



Tenant Satisfaction Measures Survey 2026

Please read these instructions carefully before completing the survey:

It should be completed by the tenant at this address, or by their partner /spouse or carer on their behalf.

Responses will be confidential.

Please return the completed questionnaire in the freepost envelope or complete it online.

If you choose to complete it online, type in your ID number when prompted. This can be found in the top right-hand corner of your letter

By completing this survey, you are providing permission for any details you give to be processed by MEL Research.

How to complete this survey

Please read the instructions for each question carefully. Please answer all the questions that apply to you by placing a cross in the appropriate box or by writing in the space.

Please feel free to skip any questions you do not wish to answer. If you make a mistake or change your mind, completely block out the box you have crossed and then put a cross in your preferred answer box.

You will need to use **black** ink only.

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 cross one box only ☒

Very satisfied

Fairly satisfied

Neither

Fairly
dissatisfied

Very
dissatisfied

☐
☐
☐
☐
☐

Q2. If you answered Fairly dissatisfied or Very dissatisfied, please explain why.

Please write in the space below.

Section Two: Keeping properties in good repair

Q3. Has South Cambridgeshire District Council's Housing Service carried out a repair to your home in the last 12 months? Please cross one box only

Yes

No

☐

Go to Q4

☐

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?

Very satisfied

Fairly satisfied

Neither

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 cross one box only.

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

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

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

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

Yes	No
☐ Go to Q8	☐ Go to Q10

Q8. Have you reported the issue? Please cross one box only.

Yes	No
☐ Go to Q9	☐ 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 cross one box only.

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

Q10. Thinking specifically about the home you live in, how satisfied are you with the heating and energy efficiency of your home? Please cross one box only.

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

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

Very easy

Fairly easy

Neither

Fairly
difficultVery
difficult☐☐☐☐☐

Q11a. If you answered Fairly difficult or Very difficult to Q11. Please explain why. Please write in the space below

Q11b. How affordable do you find the cost of heating your home? Please cross one box only

Completely

Mostly

Manageable

Not at all

Not sure

☐☐☐☐☐

Q11c. What type of heating do you have in your home? Please cross one box only

Gas

Electric

Oil

Solid Fuel

Air Source
Heat Pump

Other

Don't
know☐☐☐☐☐☐☐

Section Three: Safe homes

Q12. 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 cross one box only.

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
☐	☐	☐	☐	☐	☐

Section Four: Respectful and helpful communication

Q13. How satisfied or dissatisfied are you that South Cambridgeshire District Council's Housing Service listens to your views and acts upon them? Please cross one box only.

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
☐	☐	☐	☐	☐	☐

Q14. If you answered Fairly dissatisfied or Very dissatisfied to Q13, please provide an example of the reason for your dissatisfied. Please write in the space below.

Q15. How satisfied or dissatisfied are you that South Cambridgeshire District Council's Housing Service keeps you informed about things that matter to you? Please cross one box only.

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
☐	☐	☐	☐	☐	☐

Q16. To what extent do you agree or disagree with the following, “South Cambridgeshire District Council’s Housing Service treats me fairly and with respect”? Please cross one box only.

Strongly Agree	Agree	Neither	Disagree	Strongly disagree	Not applicable/ don’t know
☐	☐	☐	☐	☐	☐

Q17. Which of the following methods of being kept informed and getting in touch with South Cambridgeshire District Council’s Housing Service are you happy to use? Please cross all boxes that apply.

☐ Email	☐ Open meetings
☐ Telephone	☐ Newsletter
☐ Text/SMS	☐ Social Media
☐ Letter by post	☐ Website
☐ Visit to the Office	☐ Self-service online (Website)
☐ Visit to your home by staff	☐ Other (Please specify in the box below)

Q18. 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 cross one box only.

Yes	No
☐ Go to Q19	☐ Go to Q20

Q19. How easy or difficult did you find using the online services? Please cross one box only.

Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
☐	☐	☐	☐	☐

Q20. Would you like to see more online options for interacting with the Council's Housing Service? Please cross one box only.

Yes

No

☐

Go to Q21

☐

Go to Q22

Q21. If you answered Yes to Q20, please state if there is anything specific you would like to see. Please write in the space below.

Section Five: Handling Complaints

Q22. Have you made a complaint to South Cambridgeshire District Council's Housing Service about your housing in the last 12 months? Please cross one box only.

Yes

No

☐

Go to Q23

☐

Go to Q25

Q23. How satisfied or dissatisfied are you with South Cambridgeshire District Council's Housing Service's approach to complaints handling? Please cross one box only.

Very satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

☐
☐
☐
☐
☐

Q24. If you answered Fairly dissatisfied or Very dissatisfied to Q23, please could you indicate the reason why? Please cross all boxes that apply.

- | | |
|---|---|
| ☐ I didn't understand the process for making a complaint | ☐ The 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 the box below) | |

South Cambridgeshire District Council is committed to delivery excellent customer service. However, we understand that things can sometimes go wrong. If you are unhappy with the service you have received regarding our landlord services, you can make a complaint in line with the Council's Complaints Policy.

To submit a complaint, please:

- Visit our [website](#)
- Call us on 01954 713000
- Email us at housing.complaints@scambs.gov.uk

Section Six: Neighbourhood management

Q25. Do you live in a building with communal areas, either inside or outside, that South Cambridgeshire District Council is responsible for maintaining?
Please cross one box only.

- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| ☐ Yes | ☐ No | ☐ Don't know |
| Go to Q25a | Go to Q27 | Go to Q27 |

Q25a. If you answered yes to Q25, which of the following does this relate to?
Please cross one box only.

- | | | |
|--------------------------|--------------------------|--------------------------|
| Internal communal areas | External communal areas | Both |
| ☐ | ☐ | ☐ |

Q26. How satisfied or dissatisfied are you that South Cambridgeshire District Council keeps these communal areas clean and well maintained? Please cross one box only.

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

Q26a. If you answered Fairly dissatisfied or Very dissatisfied to Q26, what one thing could we do to improve the cleanliness and maintenance of the communal areas? Please write in the space below.

Q27. How satisfied or dissatisfied are you with grounds maintenance, such as grass cutting, in shared areas associated with your estate? Please cross one box only.

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
☐	☐	☐	☐	☐	☐

Q28. How satisfied or dissatisfied are you that South Cambridgeshire District Council's Housing Service makes a positive contribution to your neighbourhood? Please cross one box only.

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
☐	☐	☐	☐	☐	☐

Q29. How satisfied or dissatisfied are you with South Cambridgeshire District Council's approach to handling anti-social behaviour (ASB)? Please cross one box only.

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
☐	☐	☐	☐	☐	☐

Q30. If you answered Fairly dissatisfied, Very dissatisfied, or Neither, to Q29, please could you indicate the reason why? Please cross all boxes that apply.

☐ I didn't understand the process for raising an ASB issue	☐ The issue took too long to resolve
☐ I wasn't kept informed as to what was happening	☐ I did not feel the issue was resolved to my satisfaction
☐ Other (please specify in the box below)	

Section Seven: Value for money

Q31. How satisfied or dissatisfied are you that your service charge provides value for money? Please cross one box only.

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable/ don't know
☐	☐	☐	☐	☐	☐

Q32. Thinking about your current financial situation, which of these statements best applies to you? Please cross one box only.
refer not to say

☐ 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

Q33. On a scale of 0 to 10, where 0 is very unlikely and 10 is very likely, how likely would you be to recommend South Cambridgeshire District Council as your housing provider to family or friends? Please cross one box only.

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

Q34. Do you feel that the housing service provided by South Cambridgeshire District Council has become better or worse in the last 12 months? Please cross one box only.

Better

About the same

Worse

☐
☐
☐

Q35. What one thing could South Cambridgeshire District Council do to improve its housing service? Please write in the space below.

Section Nine: About you

The following questions help us to understand whether our services are fair, inclusive and meeting the needs of all tenants. Your answers are anonymous and for each question you have the opportunity not to answer.

Q36. What age group do you belong to? Please cross one box only.

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

Q37. How would you describe your ethnic group? Please cross one box only.
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 | ☐ Other Black / African /
Caribbean background |
| ☐ Caribbean | |

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

Q38. 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 cross on box only.

Yes

Not sure

No

☐
☐
☐

The Council offers advice and support on health and wellbeing – for further information visit <https://www.scambbs.gov.uk/health-and-wellbeing>

Q39. Which of the following best describes your household? Please cross one box only.

☐ I live alone☐ I am a lone parent living with child / children☐ I live with my partner / spouse Only☐ I live with other adults (for example, Family members or housemates)☐ I live with my partner/spouse And child/children☐ Other household composition (write in below)☐ Prefer not to say

Q40. 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 which can be spent at over 20,000 high street stores and online.

Would you like to be entered into the prize draw? Please cross one box only.

☐ 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 the Council's performance and policies, joining housing officers on estate inspections or helping the Council 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. Please return your survey in the prepaid envelope provided by 28th March 2026.