



Winchester
City Council

Ms A B Sample
1 Sample Street
Address line
Address line
Sample District
Sample Town
AB1 2CD

999999



arpsurveys.co.uk/wcc

scan me



your code:
9999mmw

Dear [Contact_Name]

19 September 2025

TENANT SATISFACTION SURVEY 2025

Your views are really important to Winchester City Council and the enclosed survey is your chance to tell us what you think of the homes and services we provide as your landlord. 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.

Please take just five minutes to either complete and return the survey in the enclosed freepost envelope, or complete the survey online using the link above. 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. Winners will be contacted by 28 November and terms and conditions can be found online at: bit.ly/WCCdraw.

We 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.

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.

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 phone on **0800 020 9564** or by email at **support@arp-research.co.uk** 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 ring the council on 01962 848 400 or email housing@winchester.gov.uk.

Yours sincerely

Gillian Knight
Corporate Head of Housing



PRIZE DRAW!

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

