



TSM Tenant Satisfaction Survey

2024/25

for:



Winchester
City Council

Report by Scott Rumley & Adam Payne

adam.payne@arp-research.co.uk

scott.rumley@arp-research.co.uk

(t) 0844 272 6004

(w) www.arp-research.co.uk



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1. Introduction

Background

This report details the results of Winchester City Council's 2024/25 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This is the second year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2023/24 TSM survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Housemark's published national 2023/24 year end TSM figures.

About the survey

The survey was conducted by ARP Research between 21 September and 14 November 2024. A computer-generated randomly selected one third census of general needs households were invited to take part in the survey, alongside a full census of sheltered/extra care and temporary housing.

Colour paper self completion questionnaires were distributed to selected sample, followed by a reminder approximately three weeks later for all those that had not yet replied. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. The survey was incentivised with a free prize draw.

Overall, 915 tenants took part in the survey, which represented a response rate of 45% of those households selected in the sample (error margin +/- 2.9%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%. The final survey data was weighted by interlaced age group, property size and stock type to ensure that the survey was representative of the tenant population as a whole.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For a summary of the approach, including detailed methodology, please see appendix A.



2. Executive summary

Housemark

Bench mark 2023/24 result Change over time 2024/25 result

69%	78%	↓	76%
70%	80%	↓	76%
66%	78%	↓	72%
69%	74%	↓	73%
76%	79%	↓	76%
59%	67%	↓	61%
70%	72%	↓	71%
76%	79%	↓	77%
34%	47%	↓	34%
66%	64%	↓	61%
63%	59%	↑	60%
57%	48%	↑	55%



Tenant Satisfaction Measures

- TP01 satisfaction overall
- TP02 repairs service in last 12 months
- TP03 time taken to complete last repair
- TP04 home is well maintained
- TP05 home is safe
- TP06 listens to views and acts on them
- TP07 being kept informed
- TP08 treated fairly and with respect
- TP09 approach to handling complaints
- TP10 communal areas clean and maintained
- TP11 makes a positive contribution to area
- TP12 approach to handling ASB

statistically significant improvement
 no statistically significant change
 statistically significant decline

2. Executive summary

Overall satisfaction

1. Overall satisfaction with the housing services provided by Winchester Council housing services has seen a small decrease over the last twelve months, having dropped by two points to 76%. At the other end of the scale the proportion of dissatisfied tenants is unchanged at 12% (section 3).
2. However, it is also important to remember that this pattern also true for the entire housing sector to the extent that national benchmark median satisfaction score was 69% in 2023/24.
3. The ratings for the repairs service have been the main one to have gone down significantly this year (section 6). The other ratings to have fallen are those for listening to tenants (section 7) and dealing with complaints (section 8).
4. It should also be noted that satisfaction is 5% lower than before amongst sheltered tenants (now 85%), with significant changes in ratings for the property (section 4).
5. There continues to be the expected difference by age group, with retirement age tenants significantly more satisfied than average (86%), whilst the score is only 71% amongst working age tenants.
6. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the four factors most closely associated with overall tenant satisfaction are below. The main change since last year is that repairs has moved to the top of the list.
 - Repairs service in the last 12 months (76% satisfied, section 5)
 - Provide a home that is well maintained (73%, section 4)
 - Listen and act on tenants' views (61%, section 6)
 - Provide a home that is safe (76%, section 4)

Repairs

7. The performance of the repairs service that tenants receive is the standout feature of this year's TSM results due to the significant drop in both ratings in this section of the survey.
8. There has unfortunately been a significant drop in the rated performance of the repairs service, both overall (76%, down 4%) and the time taken to complete the last repair (72%, down 6%).
9. The timeliness of repairs is also probably a factor in the other scores that have dropped this year, namely listened to tenants and acting on their views (section 6) and complaints handling (section 8).
10. However, it is important to remember that both ratings are still comfortably above the national median averages for other landlords.

The home

11. It is positive to see that the 73% who are satisfied with the standard of home maintenance is not only higher than the national benchmark of 69% but has also remained stable over the last year (section 4).
12. Whether or not tenants feel satisfied that their home is safe is also broadly similar to last year, receiving a rating that is exactly the same as the benchmark median of 76%.

2. Executive summary

13. However, amongst sheltered respondents both have fallen significantly, most notably the home safety is down from 91% to 83%, with 8% claiming to be actively dissatisfied.
14. Unlike the main property maintenance questions, satisfaction with communal cleaning and maintenance is lower than the benchmark median (61% v 64%).
15. There is no change in this score amongst general needs respondents, but satisfaction has dropped from 89% to 75% in sheltered/extra care accommodation.

Communication

16. The third strongest key driver of tenant satisfaction this year is whether the landlord listens to their views and acts upon them, a rating that has fallen by a statistically significant six points to 61% (section 6).
17. Whether housing services is easy to deal with has also fallen by a similar statistically significant margin (71% v 76%), with both ratings likely affected by tenants getting in contact regarding repairs issues.
18. The other questions in this section have remained stable since last year, which means that over three quarters of respondents (77%) agree that they are treated fairly and respectfully, whilst 71% believe that they are kept well informed. Both ratings are consistent with the benchmark median scores.

Neighbourhoods

19. The majority of tenants are satisfied that the Council makes a positive contribution to the neighbourhood (60% satisfied), compared to just 13% that are actively dissatisfied in this regard. The national benchmark median is 63% (section 7).
20. Over half of respondents are now satisfied with housing services' approach to handling anti-social behaviour (55%), a score that represents a significant improvement since last year when only 48% felt this way.
21. The welcome increase in satisfaction with this element of the service comes after ASB handling was identified as a priority for improvement last year and moves the Council to within 2% of the national benchmark of 57%.

Complaints

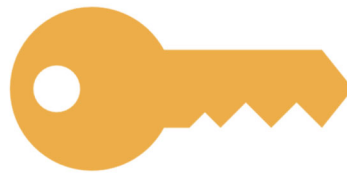
22. It is important to understand that most respondents that claim to have made a complaint will not have used the formal complaints system, but instead made escalated service requests.
23. Since last year the proportion of tenants that have raised such an issue with housing services has increased from 18% to 23% (section 8).
24. The way these complaints or escalated service requests are handled receives a significantly lower rating than last year, which represents the biggest change in any of the TSM ratings (34% v 47%).
25. However, the rating is still on-par with the national average score of 34%.



3. Services overall

76%

satisfied
overall



top 'key
drivers'

1. repairs service in last 12 mths
2. home that is well maintained
3. listens and acts on views
4. a home that is safe



Overall satisfaction is down slightly, but not by a statistically significant margin



However, it is down a little further amongst sheltered tenants whose scores are also down for the home and communication



The repairs service rating is now the best predictor of overall satisfaction, this having dropped significantly since last year

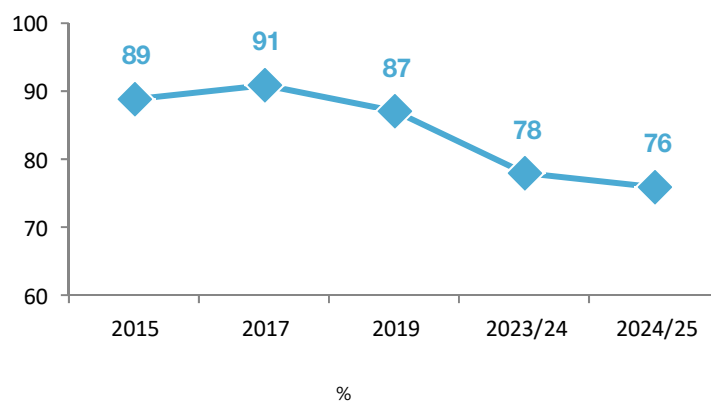
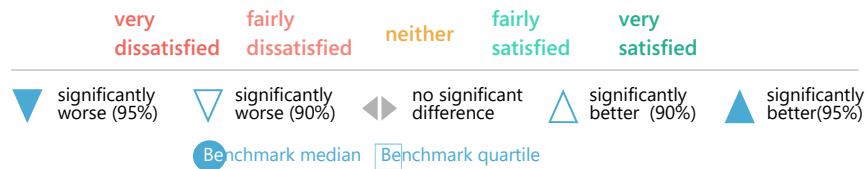
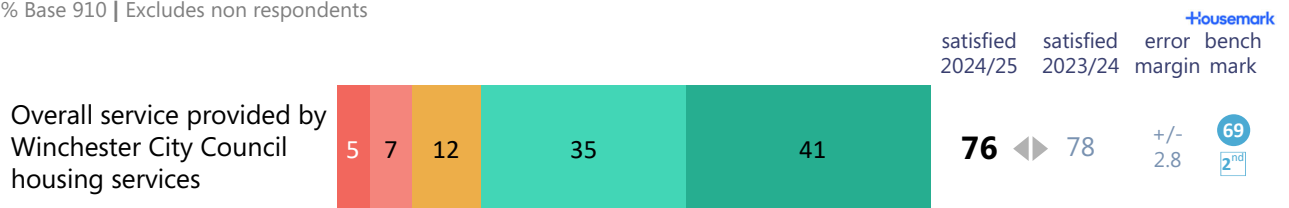


There is still a big difference in satisfaction between retirement age and working age tenants

3. Services overall

3.1 Overall satisfaction

% Base 910 | Excludes non respondents



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	6	8	12	35	39	74	76	+/- 3.4
Sheltered/Extra care	253	3	2	10	34	51	85	90	+/- 4.4

Overall satisfaction with the housing services provided by Winchester Council housing services has seen a **small decrease** over the last twelve months, having dropped by two points to 76%. At the other end of the scale the proportion of dissatisfied tenants is unchanged at 12%.

Although this means that satisfaction has dropped for the third survey in a row, this **is not a statistically significant change** since last year.

This means that the statistical test used to compare scores tells us we can't be confident that the difference is real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with enough of confidence.

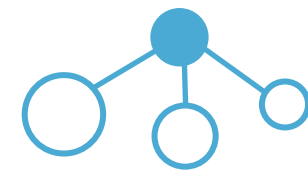
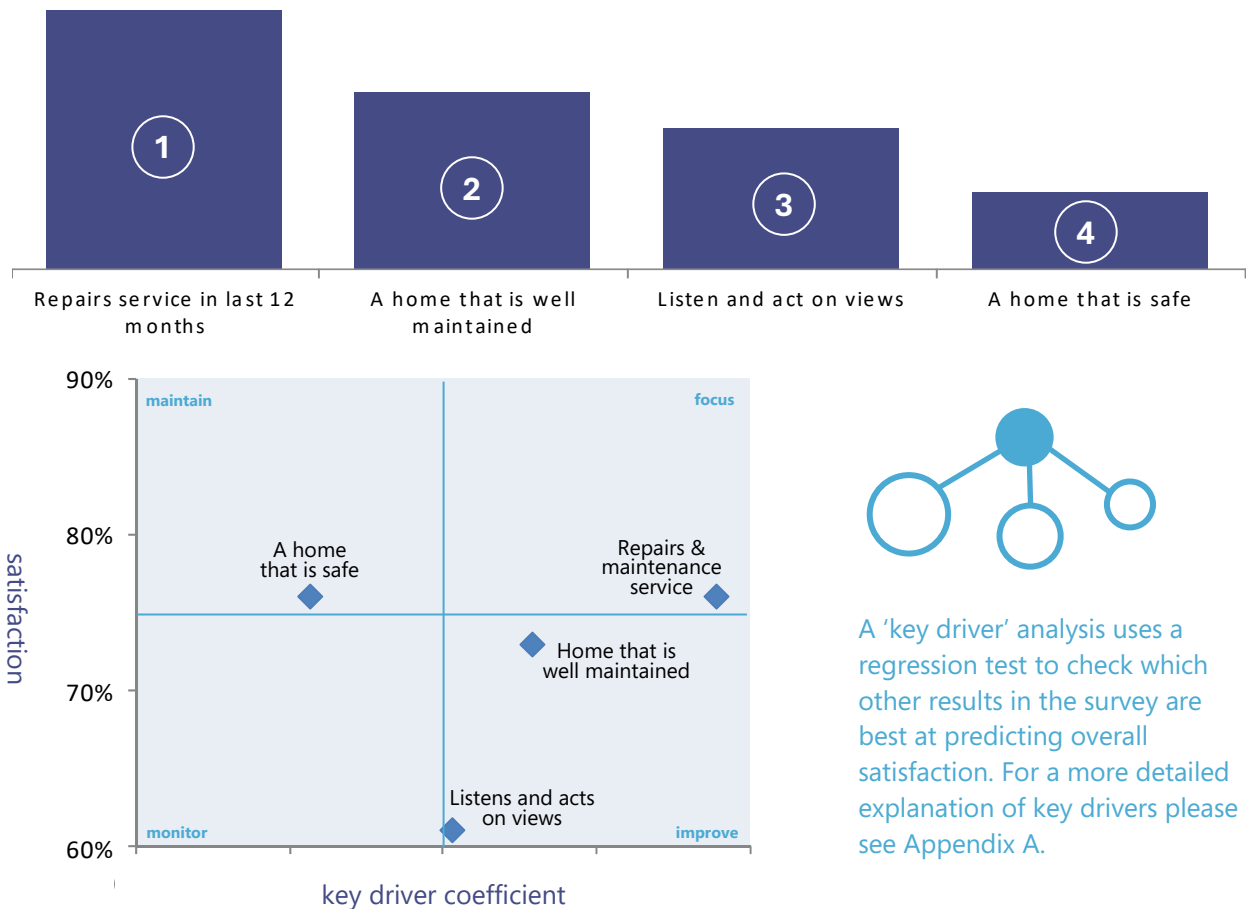
Furthermore, it is also important to remember that satisfaction levels have fallen for the entire **housing sector** to the extent that most benchmark comparisons in the report are also lower than before.

This means that when compared against Housemark's **national benchmark** of TSM surveys in 2023/24, the Council's overall satisfaction score is still 7% above the median score of 69%. Elsewhere in the report the ratings for repairs are also above average despite the fact those rating being the main ones to have gone down significantly this year (section 6). The other ratings to have fallen since last year are those for listening to tenants (section 7) and dealing with complaints (section 8).

3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.693 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

Three of the four rating statements that emerge from this analysis were also present last year, with the most distinct difference being the fact that satisfaction with the repairs service in the **last 12 months** has overtaken property maintenance to be the strongest key driver. This is consistent with the evident drop off in score for the repairs service this year (see section 5).

The linked issue of **property maintenance** continues to be influential as it still second on the list. However, in contrast to the responsive repairs service this rating is effectively unchanged since last year (73%), hence explaining why it has been overtaken.

Indeed, with a third key driver joining this list also now being a property issue, **a home that is safe**, one can make the case that the physical fabric of homes is even stronger theme than it was last year. Although it still receives a very high rating, the home safety rating has notably dropped amongst sheltered and Extra Care tenants, which may help explain its inclusion on the key driver list (see section 4).

The remaining key driver is **listening to and acting on tenant's views** which also appeared in the list last year. Its inclusion reiterates that the customer experience remains an influential factor in overall satisfaction, not least of which because this rating is also one of those that has fallen significantly this year, being down 6% to 61% (section 6). It is likely that this is direct consequence of the issues with repairs mentioned above, in particular the fact that satisfaction with the time taken to complete the last repairs is down 8%.

3. Services overall

By people

- There continues to be the expected difference by **age group**, with retirement age tenants aged 65 or over significantly more satisfied than average (86%), whilst the score is only 71% amongst working age tenants. For full details see table 10.11.
- However, satisfaction amongst the **under 35s** has increased by 5% since last year, a pattern seen throughout the core findings. Conversely, overall satisfaction has fallen by 5% amongst tenants aged 35 – 49 with this group now less satisfied than the sample overall on all but one of the main survey ratings.
- Only a small proportion of survey respondents are from a Black or minority ethnic (**BAME**) background (10%), but this group again has a significantly higher level of satisfaction than other tenants (83% v 76%). This difference is most apparent in the answers to questions on communication and how complaints and reports of ASB are handled.
- Once again, tenants who **have had a repair** in the previous year are significantly more satisfied than those who have not (78% and 69% respectively).

By place

- Although still higher, there a 5% decrease in overall satisfaction amongst **sheltered tenants** (now 85%). Whilst for this question the change isn't statistically significant, there have been some significant falls in satisfaction across other results for this group, most notably questions about the property (section 4).
- There are some significant differences between the overall score by **district** with respondents in Rural South significantly more satisfied than average (84%) and even more satisfied than they were a year ago (was 79%). In contrast, satisfaction has fallen the most in City Stanmore from 76% to 65% with tenants in this area now significantly less satisfied than average (table 3.3).
- Satisfaction is also notable lower in City Winnall and Highcliffe (67%, down 9%), but has improved by an equivalent score in City Weeke (83%, was 74%).
- Taken together this means that the difference in satisfaction difference between tenants in rural areas (82%), and those in City locations (71%) has grown from 5% last year to 11% this year. This is another pattern seen throughout most of the core ratings.
- Overall satisfaction is again significantly higher than average for tenants in **bungalows** (88%, up 4%) significantly lower for houses (71%, was 77%, see table 10.14).

3.3 Overall satisfaction by area

	Sample size	% positive Overall satisfaction
Overall	915	76
City	544	71
Rural	370	82
City Other	135	78
City Stanmore	178	65
City Weeke	69	83
City Winnall & Highcliffe	162	67
Rural North	126	80
Rural South	244	84

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



4. The home

76%



safe

73%



well maintained

Housemark The ratings for both property maintenance and safety are above the national average



The safety of the home is a key driver of satisfaction this year and this rating has dropped amongst sheltered tenants



Satisfaction with communal cleaning and maintenance is a little below about average, and is also down for sheltered



Properties are rated lower than average in the City Stanmore and City Weeke districts

4. The home

This second TSM survey confirms that the standard of the property remains a core focus for Wiltshire tenants, as how well the home is maintained continues to be a **key driver** of overall satisfaction, being also joined on the list this year by the safety of the home (section 3).

It is therefore positive to see that the 73% who are satisfied with the standard of **home maintenance** is not only higher than the national benchmark of 69% but has also remained stable over the last year, despite fluctuations in the ratings for the repairs service (section 5).

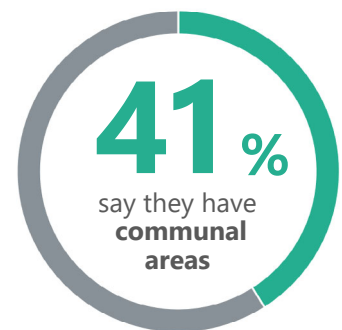
Whether or not tenants feel satisfied that their **home is safe** is also broadly similar to last year, receiving a rating that is exactly the same as the benchmark median of 76%.

However, this stability in the scores comes only from general needs tenants, because amongst **sheltered** respondents both have fallen significantly, most notably the home safety is down from 91% to 83%, with 8% claiming to be actively dissatisfied. The exact reasons for this aren't clear within the survey itself, although 3 of these 19 dissatisfied tenants mentioned anti-social behaviour in their comments, and 2 mentioned fire safety.

Fewer than half the sample (36%) claim to live in a building with **communal areas**, either inside or outside, that their landlord is responsible for maintaining. Amongst this group, 61% are satisfied compared to over a quarter that are dissatisfied (27%).

Unlike the main property maintenance questions, this rating is 5% lower than the benchmark median. It is also 3% lower than the score last year, although this gap isn't enough to be statistically significant.

Indeed, there is no change at all in this score amongst general needs respondents, but the situation is very different for those living in **sheltered or Extra Care** accommodation where satisfaction has dropped from 89% to 75%.

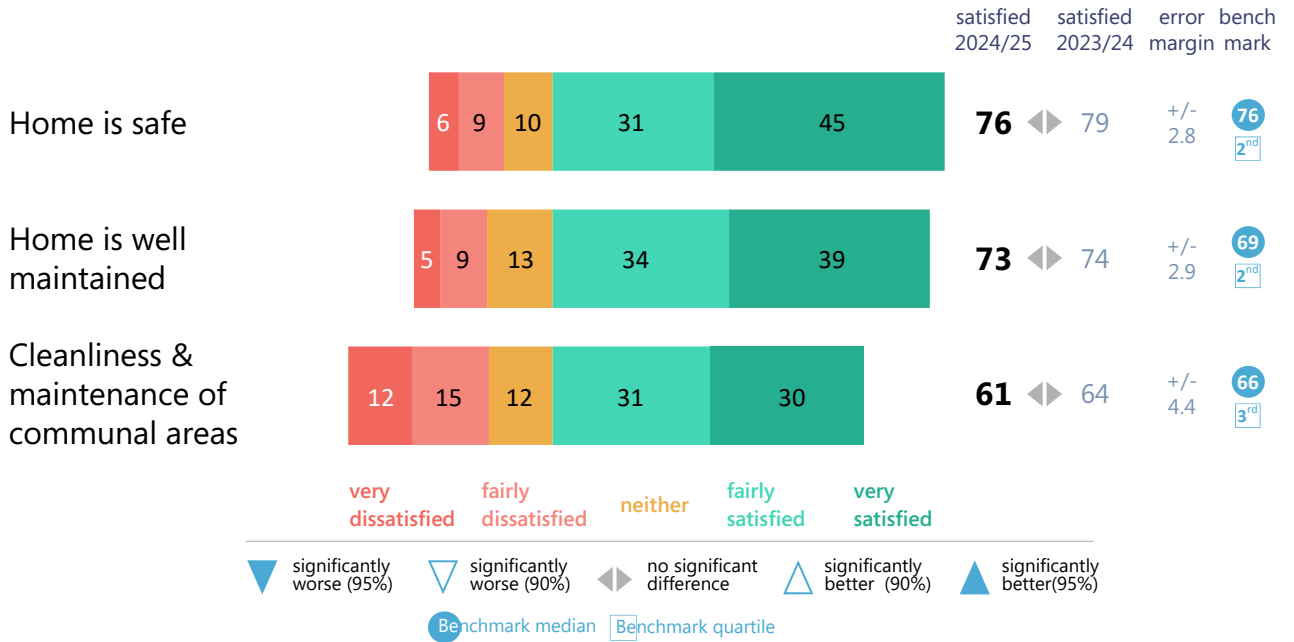


4. The home

4.1 Satisfaction with the home

% Bases (descending) 907, 909, 375 | Excludes non respondents

Housemark



Home is safe

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	6	10	10	32	43	75	77	+/- 3.4
Sheltered/Extra care	253	4	4	9	27	55	83	91	+/- 4.7

Home is well maintained

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	5	10	14	34	37	71	72	+/- 3.5
Sheltered/Extra care	253	2	3	9	33	52	86	89	+/- 4.3

Communal areas

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	15	16	14	32	24	56	56	+/- 6.5
Sheltered/Extra care	253	8	8	9	31	45	75	89	+/- 5.4

4. The home

By people

- As can also be seen in chart 10.11, in terms of both maintenance and safety, **35–64 year olds** are significantly less satisfied than average, especially the 35–49 group amongst whom only 63% are satisfied with the maintenance of their home and 60% satisfied with its safety.
- Mirroring the pattern seen elsewhere in the survey findings, satisfaction has improved notably amongst the under 35s, including the maintenance of the home (73%, up 23%), its safety (78%, up 20%) and the maintenance/cleanliness of communal areas (64%, up 9%).
- Tenants from a **BAME** background are significantly more satisfied than their White British neighbours with the cleaning and maintenance of communal areas (80% v 58%).
- There is little to separate the two in how they rate the maintenance of their home (74% White British v 73% BAME), however the latter are far less satisfied than the former with the safety of their home (79% White British v 63% BAME).

By place

- Satisfaction with both maintenance and safety is rated slightly higher for tenants **with communal areas** than those without (79% v 71% 'maintained', 79% v 77% 'safe').
- By **property type** the lowest satisfaction with maintenance is 64% amongst those living in houses, with a fifth actively dissatisfied (21%). This compares to 87% satisfied for bungalows. Respondents in bungalows are also the most likely to be satisfied with safety (93%), including 67% that are 'very satisfied'.
- **Rural** tenants are once again distinct in giving significantly higher than average scores for the maintenance of their home (82%) and its safety (81%).
- By **district**, residents in City Weeke give the lowest score for property safety, which is down from 76% to 63%, with respondents in this area joining those in City Stanmore in rating this significantly lower than average.
- City Stanmore residents are also significantly less satisfied with the property maintenance (62%, down 6%), whereas the opposite is true in Rural South (83%, up 3%).
- Communal cleaning and maintenance may be an issue in Rural North where satisfaction is now significantly below average having fallen from 68% to 45%.

4.2 The home by area

	Sample size	% positive		
		Home is safe	Home is well maintained	Communal areas clean & maintained
Overall	915	76	73	61
City	544	72	68	63
Rural	370	82	81	57
City Other	135	71	75	66
City Stanmore	178	70	62	53
City Weeke	69	63	66	78
City Winnall & Highcliffe	162	79	70	62
Rural North	126	78	75	45
Rural South	244	85	83	65

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



5. Repairs

76%
▼



service in last
12 months

72%
▼



time taken to
complete repair



Both repairs ratings have fallen by a statistically significant margin since last year, including by 6% for timeliness



Satisfaction with the service over the last year has now become the best predictor of overall satisfaction

Housemark

However, both ratings are still comfortably above the national median averages for other landlords



By district repairs satisfaction has fallen further in the City Stanmore area

5. Repairs

The performance of the repairs service that tenants receive is the standout feature of this year's TSM results due to the **significant drop** in both ratings in this section of the survey. Furthermore, the overall repairs rating is the strongest key driver of satisfaction having moved up the list compared to last year (section 3).

This means that 76% of tenants that received a repair last year have a positive **perception of the service over the last year** compared to 80% at the time of the previous survey. Although this represents a statistically significant fall it is important to note that the Council's score remains comfortably above the national benchmark average of 70%.

This drop in satisfaction is even more obvious when tenants are asked about the **time taken** to complete the last repair (72% v 78%), which suggests that it is this element of the service that is the main factor. Indeed, one in five respondents to this question are now actively dissatisfied (20%).

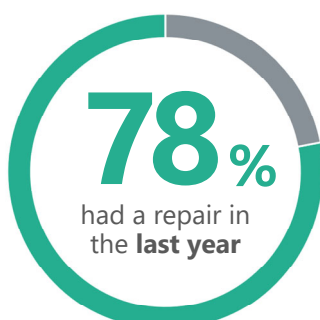
These evident issues that some people have encountered with the speed of repairs is also probably a factor in the other scores that have dropped this year, namely listened to tenants and acting on their views (section 6) and complaints handling (section 8).

By people

- Satisfaction with repairs over the last 12 months has decreased by 9% to 60% amongst the **under 35s**, and they are still the least satisfied age group. However, satisfaction has fallen furthest amongst the 35-49 year olds from 81% to 70% (see table 10.11).
- Interestingly, there's been no change in satisfaction with the time taken to complete the last repair amongst the under 35s (still 64%), however there have been notable fall amongst both the 35 – 49 age group (68%, down 7%), and the 50–64 year olds from (65%, down 12%).
- Both scores are again significantly higher than average amongst those aged 65.
- Repairs satisfaction is still higher for **BAME tenants** compared to white British respondents (82% v 76%), including the time taken (76% v 72%).

By place

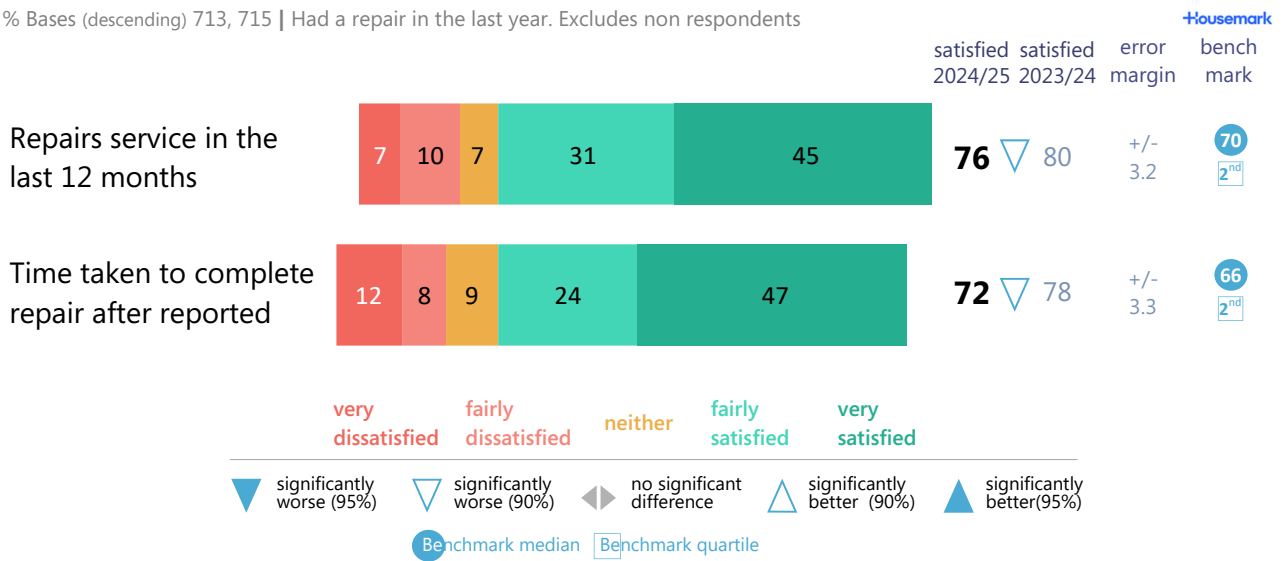
- **Sheltered** tenants are again more satisfied than general needs on both questions (86% service in last 12 months), to the extent that their scores haven't fallen to the same extent as general needs.
- There are no statistically significant differences from the norm for either **City** or **Rural** tenants with either rating in this section, however, the latter again give somewhat higher scores on both counts. Indeed, the drop since last year is most notable amongst tenants in the City, the overall repairs being down 7% for this group (now 73%) compared to no change for Rural respondents (79%, see table 5.2).
- However, when split further by **district** there is different pattern between Rural North where the overall repairs rating is down 7% to 80%, compared to Rural South where it is up 4% to 79%.
- It is also notable that City Stanmore residents are significantly less satisfied than average with the time taken (62%), which is a decrease of 18% compared to a year ago.
- Both repairs questions are significantly below average in **houses** (68% 'service', 65% 'time taken'), whereas the opposite is true for those living in bungalows (83% 'service', 80% 'time taken').



5. Repairs

5.1 Repairs and maintenance

% Bases (descending) 713, 715 | Had a repair in the last year. Excludes non respondents



Repairs in the 12 months

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	8	12	8	31	42	73	79	+/- 3.9
Sheltered/Extra care	253	4	5	5	28	59	86	87	+/- 4.9

Time taken

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	13	8	10	25	45	70	77	+/- 4.0
Sheltered/Extra care	253	6	7	8	25	55	80	83	+/- 5.7

5.2 Repairs and maintenance by area

	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
Overall	915	76	72
City	544	73	69
Rural	370	79	75
City Other	135	75	74
City Stanmore	178	71	62
City Weeke	69	77	75
City Winnall & Highcliffe	162	72	71
Rural North	126	80	70
Rural South	244	79	77



6. Communication



61%



listens to views
and acts upon



Listening to tenants' views is a key driver of satisfaction overall



This rating is significantly lower than last year, as is satisfaction that the Council is easy to deal with



This is likely to be due to issues with reporting or following up on repairs, as all other ratings in this section are unchanged

Housemark

The TSM questions in this section are all slightly above their respective benchmarks

6. Communication

Although the primary theme of the survey results is the property, the third strongest key driver of tenant satisfaction this year is whether the landlord **listens to their views and acts upon them**, a rating that has fallen by a statistically significant six points to 61%. However, despite the drop this rating remains just above the benchmark score of 59%.

How people respond to this question is influenced by a wide range of factors, respondents are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation. This means that the drop in satisfaction with the repairs service was always likely to be matched by a similar change in this rating.

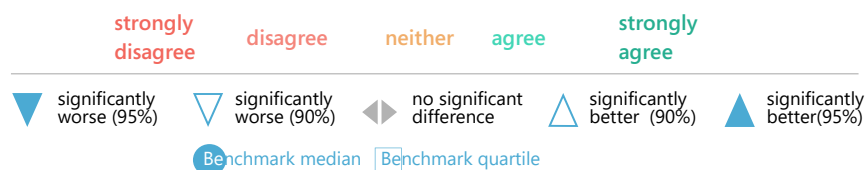
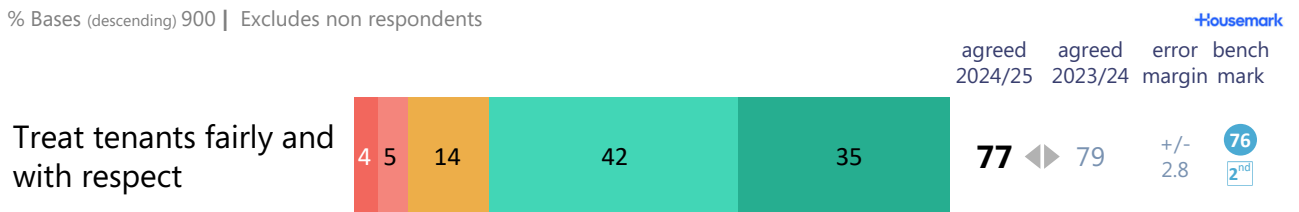
Indeed, whether housing services is **easy to deal with** has also fallen by a similar statistically significant margin (71% v 76%), and this too is commonly affected by repairs issues as that is the most common reason for tenants to contact their landlord. This question is a version of a widely used '**customer effort**' score that measures how well an organisation is doing in streamlining the customer service experience.

The other questions in this section have remained stable since last year, which means that over three quarters of respondents (77%) agree that they are treated **fairly and respectfully**, whilst 71% believe that they are **kept well informed** (71%). Both ratings are consistent with the benchmark median scores.

Slightly fewer (66%) are satisfied with the opportunities available to **make their views known**, although this is mainly because a larger proportion of respondents to this question choose the middle point on the scale (23%).

6.1 Fairness and respect

% Bases (descending) 900 | Excludes non respondents

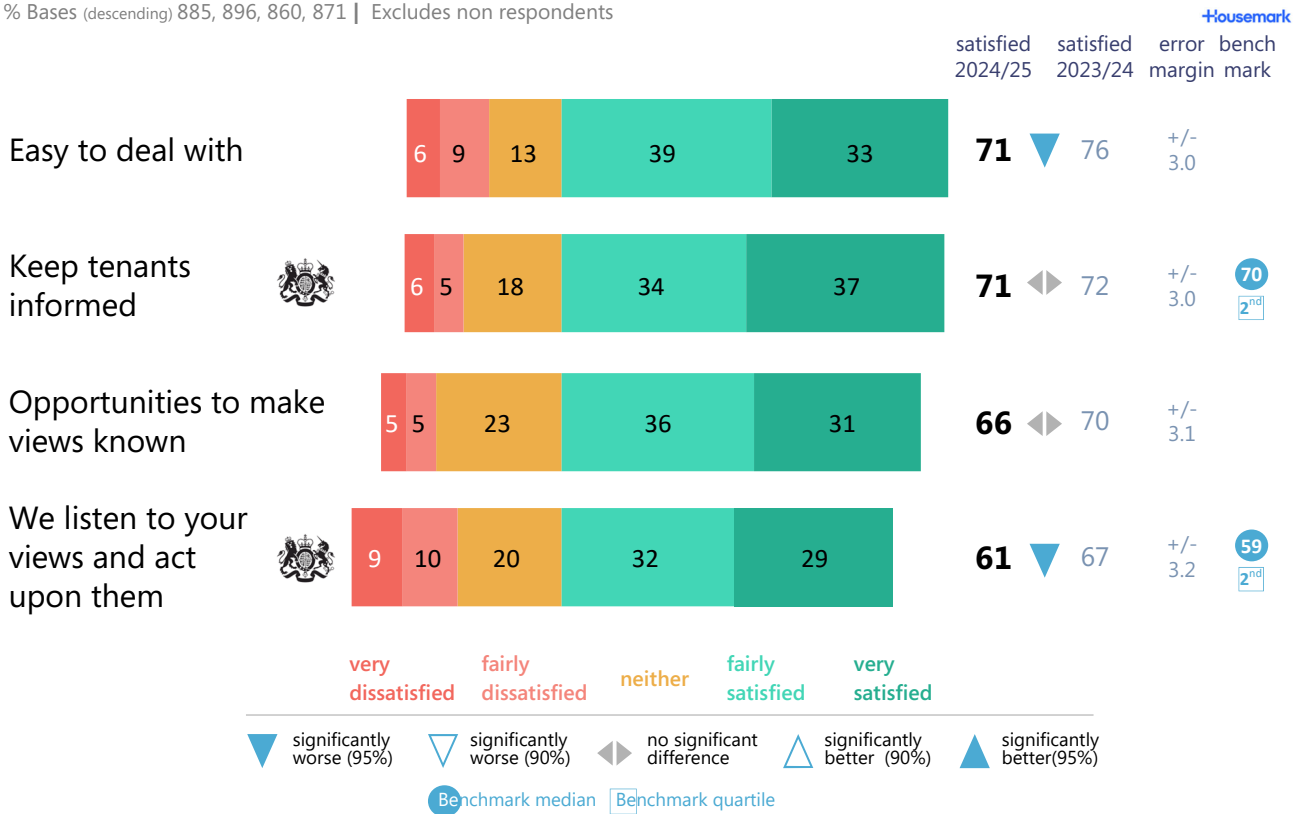


	Base	strongly disagree	disagree	neither	agree	strongly agree	agreed 2024/25	agreed 2023/24	error margin
General needs	643	5	5	15	41	34	75	77	+/- 3.4
Sheltered/Extra care	253	2	3	9	45	41	86	87	+/- 4.3

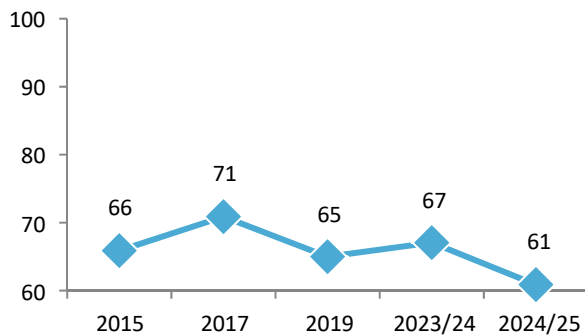
6. Communication

6.4 Communication

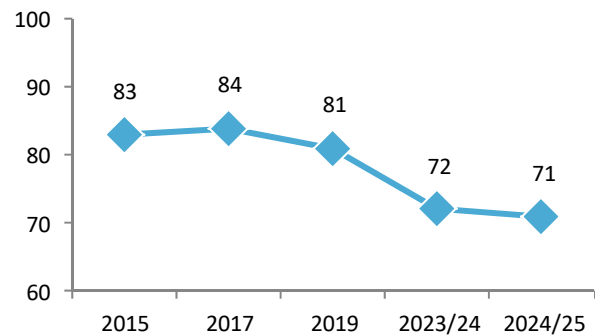
% Bases (descending) 885, 896, 860, 871 | Excludes non respondents



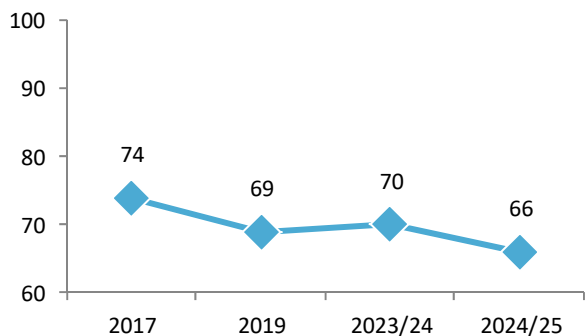
Listen to views



Keep tenants informed



Making views known



6. Communication

By people

- Similar demographic differences are seen across all questions in this section.
- This includes the now familiar differences by **age group**, with scores generally being lower than average for the 35 – 49 year olds and above average for those of retirement age (see table 10.11).
- The **under 35s** are distinct in that they are notably more satisfied that they are kept informed than they were last year (73% v 64%).
- There is also a difference on all three core measures between **ethnically diverse** respondents and those that are White British, with satisfaction amongst the former being on average 5 points higher than the latter (see table 10.12).

By place

- Respondents in **sheltered** accommodation are typically more satisfied with every rating than those in general needs, particularly the rating for being listened to (74% and 58% respectively). However they are the only group less satisfied than last year with making their views known.
- Tenants living in **Rural South** are significantly more satisfied on all five measures in this section, including being listened to (76%), kept informed (81%) and being treated fairly and with respect (88%).
- Respondents living in **houses** are the least satisfied that their views are listened to (53%) and being kept informed (66%). Both are rated highest in bungalows (78% and 81% respectively). Similarly, respondents in houses are less likely to agree that they are treated fairly and with respect compared to those in other property types (71%).

Easy to deal with

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	7	10	14	39	30	69 ▼	75	+/- 3.6
Sheltered/Extra care	253	3	5	13	39	41	80 ▼	84	+/- 5.0

Listen to views

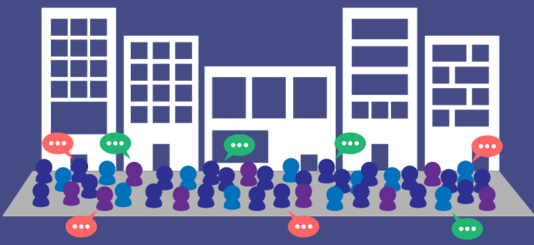
	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	10	11	21	30	29	58 ▼	65	+/- 3.9
Sheltered/Extra care	253	5	7	14	47	28	74 ▼	81	+/- 5.5

Keeps tenants informed

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	6	6	19	34	35	69 ◀▶	70	+/- 3.6
Sheltered/Extra care	253	5	4	15	36	40	76 ◀▶	80	+/- 5.3

Making views known

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	6	6	24	35	30	65 ◀▶	69	+/- 3.8
Sheltered/Extra care	253	2	5	21	40	32	72 ▼	76	+/- 5.6



7. Neighbourhood

60% a positive contribution to the neighbourhood



approach to handling ASB

55% ▲



Satisfaction with the approach to handling anti-social behaviour has improved significantly since last year



This improvement is mainly seen amongst the under 50s

Housemark

Both ratings in this section are close to the national benchmark level



Respondents living in the City Stanmore district are significantly less satisfied than average on both counts

7. Neighbourhood

There are two questions in the TSM regulatory survey that ask tenants about their perception of the local neighbourhood. These are whether the Council makes a **positive contribution** to the neighbourhood (60% satisfied) and the approach to **handling ASB** (55% satisfied).

Notably, both questions have high proportions of tenants that chose the middle answer on the rating scale (27% and 29% respectively), which tends to indicate uncertainty amongst respondents.

One of the most visible neighbourhood issues is **anti-social behaviour**. Over half of respondents are now satisfied with housing services' approach to handling it (55%), a score that represents a **significant improvement** since last year when only 48% felt this way, albeit only significant at the less robust 90% level. This seems to be driven by experiences of the under 50s (see below).

The welcome increase in satisfaction with this element of the service comes after ASB handling was identified as a priority for improvement last year and moves the Council to within 2% of the national benchmark of 57%.

By people

- Satisfaction with the contribution to the neighbourhood is rated significantly higher than average for 65+ **age group** (68%), whilst only 49% of 35–49 year olds say the same. However, it is positive to find that respondents aged 18–34 are now far more satisfied than a year ago having improved slightly for this group from 49% to 67%.
- The ratings improvement amongst the under 35s is also evident for the ASB question, with a 16% increase in this rating for this group, with a 11% improvement also seen amongst the 35–49 year olds.
- Respondents from a **BAME** background are more satisfied than White British respondents with the council's contribution to where they live (68% and 59% respectively), with an even greater disparity evident in terms of satisfaction with the approach to handling ASB (73% and 53%).

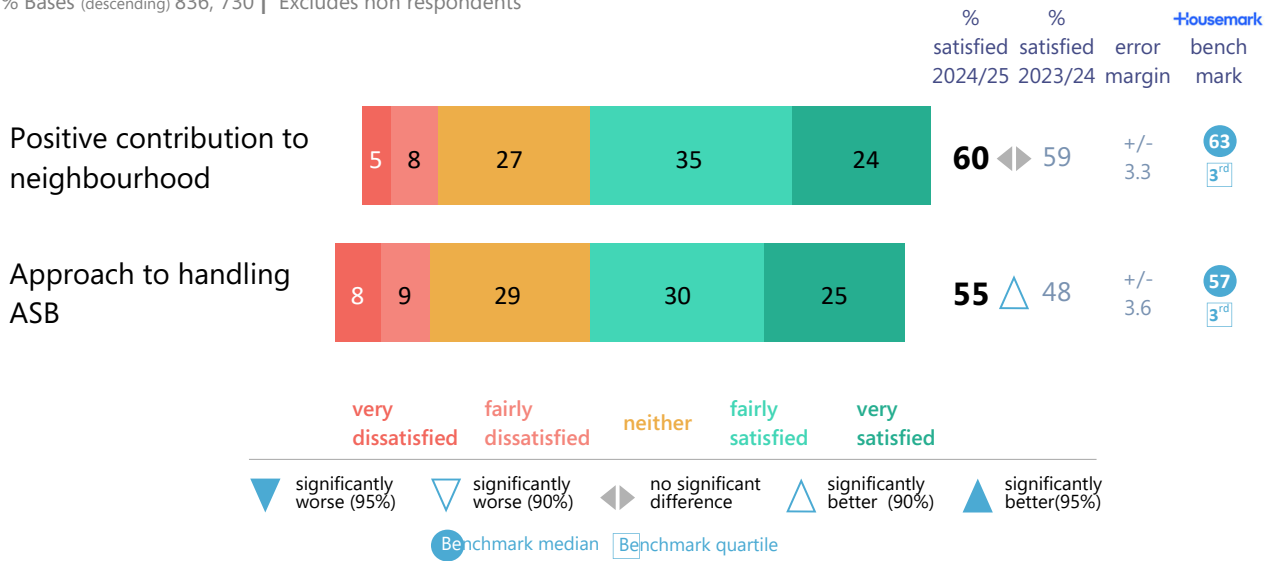
By place

- **Sheltered** tenants are more satisfied than general needs tenants on both questions, most notably on the council's contribution to their neighbourhood (74% v 57%). However, the gap has shrunk slightly because this score was 79% for sheltered respondents last year.
- By **district** it is obvious from chart 7.2 that tenants in Rural South are the most positive group on both measures, which includes a 6% increase this year for the contribution to the neighbourhood, and a 11% improvement in the ASB rating.
- Conversely, City Stanmore respondents are the least satisfied with regards to ASB and their landlord's contribution to their neighbourhood with the latter down a notable 7% compared to a year ago.
- Respondents living in **houses** are the least satisfied with their landlord's contribution to their neighbourhood (51%) and are the least satisfied with how ASB is dealt with (44%). The opposite is true for respondents in bungalows (74% 'contribution', 72% 'ASB').

7. Neighbourhood

7.1 Neighbourhood

% Bases (descending) 836, 730 | Excludes non respondents



Positive contribution

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	6	9	28	35	22	57	56	+/- 4.0
Sheltered/Extra care	253	1	4	21	38	35	74	79	+/- 5.7

Approach to handling ASB

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	9	9	30	29	23	53	45	+/- 4.4
Sheltered/Extra care	253	6	10	23	32	30	61	64	+/- 6.5

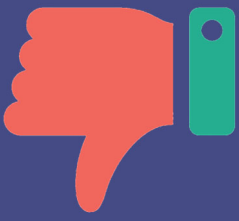
7.2 Neighbourhood by area

	Sample size	% positive	
		Positive contribution	How ASB is dealt with
Overall	915	60	55
City	544	56	51
Rural	370	66	61
City Other	135	55	59
City Stanmore	178	49	42
City Weeke	69	59	49
City Winnall & Highcliffe	162	61	56
Rural North	126	59	59
Rural South	244	70	62

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



8. Complaints

34%
▼



complaints handling

23%



said they complained



Be aware that most respondents that claim to have made a complaint will not have used the formal complaints system, but instead made escalated service requests



Complaints have increased by 5% and satisfaction with complaints handling has fallen by 13%

Housemark

However, the rating is still on-par with the national average score of 34%

8. Complaints

The standard TSM survey complaints question asks respondents to **self-identify** if they have complained about the service to their landlord over the previous twelve months. Because of this approach, the results always include a large number of people that haven't actually used the formal complaints process but have nevertheless made **escalated service requests**, for example to follow up on an overdue repair.

Since last year the proportion of tenants that have raised such an issue with housing services has **increased** from 18% to 23%, although still fewer than the average amongst other ARP Research clients (26%). This is probably as a consequence of falling satisfaction with the time taken to complete repairs (section 6).

Unfortunately, the way these complaints or escalated service requests are handled receives a significantly lower rating than last year, which represents the **biggest change** in any of the TSM ratings (34% v 47%). This includes a 16% fall in this score amongst general needs respondents, compared to no change how sheltered or extra care tenants answered.

It should be noted that the Council's rating started from such a high level that despite the substantial shift in this satisfaction score, is nevertheless still on par with the benchmark median of 34%.

By people

- Previously, younger tenants aged **under 35** were more likely to have complained to the Council than any other age group, but it is now tenants aged 50-64 who are more likely to have made a complaint (29%, up 11%). Retirement age tenants are again the least likely to do so (19%).
- Despite making the most complaints, those aged 50-64 are more satisfied than average with complaint handling (36%) compared to only 22% of under 50s. The over 65s are once again the most satisfied (46%).
- **BAME** respondents remain far more satisfied than White British respondents with how the council handles complaints (45% v 34%). Interestingly the number of complaints amongst BAME respondents is down 2%, but up 6% amongst White British respondents.

By place

- As seen a year ago, a similar proportion of **general needs** and sheltered tenants have made a complaint (23% and 24% respectively), but the former are the least satisfied with how it was handled (31% v 49%).
- A quarter of respondents in **flats/maisonettes** or **houses** have made a complaint (both 25%) compared to 13% of those in bungalows, but it is tenants in **flats/maisonettes** that are the least satisfied with how it was handled (31%).
- **City** tenants are again more likely to have made a complaint than those in rural areas (27% and 17% respectively).
- There is a sixteen-point spread across the six main **districts** on the proportion making a complaint – the lowest is 15% in Rural South and the highest 31% in City Other, which is up 10%.
- Satisfaction is highest in Rural North (50%) and lowest in City Winnall and Highcliffe (25%), where satisfaction has fallen a notable 23%.

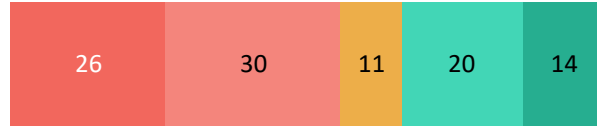
8. Complaints

8.1 Complaints

% Base 202 | Made a complaint in the last 12 month. Excludes non respondents

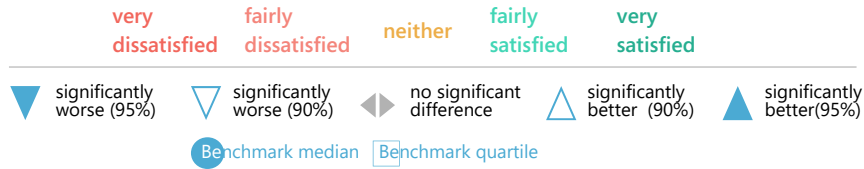
Housemark

Approach to handling complaints

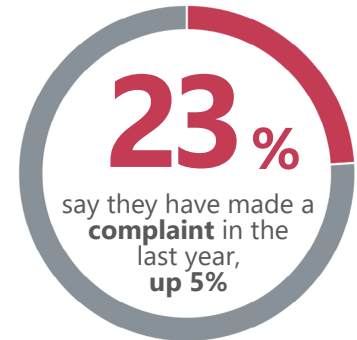


satisfied 2024/25 satisfied 2023/24 error margin bench mark

34 ▼ 47 +/- 6.6 **34** ^{2nd}



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	28	31	10	19	12	31 ▼	47	+/- 7.9
Sheltered/Extra care	253	13	25	13	28	21	49 ◄	49	+/- 12.4



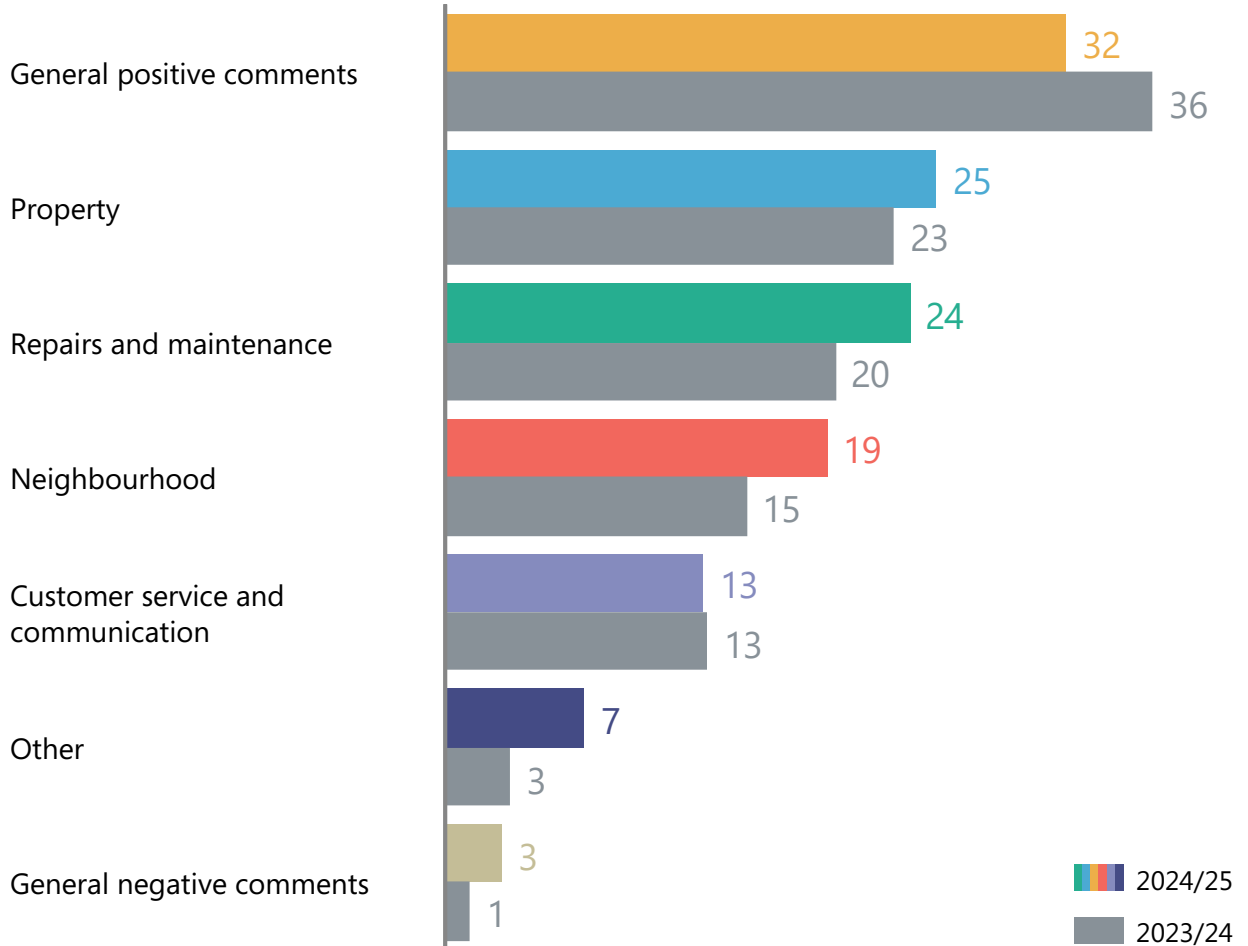


9. Further comments

42% made additional comments

9.1 Further comments - summary

% Base 380 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

The final question that residents were asked at the end of the survey was simply to provide any further feedback. These comments are coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 9.1 presents this analysis in terms of just a handful of broad categories and it is again clear that the majority of comments are of a positive nature, although slightly less than a year ago (32%, was 36%). **Property improvements** continue to be the next most common topic (25%).

In terms of property issues, (chart 9.2), general requests for **improvements and maintenance** is the most mentioned (6.9%) followed closely by a need to improve the **heating and energy efficiency** (5.6%). On a similar theme, the standout result in chart 9.2 is the increase in comments on the theme of **damp, mould or condensation** which is far more prevalent than in 2023. Typical comments on these two themes include:

“Have check up on the heating? Better ventilation for the kitchen and bathroom so mould don't spread”

“Overall very good, but still waiting to hear about the wall insulation to my home.”

“I have spoken and been in touch with various managers and representatives about the state of the house and damp and heating etc over the last 5 years... but nothing happens ... I'm so exhausted by it all.”

“Damp & mould in our property unresolved for years. Was "repaired" years ago but problem has come back worse. Rusting & old radiators, have been reported in gas safety checks for at least 3 years & not been acted on & replaced.”

“We have frequently been promised improvements to this house which have not taken place - particularly around insulation.”

The need to make improvements to **communal areas and facilities** is another topic mentioned more by the current sample than the previous one, which is consistent with the drop in satisfaction with this element of the service (see section 4).

“Could maintain communal facilities better e.g. washing machine upstairs 20 days waiting for part carpets and toilets filthy. Bin areas smell.”

“The communal areas, ceiling tiles are missing due to flooding (on ground level/1+2). The entrance area window + doors very grubby, never cleaned. The window in lounge need cleaning inside.”

“Cleaning/maintenance of communal areas poor. Not carried out frequently enough”

“The cleanliness of our communal areas has got worse, they come less regularly yet we still pay the same maintenance fee. The garden area isn't very suitable for children to play in either, another resident has been cutting back grass etc it's not good enough.”

“The council do a very good job. Unfortunately, some of the contractors do not try i.e. the cleaners do not clean properly. They use water to clean the floors which is not clean before they start.”

Satisfaction with **communication** remains an important key driver of satisfaction (section 3). Accordingly, it is positive to find there are fewer respondents in 2024 that mentioned returning calls (0.9% v 3.0%) than was the case in 2023.

Instead, this has been overtaken by comments wanting to see improvements getting hold of the right person (2.8%), answering the phone quicker (2.7%) and being kept informed better (2.6%). Other comments related to interdepartmental communication, with this often related to repairs and the lack of communication between teams receiving the report and passing on details to contractors.

“You cannot get through to the right department on the phone from the switchboard.”

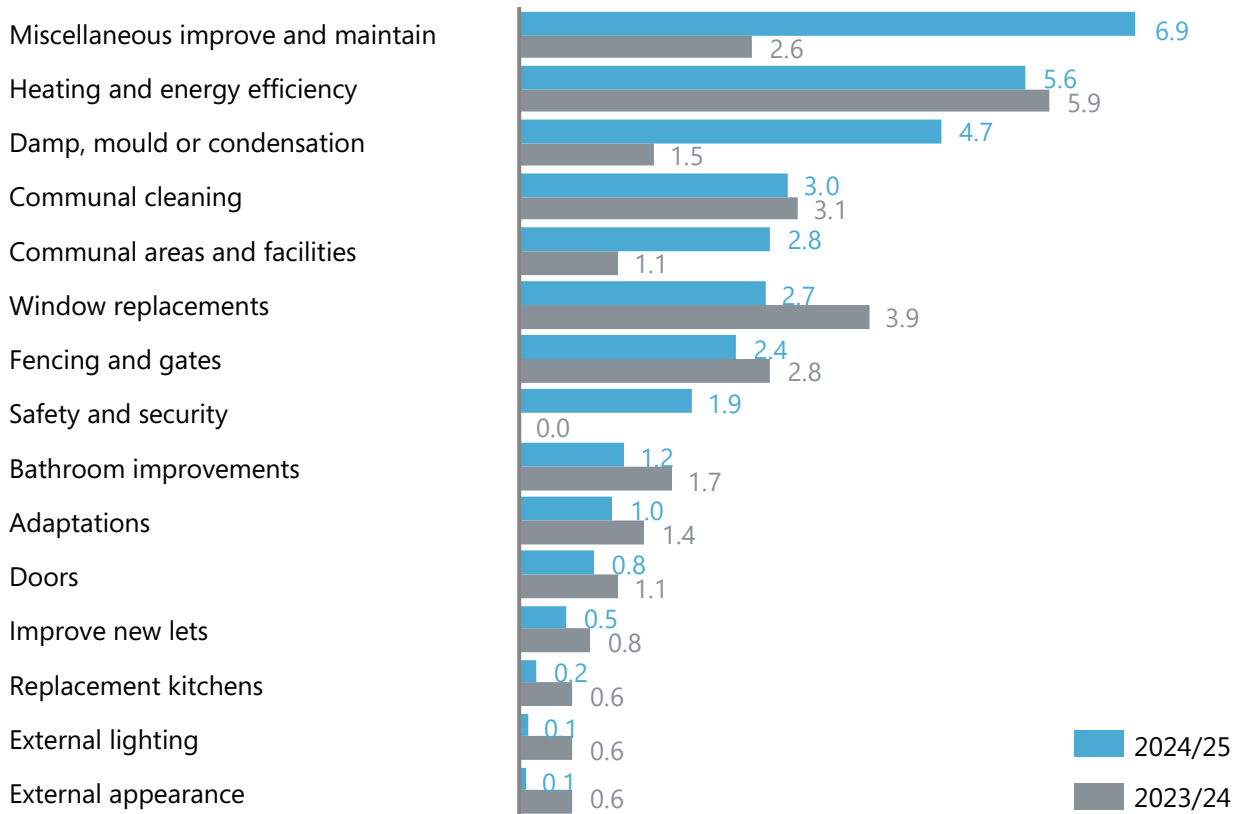
“It is difficult to make contact with WCC Housing Services to report a problem or to raise a query due to excessive call-wait times, it can often take several hours to speak to a member of staff.”

“It takes a minimum of 45 minutes to an hour for your call to be answered. Every single time Even if you call in the second the phone lines open, after an hour waiting the line cuts you off.”

9. Further comments

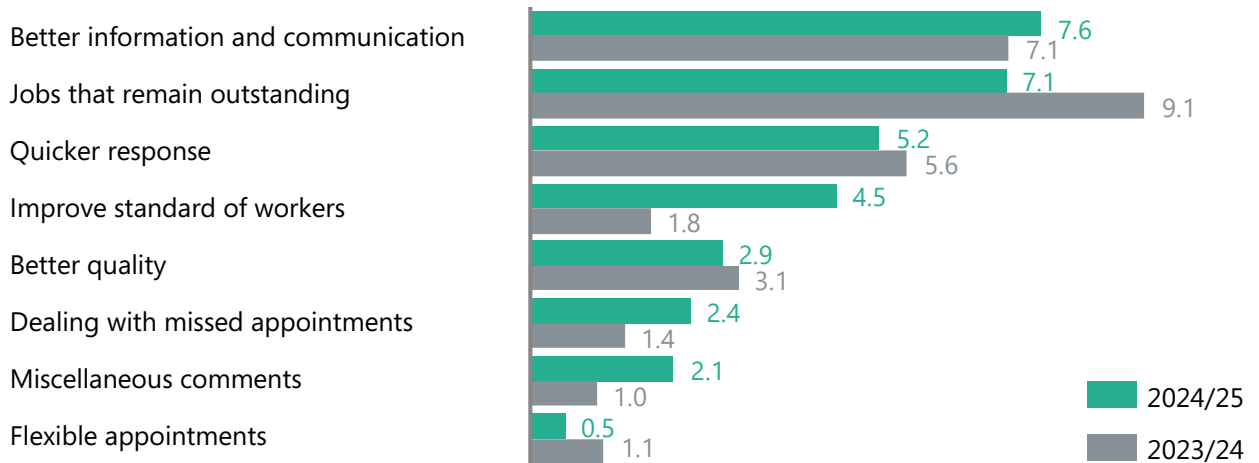
9.2 Property comments - detail

% Base 380 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9.3 Repair and maintenance comments - detail

% Base 380 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

“Even allowing for recent staff changes communication internally re matters concerning repairs etc has always been poor - especially within prepared contractors.”

“Long waiting times on phone when reporting anything.”

“Better communication and follow up correspondence.”

“Services in housing has deteriorated over the last 2-3years. Communication is very poor and frustrating.”

There are now more comments about the neighbourhood than in 2023 (19%, up from 15%), with the most common single suggestion amongst them is to improve **untidy gardens and garden maintenance** (7.4% of comments, chart 9.4), which is consistent with the pattern seen previously. However, the most interesting aspect of chart 9.4 is the substantial increase in comments about how ASB is dealt with from 1.9% to 7.1%, despite the fact that satisfaction with how ASB is handled has actually improved (see section 8).

“The area where I live has been deregulated allowing anyone to move in. I disagreed with this decision. I have lived here for 18 years having lost very nice neighbours and within the last 2 years nuisance neighbours have moved in around me bringing the area down. The Council have acted upon this but I believe pre-tenancy checks should be more rigorous on prospective new tenants with more thought of those living there already.”

“We have had endless and ongoing problems with anti-social groups - I live next door to West View.”

“The area has gone downhill very quickly of late. What was once a lovely quiet village is now turning into a ghetto. I never used to worry about walking alone at night, but I'd be very cautious now as the village is full of drug addicts and dealers and assorted ne'er-do-wells.”

“I just wish you had a tougher stance on antisocial behaviour.”

“Just to say I wish they would user as we have a drug's problem in our flats reported several time but nothing gets done.”

The **repairs and maintenance service** is the main theme of the survey results (section 6), and is an important aspect of the service for any tenants, so it is unsurprising to find the number of comments on this topic have also increased from 20% to 24%.

There are a number of specific issues that tenants raised regarding the repairs service (chart 9.3), and it is interesting that the need for **better information and communication** is now the main area to improve replacing a need to tackle **outstanding jobs** as the main priority (7.1%, was 9.1%).

The **speed of response** is again the third most mentioned topic, and improving the standard or workers was mentioned more by the current sample than the previous one (4.5%, was 1.8%).

“Better communication - re the council informing us re repairs appointments, as recently two tradesman turned up unannounced and it was lucky that I was in... (maybe a txt service could be set up).”

“Repair still outstanding ... you didn't turn up - no notification as to why not - called you and made another appointment - again you didn't turn up - no notification why not - no notification from you to arrange a further appointment - no hot water since May”

“Sometimes the communication between services is very poor leading to jobs taking far too long, the ones needing scaffolding are the worst as the company don't speak to each other about timings and completions”

“When repairs are logged via the app as per suggestion when phoning up to try book they aren't looked at quickly if at all.”

“There has been times I've called up for a repair and nothing has been put in place, so then I have to call up again to make sure the repair is booked.”

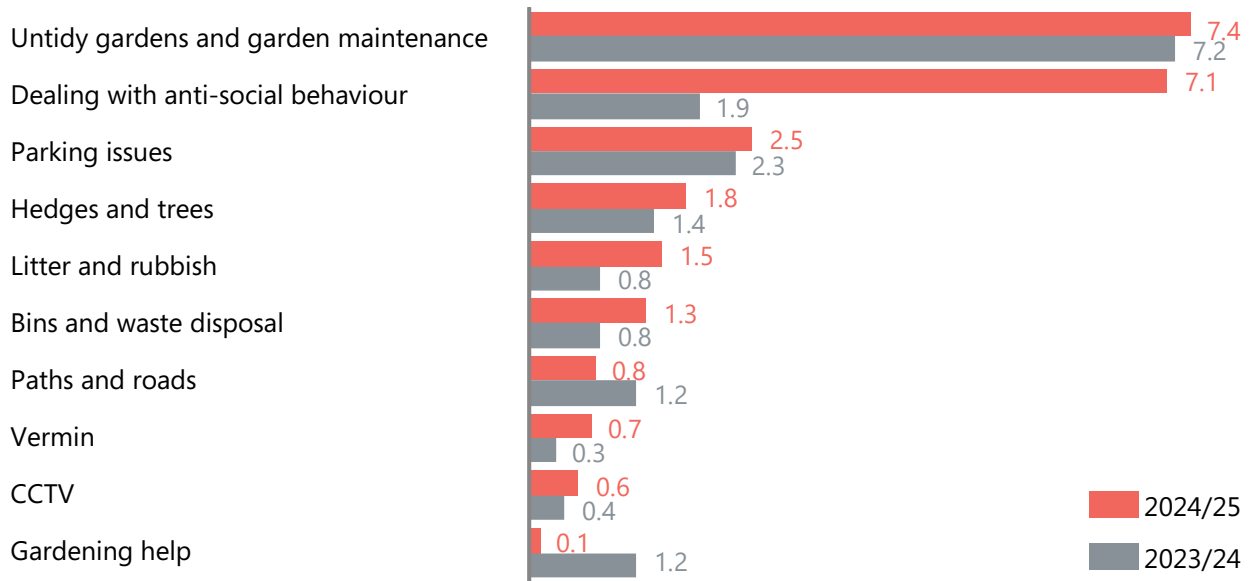
“Generally quite happy. But getting minor repairs carried out is nearly impossible.”

“Repairs team are very good. Maintenance people are lovely. Follow up is terrible e.g. I have had issues looked at repeatedly, but no update on completion or what is being done.”

9. Further comments

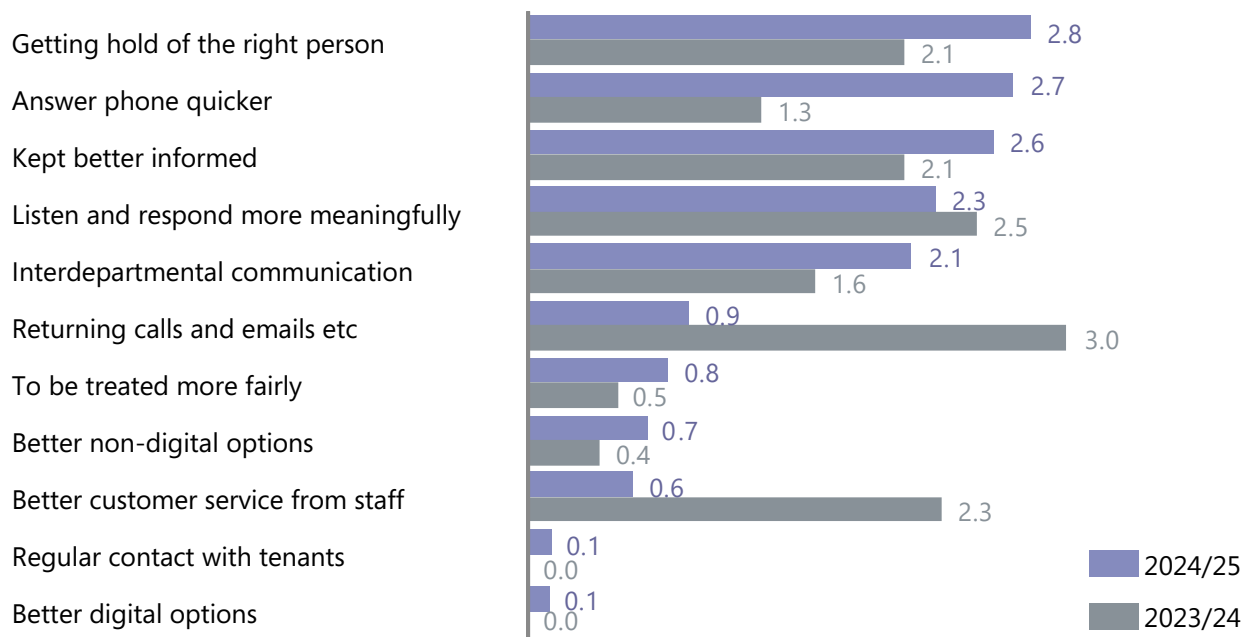
9.4 Neighbourhood comments - detail

% Base 380 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



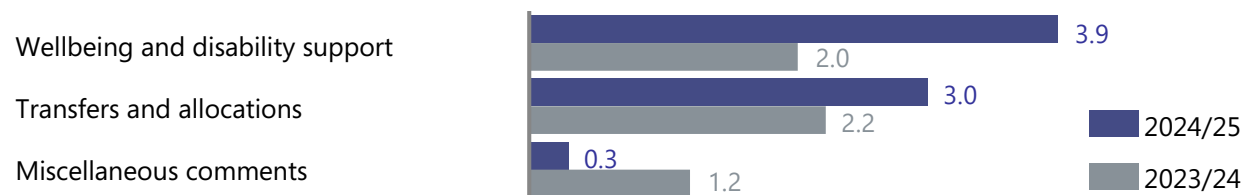
9.5 Customer service and communication comments - detail

% Base 380 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9.6 Other comments - detail

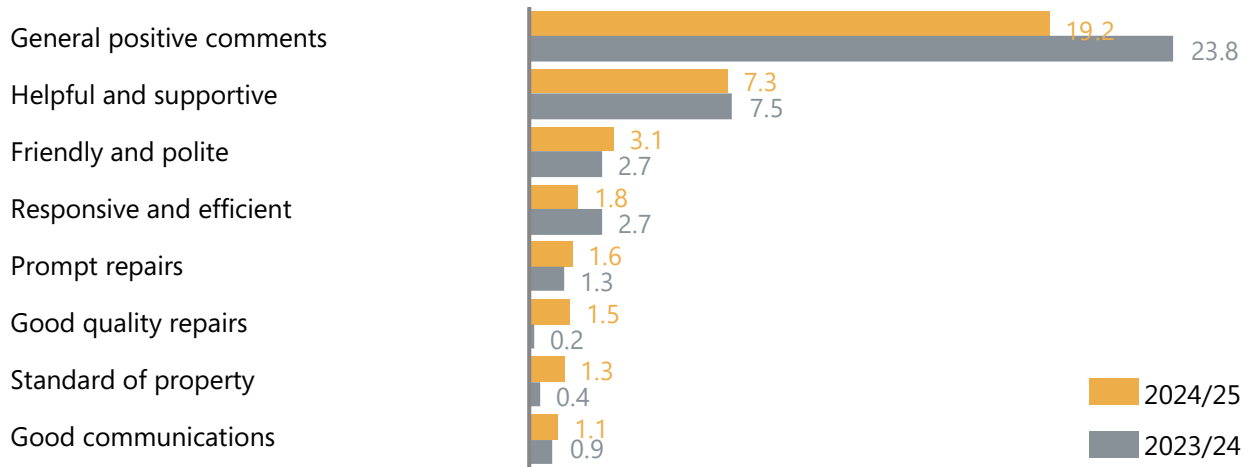
% Base xxx | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

9.7 Positive comments - detail

% Base 380 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



As always, it is important to remember that around a third of feedback was of a positive nature (32%, down from 36%). We therefore conclude with a selection of comments that highlight the **positive** perception of the services that many hold:

“I have always found the staff friendly and helpful in any problems or questions that arise over the last 9 years that I have lived here.”

“I cannot speak highly enough of WCC. Since becoming a tenant I have always been treated with respect and problems have been dealt with in a timely and satisfactory manner with first class outcomes.”

“All of our dealings with council have been positive. We consider ourselves very lucky to have our lovely home and are very grateful for support towards us at our age. Thank you.”

“Housing services been great and I only have positive experience. Thank you all.”

“I have always found Winchester City Council to be a good landlord and an excellent one to deal with.”

“I would like to say, Winchester housing are brilliant. I am so grateful for my lovely home, its made me so happy, could not wish for better, 10/10.”

“WCC are the best landlords with whom I've ever had dealings - thank you.”

“I find that the people who answer the phones when I ring are always very kind and very helpful. The workmen who do repairs again are first class. I am very satisfied with the way I am looked after by Winchester housing service. Thank you all.”

“The tenancy sustainment service have been incredibly helpful.”

“We have recently experienced financial issues and the council were incredibly helpful and supportive once we reached out and explained our situation. They really do care and want to help as much as they can, we are very fortunate to have such an approachable service.”



10. Respondent profile

In addition to documenting the demographic profile of the sample, tables 10.11 to 10.15 in this section also display the core survey questions according to the main equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

10.1 City/Rural

% Base 915

	Total	% 24/25	% 23/24
City	544	59.5	56.3
Rural	370	40.4	43.7

10.2 District

% Base 915

	Total	% 24/25	% 23/24
City Other	135	14.8	14.0
City Stanmore	178	19.5	17.3
City Weeke	69	7.5	9.0
City Winnall & Highcliffe	162	17.7	16.1
Rural North	126	13.8	16.3
Rural South	244	26.7	27.3

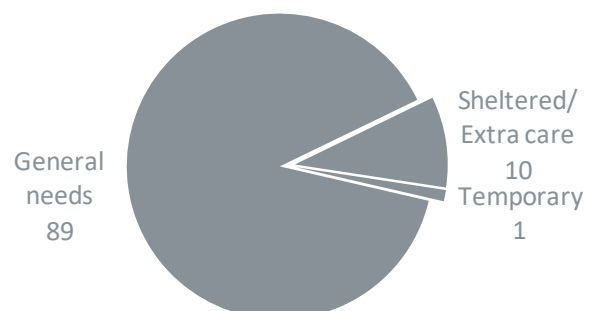
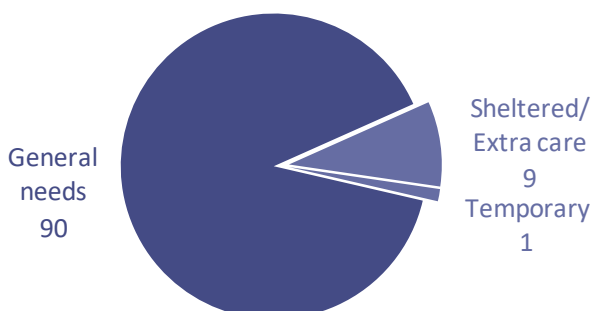
10.4 Ward

% Base 915 (Wards with ten or more respondents)

	Total	% 24/25	% 23/24
Bishops Waltham	44	4.8	5.1
Colden Common & Twyford	40	4.4	4.5
Compton & Otterbourne	24	2.6	1.9
Denmead	21	2.3	2.1
Kings Worthy	49	5.4	6.4
Owslebury & Curdrige	12	1.3	2.2
St Barnabas	69	7.5	9.0
St Bartholomew	98	10.7	9.1
St John & All Saints	176	19.2	18.9
St Luke	167	18.3	16.3
St Michael	31	3.4	3.1
Swanmore & Newton	10	1.1	2.7
The Alresfords	48	5.2	5.8
Wickham	48	5.2	4.7
Wonston & Micheldever	15	1.6	1.9

10.3 Stock type

% Base 915



2024/25

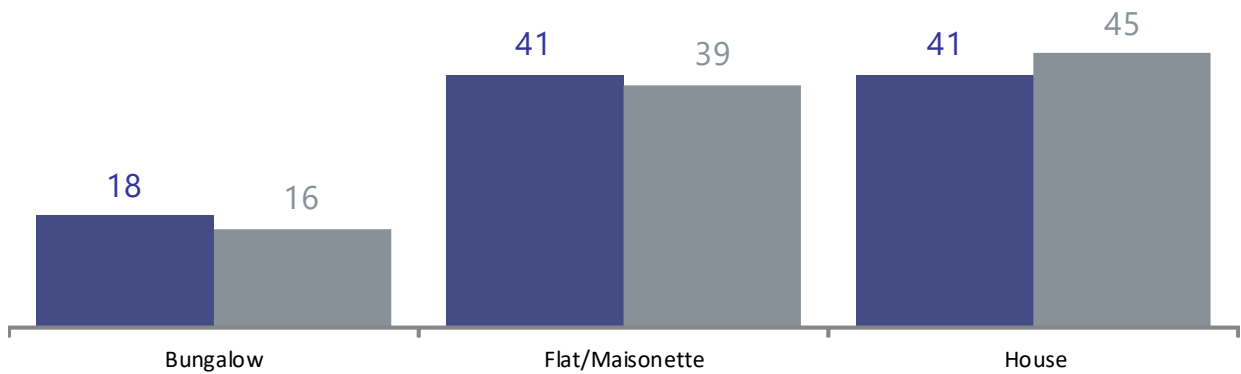
2023/24

10. Respondent profile

10.5 Property type

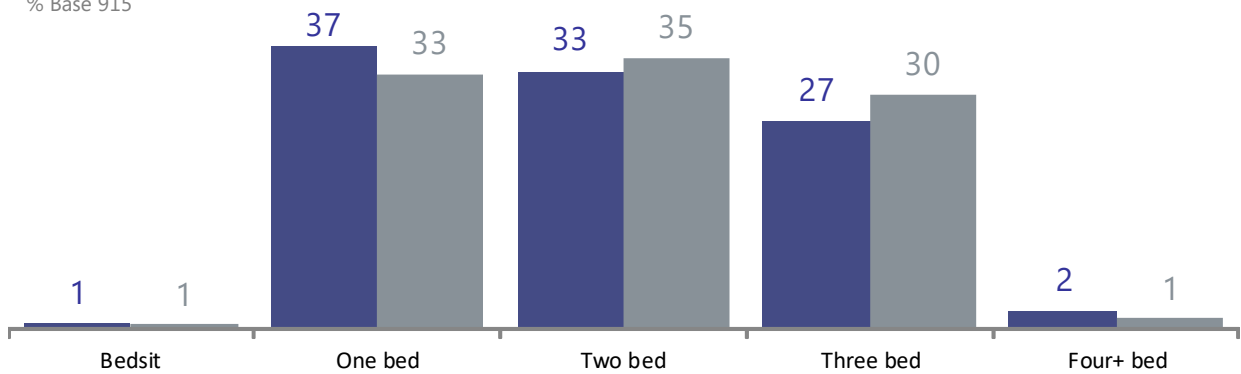
% Base 915

2024/25
2023/24



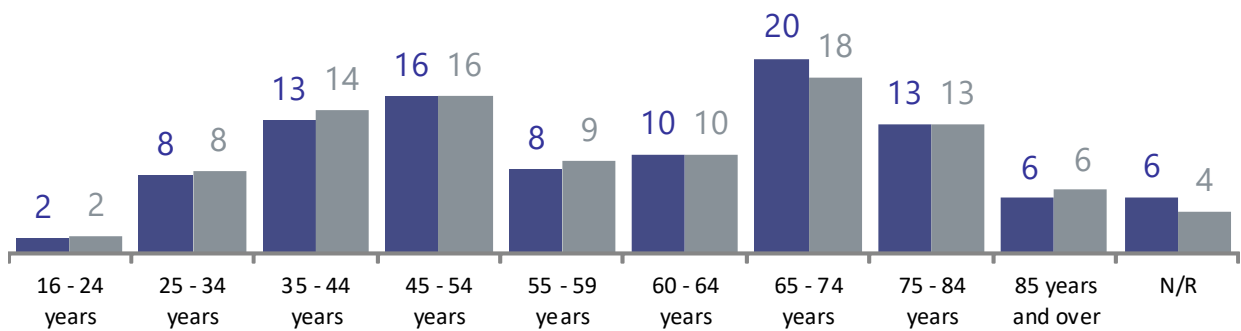
10.6 Property size

% Base 915



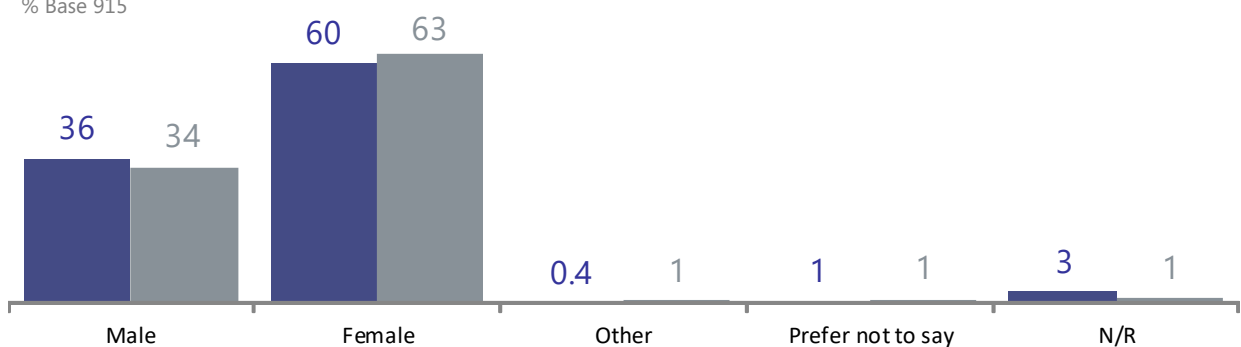
10.7 Age group

% Base 915



10.8 Gender

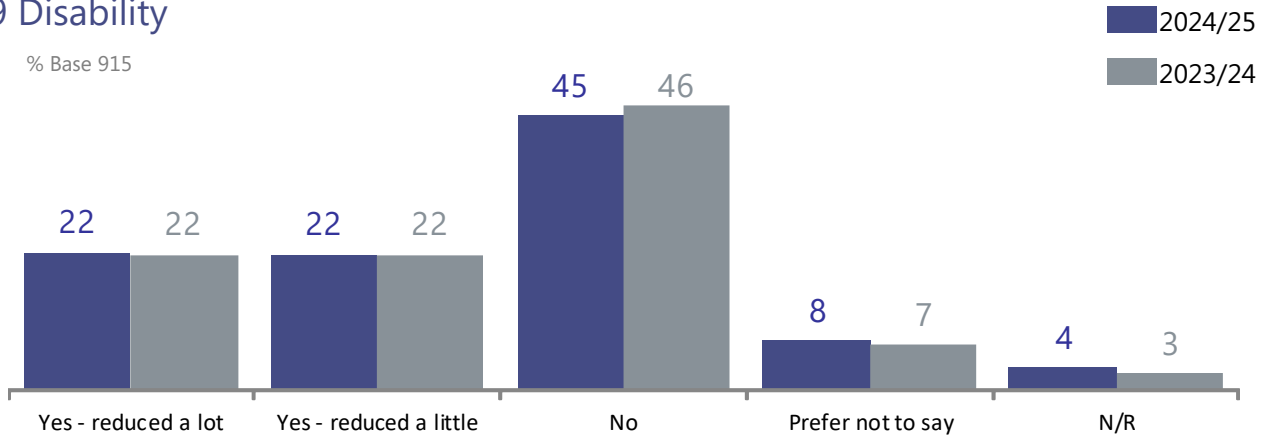
% Base 915



10. Respondent profile

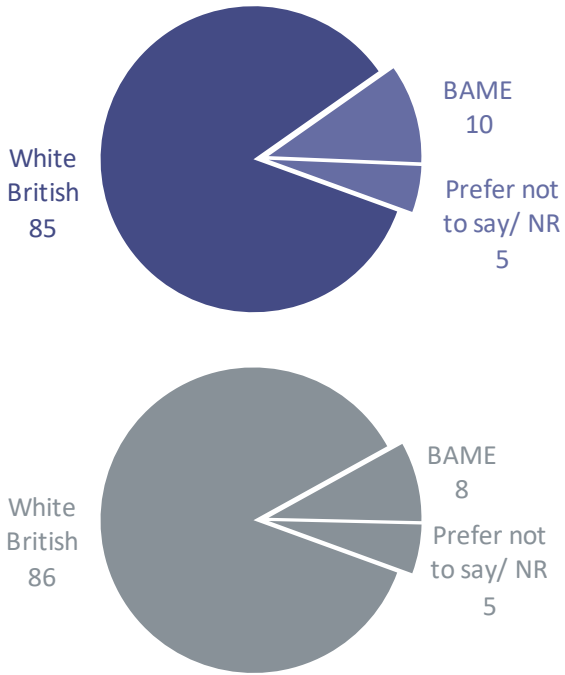
10.9 Disability

% Base 915



10.10 Ethnic background

% Base 915



- White 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
- No response

Total	% 24/25	% 23/24
775	84.7	86.4
46	5.0	4.4
2	0.2	0.2
38	4.2	2.7
6	0.7	0.2
2	0.2	1.1
22	2.4	3.1
23	2.5	2.1

10. Respondent profile

10.11 Core questions by age group

	Overall	% positive			
		18 - 34	35 - 49	50 - 64	65+
Sample size	915	85	190	244	345
Service overall	76	70	71	71	86
Repairs in last 12 months	76	60	70	73	86
Time taken to complete last repair	72	64	68	65	81
Home is well maintained	73	73	63	66	85
Home is safe	76	78	60	74	87
Listens to views and acts upon them	61	57	48	57	74
Being kept informed	71	73	61	66	79
Treated fairly and with respect	77	78	72	70	85
Approach to handling complaints	34	23	22	36	46
Communal areas clean & well maintained	61	64	53	53	66
Positive contribution to neighbourhood	60	67	49	54	68
Approach to handling ASB	55	51	47	47	66

10.12 Core questions by ethnic background

	Overall	% positive	
		White British	BAME
Sample size	915	775	95
Service overall	76	76	83
Repairs in last 12 months	76	76	82
Time taken to complete last repair	72	72	76
Home is well maintained	73	74	73
Home is safe	76	79	63
Listens to views and acts upon them	61	62	67
Being kept informed	71	71	78
Treated fairly and with respect	77	78	81
Approach to handling complaints	34	34	45
Communal areas clean & well maintained	61	58	80
Positive contribution to neighbourhood	60	59	68
Approach to handling ASB	55	53	73

Key
■ Better @ 95% confidence
■ Better @ 90% confidence
■ Worse @ 90% confidence
■ Worse @ 95% confidence
 *see appendix for more detail

10. Respondent profile

10.13 Core questions by disability

	% positive		
	Overall	Disability	No disability
Sample size	915	403	407
Service overall	76	76	78
Repairs in last 12 months	76	76	76
Time taken to complete last repair	72	71	71
Home is well maintained	73	75	73
Home is safe	76	77	77
Listens to views and acts upon them	61	61	63
Being kept informed	71	69	72
Treated fairly and with respect	77	75	80
Approach to handling complaints	34	38	31
Communal areas clean & well maintained	61	62	61
Positive contribution to neighbourhood	60	56	63
Approach to handling ASB	55	56	55

10.14 Core questions by property type

	% positive			
	Overall	Bungalow	Flat/ Maisonette	House
Sample size	915	166	375	375
Service overall	76	88	75	71
Repairs in last 12 months	76	83	80	68
Time taken to complete last repair	72	80	74	65
Home is well maintained	73	87	76	64
Home is safe	76	93	75	70
Listens to views and acts upon them	61	78	62	53
Being kept informed	71	81	71	66
Treated fairly and with respect	77	89	77	71
Approach to handling complaints	34	52	31	34
Communal areas clean & well maintained	61	67	60	55
Positive contribution to neighbourhood	60	74	62	51
Approach to handling ASB	55	72	58	44

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

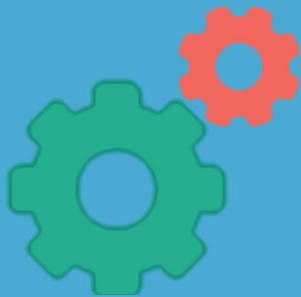
*see appendix for more detail

10. Respondent profile

10.15 Core questions by property size

	% positive			
	Overall	One bed	Two bed	Three bed
Sample size	915	336	306	246
Service overall	76	80	75	72
Repairs in last 12 months	76	79	76	73
Time taken to complete last repair	72	74	71	70
Home is well maintained	73	81	72	67
Home is safe	76	80	78	69
Listens to views and acts upon them	61	67	61	54
Being kept informed	71	74	73	64
Treated fairly and with respect	77	79	78	72
Approach to handling complaints	34	30	37	36
Communal areas clean & well maintained	61	58	72	45
Positive contribution to neighbourhood	60	64	62	53
Approach to handling ASB	55	60	56	48

Key
■ Better @ 95% confidence
■ Better @ 90% confidence
■ Worse @ 90% confidence
■ Worse @ 95% confidence
 *see appendix for more detail



Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research between 21 September and 14 November 2024.

Responses

Overall, 915 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a response rate of 45% of those households selected in the sample (error margin +/- 2.9%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%.

There were 606 postal completions (66%) and 209 online completions (34%).

Sampling

A computer-generated randomly selected one third census of general needs households were invited to take part in the survey (1,529), alongside a full census of sheltered/extra care (456) and temporary housing (64)

Fieldwork

Colour paper self completion questionnaires were distributed to the selected sample, followed by a reminder approximately three weeks later for all those that had not yet replied. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages.

This methodology was chosen to be consistent with the most recent TSM and STAR surveys conducted by the Council. This mixed-method self completion approach offers good value for money whilst helping to maximise returns and ensure responses from a range of different age groups.

The survey was incentivised with a free prize draw of an iPad and 2x £50 shopping vouchers.

Population

The population for the survey was all 5,054 Winchester City Council LCRA households on 13 September 2024. None were removed from the sample frame.

The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate. Large print questionnaires were sent to 27 households where this was their communication preference (56% response). In addition, 41 members of the sample were identified as having other communication needs and their response was monitored to ensure that it was proportional, with assistance from housing officers where required. 22 of these individuals took part in the survey, which was an above average 54% response rate.

Representativeness

The survey sample include a randomly selected third of general needs households, with an over sample of sheltered/extra care and temporary housing (both being a census). The final survey data was weighted by interlaced age group, property size and stock type to ensure that the survey was representative. Of the tenant population as a whole. The characteristics by which representativeness was determined were:

Stock

	Population	Unweighted survey	Weighted survey
General needs (social rent)	81.5	60.9	80.9
General needs (affordable)	3.6	2.8	3.8
Over 60s	4.6	6.6	4.9
Sheltered	7.2	22.1	7.1
Extra Care	1.9	5.6	2.0
Temporary	1.3	2.1	1.3

District

	Population	Unweighted survey	Weighted survey
City Other	15.1	23.7	14.8
City Stanmore	19.0	14.2	19.5
City Weeke	7.5	6.3	7.5
City Winnall & Highcliffe	15.3	12.2	17.7
Rural North	15.3	15.7	13.8
Rural South	27.8	27.8	26.7

Property type

	Population	Unweighted survey	Weighted survey
Bungalow	16.4	20.9	18.1
Flat/Maisonette	39.2	51.7	40.9
House	44.4	27.4	40.9

Property size

	Population	Unweighted survey	Weighted survey
Bedsit	0.6	1.1	0.7
One bed	34.2	49.6	36.7
Two bed	33.7	29.8	33.4
Three bed	30.0	18.1	26.9
Four+ bed	1.5	1.3	2.3

Age group

	Population	Unweighted survey	Weighted survey
18 - 24 years	1.3	1.7	1.6
25 - 29 years	3.8	1.5	3.5
30 - 34 years	5.2	2.7	4.7
35 - 39 years	7.5	3.6	6.8
40 - 44 years	7.9	3.5	7.4
45 - 49 years	8.5	4.1	7.9
50 - 54 years	8.5	6.0	8.8
55 - 59 years	8.6	6.6	8.9
60 - 64 years	10.7	9.6	10.4
65 - 69 years	10.0	13.9	11.1
70 - 74 years	8.8	13.8	9.5
75 - 79 years	7.7	12.7	8.1
80 - 84 years	5.3	9.6	5.4
85 - 89 years	3.4	6.9	3.5
90+ years	2.2	3.8	2.3

Ethnic background

	Population	Unweighted survey	Weighted survey
White British	80.9	89.8	86.9
BAME	8.2	8.2	10.7
Prefer not to say	1.1	2.0	2.5

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The questions are benchmarked against Housemark’s published national 2023/24 year end TSM figures. For the overall satisfaction score this included 221 landlords.

For each question the benchmark group is separated into 4 quartiles based on rank order, with a central median average.

In the report the data is presented as a median average score for the benchmark group on each relevant chart. In addition to the median value, the chart also indicates into which quartile the Council’s score falls relative to the benchmark group.



Appendix B. Example questionnaire



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:
9999mnmw

Dear [Contact_Name] 20 September 2024

TENANT SATISFACTION SURVEY 2024

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 **01 November 2024**. As a thank you, the code from all completed surveys will be entered into a **prize draw**, where one lucky person will win an **iPad** and two more will receive **£50** in shopping vouchers. Winners will be contacted by 29 November and full 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
An **iPad** or **2x £50** vouchers




Appendix B. Example questionnaire



TENANT SATISFACTION SURVEY 2024

return by 01 November 2024



your code:
9999mnmw

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 an iPad or 2x £50 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 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

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

Yes **go to Q13 ↓**
 No **go to Q14 ↷**

13 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

COMMUNAL AREAS

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

Yes **go to Q15 ↓**
 No **go to Q16 ↷**
 Don't know **go to Q16 ↷**

15 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

NEIGHBOURHOOD


16 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

17 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

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.

Freeport RTZX-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by stock, age & size				Weighted by age				Weighted by age and prop size			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Winchester City Council Housing Services?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
1: Very satisfied	376	41.1	41.3	75.8	249	38.7	38.8	73.9	129	51.0	51.4	84.9
2: Fairly satisfied	314	34.3	34.5		225	35.0	35.1		84	33.2	33.5	
3: Neither satisfied nor dissatisfied	106	11.6	11.6		79	12.3	12.3		25	9.9	10.0	
4: Fairly dissatisfied	66	7.2	7.3		51	7.9	8.0		6	2.4	2.4	
5: Very dissatisfied	49	5.3	5.3		37	5.8	5.8		7	2.8	2.8	
N/R	5	0.5			3	0.5			2	0.8		
Q2 Has Winchester City Council housing services carried out a repair to your home in the last 12 months?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
6: Yes	714	78.1	78.8		505	78.5	79.3		195	77.1	78.0	
7: No	192	21.0	21.2		132	20.5	20.7		55	21.7	22.0	
N/R	8	0.9			6	0.9			2	0.8		
Q3 How satisfied or dissatisfied are you with the overall repairs service from Winchester City Council housing services over the last 12 months?	<i>Base: 714</i>				<i>Base: 505</i>				<i>Base: 195</i>			
8: Very satisfied	321	35.0	45.0	75.6	212	33.0	42.0	73.3	113	44.7	58.5	86.0
9: Fairly satisfied	218	23.9	30.6		158	24.6	31.3		53	20.9	27.5	
10: Neither satisfied nor dissatisfied	48	5.2	6.7		38	5.9	7.5		10	4.0	5.2	
11: Fairly dissatisfied	74	8.1	10.4		58	9.0	11.5		9	3.6	4.7	
12: Very dissatisfied	52	5.7	7.3		39	6.1	7.7		8	3.2	4.1	
N/R	202	22.0			138	21.5	0.0		59	23.3	0.5	
Q4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	<i>Base: 714</i>				<i>Base: 505</i>				<i>Base: 195</i>			
13: Very satisfied	337	36.8	47.2	71.5	227	35.3	45.0	69.5	106	41.9	54.6	79.9
14: Fairly satisfied	174	19.0	24.3		124	19.3	24.6		49	19.4	25.3	
15: Neither satisfied nor dissatisfied	66	7.2	9.2		50	7.8	9.9		15	5.9	7.7	
16: Fairly dissatisfied	54	5.9	7.6		41	6.4	8.1		13	5.1	6.7	
17: Very dissatisfied	84	9.1	11.7		63	9.8	12.5		11	4.3	5.7	
N/R	201	22.0			138	21.5	0.0		60	23.7	1.0	
Q5 How satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is well maintained?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
18: Very satisfied	356	38.9	39.1	73.3	234	36.4	36.6	70.8	132	52.2	52.4	85.7
19: Fairly satisfied	310	33.9	34.1		219	34.1	34.2		84	33.2	33.3	
20: Neither satisfied nor dissatisfied	116	12.7	12.8		87	13.5	13.6		22	8.7	8.7	
21: Fairly dissatisfied	82	8.9	9.0		66	10.3	10.3		8	3.2	3.2	
22: Very dissatisfied	45	4.9	5.0		34	5.3	5.3		6	2.4	2.4	
N/R	6	0.6			4	0.6			1	0.4		
Q6 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?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
23: Very satisfied	407	44.5	44.9	76.2	272	42.3	42.5	74.5	138	54.5	55.4	82.7
24: Fairly satisfied	284	31.0	31.3		205	31.9	32.0		68	26.9	27.3	
25: Neither satisfied nor dissatisfied	86	9.4	9.5		63	9.8	9.8		22	8.7	8.8	
26: Fairly dissatisfied	80	8.7	8.8		62	9.6	9.7		11	4.3	4.4	
27: Very dissatisfied	50	5.5	5.6		38	5.9	5.9		10	4.0	4.0	
28: Not applicable/ don't know			0.0				0.2				0.0	
N/R	5				3				3			
	5.3	0.6			3	0.5			3	1.2		
Q7 How satisfied or dissatisfied are you that Winchester City Council housing services listens to your views and acts upon them?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by stock, age & size				Weighted by age				Weighted by age and prop size			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
29: Very satisfied	256	27.9	29.4	61.2	176	27.4	28.7	58.4	66	26.1	27.5	74.2
30: Fairly satisfied	277	30.2	31.8		182	28.3	29.7		112	44.3	46.7	
31: Neither satisfied nor dissatisfied	169	18.5	19.5		126	19.6	20.6		34	13.4	14.2	
32: Fairly dissatisfied	88	9.6	10.1		67	10.4	10.9		16	6.3	6.7	
33: Very dissatisfied	81	8.9	9.3		62	9.6	10.1		12	4.7	5.0	
34: Not applicable/ don't know	38	4.2			26	4.0			10	4.0		
N/R	6.3	0.7			4	0.6			3	1.2		
Q8 How satisfied or dissatisfied are you that Winchester City Council housing services keeps you informed about things that matter to you?												
	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
35: Very satisfied	324	35.5	36.6	70.7	219	34.1	35.2	69.3	99	39.1	40.1	75.7
36: Fairly satisfied	302	33.0	34.1		213	33.1	34.2		88	34.8	35.6	
37: Neither satisfied nor dissatisfied	162	17.7	18.3		119	18.5	19.1		38	15.0	15.4	
38: Fairly dissatisfied	48	5.3	5.4		36	5.6	5.8		10	4.0	4.0	
39: Very dissatisfied	49	5.4	5.6		36	5.6	5.8		12	4.7	4.9	
40: Not applicable/ don't know	21	2.3			16	2.5			3	1.2		
N/R	8.2	0.9			5	0.8			3	1.2		
Q9 To what extent do you agree or disagree with the following 'Winchester City Council housing services treats me fairly and with respect'?												
	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
41: Strongly agree	319	34.8	35.4	76.9	215	33.4	33.9	75.2	101	39.9	40.9	86.2
42: Agree	374	40.8	41.5		262	40.7	41.3		112	44.3	45.3	
43: Neither agree nor disagree	126	13.8	14.0		95	14.8	15.0		21	8.3	8.5	
44: Disagree	44	4.8	4.9		33	5.1	5.2		8	3.2	3.2	
45: Strongly disagree	38	4.1	4.2		29	4.5	4.6		5	2.0	2.0	
46: Not applicable/ don't know	9	0.9			6	0.9			2	0.8		
N/R	5.9	0.6			3	0.5			4	1.6		
Q10 How satisfied or dissatisfied are you that Winchester City Council housing services gives you the opportunity to make your views known?												
	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
47: Very satisfied	265	28.9	30.8	66.4	179	27.8	29.7	64.6	77	30.4	31.6	71.7
48: Fairly satisfied	306	33.4	35.6		210	32.7	34.9		98	38.7	40.2	
49: Neither satisfied nor dissatisfied	201	21.9	23.4		147	22.9	24.4		52	20.6	21.3	
50: Fairly dissatisfied	45	4.9	5.2		33	5.1	5.5		12	4.7	4.9	
51: Very dissatisfied	44	4.8	5.1		33	5.1	5.5		5	2.0	2.0	
52: Not applicable/ don't know	47	5.1			35	5.4			6	2.4		
N/R	8.6	0.9			6	0.9			2	0.8		
Q11 How satisfied or dissatisfied are you that Winchester City Council housing services is easy to deal with?												
	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
53: Very satisfied	292	31.9	32.6	71.3	192	29.9	30.4	69.1	99	39.1	40.7	79.8
54: Fairly satisfied	347	37.9	38.7		244	37.9	38.7		95	37.5	39.1	
55: Neither satisfied nor dissatisfied	120	13.1	13.4		89	13.8	14.1		31	12.3	12.8	
56: Fairly dissatisfied	81	8.8	9.0		63	9.8	10.0		12	4.7	4.9	
57: Very dissatisfied	56	6.1	6.3		43	6.7	6.8		6	2.4	2.5	
58: Not applicable/ don't know	6	0.7			4	0.6			4	1.6		
N/R	12.6	1.4			8	1.2			6	2.4		
Q12 Have you made a complaint to Winchester City Council housing services in the last 12 months?												
	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
59: Yes	207	22.7	23.3		148	23.0	23.6		62	24.5	25.4	
60: No	682	74.5	76.7		479	74.5	76.4		182	71.9	74.6	
N/R	26	2.8			16	2.5			10	4.0		
Q13 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to complaints handling?												
	<i>Base: 207</i>				<i>Base: 148</i>				<i>Base: 62</i>			

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by stock, age & size				Weighted by age				Weighted by age and prop size			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
61: Very satisfied	28	3.1	13.9	34.3	17	2.6	11.7	31.0	13	5.1	21.3	49.2
62: Fairly satisfied	41	4.5	20.3		28	4.4	19.3		17	6.7	27.9	
63: Neither satisfied nor dissatisfied	21	2.3	10.5		15	2.3	10.3		8	3.2	13.1	
64: Fairly dissatisfied	60	6.5	29.6		45	7.0	31.0		15	5.9	24.6	
65: Very dissatisfied	52	5.7	25.6		40	6.2	27.6		8	3.2	13.1	
N/R	713	77.9			499	77.6	2.7		191	75.5	0.0	
Q14 Do you live in a building with communal areas, either inside or outside, that Winchester City Council housing services is responsible for maintaining?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
66: Yes	374	40.9	42.1		228	35.5	36.5		242	95.7	96.8	
67: No	482	52.7	54.3		373	58.0	59.7		4	1.6	1.6	
68: Don't know	33	3.6	3.7		24	3.7	3.8		4	1.6	1.6	
N/R	26	2.9			18	2.8			3	1.2		
Q15 How satisfied or dissatisfied are you that Winchester City Council housing services keeps these communal areas clean and well maintained?	<i>Base: 374</i>				<i>Base: 228</i>				<i>Base: 242</i>			
69: Very satisfied	112	12.2	29.8	60.6	55	8.6	24.1	56.1	107	42.3	44.6	75.4
70: Fairly satisfied	115	12.6	30.8		73	11.4	32.0		74	29.2	30.8	
71: Neither satisfied nor dissatisfied	46	5.0	12.2		31	4.8	13.6		21	8.3	8.8	
72: Fairly dissatisfied	56	6.1	14.9		36	5.6	15.8		20	7.9	8.3	
73: Very dissatisfied	46	5.0	12.3		33	5.1	14.5		18	7.1	7.5	
N/R	541	59.1			415	64.5	0.0		12	4.7	0.4	
Q16 How satisfied or dissatisfied are you that Winchester City Council housing services makes a positive contribution to your neighbourhood?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
74: Very satisfied	204	22.3	24.3	59.7	131	20.4	22.3	57.1	81	32.0	35.2	73.5
75: Fairly satisfied	295	32.3	35.3		204	31.7	34.8		88	34.8	38.3	
76: Neither satisfied nor dissatisfied	226	24.7	27.0		166	25.8	28.3		48	19.0	20.9	
77: Fairly dissatisfied	68	7.5	8.2		53	8.2	9.0		10	4.0	4.3	
78: Very dissatisfied	43	4.7	5.2		33	5.1	5.6		3	1.2	1.3	
79: Not applicable/ don't know	63	6.9			44	6.8			20	7.9		
N/R	15.3	1.7			11	1.7			2	0.8		
Q17 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to handling anti-social behaviour?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
80: Very satisfied	180	19.7	24.6	54.7	119	18.5	23.2	52.6	64	25.3	29.6	61.1
81: Fairly satisfied	220	24.1	30.1		151	23.5	29.4		68	26.9	31.5	
82: Neither satisfied nor dissatisfied	209	22.9	28.6		153	23.8	29.8		50	19.8	23.1	
83: Fairly dissatisfied	62	6.8	8.5		46	7.2	9.0		22	8.7	10.2	
84: Very dissatisfied	59	6.5	8.1		44	6.8	8.6		12	4.7	5.6	
85: Not applicable/ don't know	165	18.1			117	18.2			35	13.8		
N/R	17.9	2.0			13	2.0			1	0.4		
R18a Age group - 5 year	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
86: 16 - 19 years	1	0.1	0.1		0	0.0	0.0		0	0.0	0.0	
87: 20 - 24 years	13	1.4	1.5		9	1.4	1.5		0	0.0	0.0	
88: 25 - 29 years	30	3.3	3.5		27	4.2	4.4		0	0.0	0.0	
89: 30 - 34 years	41	4.5	4.7		36	5.6	5.9		0	0.0	0.0	
90: 35 - 39 years	59	6.4	6.8		51	7.9	8.4		0	0.0	0.0	
91: 40 - 44 years	64	7.0	7.4		54	8.4	8.9		0	0.0	0.0	
92: 45 - 49 years	68	7.4	7.9		57	8.9	9.4		0	0.0	0.0	
93: 50 - 54 years	76	8.3	8.8		60	9.3	9.9		3	1.2	1.3	
94: 55 - 59 years	77	8.4	8.9		60	9.3	9.9		0	0.0	0.0	
95: 60 - 64 years	90	9.8	10.4		64	10.0	10.5		29	11.5	12.3	
96: 65 - 69 years	96	10.5	11.1		56	8.7	9.2		44	17.4	18.7	
97: 70 - 74 years	82	9.0	9.5		47	7.3	7.7		34	13.4	14.5	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by stock, age & size				Weighted by age				Weighted by age and prop size			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
98: 75 - 79 years	70	7.7	8.1		38	5.9	6.2		48	19.0	20.4	
99: 80 - 84 years	47	5.1	5.4		26	4.0	4.3		33	13.0	14.0	
100: 85 - 89 years	30	3.3	3.5		15	2.3	2.5		27	10.7	11.5	
101: 90+ years	20	2.2	2.3		9	1.4	1.5		17	6.7	7.2	
N/R	51	5.6			34	5.3			17	6.7		
R18b Age group - 10 year	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
102: 16 - 24 years	14	1.5	1.6		9	1.4	1.5		0	0.0	0.0	
103: 25 - 34 years	71	7.8	8.2		63	9.8	10.3		0	0.0	0.0	
104: 35 - 44 years	122	13.3	14.1		104	16.2	17.1		0	0.0	0.0	
105: 45 - 54 years	144	15.7	16.7		117	18.2	19.2		3	1.2	1.3	
106: 55 - 59 years	77	8.4	8.9		60	9.3	9.9		0	0.0	0.0	
107: 60 - 64 years	90	9.8	10.4		64	10.0	10.5		29	11.5	12.3	
108: 65 - 74 years	178	19.5	20.6		104	16.2	17.1		78	30.8	33.1	
109: 75 - 84 years	117	12.8	13.6		64	10.0	10.5		82	32.4	34.7	
110: 85 years and over	50	5.5	5.8		24	3.7	3.9		44	17.4	18.6	
N/R	51	5.6			34	5.3			17	6.7		
R18c Age group - 15 year	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
111: 16-34	85	9.3	9.8		72	11.2	11.8		0	0.0	0.0	
112: 35-49	190	20.8	22.0		162	25.2	26.6		0	0.0	0.0	
113: 50-64	244	26.7	28.2		183	28.5	30.0		32	12.6	13.6	
114: 65+	345	37.7	39.9		192	29.9	31.5		203	80.2	86.4	
N/R	51	5.6			34	5.3			17	6.7		
Q19 Is the main person filling in this survey?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
115: Male	331	36.2	37.2		231	35.9	37.0		99	39.1	39.9	
116: Female	548	59.9	61.6		386	60.0	61.9		145	57.3	58.5	
117: Other	4	0.4	0.4		2	0.3	0.3		4	1.6	1.6	
118: Prefer not to say	6	0.7	0.7		5	0.8	0.8		0	0.0	0.0	
N/R	26	2.8			19	3.0			4	1.6		
Q20 Is the main person's ability to carry out day to day activities due to any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
119: Yes - reduced a lot	203	22.2	23.0		134	20.8	21.5		89	35.2	36.5	
120: Yes - reduced a little	201	22.0	22.8		136	21.2	21.9		60	23.7	24.6	
121: No	407	44.5	46.1		300	46.7	48.2		76	30.0	31.1	
122: Prefer not to say	72	7.9	8.2		52	8.1	8.4		19	7.5	7.8	
N/R	33	3.6			22	3.4			8	3.2		
R20 Disability [simple]	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
123: Yes	403	44.0	45.7		269	41.8	43.3		149	58.9	61.1	
124: No	407	44.5	46.1		300	46.7	48.3		76	30.0	31.1	
125: Prefer not to say	72	7.9	8.2		52	8.1	8.4		19	7.5	7.8	
N/R	33	3.6			22	3.4			8	3.2		
Q21 What is the main person's ethnic group?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
126: White English, Welsh, Scottish, Northern Irish or British	775	84.7	87.0		539	83.8	85.8		226	89.3	91.9	
127: Any other White background	46	5.0	5.2		33	5.1	5.3		12	4.7	4.9	
128: Mixed or Multiple ethnic groups	2	0.2	0.2		1	0.2	0.2		0	0.0	0.0	
129: Asian or Asian British	38	4.2	4.3		32	5.0	5.1		2	0.8	0.8	
130: Black, Black British, Caribbean or African	6	0.7	0.7		4	0.6	0.6		3	1.2	1.2	
131: Any other ethnic group	2	0.2	0.2		2	0.3	0.3		1	0.4	0.4	
132: Prefer not to say	22	2.4	2.5		17	2.6	2.7		2	0.8	0.8	
N/R	23	2.5			16	2.5			6	2.4		
R21 What is the main person's ethnic group? [simple]	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by stock, age & size				Weighted by age				Weighted by age and prop size			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
133: White British	775	84.7	86.9		539	83.8	86.0		226	89.3	91.9	
134: BAME	95	10.4	10.7		71	11.0	11.3		18	7.1	7.3	
135: Prefer not to say	22	2.4	2.5		17	2.6	2.7		2	0.8	0.8	
N/R	23	2.5			16	2.5			6	2.4		
D101 Tenancy type	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
136: Affordable	35	3.8	3.8		38	5.9	5.9		0	0.0	0.0	
137: Extra Care	18	2.0	2.0		0	0.0	0.0		52	20.6	20.6	
138: Sheltered	65	7.1	7.1		0	0.0	0.0		201	79.4	79.4	
139: Social Rent	741	81.0	80.9		570	88.6	88.6		0	0.0	0.0	
140: Temporary Accommodation	12	1.3	1.3		0	0.0	0.0		0	0.0	0.0	
141: Over 60s	45	4.9	4.9		35	5.4	5.4		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D102 Tenancy type [simple]	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
142: General needs	821	89.7	89.7		643	100.0	100.0		0	0.0	0.0	
143: Sheltered/Extra care	82	9.0	9.0		0	0.0	0.0		253	100.0	100.0	
144: Temporary	12	1.3	1.3		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D103 District	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
145: City Other	135	14.8	14.8		67	10.4	10.4		157	62.1	62.3	
146: City Stanmore	178	19.5	19.5		138	21.5	21.5		22	8.7	8.7	
147: City Weeke	69	7.5	7.5		50	7.8	7.8		21	8.3	8.3	
148: City Winnall & Highcliffe	162	17.7	17.7		127	19.8	19.8		0	0.0	0.0	
149: Rural North	126	13.8	13.8		89	13.8	13.8		0	0.0	0.0	
150: Rural South	244	26.7	26.7		172	26.7	26.7		52	20.6	20.6	
N/R	0	0.0			0	0.0			0	0.0		
D104 City/rural	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
151: City	544	59.5	59.5		381	59.3	59.3		201	79.4	79.4	
152: Rural	370	40.4	40.5		262	40.7	40.7		52	20.6	20.6	
N/R	0	0.0			0	0.0			0	0.0		
D105 Ward	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
153: BISHOPS WALTHAM	44	4.8	4.8		28	4.4	4.4		17	6.7	6.7	
154: BOARHUNT & SOUTHWICK	3	0.3	0.3		2	0.3	0.3		0	0.0	0.0	
155: CHERITON & BISHOPS SUTTON	9	1.0	1.0		6	0.9	0.9		0	0.0	0.0	
156: COLDEN COMMON & TWYFORD	40	4.4	4.4		30	4.7	4.7		0	0.0	0.0	
157: COMPTON & OTTERBOURNE	24	2.6	2.6		18	2.8	2.8		0	0.0	0.0	
158: DENMEAD	21	2.3	2.3		14	2.2	2.2		7	2.8	2.8	
159: DROXFORD, SOBERTON & HAMBLEDON	8	0.9	0.9		6	0.9	0.9		0	0.0	0.0	
160: ITCHEN VALLEY	6	0.7	0.7		3	0.5	0.5		0	0.0	0.0	
161: KINGS WORTHY	49	5.4	5.4		36	5.6	5.6		0	0.0	0.0	
162: LITTLETON & HARESTOCK	2	0.2	0.2		1	0.2	0.2		0	0.0	0.0	
163: OWSLEBURY & CURDRIDGE	12	1.3	1.3		9	1.4	1.4		0	0.0	0.0	
164: SHEDFIELD	11	1.2	1.2		8	1.2	1.3		0	0.0	0.0	
165: SPARSHOLT	5	0.5	0.5		4	0.6	0.6		0	0.0	0.0	
166: ST BARNABAS	69	7.5	7.5		50	7.8	7.8		21	8.3	8.3	
167: ST BARTHOLOMEW	98	10.7	10.7		43	6.7	6.7		139	54.9	55.2	
168: ST JOHN & ALL SAINTS	176	19.2	19.2		137	21.3	21.4		0	0.0	0.0	
169: ST LUKE	167	18.3	18.3		138	21.5	21.6		0	0.0	0.0	
170: ST MICHAEL	31	3.4	3.4		10	1.6	1.6		40	15.8	15.9	
171: ST PAUL	4	0.4	0.4		3	0.5	0.5		0	0.0	0.0	
172: SWANMORE & NEWTON	10	1.1	1.1		8	1.2	1.3		0	0.0	0.0	
173: THE ALRESFORDS	48	5.2	5.2		33	5.1	5.2		0	0.0	0.0	
174: UPPER MEON VALLEY	9	1.0	1.0		6	0.9	0.9		0	0.0	0.0	
175: WHITELEY	6	0.7	0.7		6	0.9	0.9		0	0.0	0.0	
176: WICKHAM	48	5.2	5.2		30	4.7	4.7		28	11.1	11.1	
177: WONSTON & MICHELDEVER	15	1.6	1.6		11	1.7	1.7		0	0.0	0.0	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by stock, age & size				Weighted by age				Weighted by age and prop size			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	0	0.0			0	0.0			0	0.0		
D106 Property type	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
178: Bungalow	166	18.1	18.1		114	17.7	17.7		6	2.4	2.4	
179: Flat/Maisonette	375	41.0	40.9		225	35.0	35.0		247	97.6	97.6	
180: House	375	41.0	40.9		304	47.3	47.3		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D107 Property size	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
181: Bedsit	6	0.7	0.7		0	0.0	0.0		0	0.0	0.0	
182: One bed	336	36.7	36.7		200	31.1	31.1		227	89.7	89.7	
183: Two bed	306	33.4	33.4		227	35.3	35.3		26	10.3	10.3	
184: Three bed	246	26.9	26.9		197	30.6	30.6		0	0.0	0.0	
185: Four+ bed	21	2.3	2.3		19	3.0	3.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		

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(t) 0844 272 6004

(w) www.arp-research.co.uk

ARP Research Ltd

1 Dickenson Court, Sheffield, S35 2ZS

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