



TENANT SATISFACTION SURVEY RESULTS

Late last year we ran our annual tenant satisfaction survey to get your feedback on what we're doing well, where we can improve and what our priorities should be. The results are now also being used by the government housing regulator as part of the new **Tenant Satisfaction Measures** to monitor satisfaction across all social landlords in England.

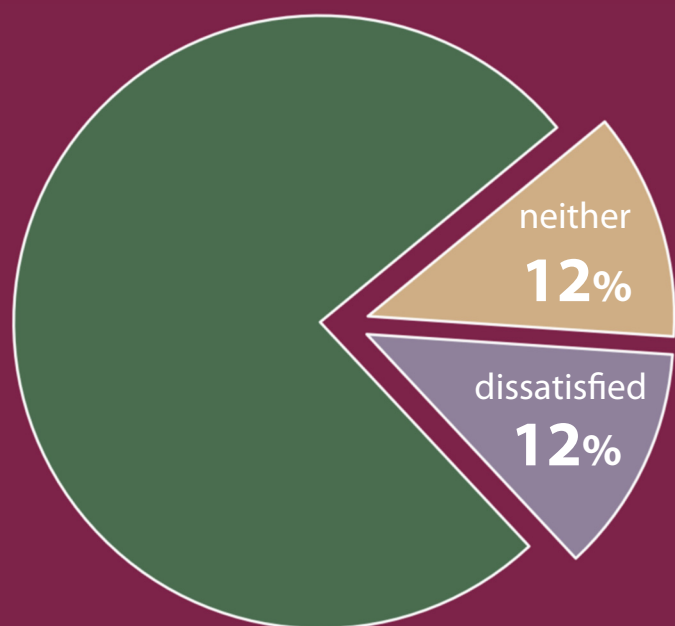
Thank you to all 915 who took the time to complete the survey online or in the post. We made sure that the survey is **representative** of our tenants. Over the coming months we will use what we have learnt to help improve our housing services.

There has also been a small 2% decrease in overall satisfaction, but our score is still well **above average** compared to other social housing landlords.

However, we know that not all of our tenants have the same experiences so there is still more to do. This includes a difference between the experiences of working age tenants compared to those aged 65 and up (71% and 86% respectively).

76%

of tenants are satisfied
with our services overall



KEY DRIVERS OF SATISFACTION

- 1st** Repairs service received in the last 12 months
- 2nd** A home that is well maintained
- 3rd** Listening to tenants & acting on their views
- 4th** A home that is safe

The **repairs service** is the main theme of the survey results. This is partly because how tenants rated this service over the last year is the question that is most closely linked to **overall satisfaction**.

It also continues to be important to you that we properly **listen** to what tenants say and take action where we can.

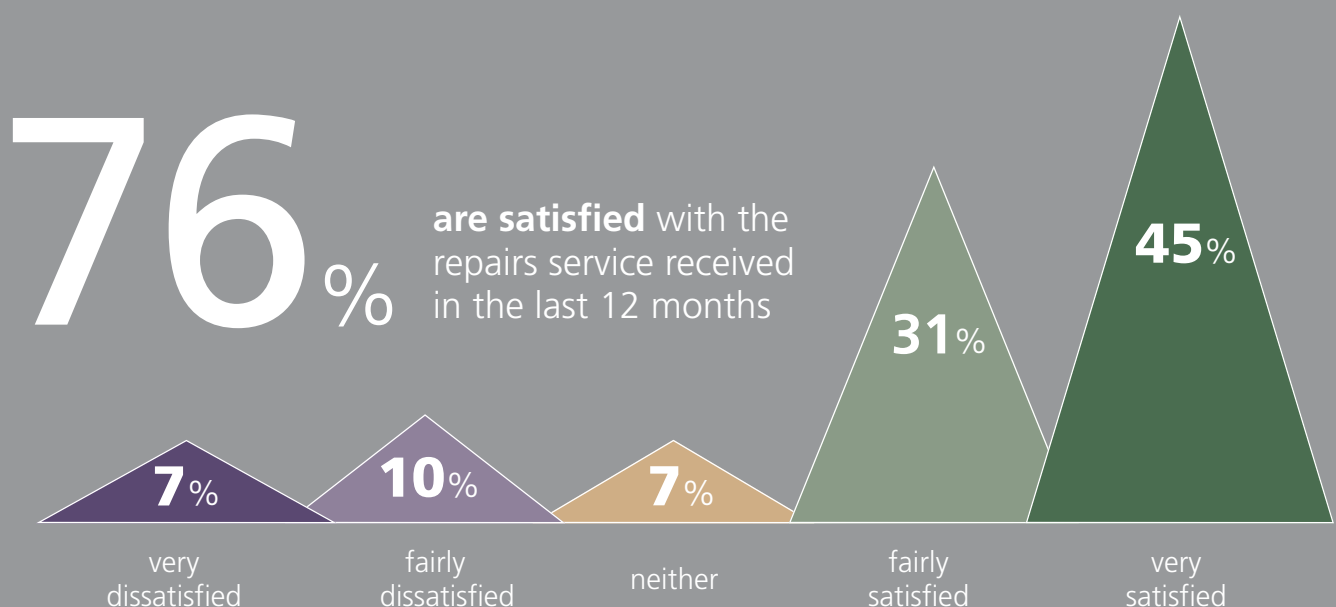
REPAIRS SERVICE

Satisfaction with the **repairs service** over the last 12 months has unfortunately **fallen** 4% since last year's survey, although it is still **higher** than the national average.

This change is most noticeable amongst the under 50s where the proportion who are currently satisfied with the repairs service has fallen by 10% since the last survey.

This drop in satisfaction is evident when tenants are asked about the **time taken** to complete the last repair (72% v 78%).

We are disappointed that these scores have gone down and are doing everything we can to **improve** tenant satisfaction with the repairs service.



REPAIRS AND MAINTENANCE

72% 

are happy with the **time taken** to complete the last repair, which has dropped 6% since last year

 73%

are satisfied that we provide a home that is **well maintained**, which is also very important to our tenants and remains stable

THE BUILDING



SAFETY & SECURITY

gets a rating of **76%** from tenants, which is in line with the national average



Fewer than half of our tenants have **communal areas**.

Amongst those that do, almost two thirds feel that we keep them clean and well maintained: **61%**

COMMUNICATION

Listening to & acting on tenants' views ...



... is also important for overall satisfaction, but this score is down by 6% since last year to **61%**

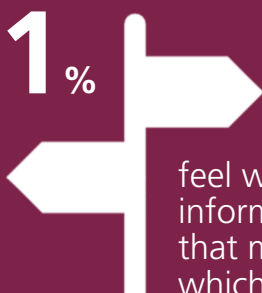
77%



feel we treat tenants **fairly and with respect** ...

... and **71%** say that we are **easy to deal with**

71%



feel we keep you informed about things that matter to you, which hasn't changed

34%



who **made a complaint** are happy with our response. This too has unfortunately gone down since last year

NEIGHBOURHOODS



60%

feel we make a **positive contribution** to the neighbourhood

55%



are happy with how we **deal with anti-social behaviour**, which we are pleased has improved by 7% since last year

WHAT COULD WE DO BETTER?

We asked you to tell us in your own words about our services. The top suggestions for improvement are:



Property improvements

Within this, the most common issues that you think we could improve are heating and energy efficiency (6% of comments), damp, mould or condensation (5%) and communal cleaning (3%).

The other main topics raised were in the following order:



Repairs and maintenance, especially **better information and communication**



Neighbourhood improvements, mainly **untidy gardens or garden maintenance**



Customer service and communication, in particular **getting hold of the right person** and **answering the phone quicker**

THANK YOU ...

... again to everyone who took part in the survey. We will take all the feedback into consideration when planning improvements to our services.

Didn't complete our survey this time round? We will be running this survey every year so your chance will come around again, but we welcome our tenants' feedback all year round.



Winchester
City Council