



Tenant Satisfaction Measures 2025/26

The Regulator of Social Housing requires all social housing landlords to collect and report performance information against 22 Tenant Satisfaction Measures (TSMs) by the end of June each year. Winchester City Council is committed to publishing this data, enabling tenants and residents to see how we are performing.

TSMs generated from management information	
CH01 (1)	Stage 1 complaints relative to the size of the landlord Per 1,000 homes 41.0
CH01 (2)	Stage 2 complaints relative to the size of the landlord per 1,000 homes 9.7
CH02 (1)	Stage 1 complaints responded to within Complaint Handling Code timescales 99.1
CH02 (2)	Stage 2 complaints responded to within Complaint Handling Code timescales 100.0
NM01 (part 1)	Anti-social behaviour cases relative to the size of the landlord per 1,000 homes 77.4
NM01 (part 2)	Number of anti-social behaviour cases that involve hate incidents per 1,000 homes 0.4
RP01	Homes that do not meet the Decent Homes Standard per 1,000 homes 2.8
RP02	Repairs completed within target timescale (All WCC categories A-E) • Proportion of non - emergency responsive repairs completed within the landlords' timescales 85.6 • Proportion of emergency responsive repairs completed within the landlords' timescales 82.3
Q5f	30 Working days target timescale for non-emergency repairs
Q5g	24 Hours target timescale for emergency repairs

BS01	Gas safety checks (include overdue) 99.8%
BS02	Fire safety checks 100%
BS03	Asbestos safety checks 100%
BS04	Water safety checks 100%
BS05	Lift safety checks 100%

Tenant Perception Measures	
TP01	Overall satisfaction 78.0%
TP02	Satisfaction with repairs 74.3%
TP03	Satisfaction with time taken to complete most recent repair 71.6%
TP04	Satisfaction that the home is well maintained 72.9%
TP05	Satisfaction that the home is safe 76.5%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them 60.5%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them 70.4%
TP08	Agreement that the landlord treats tenants fairly and with respect 77.1%
TP09	Satisfaction with the landlord's approach to handling complaints 37.1%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained 70.5%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods 61.0%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour 50.8%

TSM data as of June 2026

