

REPORT TITLE: TENANT SATISFACTION MEASURES SURVEY RESULTS  
2025/26

2 FEBRUARY 2026

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WARD(S): ALL WARDS

PURPOSE

This report aligns with the council's priorities of Good Homes for all and Thriving places

This report provides an updated position on the council's Tenant Satisfaction measure (TSM) scores from this year's survey as well as an update on action taken based on last year's Tenant Satisfaction scores in key areas.

There are 12 TSMs which housing providers are required by the regulator of social housing (RSH) to collect through an annual tenant satisfaction survey. This report also provides results for the previous year TSM results as a comparison.

The report makes service improvement recommendations based on tenant feedback from this year's survey results.

RECOMMENDATIONS:

That Cabinet Committee Housing:

1. Note the 2025/26 survey results.
2. Note the progress made as a result of 2024/25 TSM survey results.
3. Agree the work that is underway or proposed to address the two indicators that are below median benchmark.

IMPLICATIONS:

1. COUNCIL PLAN OUTCOME

1.1 Greener Faster

- 1.2 The council commissioned a housing research organisation to conduct the survey. ARP Research, included in their response details of maximising the use of digital processes (where permitted within the regulator's requirements for the survey), use of recycled and environmentally friendly products for printed materials, and how their operating model aims to keep transportation to a minimum

1.3 Thriving Places

- 1.4 In commissioning the survey, it helps the landlord service focus on areas of improvement so that the council continue to create and support places where people want to live across Winchester district.

1.5 Healthy Communities

- 1.6 Survey questions include opportunities for tenants to feedback to the council on matters relating to living well. In addition to how well maintained their home is; tenants were asked about how safe they feel in their homes, satisfaction with how the council deals with reports of anti-social behaviour along with the opportunity to provide feedback on subjects of their choice.

The Tenant Satisfaction Measures (TSMs) includes a performance measure on whether tenants feel the council makes a positive contribution to the area.

1.7 Good Homes for All

- 1.8 The survey provides an opportunity for tenants to feedback on how well they feel the council providing safe and well maintained homes and looking after communal areas within blocks. This feedback helps understand what is important to tenants.

1.9 Efficient and Effective

- 1.10 Interrogation of the survey results enables the council to focus on continuous improvement in the customer service offer and drive service efficiency through full exploitation of IT and digital systems.

1.11 Listening and Learning

- 1.12 The survey provides a key opportunity for tenant feedback on the council's housing services. The data and feedback gathered gives insight into how the council is performing as a landlord from a tenant perspective. It also helps the council to understand how we are performing against the sector.

Using survey feedback to inform service improvement plans and communicating effectively on what action the council has taken as a result of the survey results to ensure that the tenants voice is at the heart of service improvement and can see how this influences service delivery and drives change.

2. FINANCIAL IMPLICATIONS

- 2.1 There are no direct financial implications stemming from this report. The cost of the annual survey is contained within existing budgets.

3. LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 The new TSM's allow tenants to see how their landlord is performing compared to other landlords. The council is required to report the outcome of the annual survey to the Regulator of Social Housing (RSH) and to tenants. Any procurement required because of actions arising from this report will be conducted in compliance with Contract Procedure Rules, Financial Procedure Rules and national procurement legislation.

4. WORKFORCE IMPLICATIONS

- 4.1 Delivery of work programme is based on the existing staff resources.

5. PROPERTY AND ASSET IMPLICATIONS

- 5.1 None

6. CONSULTATION AND COMMUNICATION

- 6.1 The Regulator of Social Housing (RSH) sets out the details of how housing providers are required to conduct tenant perception surveys to generate the TSMs data.
- 6.2 The survey was promoted through the housing newsletter and the council's Housing Improvement workshops, policy co-creation group, digital and community hubs along with outreach work in our communities.
- 6.3 The council's webpage was updated to include a Frequently Asked Questions (FAQ) document for additional information and contact details for any queries.
- 6.4 The survey results will be published on the council's housing webpage. The results will be shared with the TACT board and Housing Improvement workshop groups to work collaboratively on prioritising service improvement actions with tenants and to hold the council's landlord service to account.

7. ENVIRONMENTAL CONSIDERATIONS

- 7.1 None.

8. PUBLIC SECTOR EQUALITY DUTY

- 8.1 The RSH conducted their own impact assessment as the survey is statutory requirement for all housing providers. The survey guidance produced by the regulator set out the expectations around meeting communication needs and for households who are less likely to engage in the process.
- 8.2 The covering letter sent with the survey was checked by the readers panel for the previous year's survey and no changes were made to this year's letter format.
- 8.3 Tenants had the option to complete the survey online or using the paper format. The tenants were made aware of the survey through letter, email, the tenant newsletter and text messages.
- 8.4 740 tenants took part in the survey. There were 537 postal completions (73%) and 203 online completions (27%). A computer generated randomly selected one third of general needs households (1508), along with a full census of sheltered/extra care (483) and temporary housing (107). Colour paper self-completion questionnaires were distributed to the selected sample, with a follow up reminder three weeks later. Email and text messages were also sent on a weekly basis. The survey was incentivised with a free prize draw of 3 x £25 shopping vouchers.

9. DATA PROTECTION IMPACT ASSESSMENT

- 9.1 The previous data protection impact assessment was reviewed to identify and address any new data protection issues arising from carrying out the survey given the level of personal and sensitive data being collected and shared between the council and the research organisation. This ensures that appropriate contractual and other arrangements are in place to protect data and share securely. No new issues were identified before the 2025 survey was carried out.

10. RISK MANAGEMENT

- 10.1 The TSM survey is a regulatory requirement. The main risk would arise from a failure to conduct this survey in line with the requirements and submit the data return within the deadlines.
- 10.2 There was a risk of survey fatigue due to the increase in survey and feedback requests to tenants across the reporting year. Communication around the survey launch was delivered through existing engagement structures such as housing improvement workshops and community hubs to encourage survey responses and feedback.

<b>Risk</b>	<b>Mitigation</b>	<b>Opportunities</b>
Financial Exposure		
Exposure to challenge	Conducting the survey in line with requirements and meeting deadlines reduces legal risk.	
Innovation		
Reputation Not completing the TSM survey in line with the RSH requirements	Commissioned ARP research to conduct the survey on behalf of the council who an experienced provider to ensure the sample was representative and met CAB3497(H) the requirements for the return to be valid.	
Achievement of outcome		
Property		
Community Support		
Timescales That we can meet the RSH data requirement to submit the TSM results.	The survey was conducted in good time to allow for supplementary actions to be taken if the data collected failed to meet the RSH requirements.	
Project capacity Staffing resource and structure is in place to conduct the TSM survey to ensure tenants are aware of the results and how they will be used.		
LGR		
Other		

11. SUPPORTING INFORMATION:

11.1 Introduction

11.2 This report provides an update on how results from the 2024/25 survey results have influenced service delivery. Last year's results saw a drop in overall satisfaction by 2% with some key focus areas identified from the survey results, along with helpful insights around areas with highest levels of dissatisfaction.

11.3 This report provides also an overview of the 2025/26 survey results and a progress update against last year's survey results.

Summary of results

11.4 The survey response rate was 35% (with an error margin +/- 3.3%). Overall satisfaction was 78% (top quartile of local authorities), a 2% increase compared to the previous year results and in line with our 2023/24 presenting overall satisfaction score as stable. Overall satisfaction across the housing sector remains at 69% for national benchmark figure in 2024/25.

11.5 The results across this year's survey present a good position with most scores (10 out of 12) being above the median benchmark from the Regulator of social housing's Local authority results for 2024/25. The areas below benchmark are; makes a positive contribution which is 1% below the benchmark and approach to handling ASB which is 6% below the benchmark and has dropped 4% from last year's survey response.

11.6 3 of 5 indicators of overall satisfaction are linked to communication and customer focus, with the strongest (three quarters) of tenants that feel they are being treated fairly and with respect. The key drivers linked to overall satisfaction score in this year's survey are:

a) treated fairly and with respect (77%)

b) home that is well maintained 73%

c) listens and acts on views 61%

d) repairs service in last 12 months 74%

e) easy to deal, with (non regulatory) 73%

f) 9 out of 12 scores are in line or above last year's survey scores. The 3 areas which have reduced are; repairs service in last 12 months 74% (drop in 2%), being kept informed 70% (drop in 1%) and approach to handling ASB 51% (drop in 4%).

Measure	2025/26	2024/25	Bench mark
TP01 Overall satisfaction	78%	76%	69%
TP02 repairs service in last 12 months	74%	76%	72%
TP03 time taken to complete last repair	72%	72%	68%
TP04 home is well maintained	73%	73%	68%
TP05 home is safe	77%	76%	74%
TP06 listens to views and acts on them	61%	61%	57%
TP07 being kept informed	70%	71%	69%
TP08 treated fairly and with respect	77%	77%	75%
TP09 approach to handling complaints	37%	34%	31%
TP10 communal areas clean and maintained	71%	61%	63%
TP11 makes a positive contribution	61%	60%	62%
TP12 approach to handling ASB	51%	55%	57%

- 11.7 Level of satisfaction has remained consistent for the council providing a well maintained (73%) and safe home (77%).
- 11.8 Level of satisfaction with repairs and time taken to complete repairs has remained stable. Key themes from feedback provided are the need for better information and communication and the speed of response, along with better quality repairs. There have been less comments around heating and energy efficiency and damp, mould and condensation this year compared to the previous year.
- 11.9 Feedback from the survey will be shared with contractors to ensure collaborative and shared action to address areas of dissatisfaction with repairs to ensure the council holds the supply chain to account through robust contract management.
- 11.10 Communication is a strong theme for this year's survey response with returning calls and emails receiving the most comments and listen to and respond more meaningfully.

- 11.11 There are plans to implement additional MRI modules to improve in system and collaborative work across teams within housing. For example, a customer relationship manager (CRM) system is being procured and budget available to purchase this which should address some of the gaps with effective communication and joined up working. The CRM system will give greater visibility across teams of any customer contact and queries with a clear view on who is dealing with queries and the status of these.
- 11.12 The development of more tenant feedback mechanisms to capture satisfaction and feedback linked to customer experience when interacting with housing services is planned for 2026.
- 11.13 A third of comments received were positive (34%) with the highest number of comments general positive feedback and the lowest comments were good communications.
- 11.14 Overall satisfaction is significantly higher for 65+ respondents (88%) compared to those aged between 34-49 (63%) which has seen a drop of 8% compared to the previous year's results for this age group.
- 11.15 Under 35s remain least satisfied with the repairs satisfaction responses compared to other age groups, however there has been an increase from 70% to 79% overall satisfaction from under 35's compared to last year's survey.
- 11.16 Work to improve our EDI data and using this as insight to tailor communication and engagement will continue in 2026. The increase in overall satisfaction for under 35's has started to show change from the previous year and work set out within the Tenant partnership and influence plan will build upon this.
- 11.17 The two significant differences in overall satisfaction by area are; Stanmore where they are less satisfied (68%) and in Winnall and Highcliffe where there has been a 10% increase in satisfaction from last year's survey (77%).
- 11.18 The survey feedback will be reviewed with teams, TACT board and involved tenants to identify ways to strengthen and increase satisfaction in Stanmore. Action days are already planned in for 2026 to continue the community outreach and partnership working work already delivered this year.
- 11.19 The results will be submitted to the regulator. A copy of the full report is provided in Appendix 1.

### **Response to TSM scores 2025/26 below benchmark**

- 11.20 Anti social behaviour satisfaction is 6% below the national satisfaction score for local authorities nationally. Work continues following the completion of an external review carried out by RESOLVE, who are sector leading ASB experts



of our approach to handling ASB with key improvements being delivered including; a dedicated ASB role confirmed as part of the landlord services restructure consultation and an Area Housing Manager leading on the consumer standard for neighbourhood and community to drive service improvement. Recommendations from the external service review carried out are in progress or under review as part of ongoing service improvement work.

- 11.21 Makes a positive contribution score is 1% below benchmark median, although satisfaction has increased by 1% compared to the previous year's survey result. Through engagement with customers we will seek to understand the reasons why this score is below benchmark to establish an action plan to address it.

**Progress on TSM scores 2024/25 (previous year) below benchmark**

- 11.22 Complaints handling satisfaction has increased to 37% from 34% in last year's survey. Complaints handling and awareness training has been delivered to 63% of staff across housing as part of the complaints improvement plan. Quarterly training sessions continue to be delivered to capture any new staff joining the service. Complaints themes are reported to TACT Board on a quarterly basis for oversight and scrutiny. A complaints focus group has been set up with residents to work in partnership to scrutinise our complaints handling.
- 11.23 Satisfaction with communal areas clean and well maintained has increased significantly to 71% from 61% in the previous year's survey. Close working relationship with the contractor, effective contract management and aligned commitment to delivering a good level of service have contributed to increased satisfaction reflected in this year's survey.
- 11.24 Satisfaction with handling ASB satisfaction has dropped this year to 51% from 55% in the previous year. Sector experts RESOLVE concluded their service review with recommendations presented back to the senior management team, updates shared with TACT board and at our more informal Housing Improvement workshops with tenants which RESOLVE attended to share updates on the outcomes from this review. Development of 3 policies in conjunction with sector experts RESOLVE; Anti-social Behaviour, Hate crime and Good neighbour and procedures has been completed and consulted on.
- 11.25 The council's tenant engagement approach has been developed and strengthened over the year, using data from last year's survey results to identify areas with the highest levels of dissatisfaction. In response to the survey, quarterly Housing improvement workshops were held across the district in those areas identified; Stanmore, Winnall & Highcliffe, Bishop's Waltham and Kingsworthy. This provided more opportunities to engage with different tenants across our district using tenant voice to influence the schedule.

11.26 5 Community hubs are set up across the district and 4 digital hubs providing outreach engagement work. 2 action days have been delivered in Stanmore with further activities planned.

11.27 A tenant engagement structure has been set up for policy co production and review work, providing a mixture of in person and online platforms for engagement and tenant feedback.

12. OTHER OPTIONS CONSIDERED AND REJECTED

12.1 No other considerations as it is a regulatory requirement to conduct the annual tenant satisfaction survey.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

CAB3497(H) TENANT SATISFACTION MEASURES FEBRUARY 2025

CAB3429(H) Tenant Satisfaction Survey (TSS) Results report

Other Background Documents:-

Tenant Satisfaction Measures 2024/25: Headline report [Tenant Satisfaction Measures 2024/25: Headline Report - GOV.UK](#)

APPENDICES:

Appendix 1 ARP Research Tenant Satisfaction Survey 2025/26 report