



Tenant Satisfaction Measures 2024/25

The Regulator for Social Housing requires all social housing providers to provide them with data against 22 indicators by June each year, and for Winchester City Council to publish them.

TSMs generated from management information	
CH01 (1)	Stage one complaints relative to the size of the landlord Per 1,000 homes 22.6
CH01 (2)	Stage two complaints relative to the size of the landlord per 1,000 homes 4.5
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (10 days) 81%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. 100%
NM01 (part 1)	Anti-social behaviour cases relative to the size of the landlord per 1,000 homes 98.9
NM01 (part 2)	Number of anti-social behaviour cases that involve hate incidents per 1,000 homes 0.0
RP01	Homes that do not meet the Decent Homes Standard per 1,000 homes 1.3
RP02	Repairs completed within target timescale 22 days (All WCC categories A-E) per 1000 properties. <ul style="list-style-type: none">Proportion of non - emergency responsive repairs completed within the landlords' timescales 84.6Proportion of emergency responsive repairs completed within the landlords' timescales 83.2
BS01	Gas safety checks (include overdue) 99.9%
BS02	Fire safety checks 21.9%

BS03	Asbestos safety checks 0%
BS04	Water safety checks 100%
BS05	Lift safety checks 100%

TP01	Overall satisfaction 76%
TP02	Satisfaction with repairs 76%
TP03	Satisfaction with time taken to complete most recent repair 72%
TP04	Satisfaction that the home is well maintained 73%
TP05	Satisfaction that the home is safe 76%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them 61%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them 71%
TP08	Agreement that the landlord treats tenants fairly and with respect 77%
TP09	Satisfaction with the landlord's approach to handling complaints 34%
TP10	Satisfaction that the landlord keeps communal areas clean and well-maintained 61%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods 60%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour 55%

TSM data as of June 2025

