



Winchester
City Council



arpsurveys.co.uk/wcc

scan me



your code:

9999mnmw

TENANT SATISFACTION SURVEY 2025



return by 31 October 2025

ABOUT US

1 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

☐

REPAIRS

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

☐ Yes

go to Q3 ↓

☐ No

go to Q5 →

3 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

☐

4 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

☐

PRIZE DRAW!

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

If you DON'T want to enter the draw tick here: ☐



YOUR HOME

5 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

☐

6 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

☐

COMMUNICATION

7 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

☐

8 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

☐

9 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

☐

10 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

☐

11

☐☐☐☐☐

12

☐ Yes

go to Q13 ↓

☐ No

go to Q14 

13

☐☐☐☐☐

COMMUNAL AREAS

14

☐ Yes

go to Q15 ↓

☐ No

go to Q16 

☐ Don't know

go to Q16 ↩

15

☐☐☐☐☐

NEIGHBOURHOOD

16

☐☐☐☐☐

17

9

9

7

7

☐

○

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.

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

write in 

19 Is the **main** person filling in this survey:

tick ONE only ☒

☐ Male

☐ Other

☐ Female

☐ Prefer not to say

20 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?

tick ONE only ☒

☐ Yes - reduced a lot

☐ No

☐ Yes - reduced a little

☐ Prefer not to say

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

tick ONE only ☒

☐ 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

22 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

THANK YOU!

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 an officer of the council, via social media or by ringing 01962 840 222 for a complaints form.