

Winchester City Council

Tenant Satisfaction Survey 2023

Frequency Asked Questions

Q What is the survey?

Winchester City Council is conducting the tenant satisfaction survey in 2023. This is part of the new annual Tenant Satisfaction Measures that the Regulator of Social Housing has just introduced. At the end of every financial year we, along with all other social housing landlords, will publish a range of standard customer satisfaction information which will include the results from this survey.

A sample of approximately a third of our general needs households and all sheltered, extra care and temporary residents will receive a paper survey in early May 2023, with reminders (if applicable) at the beginning of June. The final returns date is Friday 16 June. In addition, where WCC hold contact details, this group will also receive invitations/reminders to an online survey via email and text message.

E-mails will come from 'Winchester Council Tenant Survey' (winchester@arpsurveys.co.uk). Text messages sent directly from ARP Research will come from 07860 017 314.

Q. Why are you doing this survey?

We want to know how you feel about the services we provide and will use the results to plan service improvements. We will do this survey every year with the same questions so we can also track whether we are improving and take action if we are not. In addition, the government require all landlords to do this survey every year.

Q. How do I enter the prize draw?

Simply return the questionnaire in the freepost envelope or complete the survey online, and your unique code will be automatically entered into the draw to win one of either an iPad or 2x £50 in shopping vouchers. Winners will be contacted by 31 July 2023. A full list of Terms & Conditions for the prize draw can be found at:

<https://www.winchester.gov.uk/housing/get-involved/improving-services>

Q. What do I do if I don't want to take part?

Take the name and address details, and send them to support@arp-research.co.uk

Any emails also contain a link to unsubscribe if tenants want to receive no further emails, and any text messages allow tenants reply with STOP to opt out of this survey.

Q. Can I have a replacement questionnaire?

Yes. Take the name and address details, and send them to support@arp-research.co.uk

Alternatively, the survey can be completed online at www.arpsurveys.co.uk/wcc

Q. Can I have a replacement freepost envelope?

The questionnaire can be sent back in any envelope to the following address:

Freepost RTZK-RGZT-BSKU
ARP Research
PO Box 5928
SHEFFIELD
S35 5DN

If the customer would still like a replacement envelope, take the name and address details, and send them to support@arp-research.co.uk

Q. What do I do if I am having trouble accessing the online survey?

Some residents will have received an invitation to take part by email or text message. These contain a unique link that will log them in automatically to the survey and allow them to resume where they left off. The email also contains a link to unsubscribe if they want to receive no further emails.

Technical support is available by e-mail to support@arp-research.co.uk or by telephone on 0800 020 9564.

The online survey is available to all tenants at the following address: www.arpsurveys.co.uk/wcc The respondent must type in their unique code found on the paper questionnaire and covering letter or register with their email address, house number and postcode.

Q. My neighbour has been sent a survey, why haven't I received one?

The survey has been sent to a representative sample of around a third of the council's general needs tenant households. The sample has been randomly selected by ARP and is big enough to make sure we get statistically reliable results whilst also representing value for money.

This is a recommended way of doing a survey like this and enables us to keep costs down. If you have not been invited to take part this time but are nevertheless eager to do so, you can still take part by going online and completing the survey at www.arpsurveys.co.uk/wcc

Q. Why have you given my contact details to a different company?

To make sure that our survey is independent, we have asked ARP Research to carry it out for us. ARP specialise in running surveys like this for housing providers across the country. This is the same as when we employ contractors to carry out repair work on our behalf.

ARP are not allowed to use your contact details for any reason other than running this survey and conform to the General Data Protection Regulation (GDPR) and the Market Research Society Code of Conduct.

Q. How is the survey confidential if you know who I am?

ARP Research uses your unique code to remove your address from any further mailings if you have already sent back your questionnaire, and to run the prize draw. Any link between your identity and the answers that you give is removed as soon as possible by ARP, and WCC will never see who you are unless you give your explicit consent.

Q. How much money have you spent on this survey/why are you wasting money etc.?

We are required by the government to complete this survey every year. We get a research company to carry it out to make sure the survey is independent and reliable.

Q. I want to know specific details about how the survey has been designed or is being run or want to speak to ARP Research directly.

Please telephone ARP Research on Freephone 0800 020 9564, or email support@arp-research.co.uk