

TENANT SATISFACTION SURVEY 2025



PRIZE DRAW!

Complete for a chance to win one of **3x £25** vouchers

Your views are really important to Winchester City Council and this survey is your chance to tell us what you think of the homes and services we provide as your landlord. Please take just five minutes to complete it for us.

This is part of the government's Tenant Satisfaction Measures. Every year all social housing landlords must publish a range of standard customer satisfaction information which will include some of the results from this survey.

The closing date is **31 October 2025**. As a thank you, the code from all completed surveys will be entered into a prize draw, where three lucky winners will receive £25 in Love2Shop vouchers that can be used in a variety of stores.

If you have any questions or concerns, need a copy in an alternative format or need someone to help you complete it, please contact ARP Research by email at support@arp-research.co.uk or by phone on 0800 020 9564 who will be happy to help.

Remember that this survey is confidential so the council will not be able to follow up individually on any of your answers. To report a specific issue and get a response please email the council at housing@winchester.gov.uk or ring on 01962 848 400.

How to fill it in

- Your answers are saved after every page and/or when clicking 'resume later' from the top menu.
- Some questions require an answer before you can continue to the next section.
- The survey will automatically skip some questions if they don't apply to you.
- For any technical difficulties please contact support@arp-research.co.uk

We have appointed an independent company ARP Research to carry out the survey on our behalf. The survey is completely confidential, which means that your answers will be kept separate from your identity. In addition, your details will be used for this survey only and will be stored no longer than necessary. For more detail please [click here](#).

We will publish the survey results on our website at bit.ly/WCCsat and in the annual report. If you want a summary of the results on paper please email us at tenantinvolvement@winchester.gov.uk or phone 0800 716 987.

Prize Draw Winners will be contacted by 28 November and full terms and conditions can be found online at: bit.ly/WCCdraw.

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8%

ABOUT US

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Winchester City Council Housing Services?

Very satisfied

Fairly satisfied

Neither satisfied nor
dissatisfied

Fairly dissatisfied

Very dissatisfied



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REPAIRS

Has Winchester City Council housing services carried out a repair to your home in the last 12 months?

☒ Yes

☐ No

How satisfied or dissatisfied are you with the overall repairs service from Winchester City Council housing services over the last 12 months?

Very satisfied

Fairly satisfied

Neither satisfied nor
dissatisfied

Fairly dissatisfied

Very dissatisfied



How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied

Fairly satisfied

Neither satisfied nor
dissatisfied

Fairly dissatisfied

Very dissatisfied



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YOUR HOME

How satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor
dissatisfied

Fairly dissatisfied

Very dissatisfied

☐

☐

☐

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Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is safe?

Very satisfied

Fairly satisfied

Neither satisfied
nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/
don't know

☐

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COMMUNICATION

How satisfied or dissatisfied are you that Winchester City Council housing services listens to your views and acts upon them?

Very satisfied

Fairly satisfied

Neither satisfied
nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/
don't know

☐☐☐☐☐☐

How satisfied or dissatisfied are you that Winchester City Council housing services keeps you informed about things that matter to you?

Very satisfied

Fairly satisfied

Neither satisfied
nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/
don't know

☐☐☐☐☐☐

To what extent do you agree or disagree with the following “Winchester City Council housing services treats me fairly and with respect”?

Strongly agree

Agree

Neither agree
nor disagree

Disagree

Strongly
disagree

Not applicable/
don't know

☐☐☐☐☐☐

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COMMUNICATION

How satisfied or dissatisfied are you that Winchester City Council housing services gives you the opportunity to make your views known?

Very satisfied

Fairly satisfied

Neither satisfied
nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/
don't know



How satisfied or dissatisfied are you that Winchester City Council housing services is easy to deal with?

Very satisfied

Fairly satisfied

Neither satisfied
nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/
don't know



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COMPLAINTS

Have you made a complaint to Winchester City Council housing services in the last 12 months?

☒ Yes

☐ No

How satisfied or dissatisfied are you with Winchester City Council housing services' approach to complaints handling?

Very satisfied

Fairly satisfied

Neither satisfied nor
dissatisfied

Fairly dissatisfied

Very dissatisfied



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COMMUNAL AREAS

Do you live in a building with communal areas, either inside or outside, that Winchester City Council housing services is responsible for maintaining?

- ☒ Yes
- ☐ No
- ☐ Don't know

How satisfied or dissatisfied are you that Winchester City Council housing services keeps these communal areas clean and well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor
dissatisfied

Fairly dissatisfied

Very dissatisfied



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NEIGHBOURHOOD

How satisfied or dissatisfied are you that Winchester City Council housing services makes a positive contribution to your neighbourhood?

Very satisfied

Fairly satisfied

Neither satisfied
nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/
don't know

☐☐☐☐☐☐

How satisfied or dissatisfied are you with Winchester City Council housing services' approach to handling anti-social behaviour?

Very satisfied

Fairly satisfied

Neither satisfied
nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/
don't know

☐☐☐☐☐☐

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75%

ABOUT YOU

These questions are optional, but they help us check that the survey matches the makeup of our tenants and that we are meeting everyone’s different needs.

How old is the **main** person filling in this survey?

Is the **main** person filling in this survey?

- ☐ Male
- ☐ Female
- ☐ Other
- ☐ Prefer not to say

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83%

ABOUT YOU

Is the **main** person's ability to carry out day to day activities reduced due to any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

- ☐ Yes - reduced a lot
- ☐ Yes - reduced a little
- ☐ No
- ☐ Prefer not to say

What is the **main** person's ethnic group?

- ☐ White English, Welsh, Scottish, Northern Irish or British
- ☐ Any other White background
- ☐ Mixed or Multiple ethnic groups
- ☐ Asian or Asian British
- ☐ Black, Black British, Caribbean or African
- ☐ Any other ethnic group
- ☐ Prefer not to say

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91%

AND FINALLY ...

Is there anything else you would like to say about the housing services that Winchester City Council provide as your landlord?

 For general comments only. To report a specific issue and get a response, or to make a complaint please ring the council on 01962 848 400 or email housing@winchester.gov.uk

☐

Tick here if you **DON'T** want to enter the free prize draw.

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Thank You!

Your survey is now complete and you can close this window.

This survey is only for general feedback from our tenants. To make a complaint about an issue with our service please do so online at winchester.gov.uk/housing/complaints, via social media or by ringing 01962 840 222 for a complaints form.

Click below to go to the council housing website.

