

TENANT SATISFACTION SURVEY RESULTS

We run our tenant satisfaction survey in stages every year to get your feedback on what we're doing well, where we can improve and what our priorities should be. We also report these results to the government housing regulator as part of the **Tenant Satisfaction Measures** that all landlords must complete.

The survey is **representative** of our tenants as whole and was carried out by post and online to meet the standard for it to be statistically reliable. Thank you to all 740 who took the time to complete the survey. Over the coming months we will use what we have learnt to help improve our services.

This year's survey results are similar to last year. This includes a small 2% increase in overall satisfaction, with our score being well **above average** compared to other Councils in England.

The two biggest changes in the results this year are a significant increase in satisfaction with communal cleaning and maintenance services, putting us amongst the top performing landlords, plus an improvement in how easy we are to deal with.

78%

of tenants are
satisfied with our
services overall



KEY DRIVERS OF SATISFACTION



Communication and the customer experience is the main theme of the survey results. This is partly because three of the question that is most closely linked to **overall satisfaction** are on this topic, including being treated fairly and with respect.

It also continues to be important to you that we provide a **home that is well maintained**, although the repairs service isn't quite as strongly linked to overall satisfaction as it was last year.

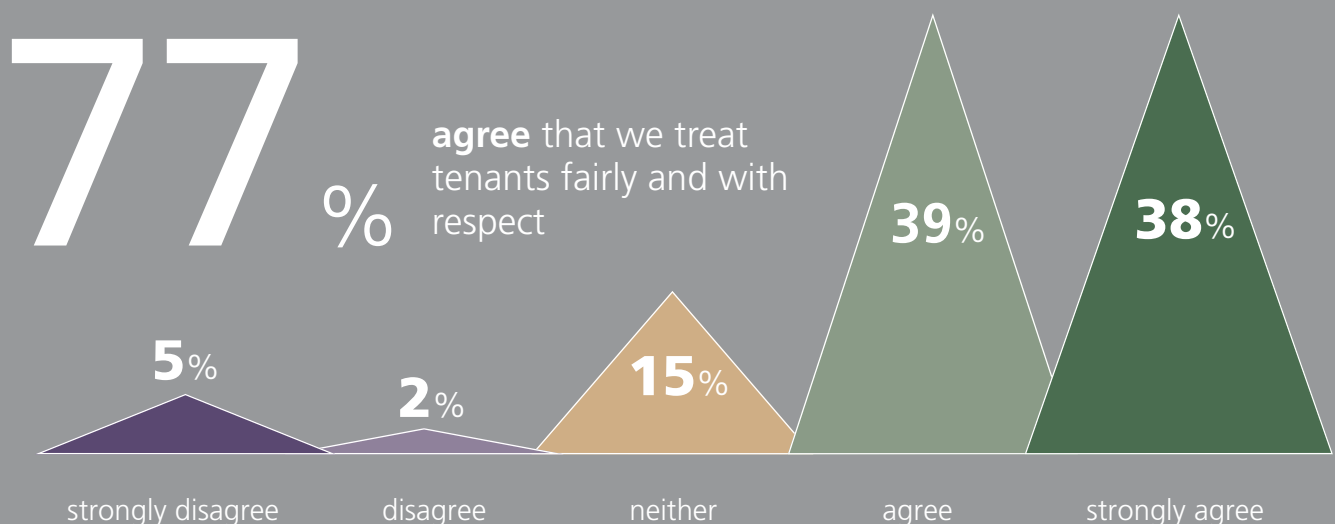
FAIRNESS AND RESPECT

This year the best predictor of overall satisfaction is whether tenants feel they are being **treated fairly and with respect**.

We are pleased to find that over three quarters agree that is that case, which is slightly **above the national average** of 75%.

This is also linked to other questions in the survey such as whether we **listen to your views** and act upon, and if we are **easy to deal** with.

This tells us how important it is that we focus on making sure you feel valued, that your concerns are taken seriously, and that getting help from us is straightforward.



COMMUNICATION

Listening to & acting on tenants' views ...



... continues to be important for overall satisfaction, with an above average score of

61%



73%

feel we are **easy to deal with**, which has significantly improved this year. This is an extra question we ask to monitor customer service



70%

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

37%



who **made a complaint** are happy with our response. This is slightly higher than last year, and is in the top quarter of all landlords

THE BUILDING



73%

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



SAFETY & SECURITY

gets a rating of **77%** from tenants, which is slightly higher than the national average

REPAIRS AND MAINTENANCE

74%



are satisfied with the **repairs service** received over the last year, which is very similar to other council landlords

... and a similar amount are happy with the **time taken** to complete that repair, which is now stable after dropping last year

72%



NEIGHBOURHOODS



61%

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

Satisfaction with **communal cleaning & maintenance** has jumped up 10% to

↑71%



51%



are happy with how we **deal with anti-social behaviour**, whilst 16% are not

Performance indicators

Here is a full run down of the results we have reported back to the **Regulator of Social Housing**, alongside the average score for council landlords across England.

TSM Code	Performance Indicator	Winchester 2025-26	Council average 2024-25
Overall			
TP01	Overall satisfaction	78.0%	68.5%
Keeping properties in good repair			
TP02	Satisfaction with repairs	74.3%	71.8%
TP03	Satisfaction with time taken to complete most recent repair	71.6%	67.5%
TP04	Satisfaction that the home is well maintained	72.9%	68.1%
Maintaining building safety			
TP05	Satisfaction that the home is safe	76.5%	74.3%
Respectful and helpful engagement			
TP06	Satisfaction that we listen to tenant views and act upon them	60.5%	57.2%
TP07	Satisfaction that we keep you informed about things that matter to you	70.4%	69.1%
TP08	Agreement that we treat tenants fairly and with respect	77.1%	74.8%
Effective handling of complaints			
TP09	Satisfaction with our approach to handling complaints	37.1%	31.3%
Responsible neighbourhood management			
TP10	Satisfaction that we keep communal areas clean and well maintained	70.5%	63.1%
TP11	Satisfaction that we make a positive contribution to neighbourhoods	61.0%	62.0%
TP12	Satisfaction with our approach to handling anti-social behaviour	50.8%	57.2%

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