



TSM Tenant Satisfaction Survey

2025/26

for:



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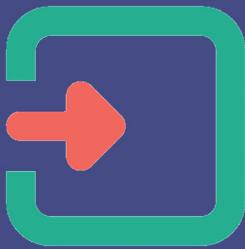


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1. Introduction

Background

This report details the results of Winchester City Council's 2025/26 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.

The survey meets the requirements of The Regulator of Social Housing's guidance for tenant satisfaction measures (TSMs). All social landlords are required to report TSMs annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by stock type, area and various equality groups. Where applicable the current survey results have also been compared against the 2024/25 TSM survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against the Regulator of Social Housing's published national 2024/25 year end TSM figures for local authorities.

About the survey

The survey was conducted by ARP Research between 24 September and 7 November 2025. 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 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. The survey was incentivised with a free prize draw.

Overall, 740 tenants took part in the survey, which represented a response rate of 35% of those households selected in the sample (error margin +/- 3.3). 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.

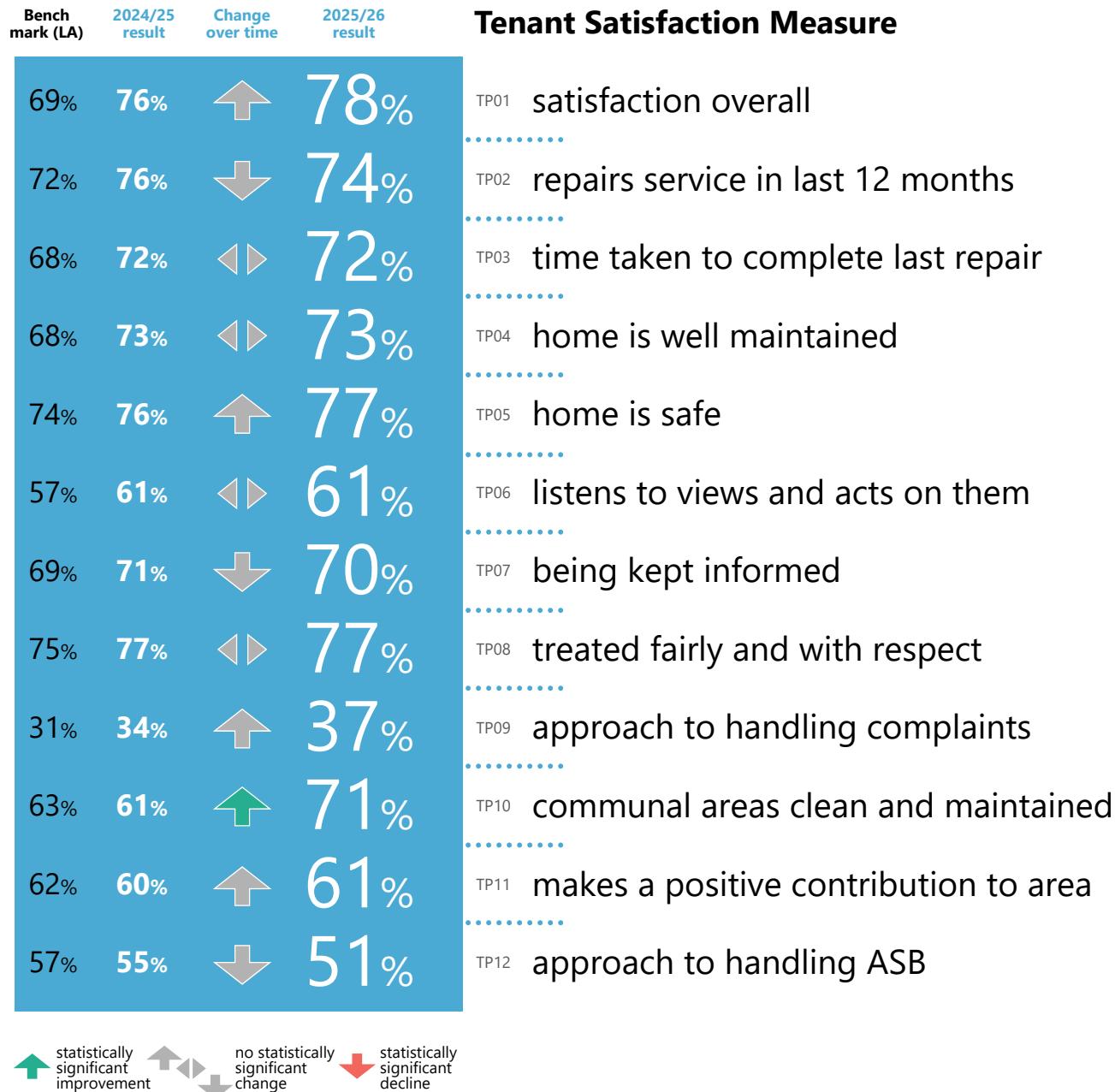
Understanding the results

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



2. Executive summary

Overall satisfaction

1. Overall satisfaction with the service provided by Winchester City Council Housing Services is essentially stable at 78%, with a variation of just 2% over three surveys. This reflects the national picture as reported by the Regulator of Social Housing (section 3).
2. This score is well above the national average of 69% across England, to the extent that it is the top quartile of local authority landlords.
3. A similar pattern is evident throughout the survey results, to the extent that only one out of the twelve TSM regulatory measures demonstrated a significant change; communal maintenance and cleaning increased (section 4).
4. Satisfaction amongst 35-49 year olds has fallen by 8%, but it is notably better than before for the under 35s where it is up 9% to 79%.
5. A key 'driver' statistical test has been used to highlight the combination of other survey questions that together are the best predictors of how tenants rate the overall satisfaction score. They are listed here in descending order of strength. This year there is stronger emphasis on communication, including the customer effort score (easy to deal with) which has significantly improved.
 - Treated fairly and with respect (77%, section 6)
 - Provide a home that is well maintained (73%, section 4)
 - Listen to and act on tenants' views (61%, section 6)
 - Easy to deal with (73%, section 6)
 - Repairs service in the last 12 months (74%, section 6)

Communication

6. Three of the five best predictors of overall satisfaction are in this section of the survey, highlighting communication and customer focus is an important theme of this year's results (section 6).
7. The strongest key driver is the extent to which tenants feel they were being treated fairly and with respect, so it is positive to find that over three quarters continue to feel this way (77%), which is slightly above the national average of 75%.
8. The same pattern is true for the two other TSM rating in this section; tenants being kept informed about things that matter to them (70%) and feel that their views are being listened to and acted upon (61%).
9. The 'customer effort' score for how easy housing services is to deal with is one of only two survey questions where the result has improved significantly since last year (73% v 71%), including a 5% increase in the proportion that are 'very' satisfied.

The home

10. The level of satisfaction amongst tenants that the Council provides a well maintained home has been consistent over the last few surveys, standing at 73% this year. This is above average compared to other local authorities (median 68%, section 4).
11. The assessment of building safety is also broadly unchanged with 77% satisfaction, and this too is above the benchmark of 74, although it is interesting to note that it is rated higher by males than females (80% v 75%).

2. Executive summary

12. The largest improvement for any rating in the survey is, however, to be found in the perception of communal repairs and maintenance which sees 10% increase in the score since last year, moving it into the top half of the benchmark group. This improvement comes almost exclusively from general needs tenants.

Repairs

13. Three quarters of those that had received a repair over the last 12 months are satisfied with the service they received (74%). This has arrested the fall in repairs satisfaction observed last year, although it hasn't yet returned to the previous level from two years ago (was 80%, section 5).
14. Nevertheless, repairs satisfaction is less strongly correlated with overall satisfaction than it was last year, possibly because performance is now more stable than it was then.
15. This includes when tenants are asked about the time taken on the last repair 72% are satisfied, which is identical to last year.
16. This stability also ensured that both TSM measures stay in the top half of local authority landlords nationally.

Neighbourhoods

17. The rating for the positive contribution that housing services makes to the neighbourhood (61%) has been stable over the last three years and is almost identical to the local authority average (section 7).
18. Satisfaction with the Council's approach to handling anti-social behaviour has fallen by four points (now 51%), but this isn't statistically significant due to the fact that some people didn't answer the question at all, and a third of those that did simply chose the middle point on the scale. This pattern is common in self-completion surveys.
19. Although still giving lower ratings than other districts, both measures score higher than last year in City Stanmore.

Complaints

20. Survey respondents are to decide for themselves if they have recently complained to their landlord rather than limiting it to a narrow definition of what constitutes a formal complaint. This means that most are likely to be escalated service requests (section 8).
21. The benchmark average is for over a quarter of survey respondents to have made a self-defined complaint. The equivalent proportion in Winchester is now considerably lower than this at just 18%, having fallen by five points.
22. Satisfaction with how complaints are managed has crept up slightly since last year (37% v 34%), albeit not a statistically significant change due to the smaller size of the respondent group. However, the Council's score is now good enough to be in the benchmark top quartile.



3. Services overall

78%
satisfied
overall



**top 'key
drivers'**

1. treated fairly & with respect
2. home that is well maintained
3. listens and acts on views
4. easy to deal with
5. repairs service in last 12 months

- Overall satisfaction is stable, varying by just 2% over the last 2 years. This reflects the national picture
- Overall tenants satisfaction is in the top quartile compared to local authorities in England
- This year's key driver analysis has a stronger emphasis on communication, with a higher customer effort score this year
- Satisfaction amongst 35-49 year olds has fallen by 8%, but it is notably better than before for the under 35s

3. Services overall

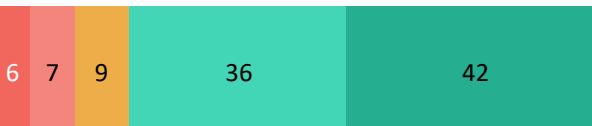
3.1 Overall satisfaction

% Base 734 | Excludes non respondents



satisfied 2025/26 satisfied 2024/25 error margin

Overall service provided by
Winchester City Council
housing services



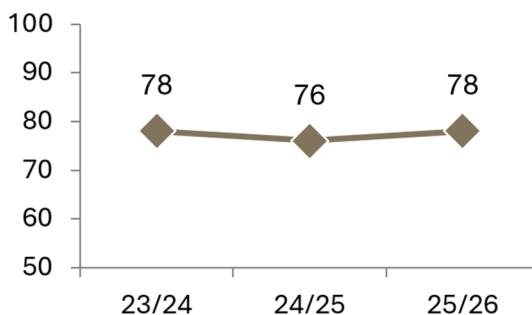
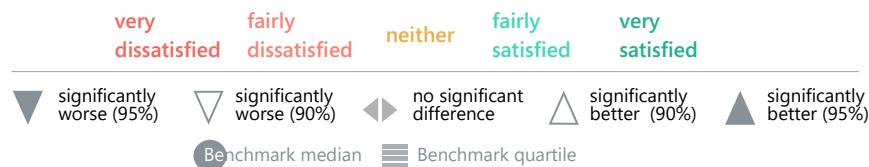
78



76

+/-
3.0

69



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	6	8	10	35	41	76	74	+/- 3.8
Sheltered/Extra care	231	2	2	5	48	43	90	85	+/- 3.9

Overall satisfaction with the service provided by Winchester City Council Housing Services is essentially **stable** at 78%, with a variation of just 2% over the first three Tenant Satisfaction Measure (TSM) regulatory surveys. The same is true for the opposite end of the scale, where 11% are actively dissatisfied.

The reflects the national picture, with recently published finding from the Regulator of Social Housing that there has only been a marginal increase this year, primarily due to methodology. Consequently, the Council's score still remains **well above** the national average compared to all other local authorities across England (median 69%), to the extent that it is the top quartile of comparable landlords.

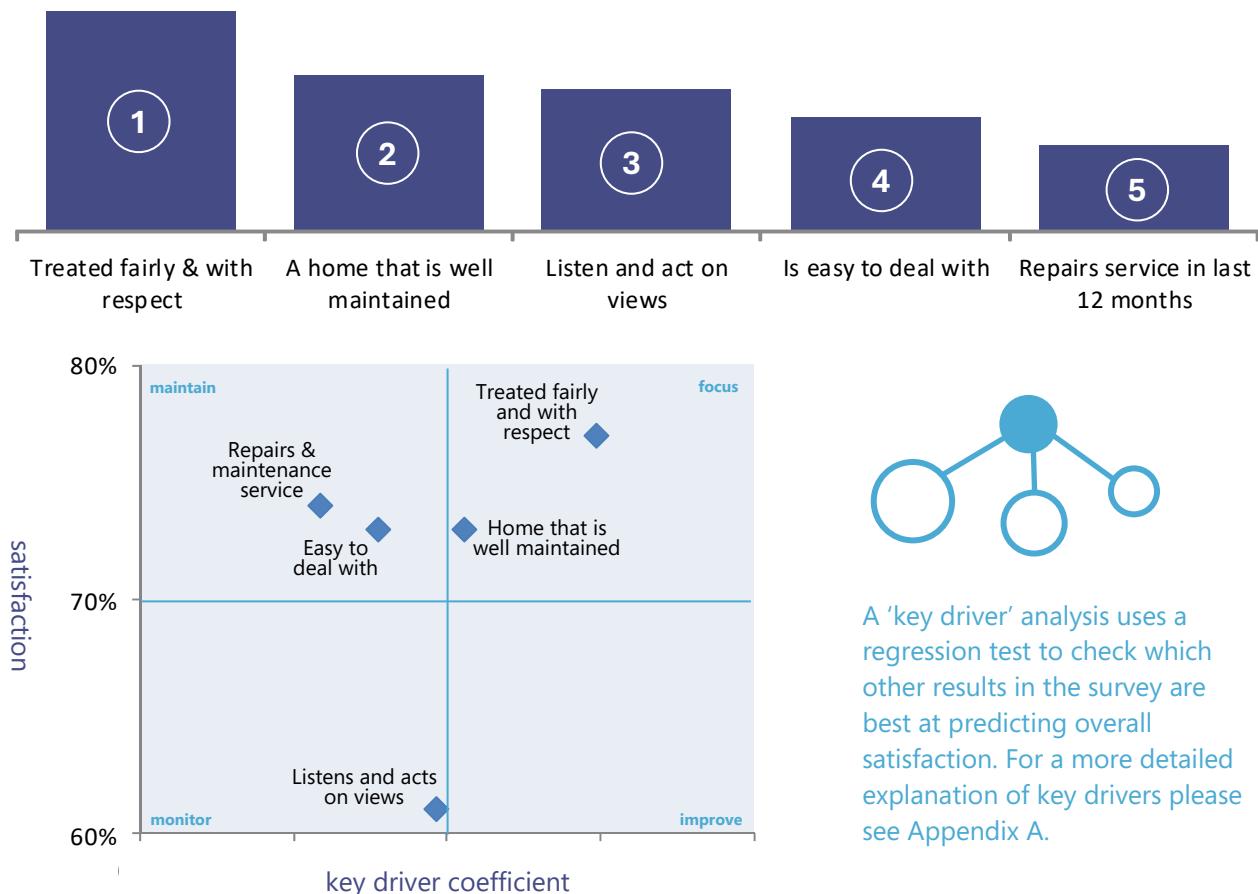
The 2% variation in overall satisfaction since last year is **not statistically significant**, which means that the results of a standard statistics test on these results tell us that the difference is likely to be down to chance. This doesn't come with absolute certainty, and it doesn't automatically mean that non-significant differences are meaningless, but it does highlight those differences that we can be the most confident about.

A similar pattern is evident **throughout the survey results**, to the extent that only one out of the twelve TSM regulatory measures demonstrated a significant change, this being the cleaning of communal areas where satisfaction has jumped up by 10% (section 4). There has also been an improvement in the non-regulatory customer effort question (section 6).

3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.736 | 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.

Key drivers

To help in our understanding of tenant satisfaction we use another statistical test that highlights the combination of other survey questions that together are the best predictors of how tenants score the overall satisfaction score. This is known as a **key driver** analysis and is useful in identifying hidden links that respondents may not even be conscious of. This simple statistical model provides useful insight into the results, although note that there will be many other factors that it is unable to take into account.

Here we do start to see some signs of variation over time, with the most notable difference from last year being the fresh prominence of being **treated fairly and with respect** which now has the strongest correlation with overall satisfaction, although the level of agreement with this question is relatively unchanged since last year. This is joined on the key driver list by other elements of customer experience such as **listening to tenants** and acting on their views, and the extent to which housing services is **easy to deal with** (section 6). The latter is one of the only questions in the survey to demonstrate a significant improvement, recovering some of the ground lost last year, which may be some evidence for the heavy focus in the key driver list on communication topics.

Providing a **home that is well maintained** is the most commonly occurring top key driver amongst ARP Research's clients, so it isn't surprising that this is once again the second strongest key driver of satisfaction, even though it performs better than the national average (section 4).

However, for the previous two years, satisfaction with the **recent experience of repairs** has been the strongest driver, but it has dropped back a little this year. This may be because performance now seems to be stable, having been dropping in the previous surveys (see section 5).

3. Services overall

By people

- The normal variation by **age group** by is once again apparent in these results. It is typified by a significantly higher overall level of satisfaction amongst those aged 65+ (88%), whilst the 35 – 49 year olds are again significantly less satisfied with a score of 63%, which is a fall of 8% compared to a year ago. This pattern is evident across the majority of other survey questions, as can be seen in table 10.11.
- Also note that whilst the under 35s are still significantly less satisfied than average on the two repairs ratings, there has nevertheless been a notable improvement across the board for this group, including the headline overall satisfaction score which is up from 70% to 79%.
- There is a small but statistically significant difference by sex with an 80% satisfaction level amongst males and 77% for females. Elsewhere in the survey, the main differences were on perceptions of safety (section 4) and being kept informed (section 6). Also see table 10.12.
- Only 11% of respondents are from a Black or minority ethnic (**BAME**) background, and this group now has very similar satisfaction to other tenants (80% v 79%) whereas last year it was slightly higher. BAME tenants are nevertheless still more positive than average on topics such as engagement, neighbourhood and how complaints are handled (table 10.14).
- This year there isn't any notable difference in overall satisfaction between those that have recently received a **recent repair** and those that have not (78% v 80%), which has closed the gap observed last year that was the favour of those that had used the repairs service (was 78% v 69%).
- **Length of tenancy** is a factor; the 3-10 year group are less satisfied than average, most notably in the 6-10 years group where satisfaction is just 69%, a pattern very much evident throughout the findings (table 10.17).

By place

- Overall satisfaction amongst **sheltered** tenants has improved by 5% to 90%, whilst there has been a more modest increase amongst general needs tenants from 74% to 76%.
- **Rural** tenants are significantly more satisfied than those in the city (80% and 76% respectively), but whilst the former is down 2% compared to a year ago (was 82%), city tenants are now more satisfied (76%, was 71%, table 10.18).
- There are only two significant differences in overall satisfaction between the six main **districts**, with respondents in City Stanmore again being significantly less satisfied than average (68%), this figure is 82% in Rural South, including 47% that are 'very' satisfied (table 10.19).
- There has also been a notable increase in satisfaction in City Winnall and Highcliffe from 67% to 77%.
- When analysed by **property type** those living in bungalows are unsurprisingly still the most satisfied group (91%) followed by flats/ maisonettes (79%), leaving residents in houses as the least satisfied group (72%, table 10.16).



4. The home



-  Property maintenance and safety scores both continue to be stable and above the benchmark median
-  However, building safety is rated significantly higher by males than females
-  The most dramatic survey finding is a significant 10% increase in satisfaction with communal cleaning and maintenance, mainly due to general needs tenants
-  Properties are again rated lower than average in the City Stanmore, and the maintenance score is down in Rural North

4. The home

The broad level of satisfaction amongst tenants with the ability of the Council to provide them with a **home that is well maintained** has been fairly consistent over the last few surveys. On each occasion that has included just under three quarters of the sample that are generally satisfied in this regard (73% this year), compared to fewer than a fifth that are dissatisfied (17% this year).

Fortunately, over that period the average score for local authority landlords across England has also remained relatively static, to the extent that the Council's score continues to be **above average** compared to the benchmark median of 68%.

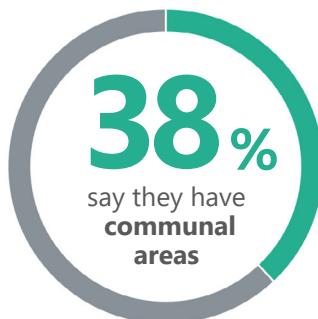
This, coupled with this rating remaining in second position on the **key driver** list, thereby indicating a strong correlation with overall tenant satisfaction, suggests that this is why overall perceptions of the Council is high relative to other local authorities.

This perception is obviously both influenced or otherwise linked to other elements of the service, including the assessment of **building safety**, which is also broadly unchanged since last year (77% v 76%). This too is in the top half of local authorities (median 74%), although it is interesting to note that it is rated higher by males than females (see below).

The most dramatic finding in the whole survey is, however, to be found in the perception of **communal cleaning and maintenance** which sees a **10% increase** in the score since last year, moving it just into the top quartile of the benchmark group compared to the third quartile last year.

Most of these respondents live in **general needs** housing, and it is this group that seems to be behind the improvement in how communal maintenance is perceived (see below).

It should be remembered that only a minority of the total survey sample are asked this question (41%), which is restricted to only those that say they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining. Nevertheless, the improvement in this regard is sufficiently strong to still potentially have been a factor beyond just that specific group.



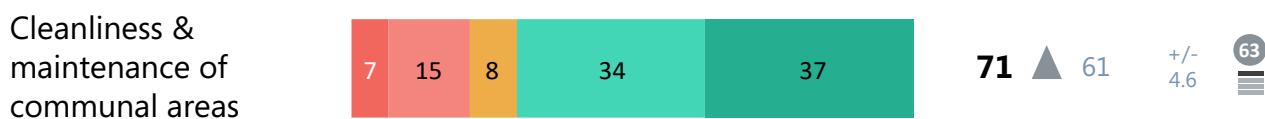
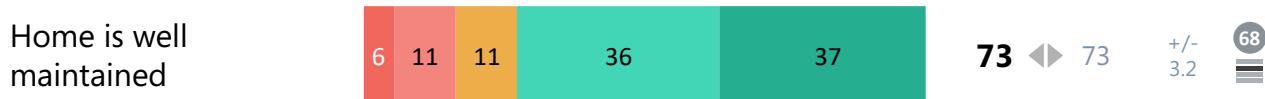
4. The home

4.1 Satisfaction with the home

% Bases (descending) 727, 727, 284 | Excludes non respondents



satisfied 2025/26 satisfied 2024/25 error margin bench mark

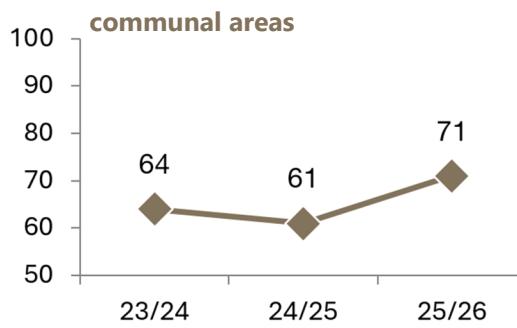
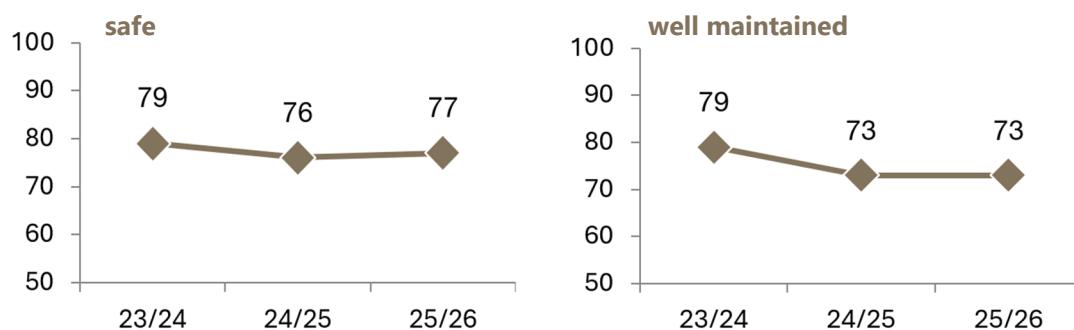


very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

significantly worse (95%) significantly worse (90%) no significant difference significantly better (90%) significantly better (95%)

Benchmark median

Benchmark quartile



4. The home

By people

- The **under 50s** remain the least satisfied with both property maintenance and safety, with the 35-49 group significantly less satisfied than average with maintenance (58%), and its safety (59%, see table 10.11).
- In addition, satisfaction amongst the under 35s has fallen for both measures; maintenance (68%, down 5%) and safety of their home (74%, down 4%).
- In this section of the survey the 50-64 age group is distinct in being far less satisfied with communal cleaning and maintenance than the rest of the sample (57%), including 34% actively dissatisfied.
- The highest ratings for maintenance and safety of the home are again to be seen amongst the over 64s (84% and 89%, respectively).
- It is, however, interesting that **male** respondents are significantly more likely than **females** to feel satisfied with the safety of the building (80% v 75%), including a nine point gap in the proportion that are 'very' satisfied.
- Respondents in their **first year** with the council are more satisfied than average that their home is well maintained (77%) and safe (85%), but when the length of tenure reaches 6-10 years satisfaction is significantly lower than average (65% 'maintenance', 66% 'safety').
- Tenants from a **BAME** background remain more satisfied than their White British neighbours with the cleaning and maintenance of communal areas (79% v 70%).

By place

- By **property type**, respondents in houses remain the least satisfied with property maintenance (62%), compared to 88% in bungalows and 77% in flats/maisonettes.
- Respondents in bungalows are also once again the most likely to be satisfied with safety (91%, including 65% that are 'very satisfied'). As with the rating for maintenance, satisfaction with safety is significantly lower for houses (69%).
- All three ratings in this section are higher than average for **sheltered** tenants. However, there has been a large improvement in satisfaction amongst **general needs** tenants with the cleaning and maintenance of communal areas from 56% to 69%.

Once again, **City Stanmore** residents are significantly less satisfied with the maintenance and safety of their homes (59% and 66%) which is down 3% and 4% respectively. However, they are far more satisfied with the communal maintenance and cleaning (81%, was 53%), with this service rated better than a year ago in every area apart from City Week, which has a small sample size

- There has been a notable 11% fall in satisfaction with the maintenance of the home in **Rural North** from 75% to 64%, with satisfaction here significantly lower than average.

4. The home

Home is safe

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	5	10	10	29	46	74 	75	+/- 3.9
Sheltered/Extra care	231	2	5	6	33	54	87 	83	+/- 4.3

Home is well maintained

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	7	12	11	36	35	70 	71	+/- 4.0
Sheltered/Extra care	231	1	2	9	44	44	88 	86	+/- 4.2

Communal areas

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	8	15	9	32	37	69 	56	+/- 4.1
Sheltered/Extra care	231	3	13	8	37	39	76 	75	+/- 5.5



5. Repairs

74 %



service in last 12 months

72 %



time taken to complete repair



The ratings in this section are also close to those achieved last year, but this means they have arrested the previous significant fall



Indeed, satisfaction with the repairs service over the last year is no longer the main key driver of overall satisfaction



Both stay in the top half of local authority landlords nationally



There are improvements in the scores for the under 35s, but a drop amongst the 35-49 age group

5. Repairs

After a disappointing set of survey results last year that saw a drop in satisfaction with the repair service, the fall has now been arrested, with figures that **haven't varied significantly** over the last 12 months.

Overall, this means that around three quarters of those that had received a repair over the last 12 months are again **satisfied with the service they received**, compared to 18% dissatisfied. Whilst this is still below the 80% level achieved two years ago, it is nevertheless in the **top half** of local authority landlords nationally where the average is just 72%.

Satisfaction with the second regulatory measure that asks about the **time taken** on the last repair is the same, being identical to last year, but at 72% it is still six points lower than two years ago. The benchmark median is 68%, so it nevertheless remains comfortably above average.

The fact that most tenants have received a recent repair (73%) means that any improvements in this service are likely to have help the overall perception of the Council as a landlord. However, it isn't as strongly correlated with overall satisfaction as it was last year (section 3), possibly because performance is now more stable than it was then.

Whilst overall there is little change over time, there are some interesting variations by **age group** with improvements in the scores for the under 35s, but a drop amongst the 35-49 age group (see below).

By people

- There is an improvement in satisfaction with repairs overall amongst the **under 35s** (66%, was 60%), but those aged 65+ are still the most satisfied group (87%). This pattern repeats for the time taken to complete the last repair (see table 10.11).
- Unlike the youngest respondents, the 35-49 age group is less satisfied than a year ago with both the repairs service overall (65%, down 5%) and the time taken (62%, down 6%). Satisfaction is again significantly higher than average amongst those aged 65 or over.
- Respondents from an **ethnically diverse** background are 7% less satisfied with repairs overall than they were a year ago (now 75%), although this is from a relatively small sample size.
- Overall repairs satisfaction is very high for **long term tenants** (81% at 11–20 years). However, respondents who have been a tenant for 6–10 years are significantly less satisfied with both the service overall and the time taken (both 65%).

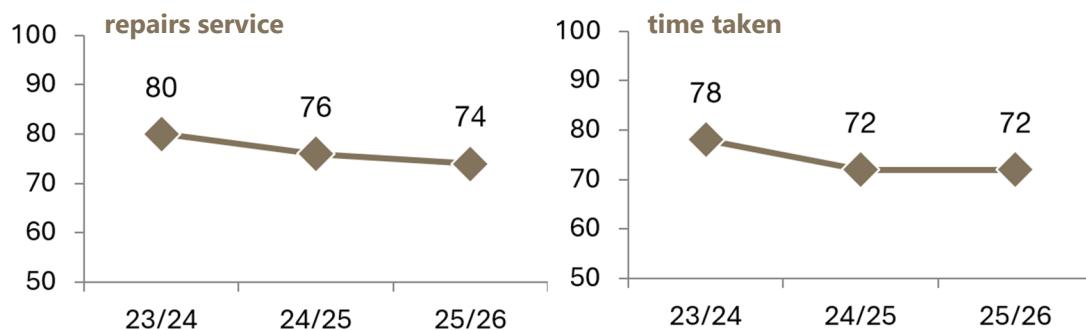
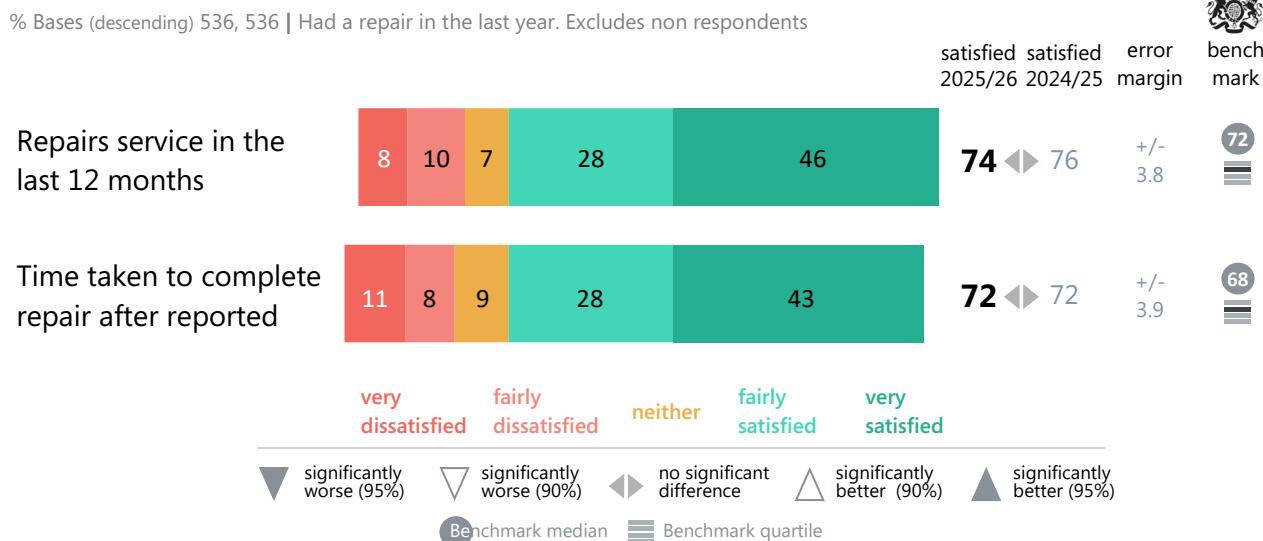
By place

- **Rural** tenants are again more satisfied with the repairs service overall (78%), compared to 71% amongst city residents with this pattern extended to the other rating for the time taken (75% v 69%, table 10.18).
- There is only one statistically significant difference from the norm by **district** with City Stanmore residents significantly less satisfied than average with both service in the last 12 months (60%) and the time taken (59%). Notably, the former is down a notable 11% on the overall repairs rating.
- **Sheltered** tenants remain more satisfied than general needs on both questions, most notably with the repairs service overall (85% v 72%), however, scores are almost identical to that seen a year ago.
- Both scores are also significantly below average for tenants who live in **houses** (67% service, 64% time taken).

5. Repairs

5.1 Repairs and maintenance

% Bases (descending) 536, 536 | Had a repair in the last year. Excludes non respondents

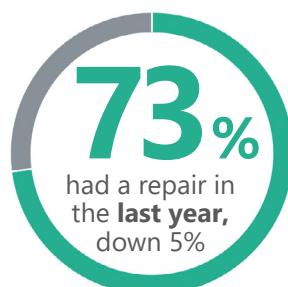


Repairs in the 12 months

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	10	11	8	28	44	72	73	+/- 4.0
Sheltered/Extra care	231	3	6	5	31	54	85	86	+/- 4.6

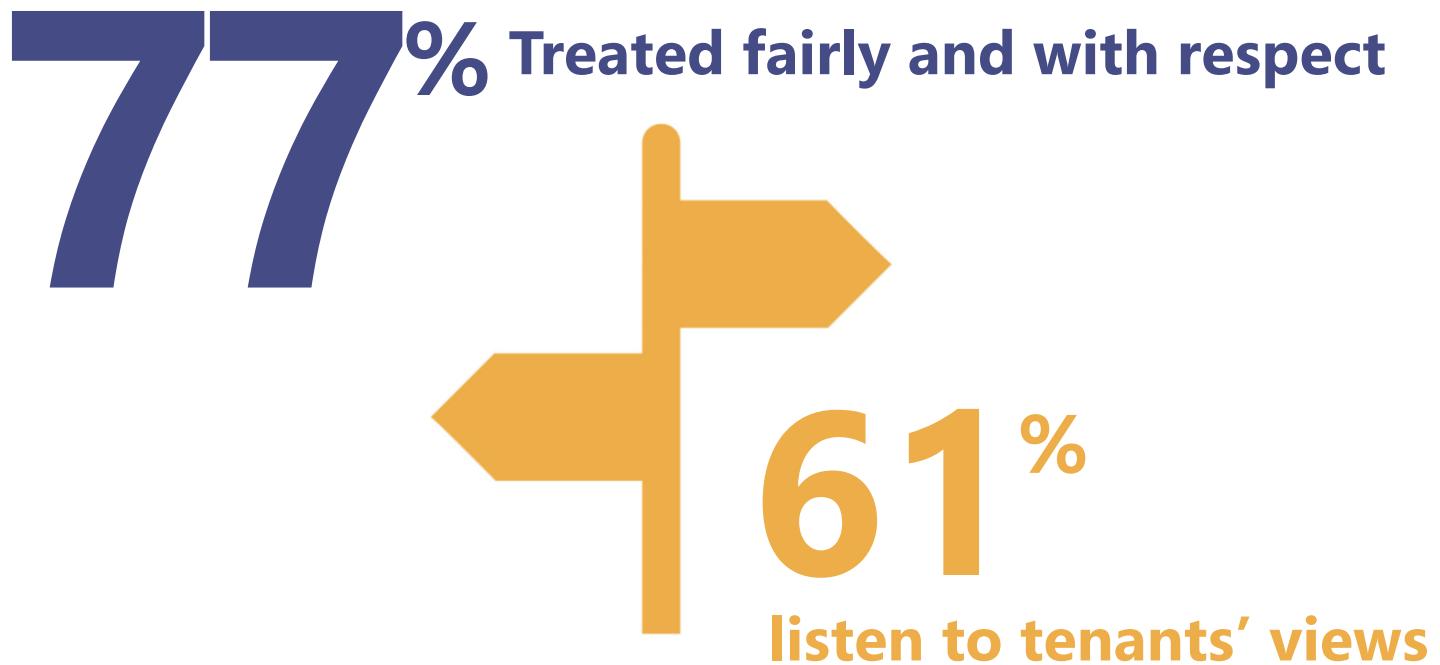
Time taken

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	12	8	10	29	40	70	70	+/- 4.0
Sheltered/Extra care	231	4	9	8	25	54	79	80	+/- 5.3





6. Communication



Communication is a theme of the survey results, with three of the five key drivers from this section



Satisfaction that housing services is easy to deal with, a 'customer effort' score, has improved significantly this year



All three TSM questions in this section remain slightly above their respective benchmarks



These three are on average 8% higher for ethnically diverse tenants compared to the rest of the sample

6. Communication

This year the strongest predictor of overall satisfaction is the extent to which tenants feel they were being **treated fairly and with respect**, so it is positive to find that over three quarters continue to feel this way (77%), which is slightly above the national average of 75%.

The same pattern is true for the two other TSM ratings in this section of the survey, which are both also unchanged over time and rated slightly above the equivalent benchmark. This includes 70% of the sample that feels they are **kept informed** about things that matter to them, and 61% who feel that their views are being **listened to** and acted upon. The latter has stabilised, having fallen significantly last year, but it is still the third strongest key driver (section 3).

In fact, three of the five best predictors of overall satisfaction are in this section of the survey, highlighting communication and customer focus is an important theme of this year's results.

The third of these is whether the housing service is **easy to deal with**. This isn't one of the twelve TSM questions required by the regulator but is instead focused specifically on the customer service experience, being considered a way of scoring the level of **customer effort** required to interact with a service provider.

This question is only one of two throughout the survey that have **improved by a statistically significant margin**, with cumulative satisfaction increasing by just two percentage points (now 73%), but this includes a pleasing 5% increase in the proportion that are 'very' satisfied. The improvement mainly comes from general needs respondents (see below). This is even more welcome as it was one of the ratings that fell significantly last year.

Nevertheless, it is important to note that there is an increase in the proportion of survey comments related to communication, most notably a five-fold increase in those asking for the Council to be better at returning their calls and emails (section 9).

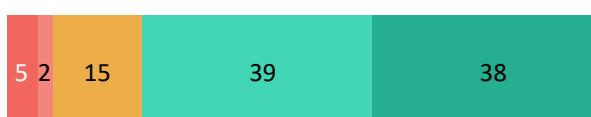
6.1 Fairness and respect

% Bases (descending) 720 | Excludes non respondents



agreed agreed error bench
2025/26 2024/25 margin mark

Treat tenants fairly and with respect



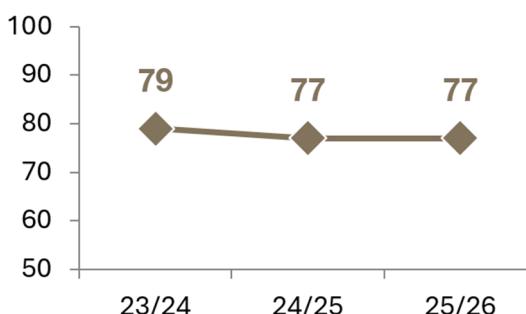
77 77

3.1

75

strongly disagree disagree neither agree strongly agree

significantly worse (95%) significantly worse (90%) no significant difference significantly better (90%) significantly better (95%)
Benchmark median Benchmark quartile



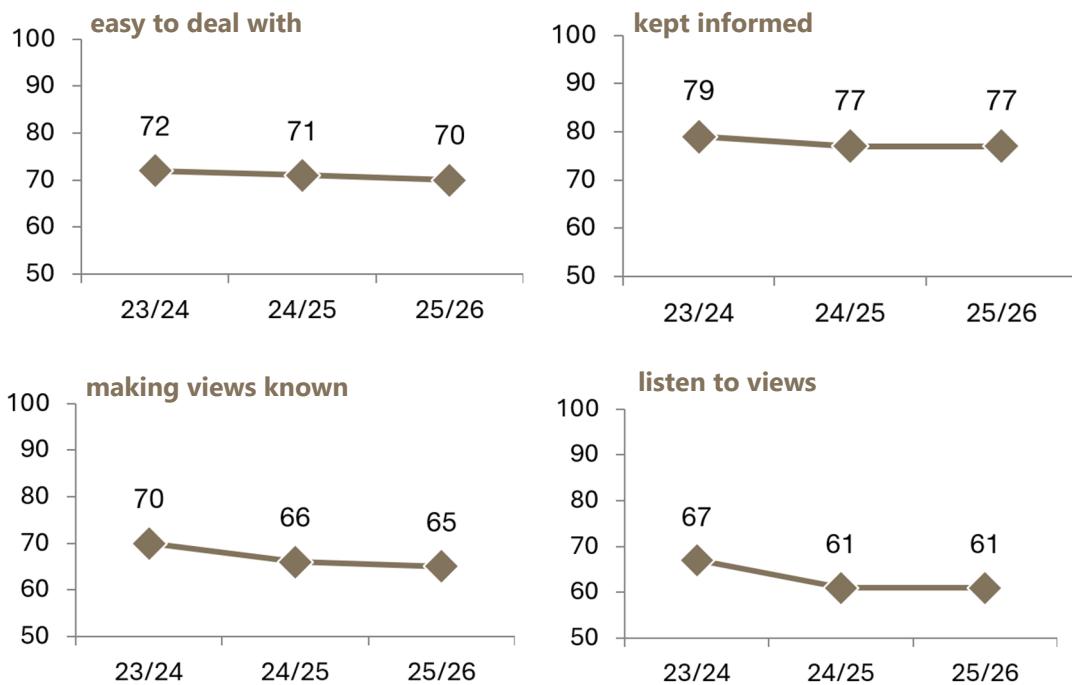
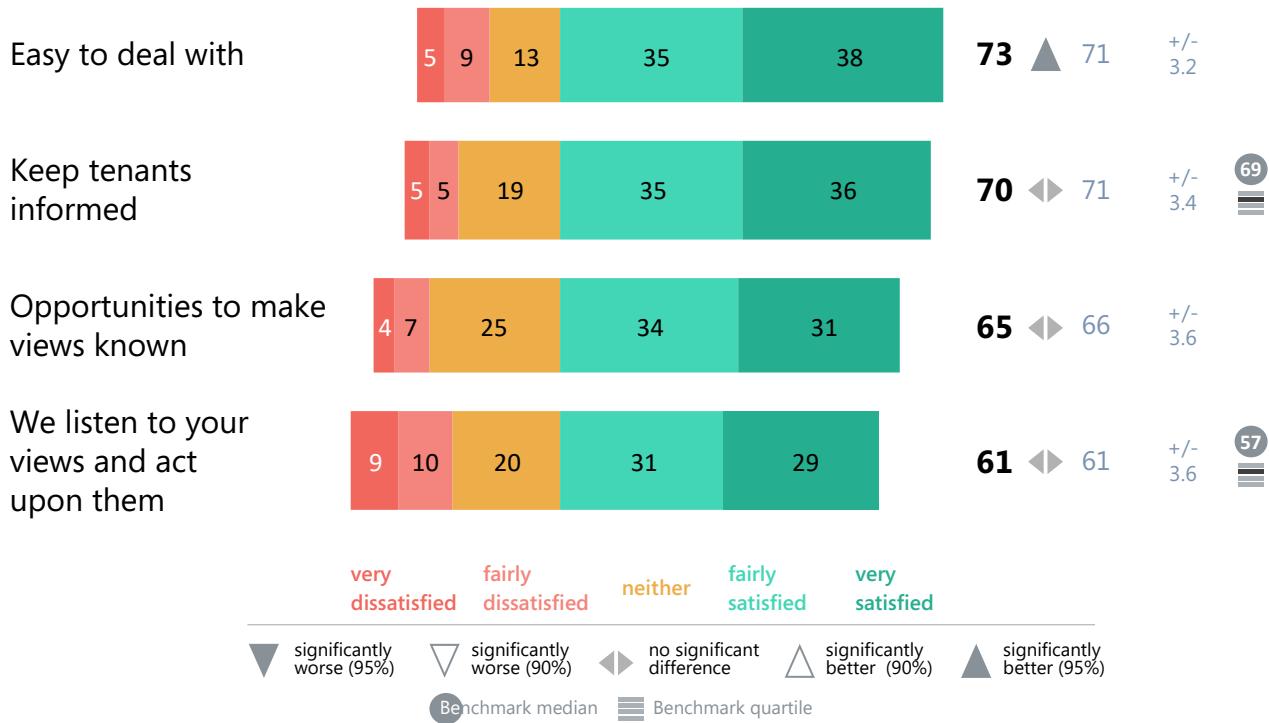
6. Communication

6.4 Communication

% Bases (descending) 724, 713, 690, 697 | Excludes non respondents



satisfied 2025/26 satisfied 2024/25 error margin bench mark



6. Communication

By people

- All scores are once again generally lower than average for the under 50s, significantly so for 35-49 year olds, and above average for those of retirement age (see table 10.11).
- Nevertheless, it is noted that the under 35s are now 4% more likely to agree that they are treated fairly and with respect than a year ago (82%, was 78%). Conversely, they are far less satisfied that they are listened to and have their views acted upon than they were previously (45%, was 57%).
- Once again there is a difference between **ethnically diverse** respondents and those that are White British, with satisfaction amongst the former being on average eight points higher than the latter on the three TSM measures (see table 10.14).
- **New tenants** are typically more positive than average with most aspects, especially being treated fairly and with respect (84% agreed), which is 7-points above average (table 10.17).

By place

- The only notable geographic difference is that respondents in **City Stanmore** are typically significantly less satisfied than average with all ratings (table 10.19).
- Respondents in **sheltered** accommodation remain more positive with every rating than those in general needs but are slightly less satisfied than a year ago that they are listened to (71%, was 74%).
- Both groups are more satisfied that the council are easy to deal with than they were a year ago, with satisfaction improving significantly amongst **general needs** thanks to a 7-point increase in the proportion who are 'very satisfied' (now 37%).
- Respondents in **houses** are significantly less positive than the rest of the sample on all these ratings, including their views are listened to (54%), being kept informed (61%), and being treated fairly and with respect (70%).

6. Communication

Fairness & respect

	Base	strongly disagree	disagree	neither	agree	strongly agree	agreed 2025/26	agreed 2024/25	error margin
General needs	494	6	3	16	38	38	76 	75	+/- 3.8
Sheltered/Extra care	231	0.4	2	11	48	38	86 	86	+/- 4.5

Easy to deal with

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	6	10	14	34	37	70 	69	+/- 4.0
Sheltered/Extra care	231	3	1	14	41	41	82 	80	+/- 5.0

Listen to views

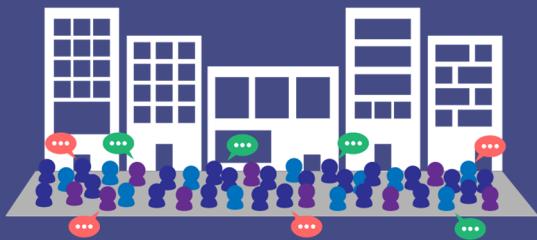
	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	11	10	22	29	28	58 	58	+/- 4.4
Sheltered/Extra care	231	3	8	19	43	29	71 	74	+/- 5.9

Keeps tenants informed

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	6	6	20	35	35	69 	69	+/- 4.1
Sheltered/Extra care	231	2	5	18	38	38	75 	76	+/- 5.6

Making views known

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	5	8	24	34	30	64 	65	+/- 4.2
Sheltered/Extra care	231	2	6	25	37	33	69 	72	+/- 6.0



7. Neighbourhood



- ➡ The contribution to the neighbourhood has been stable for three years
- ➡ Satisfaction with how ASB is handled is down, but not by a statistically significant margin with many just being unsure
- ➡ The ASB rating is lower than the national benchmarks, but this tends to be lower anyway for self completion surveys
- ➡ Although still giving lower ratings than other districts, both measures score higher than last year in City Stanmore

7. Neighbourhood

In keeping with the pattern of overall satisfaction, the neighbourhood management scores are **stable**, including a similar 2% variation over the past three surveys on how tenants' rate housing services' contribution to their neighbourhood.

Indeed, the **positive contribution** that housing services makes to the neighbourhood score is almost identical to the average across all local authorities in England (91% and 62% respectively), although the Regulator has cautioned against drawing too many conclusions from such comparisons, due to the wider than normal variation in these scores, some of which are related to survey methodology.

Indeed, around a quarter of those that responded to this question chose the middle point on the scale, which is normally indicative of a lack of knowledge or certainty on a topic.

This pattern is even more evident amongst respondents when asked about how their landlord handles **anti-social behaviour**, with a third simply ticking the 'neither' middle point on the scale, compared to around half that are satisfied (51%) and 16% that are actively dissatisfied. This high degree of uncertainty, most commonly evident in self-completion surveys, is why the level of satisfaction is a little lower than amongst similar landlords (benchmark 57%).

By people

- Satisfaction with the contribution to the neighbourhood is rated highest for the **65+ age group** (70%), whilst only 55% of the 50–64 year olds say the same. Once again, the 35–49 year group is the least satisfied (50%). Interestingly, the highest scores are given by both the youngest and oldest age groups (68% and 70% respectively).
- For the ASB question the lowest score is given by respondents aged 50–64 (42%), which is down 5% since last year. Conversely, it is significantly higher than average for those aged 65+ (60%).
- **New tenants** (under 1 year) are significantly more satisfied than average with the council's contribution to their neighbourhood (80%, up 11%) with satisfaction falling to 61% for 1–2 years tenure and even further at 6–10 years (55%).
- Respondents from a **BAME** background are more satisfied than White British respondents with the council's contribution to where they live (71% and 61% respectively). However, in terms of satisfaction with the approach to handling ASB they are almost identical (54% v 52%), with BAME respondents notably 19% less satisfied than they were a year ago (was 73%).

By place

- **City Stanmore** residents again report significantly lower than average levels of satisfaction with the council's contribution to their neighbourhood (57%), however this has improved 8%. They are also the least satisfied with how ASB is dealt with (48%), but this too has improved by 6% (table 10.19).
- There is absolutely no difference in either score between **Rural or City** residents, but this means that the former are 10% less likely to be satisfied with ASB handling than they were last year (51% v 61%).
- Respondents living in **houses** are the least satisfied with both their landlord's contribution to their neighbourhood (52%) and with how ASB is dealt with (41%). Both ratings in this section remain significantly higher than average amongst those in bungalows despite both falling 6% compared to a year ago (table 10.16).
- Similar to the pattern seen a year ago, tenants in **sheltered** accommodation remain more satisfied than general needs tenants with both the Council's contribution to their neighbourhood (73% v 59%) and their approach to ASB handling (63% v 48%). However general needs tenants are less satisfied with the latter compared to a year ago (was 53%).

7. Neighbourhood

7.1 Neighbourhood

% Bases (descending) 671, 571 | Excludes non respondents

% % error
satisfied satisfied 2025/26 2024/25 margin
bench mark



Positive contribution to neighbourhood



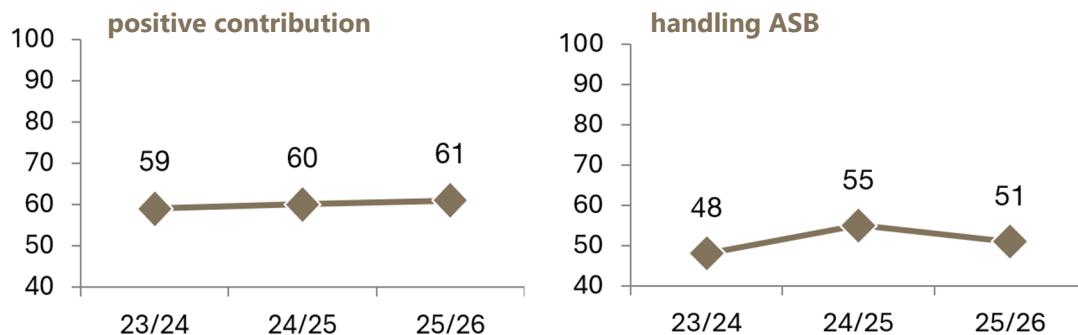
Approach to handling ASB



very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

▼ significantly worse (95%) ▼ significantly worse (90%) ◀ no significant difference ▲ significantly better (90%) ▲ significantly better (95%)

Benchmark median Benchmark quartile



Positive contribution

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	5	9	28	36	23	59	57	+/- 4.3
Sheltered/Extra care	231	2	3	22	33	39	73	74	+/- 5.7

Approach to handling ASB

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	8	10	35	26	23	48	53	+/- 4.4
Sheltered/Extra care	231	3	5	29	36	27	63	61	+/- 6.2



8. Complaints

37%



complaints handling

18%



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 decreased by 5% and satisfaction with complaints handling has increased slightly



This rating is now in the top quartile compared to the national average score of 31%

8. Complaints

The Tenant Satisfaction Measures framework was designed to cover the most widespread concerns amongst social housing tenants, including using language that relates to the everyday experiences of using these services. This includes asking survey respondents to **decide for themselves** if they have recently complained to their landlord rather than limiting it to a narrow definition of what constitutes a formal complaint.

Accordingly, for tenants this covers a wide range of interactions, few of which are typically formal complaints, with many more being **escalated service requests** such as following up on issues with previously reported repairs.

Indeed, from 2024/25 data for local authority landlords published by the regulator, an average of 27% of survey respondents say they have **made a complaint** using this less formal definition.

This proportion was already **lower than average in Winchester** last year, but there that figure has now dropped even further to just to 18%, reversing the increase observed between 2023 and 2024.

Satisfaction with how complaints are managed hasn't changed significantly since last year, although by creeping to 37% it is above the national benchmark median of 34%. Indeed, although still low compared to other survey questions, the Council's score is nevertheless now good enough to be in the benchmark **top quartile**.

By people

- Tenants aged **35-49** are more likely to have complained to the Council than any other age group (26%, up 3%), followed closely by 23% of the under 35s. In comparison, around one in eight of the 65+ age group have made a complaint (12%) which is down 7%.
- In addition, those aged 35-49 are the least satisfied with how complaints are handled (25%). In contrast, more than half of the over 65s who complained say that are satisfied (53%), which is up 6% compared to last year.
- As seen previously, respondents from an **ethnically diverse** background remain far more satisfied than White British respondents with how the council handles complaints (65% v 32%), with the former up 20%.

By place

- By **property type** complaints from residents in flats/maisonettes are the most common (21%), followed by 17% in houses and 13% in bungalows. Tenants in houses are the least satisfied with how their complaint was handled (20%).
- Slightly more general needs than sheltered tenants have made a complaint (19% v 13%), with the latter remaining the most satisfied with how it was handled (53% v 34%).
- Tenants in **rural** areas are now as likely to have made a complaint than those in city areas (both 18%), with complaints from the latter down 9%.
- There is a fourteen-point spread across the six main **districts** on the proportion making a complaint – ranging from 8% in City Week to 22% in City Winnall and Highcliffe. Due to the small sample sizes there are no significant differences in satisfaction with how such complaints are handled by district.

8. Complaints

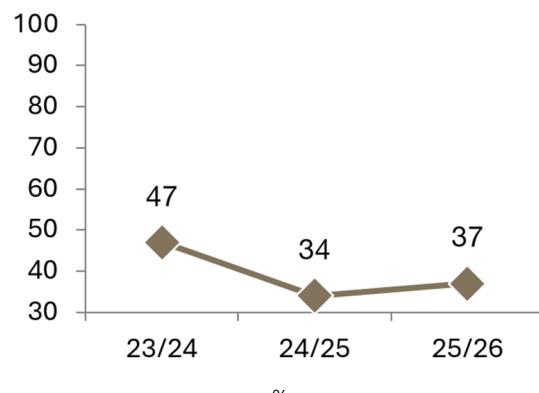
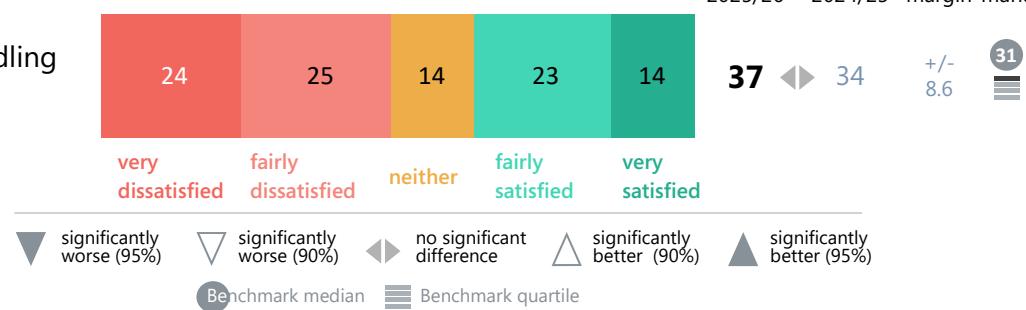
8.1 Complaints

% Base 132 | Made a complaint in the last 12 month. Excludes non respondents

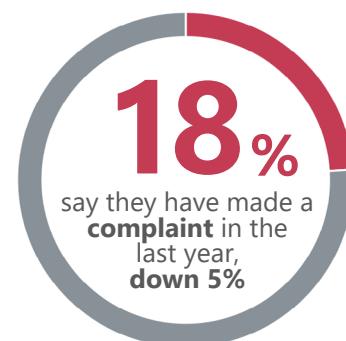


satisfied
2025/26 satisfied
2024/25 error
margin

Approach to handling complaints



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2025/26	satisfied 2024/25	error margin
General needs	494	26	26	14	22	12	34	31	+/- 4.2
Sheltered/Extra care	231	6	17	24	22	31	53	49	+/- 6.4



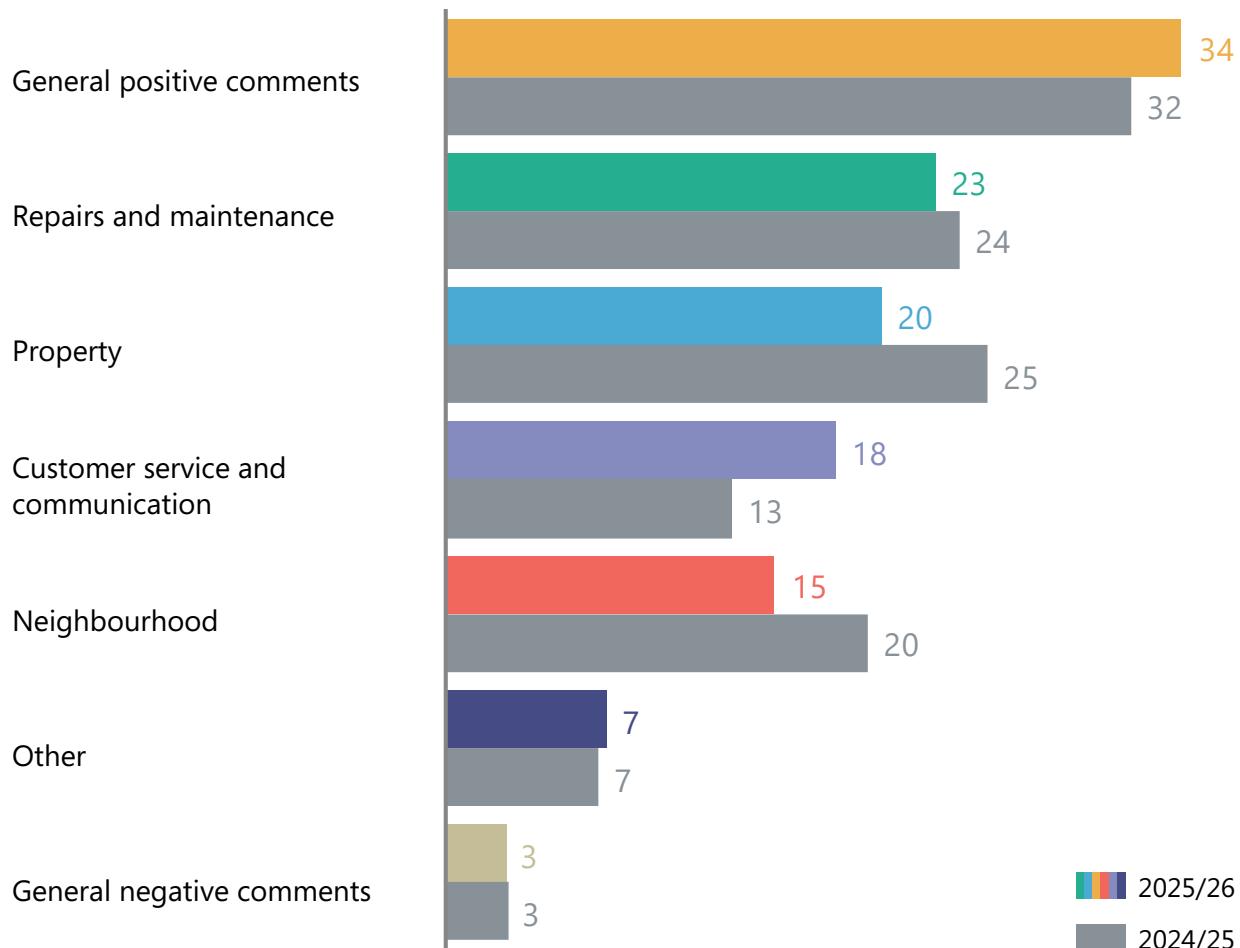


9. Further comments

38%
made additional comments

9.1 Further comments - summary

% Base 283 | 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 about their home and/or the services provided by the Council. 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. There are three interesting features of this chart.

The first is that fewer tenants mentioned specific issues with their **property** (20%, was 25%), which may be related to the fact that ratings for both property maintenance (section 4) and the repairs service (section 5) are more stable this year. The second is that slightly more comments related to the customer service experience or communication than was seen previously (18%, was 13%), reflecting the pertinence of this issue in 2021. The final notable aspect of chart 9.1 is there has been a notable drop in comments about the neighbourhood, back to the level seen in 2023 (now 15%).

The **repairs and maintenance service** is obviously an important aspect of the service for any tenant, so it is unsurprising to find a quarter of comments are on this topic (23%, was 24%) and overtakes property issues as the most important topic.

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** remains the main area to improve (8.3%)

The **speed of response** is the next most mentioned topic, and better quality repairs was mentioned more frequently by the current sample than the previous one (5.5%, was 2.9%).

“Follow up information needs to be given within time frame 10-14 days of call/by workman. Stop inviting workman to my home when I have not asked for them to attend.”

“I did sign up for the Home improvements scheme and a few months later a council official came around to survey on what needs doing and I haven't heard anything since that was early last year.”

“Just awaiting a roofing repair in the next couple of weeks. I've been able to get in touch by phone and its a good job you have a call back service! Need better communication somewhere as it was originally agreed that I'd need a roofer to do the work. Somehow a plumber was dispatched I then heard nothing for a week, so started the process once again. Can be a bit tiring if you don't have stamina!”

“Never return calls as promised. Don't complete works on time. Don't communicate efficiently - left to tenant to chase up.”

“I reported I had no heating or hot water ... 12 days in all [to fix] this is not good enough.”

“To act quicker when making reports on housing repairs. Communication needs to be better with the tenants / contractors who are appointed to seeing houses that need repairs.”

Property improvements continue to be an important topic but notably less so compared to a year ago (20%, was 25%).

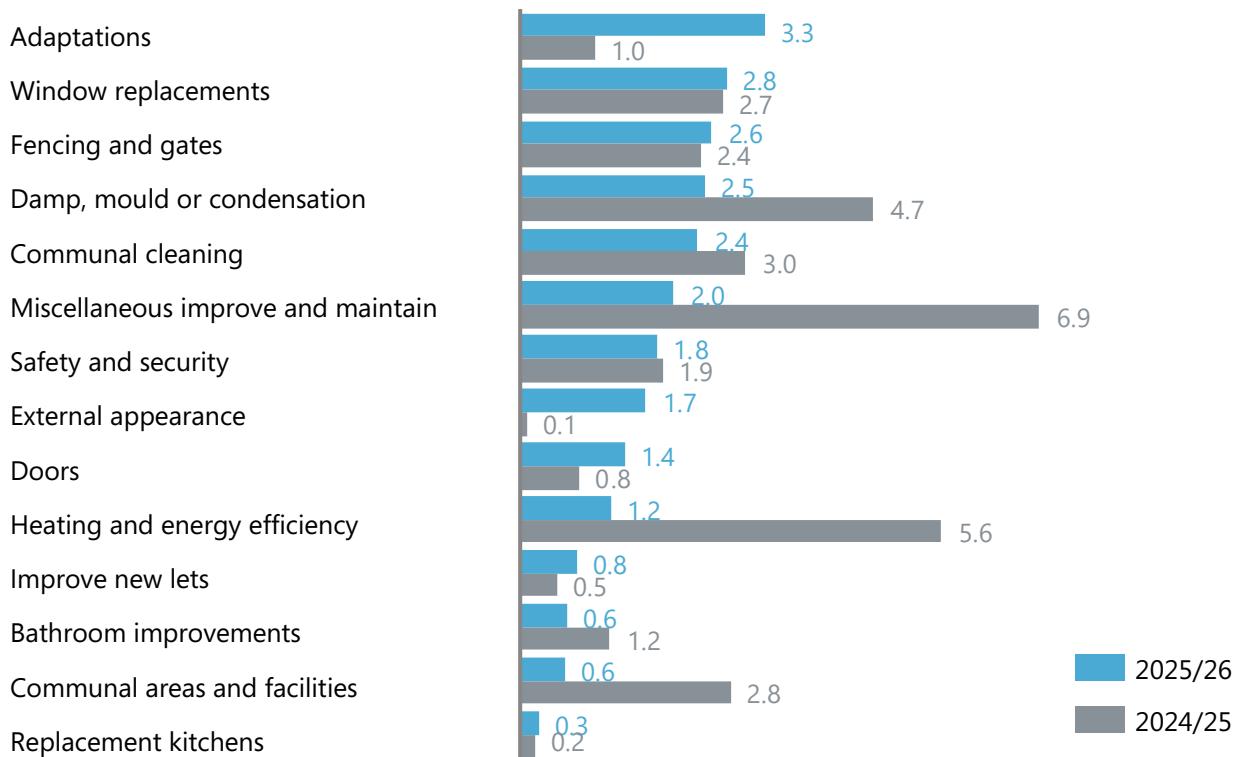
This year there are fewer complaints about general maintenance (chart 9.2), plus a notable decrease in comments about the **heating and energy efficiency** (1.2%, was 5.6%) as well as the related theme of **damp, mould or condensation** (2.5%, was 4.7%).

Instead, comments on adaptations and the external appearance of the property are now more prevalent than they were in 2024. Typical comments on these themes include:

9. Further comments

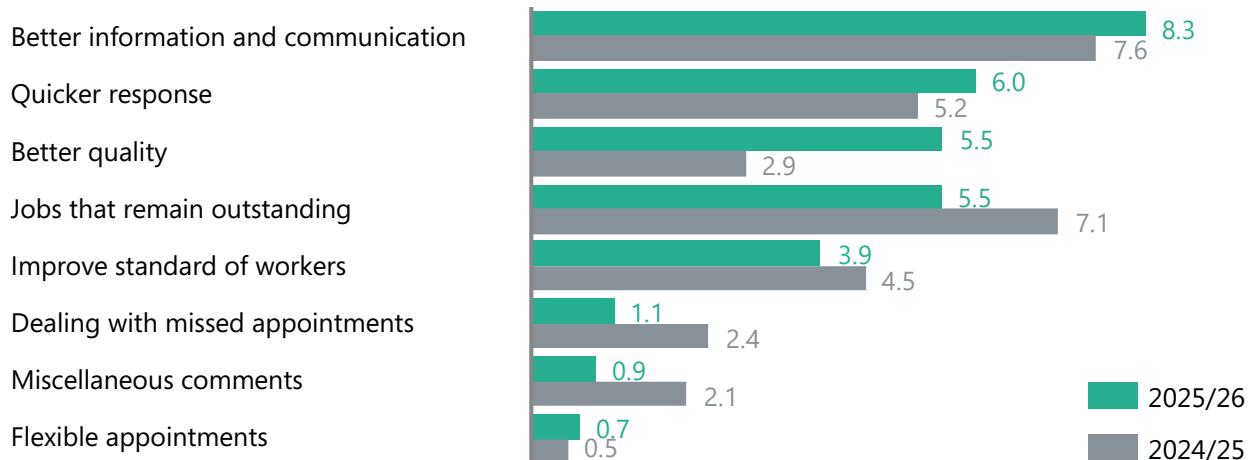
9.2 Property comments - detail

% Base 283 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9.3 Repair and maintenance comments - detail

% Base 283 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

“I am disabled and the OT have said this house is not suitable for me. I am a wheelchair user, and I can't get in and out of the house because of steps by door and footpath.”

“There is a problem with getting adaptions sorted like lowering things it has to go through Hampshire County Council then back to WCC.”

“Would like intercom lowered so can reach and intercom in bedroom so don't have to sleep in chair 24/7.”

“I am unable to open my flat door & have to rely on the carers having to do so. Since the doors were upgraded it is worse. A push button to open the door would aid me greatly.”

“I have severe problems with the front door to my flat and have wait over 18 months for help.”

“Only issue is the security doors to building have been troublesome.”

“When is the outside getting painted?”

“Estate looks unkempt - untidy. Student houses and overgrown lawns.”

The need to make improvements to **communal areas and facilities** is another topic mentioned less by the current sample than the previous one, which in part can be explained by the significant increase in satisfaction with this element of the service (see section 4). That said, some tenants did still mention the communal cleaning service:

“Awarding contracts for communal cleaning and gardening to lowest tender is false economy.”

“Communal rooms, passageways stairways lifts and toilets. There seems to be little or no supervision. To ensure cleaners have done their job properly as these areas are very often, I have we say forgotten and are untidy or dirty.”

“The communal lounge toilets need a very good cleaning, carpets in the lounge needs cleaning also the lounge suite under cushions not very nice. Our big bins in the bin storage also needs a wash, smelling.”

“I feel that the cleaners that clean communal areas do not do a very good job, they use cold dirty water that they've already used, windows are left dirtier than when they started. As I pay a little each month towards this I feel they need to do better.”

Communication is the main theme of this year's survey results, (section 3), so it's important to note a substantial increase in the proportion of tenants asking for improvements in answering calls and emails, (4.8%, was 0.9%, chart 9.5). There are also more comments this year about listening in a more meaningful way (4.3%, was 2.3%) and keeping tenant better informed (3.8%, was 2.6%)

“My dissatisfaction lies in the fact that despite numerous reminders, emails, phone calls, nothing gets answered so nothing gets done. Our Housing Officer is lovely, very friendly but never answers any queries or returns to give an update/feedback. When I phone Housing Services, the person who answers, takes details but then utters the dreaded and expected words “okay, thanks for letting us know, we will pass back your concerns - to your housing officer” which means yet again, nothing gets done. Round and round it goes.”

“Impossible to contact, never return calls or emails, the correct team are never available.”

“Online portal does not always get a response and is forgotten about, so you either give up or phone.”

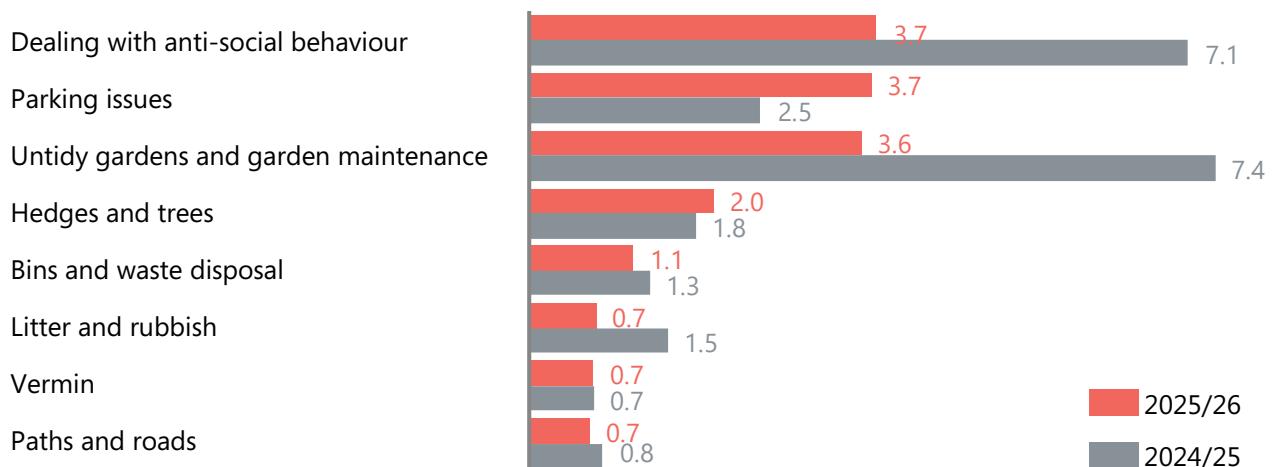
“The time and number of people that takes to respond to a query is not acceptable. However, everyone we have spoken to so far are polite, respectful, caring. It's not the people, it is the system that needs looking into.”

“A little more understanding of tenant's standards of living. Listen more carefully to issues that affect

9. Further comments

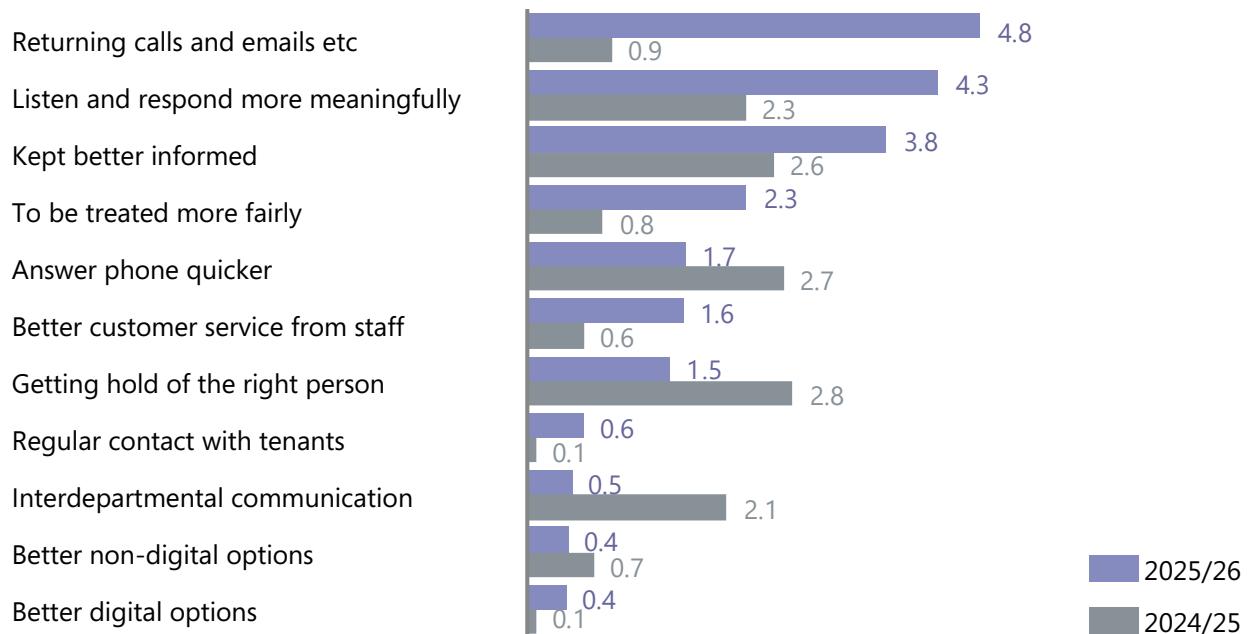
9.4 Neighbourhood comments - detail

% Base 283 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



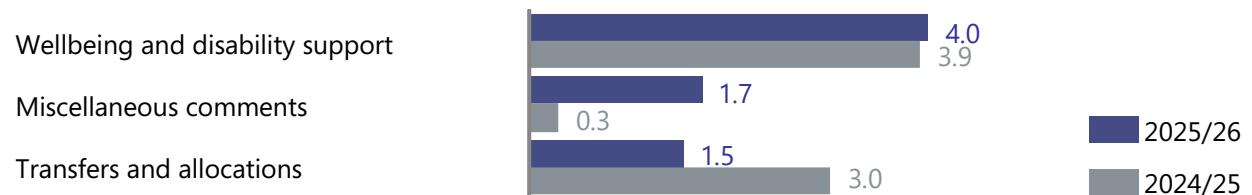
9.5 Customer service and communication comments - detail

% Base 283 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9.6 Other comments - detail

% Base 283 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

them regarding repairs and neighbour's attitudes. Be honest."

"If they listen to us we could solve problems together!"

"The maintenance portal gives out the wrong information on bookings, which the council are aware of and haven't rectified despite saying they would."

"Mostly a good service, when there is a problem it tends to be due to poor or lack of communication."

There are fewer comments about the neighbourhoods than in 2024 (15%, down from 20%, chart 9.1). Whilst there has been a fall in the proportion of comments about how **ASB is dealt with** (3.7% was 7.1%) and **untidy gardens and garden maintenance** (3.6%, was 7.4%, chart 9.4), there has been a slight increase in comments about **parking** from 2.5% to 3.7%.

"Parking for disabled on housing estates not enough spaces."

"The parking is an absolute nightmare, people park in the turning circle so no one can turn around and have to reverse onto a main road. Also, people consistently park over dropped curbs which makes it harder for residents (Eversley Place) we have noticed this is all over this area and something needs to be done."

"To many HMO'S so no parking, people carrying on with no regard for their neighbours. Not a nice area to live anymore."

As always, it is important to remember that around a third of feedback was of a positive nature (34%, up from 32%). We therefore conclude with a selection of comments that highlight the **positive** perception of the services that many hold:

"A big thank you to all staff at Winchester Council, and a big thank you to all contractors that have made our life so comfortable as Winchester tenants."

"I find them to be a good council overall. I think they do a good job under difficult times. I feel well cared for and easy to get hold of someone if I need to."

"I have always spoken highly of WCC whenever such a subject is discussed."

"Generally speaking, I have found Winchester City Council a good landlord compared to some other councils."

"WCC is much more professional and empathetic compared with the landlords of the private big estates that we had to deal with in the past. Thank You."

"What great landlords Winchester Council are giving myself and wife an opportunity of a lifetime in offering us a beautiful bungalow."

"The grounds and buildings are well maintained, and one can be proud to invite family and friends to visit the place where I live."

"Cleaning has very much improved since I've been here. Very polite young man, no complaints at all regarding the cleaners!"

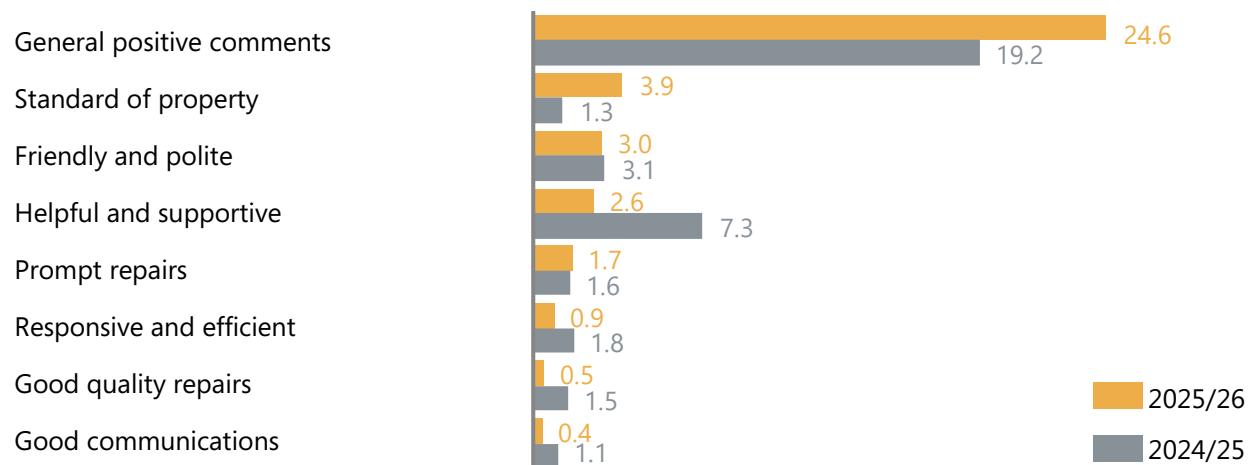
"I am having a really nice experience living in the flat, it is lovely, clean, safe and warm."

"Always such a quick response to us when we need a job done. Thank you."

9. Further comments

9.7 Positive comments - detail

% Base 283 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.





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 remainder of the sample being highlighted in the tables.

10.1 City/Rural

% Base 740

	Total	% 25/26	% 24/25
City	404	54.6	59.5
Rural	336	45.4	40.4

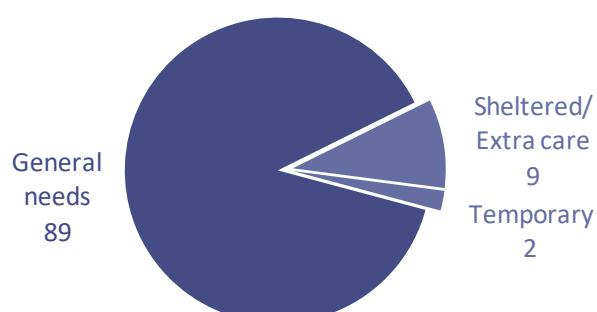
10.2 District

% Base 740

	Total	% 25/26	% 24/25
City Other	115	15.5	14.8
City Stanmore	144	19.4	19.5
City Weeke	44	5.9	7.5
City Winnall & Highcliffe	102	13.8	17.7
Rural North	134	18.1	13.8
Rural South	202	27.3	26.7

10.3 Stock type

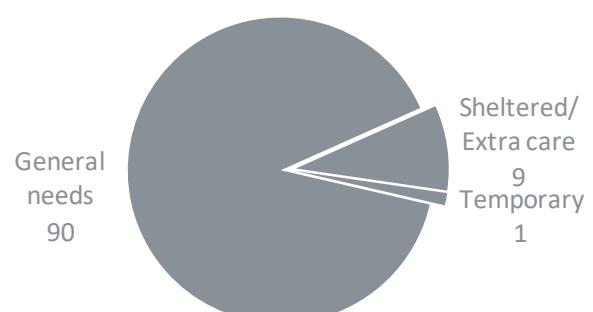
% Base 740



10.4 Ward

% Base 740 (Wards with ten or more respondents)

	Total	% 25/26	% 24/25
Bishops Waltham	32	4.3	4.8
Colden Common & Twyford	31	4.2	4.4
Compton & Otterbourne	18	2.4	2.6
Denmead	29	3.9	2.3
Itchen Valley	10	1.3	0.7
Kings Worthy	49	6.6	5.4
Owslebury & Curridge	21	2.8	1.3
St Barnabas	44	5.9	7.5
St Bartholomew	74	10.0	10.7
St John & All Saints	123	16.7	19.2
St Luke	130	17.6	18.3
St Michael	32	4.3	3.4
Swanmore & Newton	16	2.1	1.1
The Alresfords	44	5.9	5.2
Wickham	27	3.6	5.2
Wonston & Micheldever	19	2.5	1.6

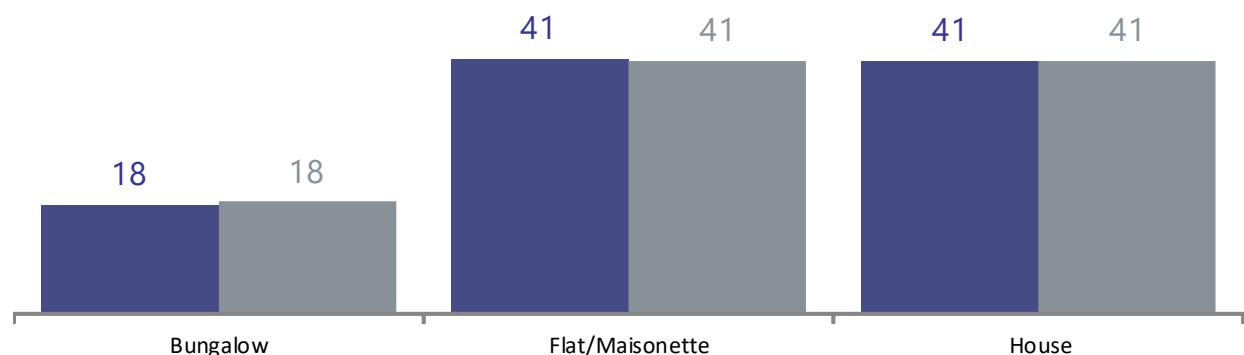


■ 2025/26
■ 2024/25

10. Respondent profile

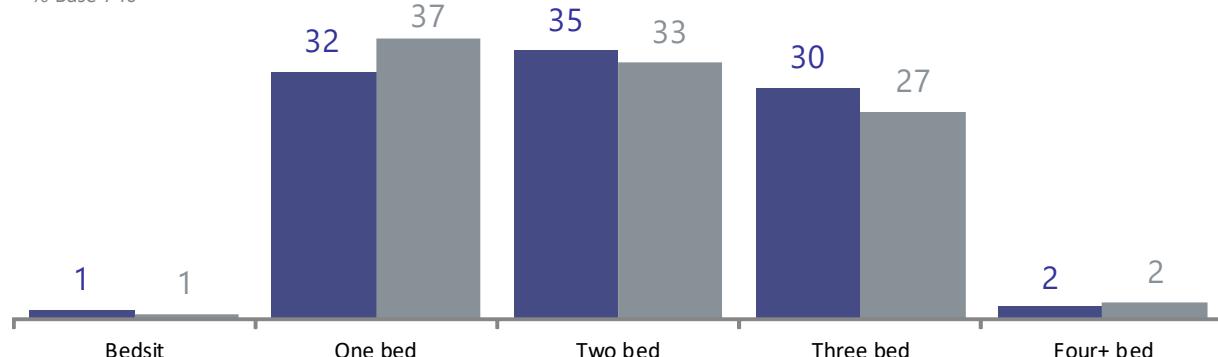
10.5 Property type

% Base 740



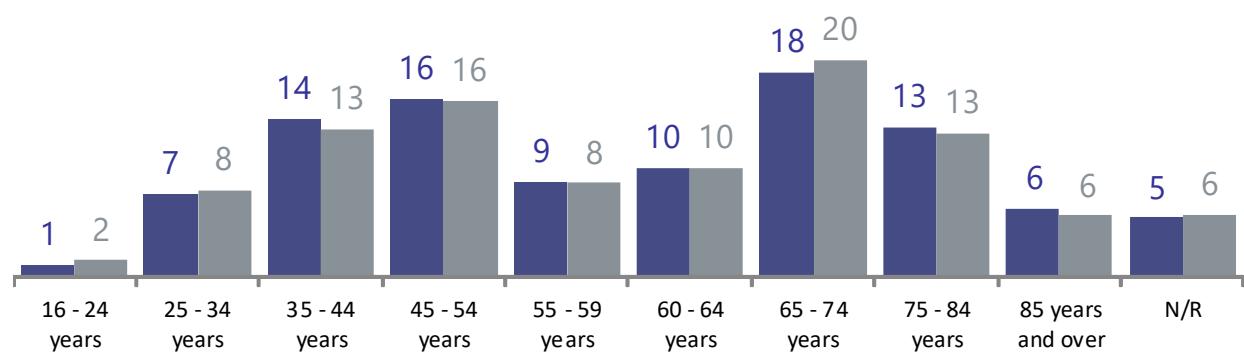
10.6 Property size

% Base 740



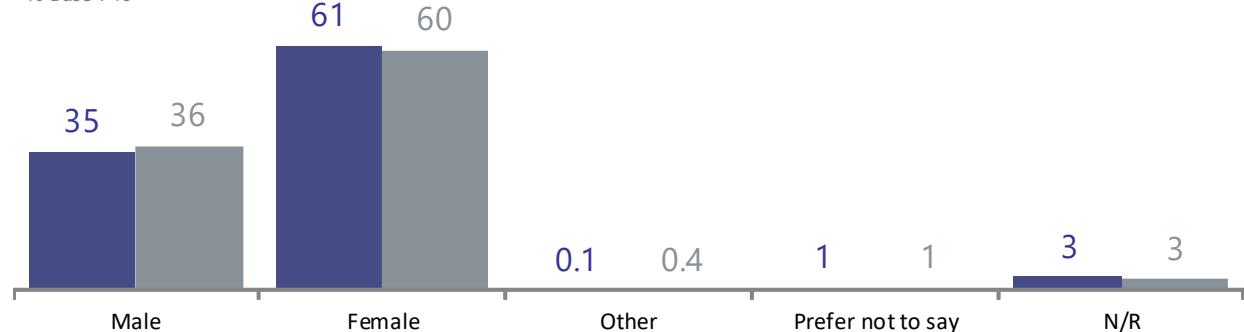
10.7 Age group

% Base 740



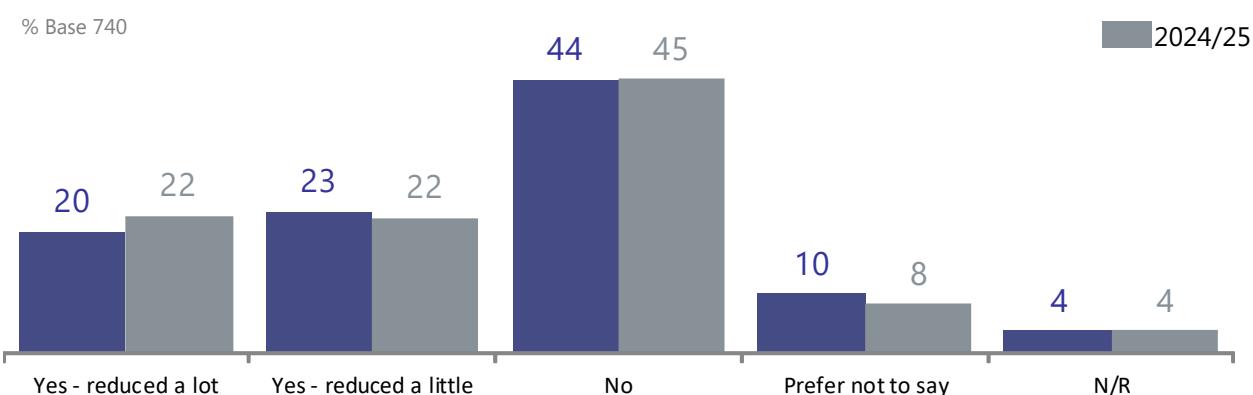
10.8 Gender

% Base 740



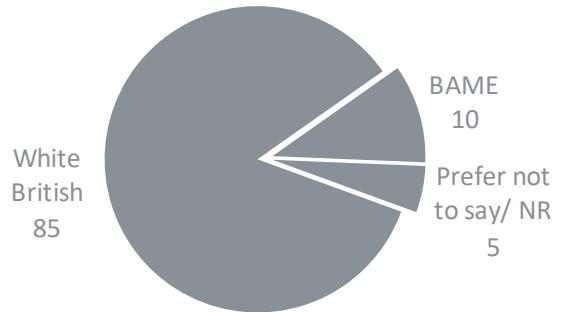
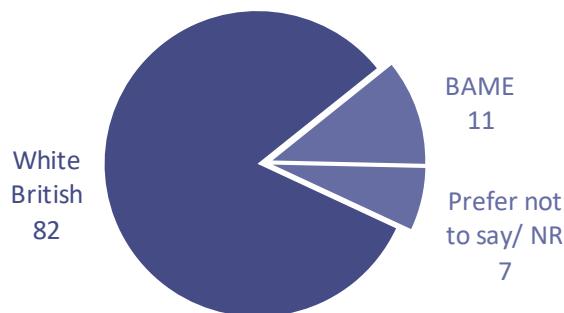
10. Respondent profile

10.9 Disability



10.10 Ethnic background

% Base 740



	% 25/26	% 24/25
Total	82.3	84.7
White British	609	5.4
Any other White background	40	1.5
Mixed or Multiple ethnic groups	11	22
Asian or Asian British	2.9	4.2
Black, Black British, Caribbean or African	0.2	0.7
Any other ethnic group	8	1.1
Prefer not to say	29	3.9
No response	20	2.4
	2.7	2.5

10. Respondent profile

10.11 Core questions by age group

	Overall	% positive			
		18 - 34	35 - 49	50 - 64	65+
Sample size	740	63	160	198	281
Service overall	78	79	63	75	88
Repairs in last 12 months	74	66	60	72	87
Time taken to complete last repair	72	66	62	70	80
Home is well maintained	73	68	58	69	84
Home is safe	77	74	59	72	89
Listens to views and acts upon them	61	45	46	54	76
Being kept informed	70	74	62	64	79
Treated fairly and with respect	77	82	64	73	87
Approach to handling complaints	37	30	25	39	53
Communal areas clean & well maintained	71	78	73	57	76
Positive contribution to neighbourhood	61	68	50	55	70
Approach to handling ASB	51	53	45	42	60

10.12 Core questions by sex

	Overall	% positive	
		Male	Female
Sample size	740	257	453
Service overall	78	80	77
Repairs in last 12 months	74	76	73
Time taken to complete last repair	72	71	72
Home is well maintained	73	74	72
Home is safe	77	80	75
Listens to views and acts upon them	61	63	60
Being kept informed	70	74	69
Treated fairly and with respect	77	78	77
Approach to handling complaints	37	36	38
Communal areas clean & well maintained	71	76	68
Positive contribution to neighbourhood	61	66	59
Approach to handling ASB	51	53	50

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

Sample size	740	% positive	
		Overall	Disability
Service overall	78	77	79
Repairs in last 12 months	74	70	79
Time taken to complete last repair	72	65	78
Home is well maintained	73	73	75
Home is safe	77	76	79
Listens to views and acts upon them	61	58	64
Being kept informed	70	66	76
Treated fairly and with respect	77	75	81
Approach to handling complaints	37	34	36
Communal areas clean & well maintained	71	70	71
Positive contribution to neighbourhood	61	62	62
Approach to handling ASB	51	57	45

10.14 Core questions by ethnic background

Sample size	740	% positive	
		Overall	White British
Service overall	78	79	80
Repairs in last 12 months	74	75	75
Time taken to complete last repair	72	73	75
Home is well maintained	73	73	76
Home is safe	77	77	78
Listens to views and acts upon them	61	61	70
Being kept informed	70	71	76
Treated fairly and with respect	77	77	86
Approach to handling complaints	37	32	65
Communal areas clean & well maintained	71	70	79
Positive contribution to neighbourhood	61	61	71
Approach to handling ASB	51	52	54

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

Sample size	Overall	% positive		
		One bed	Two bed	Three bed
Service overall	78	86	77	71
Repairs in last 12 months	74	80	78	68
Time taken to complete last repair	72	76	73	68
Home is well maintained	73	83	73	64
Home is safe	77	84	76	69
Listens to views and acts upon them	61	70	57	56
Being kept informed	70	78	72	61
Treated fairly and with respect	77	82	80	69
Approach to handling complaints	37	55	37	20
Communal areas clean & well maintained	71	71	68	72
Positive contribution to neighbourhood	61	69	60	51
Approach to handling ASB	51	57	55	40

10.16 Core questions by property type

Sample size	Overall	% positive		
		Bungalow	Flat/ Maisonette	House
Service overall	78	91	79	72
Repairs in last 12 months	74	87	76	67
Time taken to complete last repair	72	84	74	64
Home is well maintained	73	88	77	62
Home is safe	77	91	78	69
Listens to views and acts upon them	61	75	61	54
Being kept informed	70	84	74	61
Treated fairly and with respect	77	87	80	70
Approach to handling complaints	37	63	44	20
Communal areas clean & well maintained	71	74	70	67
Positive contribution to neighbourhood	61	68	66	52
Approach to handling ASB	51	66	55	41

Key

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

*see appendix for more detail

10. Respondent profile

10.17 Core questions by length of tenure

	Overall	Under 1 year	1 - 2 years	3 - 5 years	6 - 10 years	11 - 20 years	21+ years
Sample size	740	61	127	123	125	144	160
Service overall	78	80	83	73	69	80	82
Repairs in last 12 months	74	72	73	68	65	81	84
Time taken to complete last repair	72	77	73	63	65	76	78
Home is well maintained	73	77	78	70	65	75	74
Home is safe	77	85	83	76	65	77	77
Listens to views and acts upon them	61	63	63	59	53	61	64
Being kept informed	70	69	76	74	66	69	68
Treated fairly and with respect	77	84	87	76	68	73	78
Approach to handling complaints	37	83	68	25	24	32	23
Communal areas clean & well maintained	71	90	72	79	49	68	68
Positive contribution to neighbourhood	61	80	61	64	55	58	58
Approach to handling ASB	51	66	60	48	46	49	45

10.18 Core questions by city/rural

	Overall	City	Rural
Sample size	740	404	336
Service overall	78	76	80
Repairs in last 12 months	74	71	78
Time taken to complete last repair	72	69	75
Home is well maintained	73	71	75
Home is safe	77	74	80
Listens to views and acts upon them	61	57	64
Being kept informed	70	69	72
Treated fairly and with respect	77	75	80
Approach to handling complaints	37	35	39
Communal areas clean & well maintained	71	69	74
Positive contribution to neighbourhood	61	61	61
Approach to handling ASB	51	51	51

Key

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

*see appendix for more detail

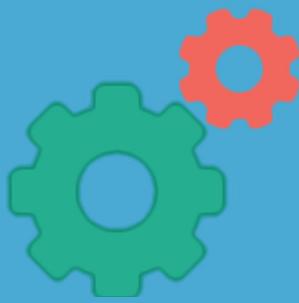
10. Respondent profile

10.19 Core questions by district

		% positive		
	Overall	City Other	City Stanmore	City Weekes
Sample size	740	115	144	44
Service overall	78	82	68	83
Repairs in last 12 months	74	80	60	83
Time taken to complete last repair	72	74	59	68
Home is well maintained	73	80	59	73
Home is safe	77	80	66	72
Listens to views and acts upon them	61	62	47	59
Being kept informed	70	72	61	76
Treated fairly and with respect	77	76	71	90
Approach to handling complaints	37	36	29	80
Communal areas clean & well maintained	71	67	81	67
Positive contribution to neighbourhood	61	60	57	71
Approach to handling ASB	51	55	48	51

		% positive		
	Overall	City Winnall & Highcliffe	Rural North	Rural South
Sample size	740	102	134	202
Service overall	78	77	79	82
Repairs in last 12 months	74	72	73	81
Time taken to complete last repair	72	77	76	74
Home is well maintained	73	75	64	83
Home is safe	77	79	77	82
Listens to views and acts upon them	61	66	60	67
Being kept informed	70	74	73	72
Treated fairly and with respect	77	74	78	81
Approach to handling complaints	37	35	40	39
Communal areas clean & well maintained	71	61	71	78
Positive contribution to neighbourhood	61	62	64	60
Approach to handling ASB	51	52	48	53

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 24 September and 7 November 2025.

Responses

Overall, 740 tenants took part in the survey, which represented a response rate of 35% of those households selected in the sample (error margin +/- 3.3). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%.

There were 537 postal completions (73%) and 203 online completions (27%).

Sampling

A computer-generated randomly selected one third census of general needs households were invited to take part in the survey (1,508), alongside a full census of sheltered/extra care (483) and temporary housing (107).

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 3x £25 shopping vouchers.

Population

The population for the survey was all 5,114 Winchester City Council LCRA households on September 2025. 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 44 households where this was their communication preference (48% response). In addition, 49 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. 17 of these individuals took part in the survey, which was on par with the 35% response rate overall.

Appendix A. Summary of approach

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)	80.6	59.5	79.4
General needs (affordable)	3.9	2.3	4.4
Over 60s	4.0	5.0	4.7
Sheltered	7.5	26.2	6.5
Extra Care	1.9	5.0	2.9
Temporary	2.1	2.0	2.1

District	Population	Unweighted survey	Weighted survey
City Other	15.4	25.0	15.5
City Stanmore	19.2	14.7	19.4
City Weeke	7.5	6.2	5.9
City Winnall & Highcliffe	15.1	8.6	13.8
Rural North	15.3	15.1	18.1
Rural South	27.6	30.3	27.3

Property type	Population	Unweighted survey	Weighted survey
Bungalow	16.2	20.7	17.7
Flat/Maisonette	39.6	51.8	41.4
House	44.2	27.6	40.9

Property size	Population	Unweighted survey	Weighted survey
Bedsit	1.1	1.2	1.3
One bed	34.1	49.3	32.1
Two bed	33.3	28.8	34.9
Three bed	29.9	20.0	30.1
Four+ bed	1.6	0.7	1.7

Age group

Age group	Population	Unweighted survey	Weighted survey
18 - 24 years	1.3	0.4	1.1
25 - 29 years	3.4	0.8	2.9
30 - 34 years	5.4	1.9	5.0
35 - 39 years	7.3	3.4	6.9
40 - 44 years	8.0	3.8	8.0
45 - 49 years	8.5	3.9	7.9
50 - 54 years	8.7	5.0	8.8
55 - 59 years	8.8	7.3	9.0
60 - 64 years	10.2	10.0	10.4
65 - 69 years	10.6	11.2	11.3
70 - 74 years	8.9	14.1	8.2
75 - 79 years	7.7	12.6	8.7
80 - 84 years	5.2	10.3	5.4
85 - 89 years	3.5	6.6	3.8
90+ years	2.1	3.8	2.7

Ethnic background

Ethnic background	Population	Unweighted survey	Weighted survey
White British	80.4	85.7	84.5
BAME	9.1	8.6	11.4
Prefer not to say	0.3	3.0	4.1

Appendix A. Summary of approach

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.

Appendix A. Summary of approach

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 Regulator of Social Housing's published national 2024/25 year end TSM figures for local authorities. This group comprises 158 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

 Winchester City Council	 999999	 your code: 9999mnmw
Ms A B Sample 1 Sample Street Address line Address line Sample District Sample Town AB1 2CD	19 September 2025	
<p>Dear [Contact_Name]</p> <p>TENANT SATISFACTION SURVEY 2025</p> <p>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.</p> <p>Please take just five minutes to either complete and return the survey in the enclosed freepost envelope, or complete the survey online using the link above. The closing date is 31 October 2025. As a thank you, the code from all completed surveys will be entered into a prize draw, where three lucky winners will receive £25 in Love2Shop vouchers that can be used in a variety of stores. Winners will be contacted by 28 November and terms and conditions can be found online at: bit.ly/WCCdraw.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Yours sincerely</p> <p> Gillian Knight Corporate Head of Housing</p> <p> PRIZE DRAW! Return for a chance to win one of 3x £25 vouchers</p>		

Appendix B. Example questionnaire

 **Winchester**
City Council

TENANT SATISFACTION SURVEY 2025

return by 31 October 2025

ABOUT US

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Winchester City Council housing services?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

REPAIRS

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

<input type="checkbox"/> Yes	go to Q3 ↓	<input type="checkbox"/> 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PRIZE DRAW! Return for a chance to win one of 3x £25 vouchers

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



YOUR HOME

5 How satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is well maintained?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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

<input type="checkbox"/> Yes	go to Q13 ↓	<input type="checkbox"/> 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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?

<input type="checkbox"/> Yes	go to Q15 ↓	<input type="checkbox"/> No	go to Q16 ➔	<input type="checkbox"/> 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

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 ↗

<input type="checkbox"/> Male	<input type="checkbox"/> Other
<input type="checkbox"/> Female	<input type="checkbox"/> 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 ↗

<input type="checkbox"/> Yes - reduced a lot	<input type="checkbox"/> No
<input type="checkbox"/> Yes - reduced a little	<input type="checkbox"/> Prefer not to say

21 What is the **main** person's ethnic group? tick ONE only ↗

<input type="checkbox"/> White English, Welsh, Scottish, Northern Irish or British
<input type="checkbox"/> Any other White background
<input type="checkbox"/> Mixed or Multiple ethnic groups
<input type="checkbox"/> Asian or Asian British
<input type="checkbox"/> Black, Black British, Caribbean or African
<input type="checkbox"/> Any other ethnic group
<input type="checkbox"/> 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?

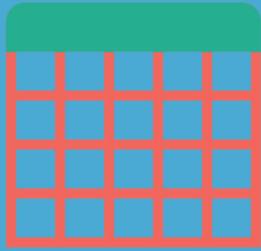
For general comments only. To report a specific issue and get a response, or to make a complaint please ring the council on 01962 848 400 or email housing@winchester.gov.uk

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.

999Survey

Freepost RTZK-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

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Winchester City Council Housing Services?	LCRA				General needs				Sheltered & Extra Care			
	By age, stock type and property size				Weighted by age and property size				Weighted by age and stock type			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
Base: 740				Base: 494				Base: 231				
1: Very satisfied	308	41.6	41.7	78.0	199	40.4	40.5	75.6	98	42.5	42.8	90.4
2: Fairly satisfied	267	36.1	36.2		173	35.0	35.1		109	47.3	47.6	
3: Neither satisfied nor dissatisfied	68	9.1	9.2		49	9.9	9.9		12	5.0	5.0	
4: Fairly dissatisfied	55	7.4	7.4		40	8.1	8.1		5	2.3	2.3	
5: Very dissatisfied	40	5.4	5.5		31	6.3	6.4		5	2.3	2.3	
N/R	3	0.3			2	0.3			2	0.7		
Q2 Has Winchester City Council housing services carried out a repair to your home in the last 12 months?				Base: 740				Base: 494				Base: 231
6: Yes	538	72.6	74.3		371	75.1	76.4		158	68.2	71.1	
7: No	186	25.2	25.7		115	23.2	23.6		64	27.7	28.9	
N/R	16	2.2			9	1.7			9	4.1		
Q3 How satisfied or dissatisfied are you with the overall repairs service from Winchester City Council housing services over the last 12 months?				Base: 538				Base: 371				Base: 158
8: Very satisfied	246	33.2	45.8	74.3	162	32.8	43.7	71.7	85	36.8	54.3	85.3
9: Fairly satisfied	153	20.6	28.4		104	21.0	28.0		49	21.0	31.0	
10: Neither satisfied nor dissatisfied	39	5.3	7.3		28	5.7	7.6		8	3.5	5.2	
11: Fairly dissatisfied	55	7.4	10.2		41	8.3	11.1		10	4.3	6.4	
12: Very dissatisfied	44	6.0	8.3		35	7.1	9.5		5	2.1	3.1	
N/R	204	27.5			124	25.1			74	32.2		
Q4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?				Base: 538				Base: 371				Base: 158
13: Very satisfied	231	31.3	43.2	71.6	150	30.3	40.4	69.8	84	36.5	54.0	78.5
14: Fairly satisfied	152	20.6	28.4		109	22.1	29.4		38	16.5	24.5	
15: Neither satisfied nor dissatisfied	49	6.6	9.2		35	7.1	9.5		13	5.7	8.4	
16: Fairly dissatisfied	45	6.1	8.4		31	6.3	8.4		14	5.9	8.7	
17: Very dissatisfied	58	7.8	10.8		46	9.2	12.3		7	3.0	4.4	
N/R	205	27.6			124	25.1			75	32.5		
Q5 How satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is well maintained?				Base: 740				Base: 494				Base: 231
18: Very satisfied	266	36.0	36.6	72.9	168	34.0	34.5	70.0	99	43.0	43.8	87.5
19: Fairly satisfied	263	35.6	36.2		173	34.9	35.5		99	42.9	43.7	
20: Neither satisfied nor dissatisfied	79	10.7	10.9		55	11.2	11.4		21	9.0	9.2	
21: Fairly dissatisfied	78	10.6	10.7		59	12.0	12.2		4	1.8	1.8	
22: Very dissatisfied	40	5.4	5.5		31	6.4	6.5		3	1.4	1.4	
N/R	13	1.8			8	1.6			5	2.0		
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?				Base: 740				Base: 494				Base: 231
23: Very satisfied	347	46.9	47.8	76.5	222	44.9	45.7	74.4	123	53.2	54.2	86.8
24: Fairly satisfied	209	28.3	28.8		140	28.2	28.7		74	31.9	32.6	
25: Neither satisfied nor dissatisfied	70	9.5	9.6		50	10.0	10.2		14	6.0	6.1	
26: Fairly dissatisfied	66	8.9	9.1		49	9.9	10.1		11	4.7	4.8	
27: Very dissatisfied	34	4.6	4.7		26	5.2	5.3		5	2.3	2.3	
28: Not applicable/ don't know	1	0.1			1	0.1			1	0.4		
N/R	12	1.7			8	1.6			3	1.5		

Appendix C. Data summary

		LCRA				General needs				Sheltered & Extra Care			
		By age, stock type and property size				Weighted by age and property size				Weighted by age and stock type			
		Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
Q7 How satisfied or dissatisfied are you that Winchester City Council housing services listens to your views and acts upon them?		<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
29: Very satisfied		205	27.6	29.3	60.5	132	26.8	28.3	57.5	61	26.2	28.5	71.4
30: Fairly satisfied		218	29.4	31.2		137	27.7	29.2		91	39.6	42.9	
31: Neither satisfied nor dissatisfied		142	19.2	20.3		101	20.5	21.6		39	17.0	18.5	
32: Fairly dissatisfied		70	9.5	10.1		48	9.8	10.3		16	7.0	7.6	
33: Very dissatisfied		63	8.5	9.1		50	10.1	10.7		6	2.4	2.6	
34: Not applicable/ don't know		28	3.7			17	3.4			12	5.1		
N/R			15	2.0			9	1.8			6	2.8	
Q8 How satisfied or dissatisfied are you that Winchester City Council housing services keeps you informed about things that matter to you?		<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
35: Very satisfied		255	34.4	35.7	70.4	165	33.3	34.5	69.0	84	36.5	37.6	75.3
36: Fairly satisfied		248	33.5	34.7		165	33.3	34.5		84	36.5	37.6	
37: Neither satisfied nor dissatisfied		137	18.6	19.3		94	19.1	19.8		41	17.7	18.2	
38: Fairly dissatisfied		39	5.2	5.4		27	5.4	5.6		10	4.3	4.5	
39: Very dissatisfied		35	4.7	4.9		27	5.4	5.6		5	2.0	2.1	
40: Not applicable/ don't know		12	1.6			7	1.5			3	1.3		
N/R			16	2.1			10	2.0			4	1.8	
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: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
41: Strongly agree		276	37.4	38.4	77.1	181	36.6	37.5	75.5	86	37.0	37.8	86.3
42: Agree		279	37.7	38.7		183	37.1	38.0		109	47.4	48.4	
43: Neither agree nor disagree		110	14.9	15.3		75	15.3	15.6		25	10.8	11.0	
44: Disagree		18	2.4	2.4		13	2.5	2.6		5	2.3	2.3	
45: Strongly disagree		37	5.0	5.1		30	6.1	6.2		1	0.3	0.4	
46: Not applicable/ don't know		6	0.9			3	0.6			2	0.8		
N/R			14	1.9			9	1.8			3	1.5	
Q10 How satisfied or dissatisfied are you that Winchester City Council housing services gives you the opportunity to make your views known?		<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
47: Very satisfied		212	28.6	30.7	64.6	139	28.1	30.0	63.7	69	30.0	32.7	69.2
48: Fairly satisfied		233	31.5	33.8		156	31.6	33.8		77	33.4	36.5	
49: Neither satisfied nor dissatisfied		170	22.9	24.6		112	22.7	24.2		52	22.5	24.5	
50: Fairly dissatisfied		47	6.4	6.8		35	7.1	7.6		10	4.2	4.5	
51: Very dissatisfied		28	3.7	4.0		21	4.2	4.5		4	1.6	1.7	
52: Not applicable/ don't know		33	4.5			21	4.3			12	5.1		
N/R			17	2.3			10	2.0			8	3.3	
Q11 How satisfied or dissatisfied are you that Winchester City Council housing services is easy to deal with?		<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
53: Very satisfied		278	37.5	38.4	73.0	179	36.1	36.9	70.4	93	40.0	41.0	82.1
54: Fairly satisfied		250	33.8	34.6		162	32.8	33.5		93	40.2	41.2	
55: Neither satisfied nor dissatisfied		95	12.8	13.1		66	13.3	13.6		31	13.5	13.8	
56: Fairly dissatisfied		64	8.6	8.8		50	10.1	10.3		3	1.3	1.4	
57: Very dissatisfied		37	5.0	5.1		28	5.6	5.8		6	2.6	2.7	
58: Not applicable/ don't know		2	0.2			1	0.2			1	0.5		
N/R			15	2.0			9	1.8			4	1.8	
Q12 Have you made a complaint to Winchester City Council housing services in the last 12 months?		<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
59: Yes		133	17.9	19.0		95	19.3	20.4		34	14.5	15.5	
60: No		565	76.4	81.0		372	75.3	79.6		183	79.2	84.5	
N/R			42	5.7			27	5.4			15	6.3	

Appendix C. Data summary

		LCRA				General needs				Sheltered & Extra Care				
		By age, stock type and property size				Weighted by age and property size				Weighted by age and stock type				
		Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top	
Q13 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to complaints handling?														
Base: 132		Base: 95				Base: 34								
61: Very satisfied		19	2.5	14.0	37.1	11	2.2	11.6	33.9	10	4.4	31.4	53.2	
62: Fairly satisfied		31	4.1	23.1		21	4.3	22.2		7	3.1	21.8		
63: Neither satisfied nor dissatisfied		19	2.5	14.2		13	2.7	13.8		8	3.4	24.3		
64: Fairly dissatisfied		33	4.5	25.2		25	5.1	26.4		6	2.4	16.9		
65: Very dissatisfied		31	4.2	23.5		25	5.0	25.9		2	0.8	5.5		
N/R		608				399				199				
Q14 Do you live in a building with communal areas, either inside or outside, that Winchester City Council housing services is responsible for maintaining?														
Base: 740		Base: 494				Base: 231								
66: Yes		284	38.4	40.2		161	32.6	34.1		208	90.1	92.1		
67: No		390	52.7	55.2		288	58.3	61.1		14	6.1	6.3		
68: Don't know		33	4.5	4.7		23	4.7	4.9		4	1.6	1.6		
N/R		33				22				5				
Q15 How satisfied or dissatisfied are you that Winchester City Council housing services keeps these communal areas clean and well maintained?														
Base: 284		Base: 161				Base: 208								
69: Very satisfied		105	14.2	36.9	70.5	59	12.0	36.8	69.0	81	35.1	39.0	76.1	
70: Fairly satisfied		95	12.9	33.6		52	10.5	32.3		77	33.5	37.1		
71: Neither satisfied nor dissatisfied		23	3.1	8.2		14	2.8	8.5		17	7.4	8.2		
72: Fairly dissatisfied		42	5.7	14.8		24	4.9	14.9		27	11.6	12.9		
73: Very dissatisfied		18	2.5	6.5		12	2.5	7.6		6	2.6	2.8		
N/R		456				333				23				
Q16 How satisfied or dissatisfied are you that Winchester City Council housing services makes a positive contribution to your neighbourhood?														
Base: 740		Base: 494				Base: 231								
74: Very satisfied		171	23.1	25.5	61.0	103	20.7	22.7	58.7	83	35.8	39.2	72.6	
75: Fairly satisfied		238	32.1	35.5		162	32.8	36.0		70	30.4	33.3		
76: Neither satisfied nor dissatisfied		179	24.1	26.6		125	25.2	27.7		46	20.1	22.0		
77: Fairly dissatisfied		53	7.1	7.8		39	7.8	8.6		7	2.8	3.1		
78: Very dissatisfied		30	4.1	4.5		23	4.6	5.1		5	2.1	2.3		
79: Not applicable/ don't know		53	7.1			33	6.7			16	6.9			
N/R		17				10				5				
Q17 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to handling anti-social behaviour?														
Base: 740		Base: 494				Base: 231								
80: Very satisfied		134	18.1	23.4	50.8	86	17.5	22.5	48.1	50	21.6	27.1	63.0	
81: Fairly satisfied		157	21.1	27.4		98	19.9	25.6		66	28.5	35.8		
82: Neither satisfied nor dissatisfied		190	25.7	33.3		133	26.9	34.6		53	23.0	28.9		
83: Fairly dissatisfied		52	7.0	9.1		37	7.5	9.7		9	4.0	5.0		
84: Very dissatisfied		39	5.3	6.8		29	5.9	7.6		6	2.5	3.1		
85: Not applicable/ don't know		154	20.7			101	20.4			43	18.6			
N/R		15				9				4				
R18a Age group - 5 year														
Base: 740		Base: 494				Base: 231								
86: 16 - 19 years		1	0.1	0.1		0	0.0	0.0		0	0.0	0.0		
87: 20 - 24 years		7	1.0	1.0		6	1.2	1.2		0	0.0	0.0		
88: 25 - 29 years		20	2.7	2.9		18	3.6	3.8		0	0.0	0.0		
89: 30 - 34 years		35	4.7	5.0		29	6.0	6.3		0	0.0	0.0		
90: 35 - 39 years		48	6.5	6.9		40	8.0	8.4		0	0.0	0.0		
91: 40 - 44 years		56	7.5	8.0		45	9.2	9.7		0	0.0	0.0		
92: 45 - 49 years		56	7.5	7.9		47	9.5	10.0		1	0.2	0.2		
93: 50 - 54 years		62	8.4	8.8		47	9.4	9.9		2	1.0	1.0		

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	By age, stock type and property size				Weighted by age and property size				Weighted by age and stock type			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
94: 55 - 59 years	63	8.5	9.0		44	9.0	9.5		10	4.4	4.6	
95: 60 - 64 years	73	9.8	10.4		48	9.7	10.2		20	8.7	9.1	
96: 65 - 69 years	79	10.7	11.3		45	9.2	9.7		39	16.8	17.6	
97: 70 - 74 years	57	7.7	8.2		34	6.9	7.3		40	17.2	18.1	
98: 75 - 79 years	61	8.2	8.7		29	5.9	6.2		39	16.9	17.8	
99: 80 - 84 years	38	5.1	5.4		18	3.7	3.9		32	13.9	14.5	
100: 85 - 89 years	27	3.6	3.8		12	2.5	2.6		22	9.5	9.9	
101: 90+ years	19	2.6	2.7		6	1.3	1.3		16	6.9	7.2	
N/R	40	5.3			26	5.2			11	4.6		
R18b Age group - 10 year	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
102: 16 - 24 years	8	1.0	1.1		6	1.2	1.3		0	0.0	0.0	
103: 25 - 34 years	55	7.4	7.9		47	9.5	10.1		0	0.0	0.0	
104: 35 - 44 years	104	14.1	14.9		85	17.1	18.1		0	0.0	0.0	
105: 45 - 54 years	118	15.9	16.8		93	18.9	19.9		3	1.2	1.2	
106: 55 - 59 years	63	8.5	9.0		44	9.0	9.5		10	4.4	4.6	
107: 60 - 64 years	73	9.8	10.4		48	9.7	10.2		20	8.7	9.1	
108: 65 - 74 years	136	18.4	19.4		79	16.1	16.9		79	34.0	35.7	
109: 75 - 84 years	99	13.4	14.1		47	9.5	10.0		71	30.8	32.3	
110: 85 years and over	46	6.1	6.5		19	3.7	4.0		38	16.4	17.2	
N/R	40	5.3			26	5.2			11	4.6		
R18c Age group - 15 year	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
111: 16-34	63	8.5	9.0		53	10.7	11.3		0	0.0	0.0	
112: 35-49	160	21.6	22.8		132	26.6	28.1		1	0.2	0.2	
113: 50-64	198	26.7	28.2		139	28.1	29.6		32	14.0	14.7	
114: 65+	281	37.9	40.0		145	29.3	30.9		188	81.2	85.1	
N/R	40	5.3			26	5.2			11	4.6		
Q19 Is the main person filling in this survey?	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
115: Male	257	34.8	35.9		165	33.4	34.4		94	40.6	41.6	
116: Female	453	61.2	63.3		310	62.8	64.8		129	55.7	57.0	
117: Other	1	0.1	0.1		0	0.1	0.1		0	0.0	0.0	
118: Prefer not to say	5	0.6	0.7		3	0.6	0.6		3	1.3	1.4	
N/R	24	3.3			16	3.1			5	2.3		
Q20 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?	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
119: Yes - reduced a lot	146	19.7	20.4		87	17.6	18.2		61	26.3	27.4	
120: Yes - reduced a little	169	22.9	23.7		111	22.5	23.3		62	26.8	27.9	
121: No	328	44.3	45.9		229	46.4	48.0		86	37.2	38.8	
122: Prefer not to say	71	9.5	9.9		50	10.1	10.5		13	5.6	5.9	
N/R	27	3.6			17	3.3			10	4.2		
R20 Disability [simple]	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
123: Yes	315	42.6	44.2		198	40.1	41.5		123	53.0	55.3	
124: No	328	44.3	45.9		229	46.4	48.0		86	37.2	38.8	
125: Prefer not to say	71	9.5	9.9		50	10.1	10.5		13	5.6	5.9	
N/R	27	3.6			17	3.3			10	4.2		
Q21 What is the main person's ethnic group?	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
126: White English, Welsh, Scottish, Northern Irish or British	609	82.3	84.5		402	81.5	83.4		204	88.3	90.8	
127: Any other White background	40	5.4	5.5		25	5.1	5.2		13	5.7	5.8	
128: Mixed or Multiple ethnic groups	11	1.5	1.5		9	1.9	1.9		0	0.0	0.0	
129: Asian or Asian British	22	2.9	3.0		18	3.7	3.8		0	0.1	0.1	
130: Black, Black British, Caribbean or African	2	0.2	0.2		1	0.2	0.2		1	0.4	0.4	
131: Any other ethnic group	8	1.1	1.2		5	1.1	1.1		2	0.9	0.9	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	By age, stock type and property size				Weighted by age and property size				Weighted by age and stock type			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
132: Prefer not to say	29	3.9	4.1		21	4.3	4.4		4	1.9	1.9	
N/R	20	2.7			12	2.3			6	2.8		
R21 What is the main person's ethnic group? [simple]	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
133: White British	609	82.3	84.5		402	81.5	83.4		204	88.3	90.8	
134: BAME	82	11.1	11.4		59	11.9	12.2		16	7.1	7.3	
135: Prefer not to say	29	3.9	4.1		21	4.3	4.4		4	1.9	1.9	
N/R	20	2.7			12	2.3			6	2.8		
D101 Tenancy type	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
136: Affordable	32	4.4	4.4		27	5.4	5.4		0	0.0	0.0	
137: Extra Care	22	2.9	2.9		0	0.0	0.0		48	20.6	20.6	
138: Sheltered	48	6.5	6.5		0	0.0	0.0		183	79.4	79.4	
139: Social Rent	588	79.4	79.4		445	90.0	90.0		0	0.0	0.0	
140: Temporary Accommodation	16	2.1	2.1		0	0.0	0.0		0	0.0	0.0	
141: Over 60s	35	4.7	4.7		23	4.6	4.6		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D102 Tenancy type [simple]	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
142: General needs	655	88.5	88.5		494	100.0	100.0		0	0.0	0.0	
143: Sheltered/Extra care	70	9.4	9.4		0	0.0	0.0		231	100.0	100.0	
144: Temporary	16	2.1	2.1		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: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
145: City Other	115	15.5	15.5		51	10.4	10.4		136	58.9	58.9	
146: City Stanmore	144	19.4	19.4		101	20.5	20.5		20	8.6	8.6	
147: City Weeke	44	5.9	5.9		30	6.1	6.1		17	7.4	7.4	
148: City Winnall & Highcliffe	102	13.8	13.8		82	16.5	16.5		0	0.0	0.0	
149: Rural North	134	18.1	18.1		97	19.7	19.7		3	1.3	1.3	
150: Rural South	202	27.3	27.3		133	26.8	26.8		55	23.7	23.7	
N/R	0	0.0			0	0.0			0	0.0		
D104 City/rural	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
151: City	404	54.6	54.6		264	53.4	53.4		173	75.0	75.0	
152: Rural	336	45.4	45.4		230	46.6	46.6		58	25.0	25.0	
N/R	0	0.0			0	0.0			0	0.0		
D105 Ward	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
153: BISHOPS WALTHAM	32	4.3	4.3		19	3.9	3.9		19	8.3	8.3	
154: BOARHUNT & SOUTHWICK	8	1.0	1.0		5	1.1	1.1		0	0.0	0.0	
155: CHERITON & BISHOPS SUTTON	8	1.0	1.0		5	1.0	1.0		0	0.0	0.0	
156: COLDEN COMMON & TWYFORD	31	4.2	4.2		23	4.7	4.7		0	0.0	0.0	
157: COMPTON & OTTERBOURNE	18	2.4	2.4		13	2.6	2.6		0	0.0	0.0	
158: DENMEAD	29	3.9	3.9		17	3.4	3.4		12	5.2	5.2	
159: DROXFORD, SOBERTON & HAMBLEDON	5	0.7	0.7		3	0.7	0.7		0	0.0	0.0	
160: ITCHEN VALLEY	10	1.3	1.3		6	1.3	1.3		0	0.0	0.0	
161: KINGS WORTHY	49	6.6	6.6		37	7.6	7.6		0	0.0	0.0	
162: LITTLETON & HARESTOCK	5	0.6	0.6		3	0.7	0.7		0	0.0	0.0	
163: OWSLEBURY & CURDRIDGE	21	2.8	2.8		15	3.0	3.0		0	0.0	0.0	
164: SHEDFIELD	6	0.8	0.8		4	0.8	0.8		0	0.0	0.0	
165: SPARSHOLT	7	1.0	1.0		6	1.2	1.2		0	0.0	0.0	
166: ST BARNABAS	44	5.9	5.9		30	6.1	6.1		17	7.4	7.4	
167: ST BARTHOLOMEW	74	10.0	10.0		32	6.4	6.4		110	47.4	47.4	
168: ST JOHN & ALL SAINTS	123	16.7	16.7		97	19.6	19.6		0	0.0	0.0	
169: ST LUKE	130	17.6	17.6		101	20.5	20.5		2	1.0	1.0	
170: ST MICHAEL	32	4.3	4.3		4	0.7	0.7		44	19.1	19.1	
171: ST PAUL	1	0.2	0.2		1	0.2	0.2		0	0.0	0.0	
172: SWANMORE & NEWTON	16	2.1	2.1		11	2.2	2.2		1	0.5	0.5	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	By age, stock type and property size				Weighted by age and property size				Weighted by age and stock type			
	Count	% raw	% valid	% top	Count	% raw	% valid	% top	Count	% raw	% valid	% top
173: THE ALRESFORDS	44	5.9	5.9		31	6.3	6.3		2	0.9	0.9	
174: UPPER MEON VALLEY	1	0.2	0.2		1	0.2	0.2		0	0.0	0.0	
175: WHITELEY	3	0.5	0.5		3	0.6	0.6		0	0.0	0.0	
176: WICKHAM	27	3.6	3.6		14	2.8	2.8		22	9.7	9.7	
177: WONSTON & MICHELDEVER	19	2.5	2.5		13	2.6	2.6		1	0.4	0.4	
N/R	0	0.0			0	0.0			0	0.0		
D106 Property type	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
178: Bungalow	131	17.7	17.7		82	16.5	16.5		14	6.0	6.0	
179: Flat/Maisonette	307	41.4	41.4		176	35.7	35.7		217	94.0	94.0	
180: House	302	40.9	40.9		236	47.8	47.8		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D107 Property size	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
181: Bedsit	9	1.3	1.3		0	0.0	0.0		0	0.0	0.0	
182: One bed	237	32.1	32.1		122	24.6	24.6		204	88.4	88.4	
183: Two bed	258	34.9	34.9		187	37.8	37.8		27	11.6	11.6	
184: Three bed	223	30.1	30.1		175	35.4	35.4		0	0.0	0.0	
185: Four+ bed	12	1.7	1.7		11	2.2	2.2		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D108 Length of tenancy	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
186: Under 1 year	61	8.3	8.3		31	6.3	6.3		31	13.3	13.3	
187: 1 - 2 years	127	17.2	17.2		87	17.5	17.5		51	21.9	21.9	
188: 3 - 5 years	123	16.7	16.7		85	17.2	17.2		47	20.3	20.3	
189: 6 - 10 years	125	16.9	16.9		83	16.9	16.9		52	22.4	22.4	
190: 11 - 20 years	144	19.4	19.4		95	19.1	19.1		46	19.8	19.8	
191: 21 years and over	160	21.6	21.6		114	23.0	23.0		5	2.2	2.2	
N/R	0	0.0			0	0.0			0	0.0		
D109 Made a formal complaint in last 12 months?	<i>Base: 740</i>				<i>Base: 494</i>				<i>Base: 231</i>			
192: Yes	8	1.0	1.0		6	1.2	1.2		1	0.4	0.4	
193: No	732	99.0	99.0		488	98.8	98.8		230	99.6	99.6	
N/R	0	0.0			0	0.0			0	0.0		



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