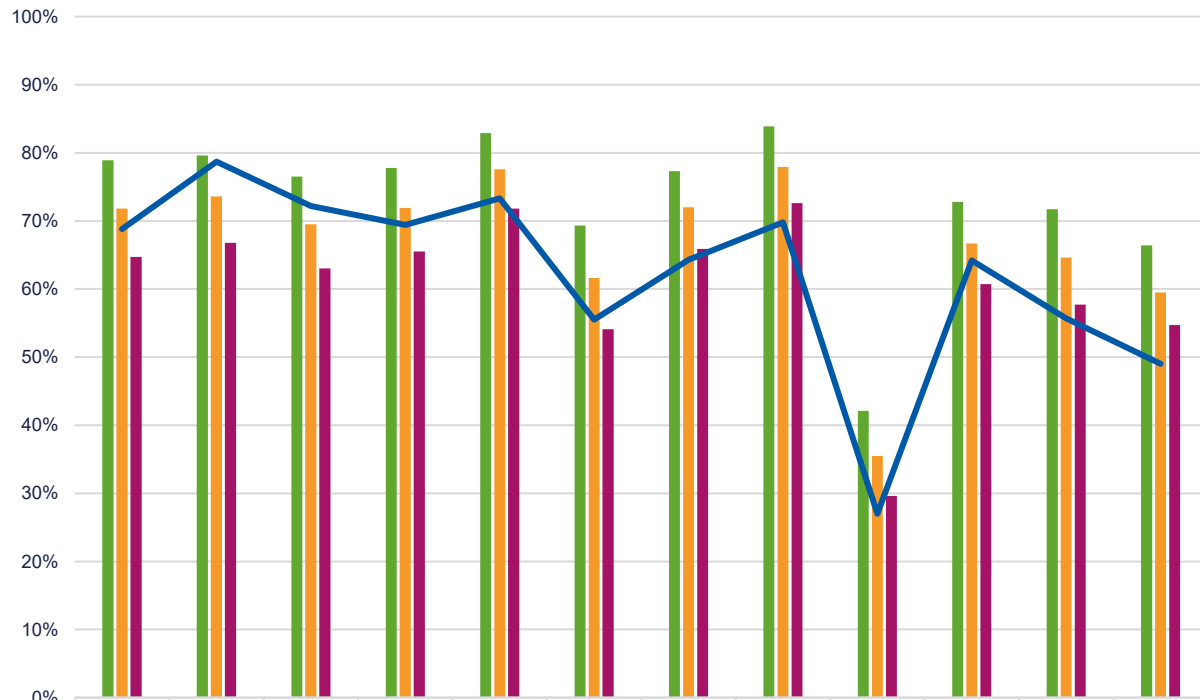
Typically, national datasets do not vary much year on year, and here we provide a comparison with the previous year's dataset (2024/25), which includes local authorities and housing associations.

When compared against all landlords, all but two measures for Cambridge are below the median.

Satisfaction with the repairs service in the last 12 months and the time taken to complete repairs fall into the second quartile, with the first two at 5.1p.p and 2.7p.p above the median.

Five of the remaining metrics fall in the third quartile, including the overall service, with five in the lower quartile, including the handling of ASB and complaints.

Base size: 353 landlords



	TP01 - Overall Sat	TP02 - Repairs Sat	TP03 - Time Taken	TP04 - Well Maintained	TP05 - Safe	TP06 - Listens	TP07 - Informed	TP08 - Fairly	TP09 - Complaints Sat	TP10 - Communal Sat	TP11 - Neighbourhood	TP12 - ASB
Upper Quartile	78.9%	79.6%	76.5%	77.8%	82.9%	69.3%	77.3%	83.9%	42.1%	72.8%	71.7%	66.4%
Regulator Median	71.8%	73.6%	69.5%	71.9%	77.6%	61.6%	72.0%	77.9%	35.5%	66.7%	64.6%	59.5%
Lower Quartile	64.7%	66.8%	63.0%	65.5%	71.8%	54.1%	65.9%	72.6%	29.6%	60.7%	57.7%	54.7%
Quartile position	3	2	2	3	3	3	4	4	4	3	4	4
Cambridge CC	68.8%	78.7%	72.2%	69.4%	73.3%	55.5%	64.3%	69.8%	27.0%	64.2%	55.7%	49.0%



Benchmarking – RSH Results 2024/25 (Councils)

Given that this is a local authority, it is appropriate to compare the results against other local authorities only, and the chart shows the differences against the quartile positions, again using the 2024/25 RSH data set.

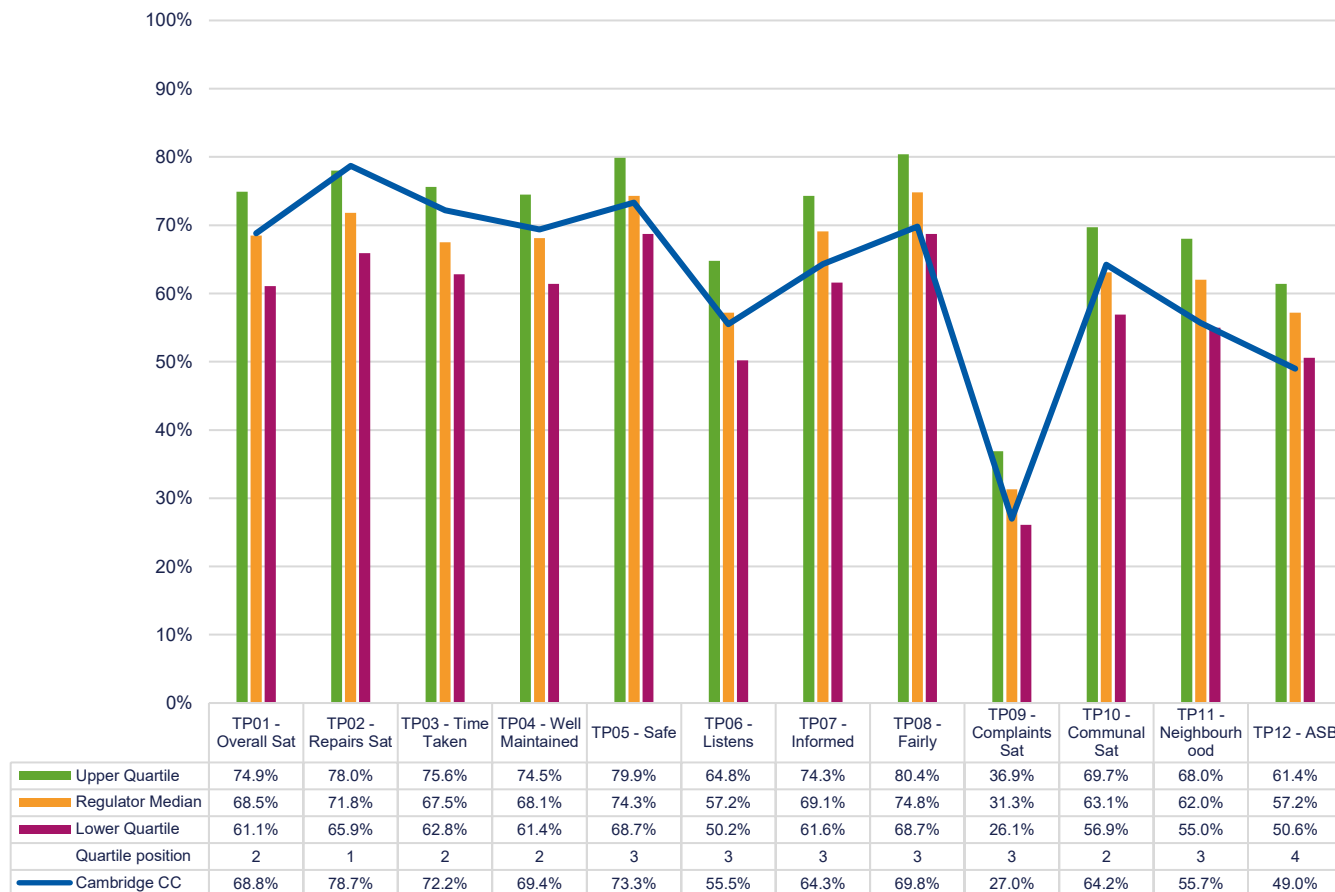
The Council compares better against this group, with five measures above the median, four in the second quartile, including the overall service.

There is one measure in the top quartile, the repairs service in the last 12 months (6.9p.p above the median).

Satisfaction with the handling of ASB is the only measure to fall into the lower quartile, although this is 8.2p.p below the median cut-off.

The Council should be generally pleased with the performance compared with other councils, but it also shows where improvements could still be made.

Base size:158





Top 30 Comments

The table to the right presents the top 30 comment areas from tenants for the seven sentiment questions used in the survey.

By far the most commonly mentioned area is property services, particularly the timeliness and responsiveness of repairs, which has a negative score of -1.17. This shows that this aspect of service is of the utmost importance to tenants, but could be improved, with more tenants reporting negative experiences of this, which have shaped their perception of the services provided. Tenants also negatively commented on the quality of repair work (-0.41) and communication around repairs (-1.50).

Additionally, tenants would like improvements to the condition of their property, including windows/doors, roofs/gutters, and kitchens. Issues with damp are also mentioned by several tenants, which need to be resolved as a matter of urgency.

On the other hand, customer service and contact is viewed more positively, including communication (+0.50) and the conduct of staff (+3.41).

	%	Count	Score
Property Services - Responsive Repairs - Timeliness / Responsiveness	41.80%	619	-1.17
Housing Services - Customer Service & Contact - Communication / Transparency	20.66%	306	0.50
Property Services - Responsive Repairs - Other	20.39%	302	-1.16
Housing Services - Customer Service & Contact - Staff Conduct	18.16%	269	3.41
Property Services - Responsive Repairs - Quality of Work / Service	17.22%	255	-0.41
Property Condition - General Condition	16.95%	251	1.27
Uncategorised Comments	16.81%	249	0.11
Housing Services - ASB - Other	16.48%	244	-0.98
Property Services - Responsive Repairs - Resolution	16.21%	240	-2.69
Housing Services - Customer Service & Contact - Satisfaction	15.46%	229	3.42
Housing Services - Communal Maintenance - Quality of Work / Service	14.31%	212	-0.38
Property Services - Responsive Repairs - Communication / Transparency	13.91%	206	-1.50
Housing Services - Customer Service & Contact - Other	13.77%	204	0.27
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	13.37%	198	1.23
Property Condition - Damp	12.83%	190	-3.19
Housing Services - Grounds Maintenance - Quality of Work / Service	12.42%	184	-1.19
Property Condition - Window/doors	12.36%	183	-2.92
Housing Services - Grounds Maintenance - Other	12.02%	178	-2.31
Estate Services - Rubbish, Bins & Recycling	10.94%	162	-2.70
Housing Services - Neighbourhood Contribution - Other	9.45%	140	-0.09
Housing Services - Grounds Maintenance - Timeliness / Responsiveness	8.85%	131	-3.32
Housing Services - Customer Service & Contact - Effort	7.90%	117	-0.23
Housing Services - Complaints - Timeliness / Responsiveness	7.70%	114	-2.59
Property Condition - Bathrooms	7.43%	110	-2.73
Housing Services - ASB - Listening / Acting	7.22%	107	-1.97
Housing Services - ASB - Timeliness / Responsiveness	7.22%	107	-0.80
Housing Services - Communal Maintenance - Timeliness / Responsiveness	7.02%	104	-1.59
Housing Services - Complaints - Other	7.02%	104	-2.03
Building Safety - Door/window/gate security	6.95%	103	-0.98
Housing Services - Customer Service & Contact - Quality of Work / Service	6.75%	100	3.05



National Context

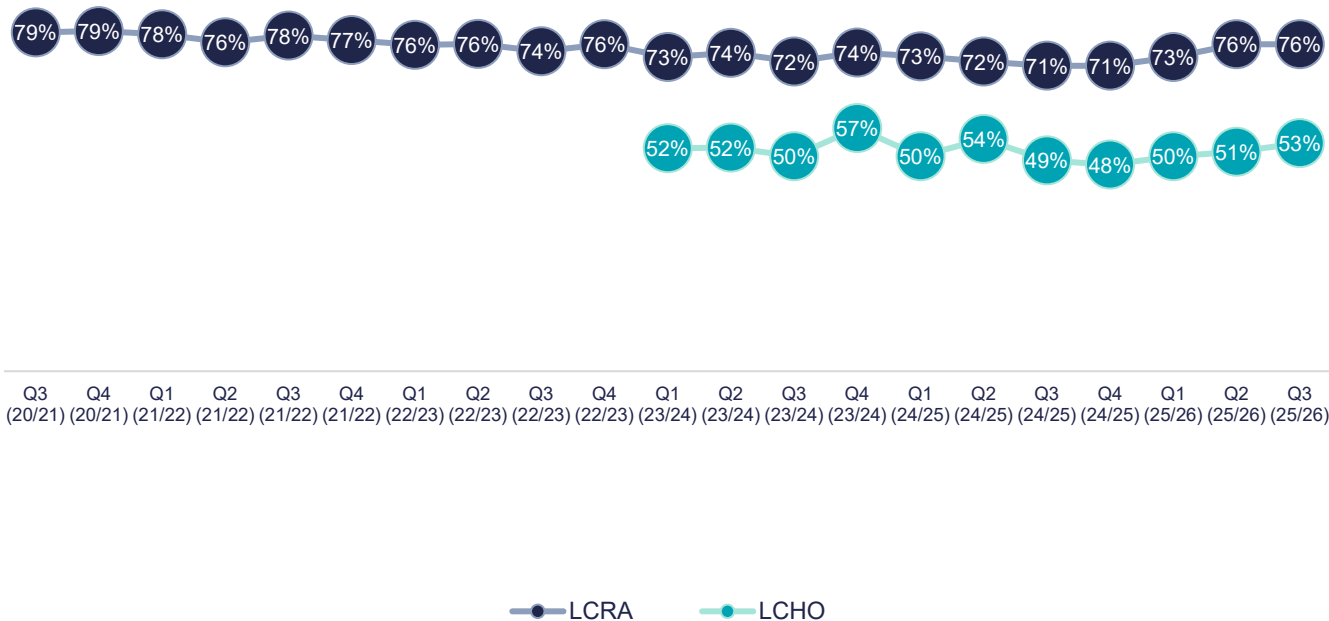
When considering the results, the national context and external factors must also be taken into account.

Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

Tenants have had to face considerable challenges in recent years, particularly the ongoing cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

The graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but there are signs that it is starting to increase again as we move through 2025/26.

Overall Services (Acuity Clients)





Leaseholders



Leaseholder Satisfaction & Dissatisfaction

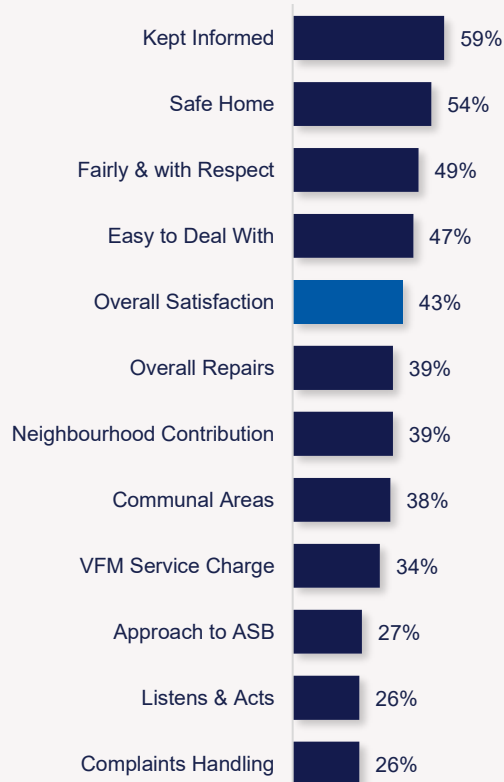
The charts opposite demonstrate the range of satisfaction and dissatisfaction with the different survey measures for the leaseholders at Cambridge. The charts look quite different from the LCRA tenants, with five of these measures having more dissatisfied than satisfied.

Satisfaction with the overall service sits at 43%, with 36% dissatisfied, with the highest satisfaction for the way the leaseholders are kept informed about things that matter to them, but this is only at 59%.

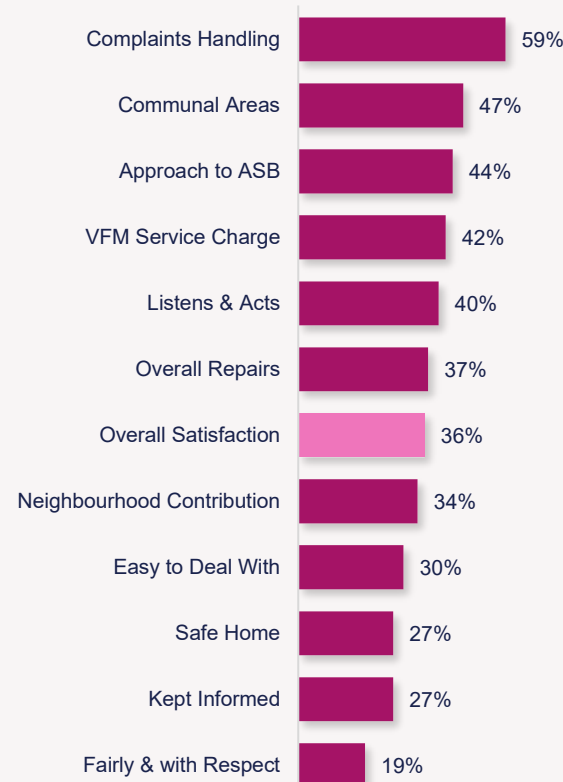
In contrast, just 26% are satisfied with the handling of complaints, 59% are dissatisfied, and 47% are dissatisfied with the maintenance of the communal areas and 44% with how ASB is handled.

This profile of results is not uncommon; leaseholders are traditionally less satisfied than their tenant counterparts, so the Council should not be unduly worried. However, the handling of complaints is a bit of concern, as it is with the tenants, so any improvements in the process should benefit all residents.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26





Top 30 Comments

Given the lower range of satisfaction, it is of no surprise that many of the comments about the services provided are also negative.

The time to complete repairs is again the most common of these comments, with a negative sentiment score of -2.16.

All comments relating to the property condition and repairs are negative, but those comments about the customer service and staff are generally positive, with a score of +1.29 for the staff conduct.

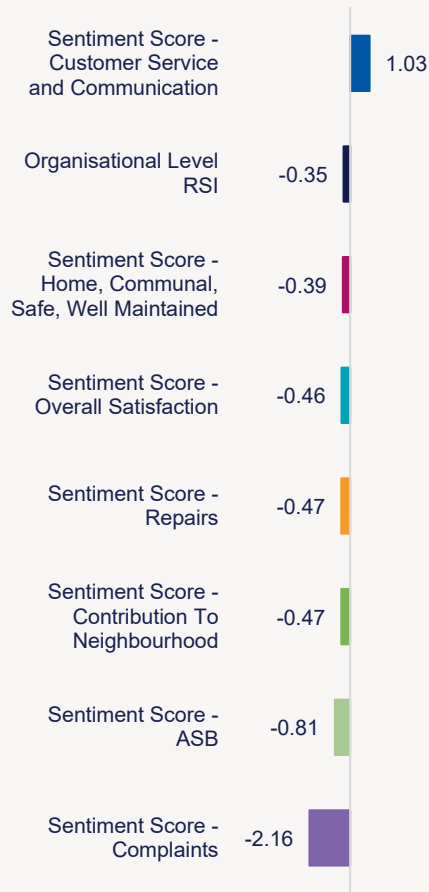
These comments are available to view in full on the Acuity dashboard and provide extra insight into the satisfaction scores, helping to identify those areas most in need of attention.

	%	Count	Score
Property Services - Responsive Repairs - Timeliness / Responsiveness	35.00%	63	-2.16
Property Services - Responsive Repairs - Other	33.33%	60	-2.32
Housing Services - Customer Service & Contact - Communication / Transparency	29.44%	53	0.00
Estate Services - Rubbish, Bins & Recycling	26.11%	47	-3.30
Housing Services - Communal Maintenance - Quality of Work / Service	23.89%	43	-3.02
Uncategorized Comments	21.67%	39	-0.57
Housing Services - Customer Service & Contact - Staff Conduct	21.11%	38	1.29
Housing Services - Communal Maintenance - Timeliness / Responsiveness	21.11%	38	-3.49
Property Services - Responsive Repairs - Quality of Work / Service	19.44%	35	-1.71
Housing Services - Customer Service & Contact - Other	17.78%	32	0.15
Housing Services - Grounds Maintenance - Other	17.78%	32	-2.68
Housing Services - Grounds Maintenance - Quality of Work / Service	17.22%	31	-2.45
Housing Services - Grounds Maintenance - Timeliness / Responsiveness	16.11%	29	-3.64
Property Services - Responsive Repairs - Communication / Transparency	15.56%	28	-3.00
Property Condition - General Condition	15.56%	28	-0.10
Property Condition - Roofs & Gutters	14.44%	26	-3.44
Property Condition - Decoration	12.22%	22	-3.44
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	11.67%	21	1.29
Housing Services - Complaints - Other	11.11%	20	-1.73
Housing Services - Neighbourhood Contribution - Other	11.11%	20	-1.10
Housing Services - Complaints - Communication / Transparency	10.00%	18	-3.42
Housing Services - Customer Service & Contact - Effort	10.00%	18	-0.33
Neighbourhoods - Anti Social Behaviour	9.44%	17	-3.22
Housing Services - Customer Service & Contact - Satisfaction	8.89%	16	3.06
Property Condition - Lighting / Ventilation	8.89%	16	-3.05
Property Services - Responsive Repairs - Resolution	8.33%	15	-2.33
Housing Services - Communal Maintenance - Other	8.33%	15	-3.19
Housing Services - Complaints - Timeliness / Responsiveness	6.67%	12	-3.87
Neighbourhoods - Lighting / Visibility	6.67%	12	-2.85
Neighbourhoods - Parking & garages	6.67%	12	-5.00



Summary

Sentiment Scores



Summary

Overall Satisfaction

Many praise quick emergency responses and helpful staff, but widespread complaints about slow, poor-quality repairs, recurring mould/damp, poor communication, missed follow-ups, long waits for upgrades, and unresolved anti-social behaviour and communal maintenance issues.

The Home

Many report generally safe homes and yearly safety checks, but frequent complaints about poor communal cleaning, delayed or inadequate repairs, persistent damp/mould, insecure doors/gates, overgrown/neglected grounds, fly-tipping and inconsistent communication from the council.

Repairs

Repairs generally prompt for simple jobs; major, recurring and mould issues are often slow, poorly communicated and repeatedly temporary. Subcontractor quality varies. Tenants report long waits, missed appointments, inadequate follow-up and distress from unresolved damp, heating and security faults.

Neighbourhood Contribution

Many praise basic upkeep (grass, bins, flowers) and safety, but frequent complaints about potholes, poor pavements, fly-tipping, inconsistent maintenance, anti-social behaviour, slow Council responses and unclear communication, leaving some neighbourhoods feeling neglected and unsafe.

ASB

Tenants report widespread concerns about slow, inconsistent ASB responses. Common issues: drug use, noise, inadequate enforcement, poor communication and reliance on letters or police. Some positive cases exist, but many feel unsafe, unheard and frustrated by the lack of effective action.

Customer Service & Communication

Tenants often describe staff as polite and helpful, but still report long phone waits, confusing automated systems, slow or poor follow-through on repairs (especially contractors), inconsistent communication, and delays resolving mould/overpayment issues. Overall service is seen as hit-or-miss.

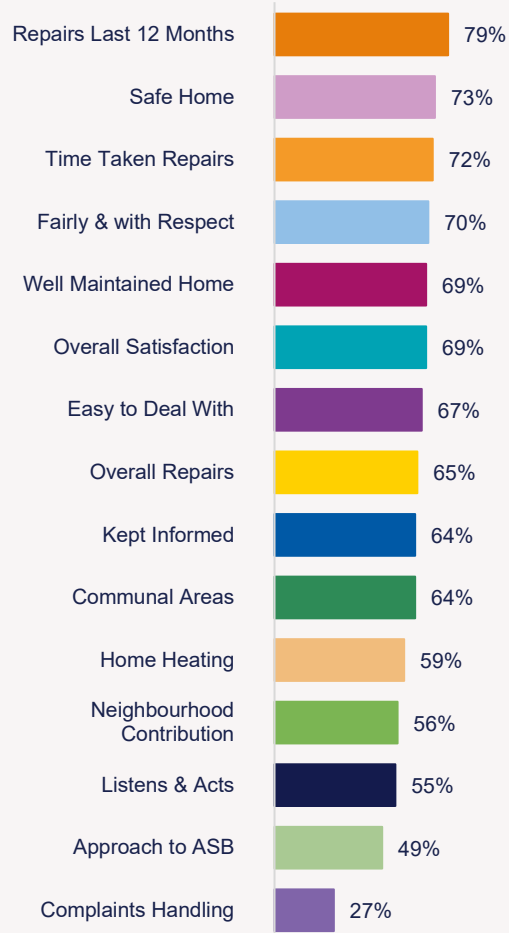
Complaints

Many tenants report dissatisfaction, with complaints often acknowledged but not resolved, with slow or no follow-up. Common issues include mould, repairs, ASB/noise, bins and security. Communication is inconsistent, with tenants noting some helpful staff but many copy-responses, delays and perceived lack of action.

Further sentiment analysis can be found within the sentiment section of this report



Satisfaction with Measures



Summary

Acuity was commissioned to undertake an independent satisfaction survey of the Council's tenants, using a mixed-mode approach of postal, online and telephone questionnaires. The survey incorporated all the TSMs, which became mandatory for Registered Providers of social housing to collect from April 2023. The report includes the findings from the Council's tenants, but also includes a section on the leaseholders only.

Seven out of ten tenants (69%) are satisfied with the overall service provided by the Council, whilst four measures exceed 70% satisfaction, the most for the home being safe (73%) and the repairs service in the last 12 months (79%). However, satisfaction falls to 49% for the handling of anti-social behaviour, and only 27% are satisfied with the way complaints are dealt with; far more (53%) are dissatisfied.

When comparing the results with the survey undertaken during 2024/25, most measures have decreased in satisfaction, including the overall service, which is down by 4p.p. Most changes are small, this being the biggest negative change, together with the time to complete repairs (also down 4p.p). However, five measures have stayed at the same level, including the home being safe, and two have improved. Satisfaction with the repairs service in the last 12 months is up 1p.p with a 4p.p increase in satisfaction with the home heating.

When compared against other Council landlords, five measures are above the group medians, four in the second quartile, including the overall service, and one in the top quartile: the repairs service in the last 12 months. However, the remaining measures fall below the medians, with the handling of ASB in the lower quartile. In terms of the key drivers of satisfaction, having a well-maintained home is the clear driver, although how views are listened to, the home being safe, the recent repairs service, overall repairs and treating tenants fairly are all also important, but not as influential.

Sentiment analysis has been used against seven qualitative questions, covering the main areas of service. This gives a sentiment score based on the comments made and also highlights where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is negative at -0.35, and all other subject areas have negative scores with the exception of customer service (+1.03). Analysing the sentiment scores and reading the comments will help the Council get a better understanding of what is driving satisfaction, and what is not working quite as well.

Satisfaction is shown to increase with age, is higher for newer tenants, and male tenants are more satisfied than female. The demographic differences are summarised at the end of the report.

The leaseholders are consistently less satisfied than their tenant counterparts, and on five measures, there are more dissatisfied than satisfied. Overall satisfaction stands at 43%, with 36% dissatisfied, and satisfaction ranges from just 26% for the handling of complaints to 59% for being kept informed. Despite the lower scores, this is consistent with many other similar surveys, with leaseholders being generally less satisfied. Whilst there are things the Council could improve to increase satisfaction with this group, it should not be unduly worried by the results.





Cambridge City Council has around 8,800 properties, mostly LCRA tenants but including 1,184 leaseholders, and commissioned Acuity to carry out an independent survey of its residents, based on the TSMs from the Regulator of Social Housing.

The survey reveals many areas of good performance, but it has also highlighted some areas where improvements could be made.

The comments made by the residents give insight into what they are most concerned about and will help the Council target services that may need some improvement.

Shown opposite are some recommendations that the Council may wish to follow up on to help improve satisfaction in the future.

Recommendations

Repairs Service

Although the highest levels of satisfaction are found for the repairs service, and satisfaction has improved since the previous survey, it is one of the main focuses of negative comments when tenants were asked to expand on their answer to the overall satisfaction question. In particular, tenants mentioned the timescales to complete work, with long delays and having to chase for updates. These concerns could be linked to issues around resources and delays caused by more urgent problems. Tenant expectations around timescales can also sometimes be hard to match. Good communication is important so tenants are fully aware of when a repair will be done and kept informed of any progress or delays. Tenants also mention the quality of repair work, which suggests spot-checking may be necessary to ensure standards are met. If this is already in place, a review of the process here is advised. The home being well-maintained is the key driver for overall satisfaction, so improvements must be made wherever possible. Some tenants are also experiencing problems with damp and mould, which need to be resolved as a matter of urgency, particularly in the context of Awaab's Law.

Handling of Complaints

Since the introduction of the TSMs, the handling of complaints has been consistently the lowest-rated service, and it is also the lowest-rated in this survey. Over a fifth of tenants said they had made a complaint, but the question of 'what is a complaint?' to tenants continues, so it is not clear how many of these are genuine complaints or service requests. Dissatisfaction is high at 53%, and although the survey did not include any follow-up questions, this is often linked to the quality and frequency of communications. Where landlords do well with complaints, it is usually because they are clear on how and when tenants should complain, what they can expect in terms of service and have regular updates on progress. While the effective handling of complaints is an issue for all social landlords, the Council may wish to review processes to ensure responses are adequate and tenants' frustrations are addressed. Some landlords have included further questions to find out more about the process and where things do not work as well as they should; this is something the Council may wish to consider for the future.

Neighbourhood Management

The Council is clearly concerned about the neighbourhood areas, so it included a question about possible improvements and the importance placed on these by tenants. The general feeling is that most changes are important, although lighting, pathways, disabled access and security measures appear to be the most important. This question will help the Council target the areas most important to tenants. This also tends to support the comments made, with some complaining about ASB in the areas, the quality of cleaning, fly-tipping and general maintenance, adding to a feeling, among some, of being unsafe. It is encouraging that the Council are considering some upgrades, as these will definitely benefit the lives of its tenants.

Resident Sentiment Index (RSI)

Resident Sentiment Index (RSI): Overview

Our new Resident Sentiment Index (RSI) uses a sector-specific sentiment categorisation model developed from decades of housing data and commentary. It allows landlords to move beyond satisfaction scores by showing not only how residents feel, but why. The framework includes seven key open-ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real resident language to build a structured categorisation model
- **Expression Building:** Creating comprehensive expressions to detect key themes and sentiments
- **Testing & Tuning:** Refining expressions to maximise accuracy and coverage
- **Deployment:** Automatically categorising and scoring comments at scale

Some feedback will remain “Uncategorised” – particularly when language is highly specific, off-topic, or outside current theme coverage. This is expected and will reduce as the model continues to grow.



Demographics



This table shows the results split by the method used to respond to the survey.

Completing the survey online is the most popular method, with 44% choosing this option, compared with 32% by telephone interview and 24% by post.

Tenants who completed a postal survey are the most satisfied, with the highest ratings for 12 of the measures, including the overall service. Those completing the survey online are the least satisfied, with the lowest ratings for all the measures.

Younger tenants are more likely to have completed their survey online – 39% of tenants are aged over 60, compared with 70% of those completing a postal survey. As is demonstrated on the following page, satisfaction does tend to increase with age, meaning this is a key factor in the differences in satisfaction by response method. However, the number over 60 completing a telephone interview is lowest at just 14%

Nonetheless, there are benefits to having an online element, such as tenants completing the survey who would otherwise not have done so. Tenants may also find it easier to give more honest responses than when talking to a person on the phone.

Response Method

	All Residents	Online	Telephone	Postal
Overall Satisfaction	69%	64%	67%	78%
Well Maintained Home	69%	66%	68%	76%
Safe Home	73%	69%	73%	82%
Communal Areas	64%	60%	64%	71%
Repairs Last 12 Months	79%	76%	80%	83%
Time Taken Repairs	72%	70%	73%	75%
Overall Repairs	65%	59%	66%	73%
Listens & Acts	55%	50%	56%	64%
Kept Informed	64%	58%	69%	70%
Fairly & with Respect	70%	63%	77%	72%
Easy to Deal With	67%	62%	69%	73%
Neighbourhood Contribution	56%	50%	59%	62%
Approach to ASB	49%	44%	54%	53%
Complaints Handling	27%	22%	33%	30%
Home Heating	59%	51%	63%	66%



Housing Need

Sheltered tenants are consistently more satisfied than those in general needs accommodation.

This is again likely to be linked to age, as it will be older tenants who live in sheltered accommodation. However, they are also likely to receive a high level of service, which could be a factor in determining satisfaction.

	All Residents	General Stock	Sheltered & Supported Housing
Overall Satisfaction	69%	67%	86%
Well Maintained Home	69%	68%	89%
Safe Home	73%	72%	90%
Communal Areas	64%	61%	81%
Repairs Last 12 Months	79%	78%	91%
Time Taken Repairs	72%	71%	85%
Overall Repairs	65%	63%	87%
Listens & Acts	55%	53%	77%
Kept Informed	64%	63%	78%
Fairly & with Respect	70%	68%	84%
Easy to Deal With	67%	65%	84%
Neighbourhood Contribution	56%	54%	72%
Approach to ASB	49%	47%	67%
Complaints Handling	27%	25%	55%
Home Heating	59%	57%	81%



Tenure Type

The breakdown of results by tenancy type largely supports the view seen in the table on housing need above.

Although there are very few in extra care accommodation, they are very satisfied with the range of services they receive.

Those on sheltered secure tenancies are also pleased, but those with a standard secure tenancy, most of whom will be in general needs accommodation, are the least satisfied.

	All Residents	Extra Care	Introductory Tenancy	Licensee of CCC Temp Acc	Secure Tenancy	Shldr Secure Tenancy	Staff Caretr Tenancy
Overall Satisfaction	69%	100%	77%	100% *	67%	84%	100% *
Well Maintained Home	69%	90%	76%	100% *	67%	88%	50% *
Safe Home	73%	100%	77%	100% *	72%	88%	100% *
Communal Areas	64%	100%	73%	- *	60%	80%	50% *
Repairs Last 12 Months	79%	50% *	82%	- *	78%	94%	0% *
Time Taken Repairs	72%	100% *	79%	- *	71%	88%	0% *
Overall Repairs	65%	100%	63%	100% *	63%	87%	50% *
Listens & Acts	55%	100% *	66%	100% *	53%	75%	50% *
Kept Informed	64%	100% *	71%	100% *	63%	76%	100% *
Fairly & with Respect	70%	90%	76%	100% *	68%	82%	100% *
Easy to Deal With	67%	100%	76%	100% *	65%	82%	50% *
Neighbourhood Contribution	56%	67% *	63%	100% *	54%	71%	50% *
Approach to ASB	49%	71% *	57%	100% *	47%	66%	100% *
Complaints Handling	27%	0% *	32%	- *	25%	56%	- *
Home Heating	59%	90%	64%	- *	57%	80%	50% *

*Base below 10



LCRA/Leaseholders

As shown in the report above, leaseholders are consistently less satisfied than their tenant counterparts. This is consistent with most other similar surveys where landlords have significant numbers of leaseholders.

Most landlords, including councils, have less interaction with leaseholders, and often these are negative, around major works or communal facilities. Also, perhaps another reason for the lower satisfaction is that expectations change when buying a home.

In addition, landlords are less geared to dealing with leaseholders rather than with the far more numerous tenants.

	All Residents	LCRA	Leaseholder
Overall Satisfaction	65%	69%	43%
Well Maintained Home	69%	69%	- *
Safe Home	71%	73%	54%
Communal Areas	59%	64%	38%
Service Charge VFM	34%	- *	34%
Repairs Last 12 Months	79%	79%	- *
Time Taken Repairs	72%	72%	- *
Overall Repairs	61%	65%	39%
Listens & Acts	52%	55%	26%
Kept Informed	64%	64%	59%
Fairly & with Respect	67%	70%	49%
Easy to Deal With	65%	67%	47%
Neighbourhood Contribution	53%	56%	39%
Approach to ASB	46%	49%	27%
Complaints Handling	27%	27%	26%
Home Heating	59%	59%	- *



Age Group

It is common in surveys of this type that satisfaction generally increases with age, and this appears to be the case for the Council.

Tenants aged 75 to 84 and 85 and over are the most satisfied with all the survey measures, including 83% of those over 85 satisfied overall.

Tenants aged under 25 are the least satisfied with all but two measures, including just 48% satisfied with the overall service

The general trend is consistent with many other surveys and means that the age profile of different landlords will be a major factor in determining satisfaction levels.

It is not entirely clear why this is, but it could be that older people are generally happier in their home and understand how the system works, whereas younger tenants can have higher expectations of what they feel services should look like.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	69%	48%	67%	64%	60%	67%	67%	80%	81%	83%
Well Maintained Home	69%	50%	65%	63%	61%	66%	69%	80%	84%	81%
Safe Home	73%	46%	66%	68%	68%	70%	75%	82%	85%	82%
Communal Areas	64%	53%	56%	59%	58%	65%	64%	71%	86%	69%
Repairs Last 12 Months	79%	73%	70%	73%	72%	78%	82%	87%	93%	89%
Time Taken Repairs	72%	55%	59%	62%	68%	76%	73%	84%	89%	81%
Overall Repairs	65%	50%	60%	60%	60%	58%	66%	72%	80%	76%
Listens & Acts	55%	41%	52%	52%	53%	51%	52%	61%	67%	68%
Kept Informed	64%	48%	61%	60%	60%	65%	59%	70%	73%	77%
Fairly & with Respect	70%	72%	67%	72%	65%	68%	64%	72%	77%	78%
Easy to Deal With	67%	57%	65%	63%	62%	68%	67%	72%	73%	80%
Neighbourhood Contribution	56%	42%	54%	53%	52%	54%	49%	61%	65%	68%
Approach to ASB	49%	26%	45%	46%	51%	45%	43%	56%	50%	63%
Complaints Handling	27%	8%	23%	29%	25%	25%	19%	33%	50%	11% *
Home Heating	59%	41%	54%	56%	54%	57%	58%	63%	72%	77%

*Base below 10



Length of Tenancy

Satisfaction tends to be high for newer tenants, as seen here. Although there are very few who joined the Council under a year ago, those with Cambridge for 1 to 3 years tend to be the most satisfied.

Newer tenants are often happy to have received an offer and move into social housing accommodation, but as they experience more issues over the years, they become more critical. This is shown here, with, for example, tenants of 6 to 10 years and 11 to 20 years being the least satisfied with most survey measures. These tenants are more likely to have been waiting for repairs for some time, compared with newer tenants, who typically move into homes where any necessary repairs have been done during the voids process.

As those with the longest tenancies are often among the oldest tenants, satisfaction tends to improve again for these groups, as is the case for the Council. Tenants of over 20 years generally have the second-highest level of satisfaction. These tenants may also have a higher sense of loyalty and commitment to the Council and feel settled in their homes, having been there for a long time.

	All Residents	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall Satisfaction	69%	100% *	75%	68%	62%	63%	72%
Well Maintained Home	69%	100% *	73%	72%	63%	64%	73%
Safe Home	73%	100% *	74%	73%	69%	69%	79%
Communal Areas	64%	80% *	67%	61%	64%	59%	66%
Repairs Last 12 Months	79%	100% *	79%	78%	79%	71%	86%
Time Taken Repairs	72%	80% *	73%	68%	73%	66%	79%
Overall Repairs	65%	100% *	66%	66%	65%	59%	68%
Listens & Acts	55%	100% *	64%	57%	51%	47%	56%
Kept Informed	64%	100% *	69%	69%	63%	57%	64%
Fairly & with Respect	70%	83% *	76%	73%	69%	64%	67%
Easy to Deal With	67%	100% *	70%	68%	66%	62%	68%
Neighbourhood Contribution	56%	100% *	61%	57%	54%	50%	55%
Approach to ASB	49%	100% *	55%	56%	46%	47%	43%
Complaints Handling	27%	- *	32%	33%	19%	26%	23%
Home Heating	59%	83% *	60%	60%	64%	53%	59%

*Base below 10



Gender

More female tenants than male tenants responded to the survey (1,277 and 750, respectively), which is representative of the tenant base.

As is often found in surveys of this kind, male tenants are generally more satisfied than females. In fact, male tenants are more satisfied with all of the measures in the survey, with 72% satisfied overall compared with 67% for females.

However, the differences between the two genders are not great, with a maximum of 10p.p for the maintenance of the communal areas and the handling of ASB.

	All Residents	Female	Male
Overall Satisfaction	69%	67%	72%
Well Maintained Home	69%	67%	73%
Safe Home	73%	72%	76%
Communal Areas	64%	60%	70%
Repairs Last 12 Months	79%	77%	83%
Time Taken Repairs	72%	69%	77%
Overall Repairs	65%	63%	68%
Listens & Acts	55%	53%	59%
Kept Informed	64%	62%	69%
Fairly & with Respect	70%	68%	72%
Easy to Deal With	67%	66%	69%
Neighbourhood Contribution	56%	52%	61%
Approach to ASB	49%	45%	55%
Complaints Handling	27%	26%	28%
Home Heating	59%	57%	63%



Property Type

The results here are broken down by property type, with most tenants occupying either flats or houses.

The relatively few in bungalows (51 responses) are generally the most satisfied, with 70% satisfied overall, although this is jointly the highest rating with those in flats.

The least satisfied are those in maisonettes (64%).

Age is once again likely to play a role here, as older tenants will be more likely to be in bungalows and possibly flats, and younger families in houses and maisonettes.

	All Residents	Bedsit	Bungalow	Flat	House	Maisonette
Overall Satisfaction	69%	67%	70%	70%	68%	64%
Well Maintained Home	69%	50%	69%	72%	68%	64%
Safe Home	73%	42%	76%	73%	74%	68%
Communal Areas	64%	83% *	47%	65%	68%	57%
Repairs Last 12 Months	79%	100% *	88%	80%	78%	66%
Time Taken Repairs	72%	56% *	77%	76%	70%	66%
Overall Repairs	65%	58%	69%	68%	61%	62%
Listens & Acts	55%	70%	67%	57%	53%	56%
Kept Informed	64%	64%	74%	67%	60%	74%
Fairly & with Respect	70%	55%	73%	73%	67%	70%
Easy to Deal With	67%	58%	69%	68%	66%	67%
Neighbourhood Contribution	56%	56% *	59%	59%	51%	61%
Approach to ASB	49%	33%	61%	51%	46%	53%
Complaints Handling	27%	40% *	25% *	27%	26%	29%
Home Heating	59%	58%	65%	64%	54%	53%

*Base below 10



Ward

The results can also be split by Ward; due to the high number of wards, these are displayed across two pages.

Of the wards displayed here, tenants in Cherry Hinton performed well, with the highest satisfaction scores for 11 measures, including complaints handling, overall repairs and maintenance and home heating.

The Castle ward appears to be the least satisfied generally, scoring the lowest levels for ten measures, including overall satisfaction with the service provided.

Tenants in Cherry Hinton are more satisfied with the overall service provided by 15p.p, compared with tenants in Castle.

	Abbey	Arbury	Castle	Cherry Hinton	Coleridge	East Chesterton	Kings Hedges
Overall Satisfaction	69%	64%	59%	74%	67%	70%	67%
Well Maintained Home	65%	62%	56%	75%	70%	68%	66%
Safe Home	72%	65%	56%	75%	75%	78%	71%
Communal Areas	72%	58%	60%	59%	67%	64%	56%
Repairs Last 12 Months	81%	74%	100%	83%	79%	83%	72%
Time Taken Repairs	72%	68%	60%	77%	71%	72%	69%
Overall Repairs	63%	60%	59%	73%	61%	64%	61%
Listens & Acts	53%	52%	63%	63%	48%	61%	53%
Kept Informed	62%	61%	56%	67%	58%	65%	65%
Fairly & with Respect	66%	68%	50%	77%	63%	67%	71%
Easy to Deal With	65%	64%	53%	72%	66%	65%	65%
Neighbourhood Contribution	50%	54%	57%	60%	54%	53%	55%
Approach to ASB	45%	42%	40%	53%	46%	54%	49%
Complaints Handling	27%	26%	25% *	32%	31%	26%	26%
Home Heating	56%	54%	53%	62%	61%	57%	53%



Ward Continued

Of the wards displayed on this page, tenants in Market are the most satisfied, with the highest scores for 12 measures, including overall satisfaction with the service provided (83%). On the other hand, tenants in Trumpington are generally the least satisfied.

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.

	Market	Newnham	Petersfield	Queen Edith's	Romsey	Trumpington	West Chesterton
Overall Satisfaction	83%	57% *	77%	70%	70%	63%	81%
Well Maintained Home	96%	71% *	85%	77%	75%	61%	83%
Safe Home	88%	71% *	85%	83%	76%	72%	83%
Communal Areas	83%	50% *	87%	74%	67%	63%	60% *
Repairs Last 12 Months	94%	80% *	80%	82%	77%	78%	90%
Time Taken Repairs	94%	80% *	72%	81%	72%	70%	82%
Overall Repairs	95%	71% *	74%	68%	60%	68%	75%
Listens & Acts	75%	25% *	61%	56%	57%	51%	60%
Kept Informed	75%	50% *	79%	69%	63%	59%	71%
Fairly & with Respect	81%	57% *	77%	69%	70%	73%	68%
Easy to Deal With	83%	57% *	78%	67%	67%	65%	75%
Neighbourhood Contribution	86%	50% *	65%	65%	46%	54%	63%
Approach to ASB	71%	40% *	62%	55%	51%	44%	40%
Complaints Handling	67% *	0% *	19%	14%	38%	14%	0% *
Home Heating	88%	100% *	69%	62%	64%	68%	57%



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

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