



# Residents' Snapshot Survey 2025-26 Full Year & Wave 8 Results

ON BEHALF OF THAMESWEY HOUSING

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**Note:** The quotes used throughout the report may not be the views of all the tenants but are the comments supplied in the freeform part of the questionnaire.

## BACKGROUND

Thamesway Housing use their tenant research programme and the tenant focused performance measures, which were developed from this, to inform their business and their stakeholders about how they are performing, where their strengths are and where they need to improve in order to ensure they are continually delivering a quality service. This data is being used to demonstrate their value beyond the financial valuation of their property portfolio. The research programme started in 2024 and is designed to ensure that every single tenant is given the opportunity to share their views on Thamesway Housing once during each financial year.

This report highlights the results from the **eighth** overall period of research and the third and final measurement wave conducted in the current financial year. The report contains the results covering the key service performance measures including a series of questions designed for any ‘new’ tenants, who started their rental within the last six months. As well as the results from this wave of research, the report includes the **end of year two** results across the three research waves (5/6, 7 & 8) conducted in the financial year 2025-26 including comparisons with the corresponding results from the four surveys in 2024-25 (waves 1-4) when this research started.

For this quarter, the online questionnaire was distributed to two hundred and eighteen tenants, thirty-nine of whom were defined as ‘new’ tenants. The survey fieldwork period ran from the 12th until the 27<sup>th</sup> February 2026 inclusive. During this period, two formal email reminders were sent to any non-responders. Similarly, a free prize draw was also offered to encourage responses. NB. due to building operational issues, no-one living in Harrington Place was included in this wave of research. The overall response rate was a very creditable **30% (65 responses)**.

The following table highlights more detail on the responses achieved in the latest survey as well as comparisons across the whole year. In 2024-5, the overall response rate was 40%.

	Sample W8	Number of Responses	Response Rate W8	Response Rate 2025-6
<b>Overall</b>	218	65	<b>30%</b>	31%
<b>Existing Tenants</b>	179	50	<b>28%</b>	30%
<b>‘New’ Tenants</b>	39	15	<b>39%</b>	33%

In most cases and unless otherwise stated, results have been given as a percentage of the total overall number of valid responses (all answering). Where percentages do not add up to 100% or exceed 100% this is likely to be due to rounding up/down.

Throughout the report, we have included a selection of quotes, drawn from the comments to the two open-ended questions featured in the survey. One of these questions was directed to newer tenants only, the other to every tenant. They are included to give background to the report and should not be used in isolation. The full listing of comments is supplied in a separate file appended with the tenant’s details, where anonymity has been waived, to help any follow-up action.

## SUMMARY OF KEY FINDINGS

### Overall

- The year-on-year comparisons are impressive. The agreement scores on **seven out of the eight benefits** statements, featured in the survey since the research started, are **higher this year compared with last year**. Similarly, for the onboarding statements, the agreement scores for five out of the six statements have also improved compared with the previous year. This is excellent news.
- One of the most important service measures is the level of confidence around using the repairs and maintenance service as this has a huge impact on tenant's views on the whole organisation. This **'customer confidence' score has improved by two percentage points to 90% since last year**.
- The overall response rate for this latest survey is 30% and across the year as a whole it is 31%. The level of engagement from tenants to the research has consistently been strong but in order to maintain this interest longer-term, **tenants will want to hear about how the research results** are being used with specific examples of actions taken by Thameswey Housing to improve what they do. As the research confirms, less than two thirds believe Thameswey Housing listen to tenants' views and act upon them so addressing this point could have a positive impact on this measure as well.
- Are the stretched performance targets still relevant? If not, should they be removed from the report.

### Halo Outcomes Statements

- Overall, 86% of tenants agree they are 'happy in the home they rent from Thameswey Housing' with 3% disagreeing. The figure for 'I trust Thameswey Housing' has increased from 71% to 74% in the year.
- 86% also agreed that 'the people at Thameswey Housing are helpful and polite' up from 83%.
- Across all statements, the levels of disagreement are relatively low but this is where the biggest opportunity exists and where the very best organisations can focus their service improvements on.

### Overall Satisfaction

- 88% of tenants were 'very or fairly satisfied' with Thameswey Housing the same figure as last year.
- For the new satisfaction measure introduced at the beginning of the year, 90% of tenants were 'satisfied' that Thameswey Housing provide a home that is well maintained with 4% 'dissatisfied'.

### Social Outcomes

- This was a new measure of positive social impact. Overall for the year, 82% of new tenants feel **more secure in their home for the longer term**. For those on affordable rents, it was higher still at 91%.

### Onboarding

- The onboarding experience is good rather than outstanding and there must be some relatively low cost or even cost-free things which Thameswey Housing could do to improve tenant's first impressions as well as enhance the relationship longer term. Each survey, tenants say they don't get enough information about the utilities and appliances in their new home. 81% of tenants across the year said Thameswey made it easy for them to move into their new home but should this figure be even higher?

## OVERALL HALO MEASURES

This section focuses on a series of key outcome-based performance measures to measure the strength of the relationship Thameswey Housing have with their tenants. We call these the Halo Benefits statements, as Halo focuses on outcomes rather than the transactions.

The survey questionnaire asked whether respondents agreed or disagreed with each statement. One new statement was added to the questionnaire at the start of this year and the respondent base excludes anyone responding 'don't know'. The latest results (**% agree**) are shown in the table below along with previous results. The year two results have been colour coded to highlight how they compare with the previous year's results.

	Overall	Year 1	Year 2	Wave 8
Am happy in the home I rent from Thameswey Housing	86	85	86	85
Their people are helpful and polite	84	83	86	88
They are quick to respond whenever I contact them	82	80	85	81
Take fair & reasonable approach to resolving issues	75	74	76	73
I trust Thameswey Housing	73	71	74	72
They do what they say they are going to do	72	69	76	73
They always meet agreed deadlines	68	69	68	70
They have a very good reputation as a landlord	68	67	69	74
They listen to tenant views and act upon them	63	n/a	63	68

The year end results for 2025-6 are impressive. On **seven out of the eight** benefits statements featured in the survey since the research started, the overall agreement scores for 2025-6 exceed the corresponding figures for last year. On the other statement, '**always meet agreed deadlines**', the score for the current year is only marginally lower than last year.

Looking at some of the **end of year** results in greater detail, the biggest change is the improvement in the agreement score for '**they do what they say they are going to do**', which has risen to **76% from 69%** compared with the previous year. The biggest factor affecting this measure is the effectiveness of the repairs service once an issue has been reported.

There was another significant improvement in the annual agreement figure for '**they are quick to respond whenever I contact them**', which increased from **80% to 85%**. This was largely attributable to the strong performance on this measure in wave five/six. Once again, it is the responsiveness and outcome of the repairs service that influences this result the most.

On another of the benefit measures, 69% of tenants agreed that '**Thameswey Housing have a very good reputation as landlord**', up from 67% last year. Just over a quarter (26%) disagreed whilst 5% disagreed strongly. The key differentiator affecting reputation is again the impact and legacy from using the repairs service. If the tenant's experience after reporting an issue was

positive, they were nearly three times more likely to praise Thameswey’s Housing’ reputation as a landlord than someone’s whose experience of the repairs service was negative.

**For the first time, eight out of the nine benefit statements in the latest survey achieved over seventy per cent agreement**, and overall, the levels of agreement remain in the ‘high range’ based on our experience in other service environments. In the latest survey, the agreement scores for several statements including: **‘they listen to tenant views and act upon them’**, **‘their people are helpful and polite’** and **‘they have a very good reputation as a landlord’** were amongst the highest figures recorded to date.

In this current survey, the highlights include 88% of tenants agreed that the **‘people at Thameswey Housing are helpful and polite’** whilst 74% said Thameswey Housing have **‘a very good reputation as a landlord’**. Furthermore, 85% of tenants described themselves as being **‘happy in the home they rent from Thameswey Housing’**, the same figure as last time.

The ‘lowest’ agreement figure is for the new statement **‘Thameswey Housing listens to tenant views and acts upon them’**. However, **for the second consecutive survey**, the agreement figure has increased and is now 68% up from 64% last time and from 61% in the survey before. In this latest wave, just 5% disagreed (three tenants) with this statement, the lowest figure so far.

The levels of disagreement across all of the statements are generally low, however in our experience the very best organisations are those that focus on sorting out the causes of the small numbers of dissatisfied service users rather than focusing on the much larger numbers of satisfied customers. The table below highlights the **‘disagree’** figures for six of the statements. The year two results have been colour coded to highlight the comparisons with 2024-25.

	Overall	Year 1	Year 2	Wave 8
<b>They always meet agreed deadlines</b>	10	9	11	10
<b>Take fair &amp; reasonable approach to resolving issues</b>	8	8	9	8
<b>They do what they say they are going to do</b>	8	8	8	5
<b>They listen to tenant’s views and act upon them</b>	7	n/a	7	5
<b>I trust Thameswey Housing</b>	6	7	4	3
<b>They are quick to respond whenever I contact them</b>	5	5	5	4

Every key interaction with a tenant provides another opportunity to shape their view on Thameswey Housing. This starts at the sales process, moves onto the onboarding experience and then onto the repairs service, which the analysis indicates is where the experience, either positive or negative, can make the biggest difference to how tenants feel about Thameswey Housing.

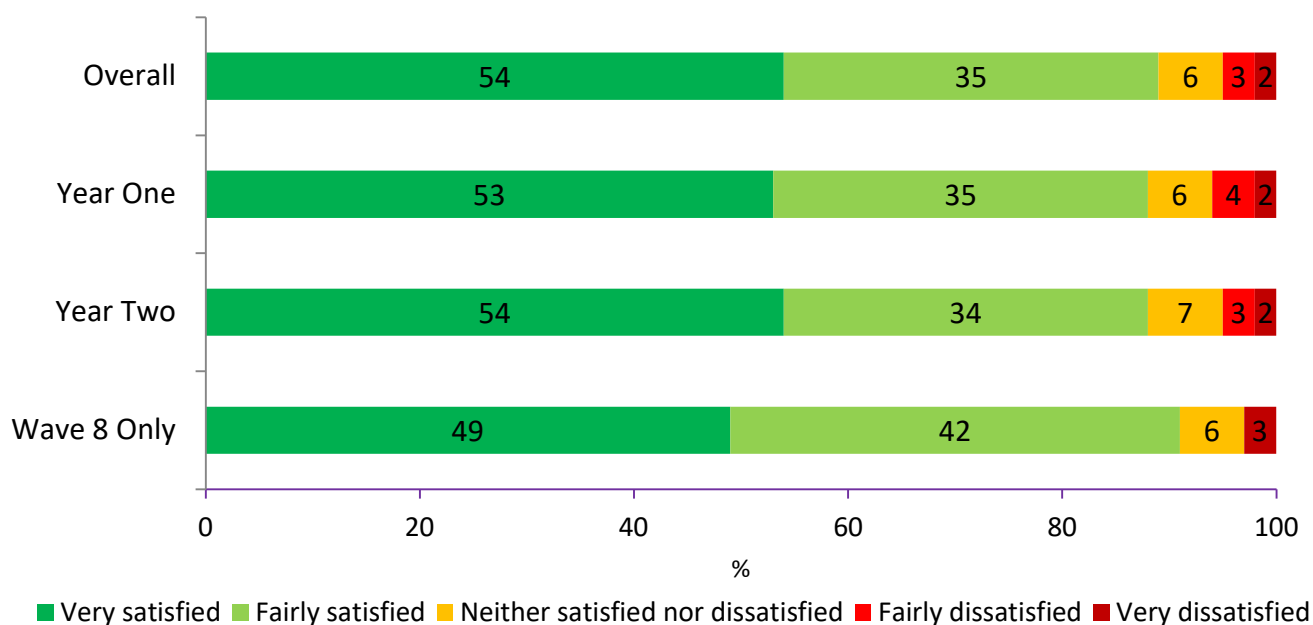
**Proposed Stretched Targets for Halo Outcome Measures:**

***All outcome measures to achieve a minimum of 75% agreement and reduce disagreement to less than 5% on each measure. Across the year, five out of nine statements achieved the target agreement score whilst there are three statements where the level of disagreement is lower than 5%.***

## OVERALL SATISFACTION MEASURES

The survey asked taking everything into account, how **satisfied tenants are with Thamesway Housing as their landlord**. Examples given in the survey included; the people who work for Thamesway, methods of rental collection, repairs, cleaning, gardening and the internet service.

The chart below shows the overall results and comparisons with the previous year's results.



Across the current year **88% of tenants were 'very or fairly satisfied'** with Thamesway Housing the same figure as last year. The number of 'very satisfied' tenants is 54%, one percentage point higher than last time. The corresponding number of 'dissatisfied' tenants is now 5% compared with 6% last year. On another positive note, the results from the latest survey were slightly higher. There is a significant difference between the views of tenants on market rent tenancies and those on non-market rents. If you take the net satisfaction scores since the survey started, that is the percentage of tenants 'satisfied' less the figure 'dissatisfied' the two figures are 87% and 78% with **tenants on market rents being more satisfied**.

*"I've only been here less than a month, and look forward to exploring the additional services more once I have had time to settle in. But I have been amazed that having bumped into many of my fellow neighbours - they have all been delightful - so lovely friendly and helpful neighbours, it's wonderful." **New Woodlands***

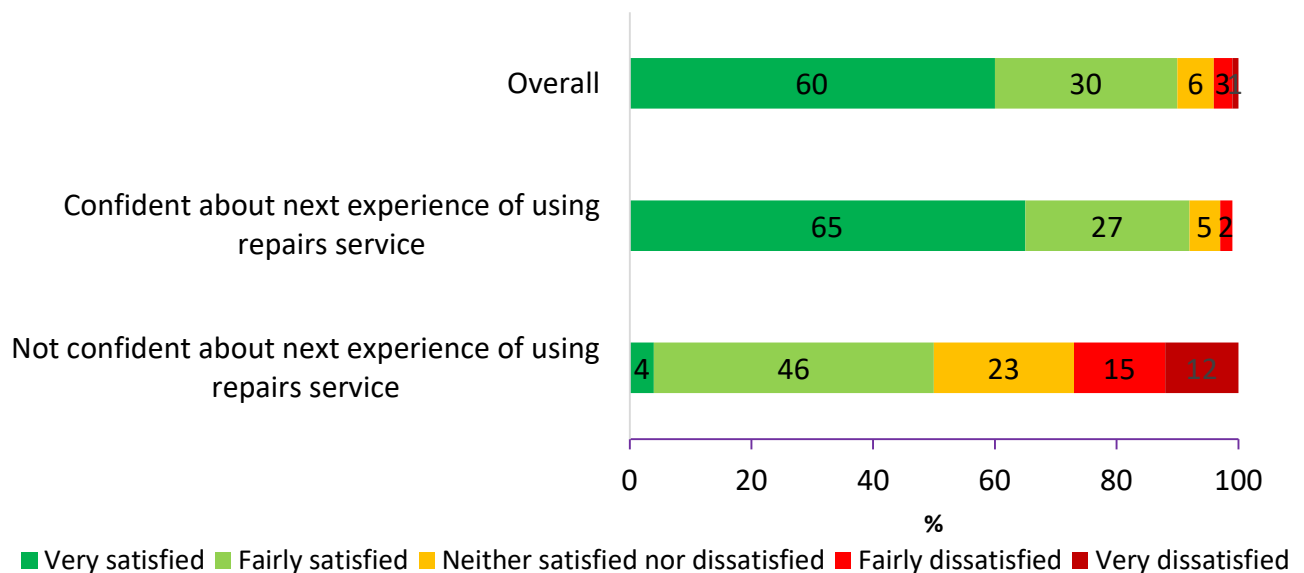
Given the comments elsewhere in this report, it is perhaps no surprise that one factor that has a significant impact on the overall satisfaction score is the performance of the repairs and maintenance service and the best test of an organisation tends to be how well it reacts when something goes wrong. Tenants whose experience of Thamesway Housing's repairs service is

largely positive are far more likely to respond ‘very/fairly satisfied’ than someone whose experience is negative. The analysis suggests they are nearly three times more likely to do so.

***Proposed Stretched Target for Overall Satisfaction with Thameswey Housing: 93% either very or fairly satisfied, with at least 55% very satisfied. Across the year, neither of these targets have been met.***

A second and new overall satisfaction measure was added to the survey questionnaire at the beginning of the year. In this, the survey asked taking everything into account, how satisfied tenants are that Thameswey Housing provide a home that is well-maintained.

The results for the whole year are shown in the chart below.



Across the whole year, 90% of tenants were ‘satisfied’ with 4% ‘dissatisfied.’ This 4% represents sixteen tenants living at different locations across the estate. The results from the latest wave of research were 83% and 8% respectively, the lowest scores for the year. Factors such as tenancy type, whether the tenant lived in a high-rise block or not, or tenancy length did not have any significant impact on this satisfaction measure but there are other factors that do matter.

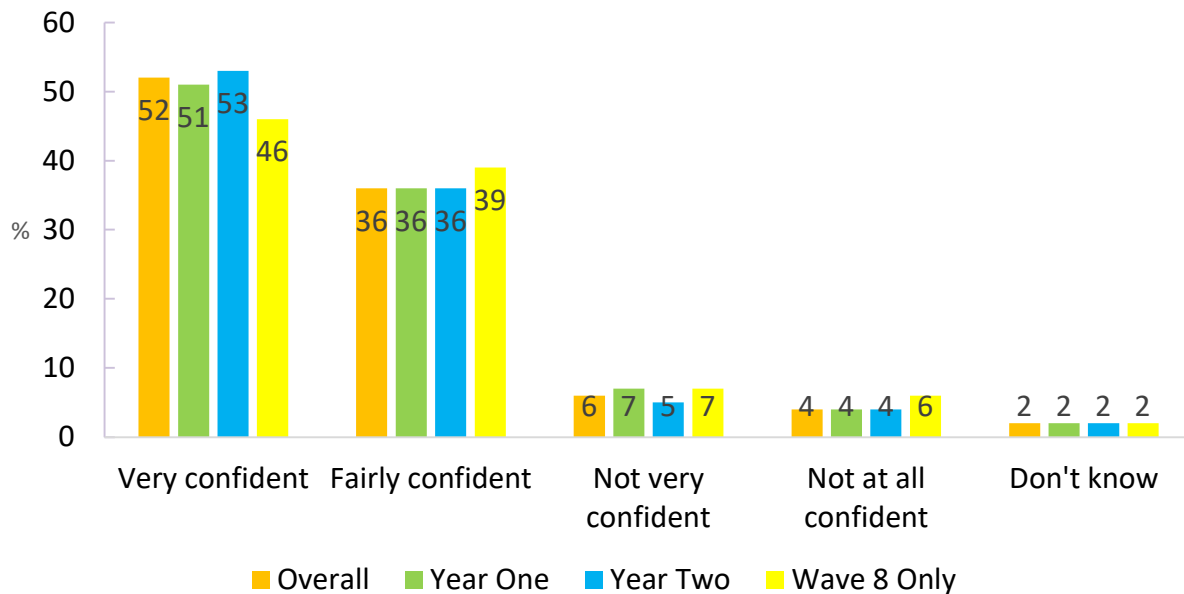
As the chart above illustrates, if a tenant reports an issue to Thameswey Housing and the experience was not positive to the extent that they did not feel confident about using the repairs service again, they will be far more likely to be dissatisfied that Thameswey Housing provides a home that is well-maintained. Only 50% of tenants, who were ‘not confident’ after reporting an issue were ‘very or fairly satisfied’ compared with 92% of those who were left feeling ‘confident’.

***Proposed Stretched Target for Overall Satisfaction for Providing a Well-Maintained Home: 95% either very or fairly satisfied, with at least 65% very satisfied. Across the current year, neither of these targets have been met.***

## REPAIRS AND MAINTENANCE SERVICES

This is a key service, and it may be the only interaction a tenant has with their landlord. In the first year of the survey, 81% of tenants had reported a problem or requested work to be done at their home compared to 79% in the second year. In the most recent wave, this figure was 83%.

The survey then asked how **confident** tenants were that their **next experience of using the repairs and maintenance service would be good**. This is a **forward-looking** measure and helps us understand about people’s future expectations. The overall results are shown below.



The results are consistently high. Since the research started, the number of tenants who were ‘confident’ is 88% with 9% ‘not confident’. The particularly **positive** news is that the ‘confidence’ score for this year is 90% compared with 88% last year. However, in this latest wave, the overall ‘confident’ figure dropped to 85%, one of the lowest recorded figures compared with 92% last time. The repairs service is one of the best opportunities a landlord has to make a positive difference and as we have reported in numerous times throughout the report, the survey data indicates, the better the view of the repairs service, the better the overall perceptions of the landlord. The good news is in the vast majority of cases tenants have a positive experience.

*“The radiators on the 3rd floor is a 3+ year ongoing episode. Please address this. They're way too small for the main room of the apartment and sit under a draughty large window... Complete energy waste and that's not to mention that they hardly never work. Out of hours call logs alone will show how many times I've had to call for an engineer during freezing temperatures to have someone come out and turn them back on. Don't get me started on the AC in Greenwood house. Constantly blowing out cold dirty air... couple that with no heating and it really makes you wonder some days.” Anon*

The table below highlights the difference in results between different groups of tenants. These are based on the overall results since the survey started. Tenants on market rent tenancies along with tenants living in one of Thameswey’s large blocks tend to be slightly more confident that their next experience of using the repairs service will be good versus other types of tenants.

	% Any confident	% Not confident
Market Rental	90%	8%
Non-Market Rental	86%	12%
Large Blocks	91%	8%
Other Properties	88%	11%

**Proposed Stretched Target for Customer Confidence: 93% either very or fairly confident, with at least 55% very confident. Across the current year, neither of these targets have been met.**

## ONBOARDING

This section of questions was only directed to new tenants, anyone who had moved into their home within the last six months. The overall respondent base for these questions is 267 and over the last year it was 124. In the latest wave, the base was 16. The questionnaire asked whether tenants agreed or disagreed with each statement and the respondent base excluded anyone responding ‘don’t know’. The latest results (% agree) are shown in the table below along with previous results. The year two results have been colour coded compared with the previous years.

	Overall	Year 1	Year 2	Wave 8
Clear on when and how I needed to make payments	94	94	94	94
Kept the paperwork & administration straightforward	86	84	89	81
Made it easy for me to move into my new home	77	74	81	81
Supportive throughout the whole moving in process	71	69	73	75
Explained the steps on how to apply for a property	70	70	71	69
Easy to find a home via the online advertising media	65	62	69	86

On five out of the six measures, this year’s agreement scores are higher whilst on the other measure the results are exactly the same. On two of the statements, ‘made it easy for me to move into my new home’ and ‘it was easy to find my new home through the online advertising media’ the agreement figures were higher by seven percentage points. The levels of agreement scores for the current year ranges from 69% to 94%. Across all of the statements, the levels of disagreement were relatively low, the highest being 8% for ‘finding a home via online media’ although on several statements the level of ‘neutral’ views remains relatively high.

As previously reported, there are some significant differences in the view of the onboarding experience between different types of tenants. Across this year, 69% of market rent tenants described Thameswey Housing as being ‘very supportive throughout the whole moving in process’ compared to 79% of affordable rentals. **Is this all about different expectations or are there different teams of people involved?**

**Proposed Stretched Targets for Onboarding:**

***All onboarding outcome measures to achieve a minimum of 75% agreement. Across the year, three of the six statements have achieved this target.***

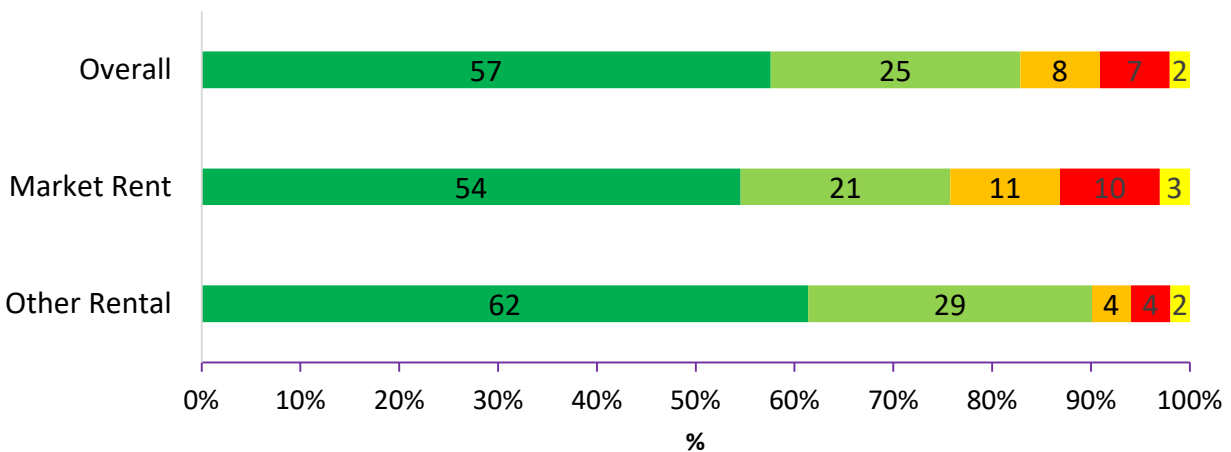
This section also included an open-ended question asking new tenants if there was **anything else they would like** Thamesway Housing to change or do differently that would have improved the experience of moving into their new home. In this survey wave, **eight** tenants submitted a comment. The complete list of comments is supplied in a separate file.

*“To explain in greater detail the workings of the appliances and other associated components within the apartment, prior to or shortly after taking possession It would also be useful to provide a manual providing this information in hard copy.” **New Woodlands***

*“Moving was fine, apart from the hand over. I was unable to be there so my brother met the lady doing the handover. She provided very little information, knew nothing really about the flat itself or how anything worked. I’m still trying to figure out some things that have been left out or not explained.” **Devonshire Avenue***

## SOCIAL OUTCOMES

This question was introduced at the start of 2025-6 to help Thamesway Housing measure their effectiveness in delivering social outcomes through their work. The question is **now you have moved into your new Thamesway Housing home, do you feel more or less secure in your home for the longer term** and is only directed to tenants starting new tenancies. Over the year, the total respondent base for this question is 122 and the chart shows the overall results.



■ Much more secure ■ A bit more secure ■ No change ■ Less secure ■ Don't know

Across the year, 82% of tenants said they felt 'more secure' in their home for the longer term with 7% 'less secure'. A further 2% responded 'don't know'. The impact of moving house and how secure they feel in their new home is considerably greater for some tenants compared with others. 91% of those on affordable rental tenancies said they now felt 'more secure' compared with 75% of those paying market rents. This demonstrates the positive difference Thamesway Housing can make to people's lives. However, moving home is stressful for everyone and as the chart shows even those on market rental tenancies can often feel less secure than before, it would be worth spending some time understanding why this might be and coming up with an action plan to assist.

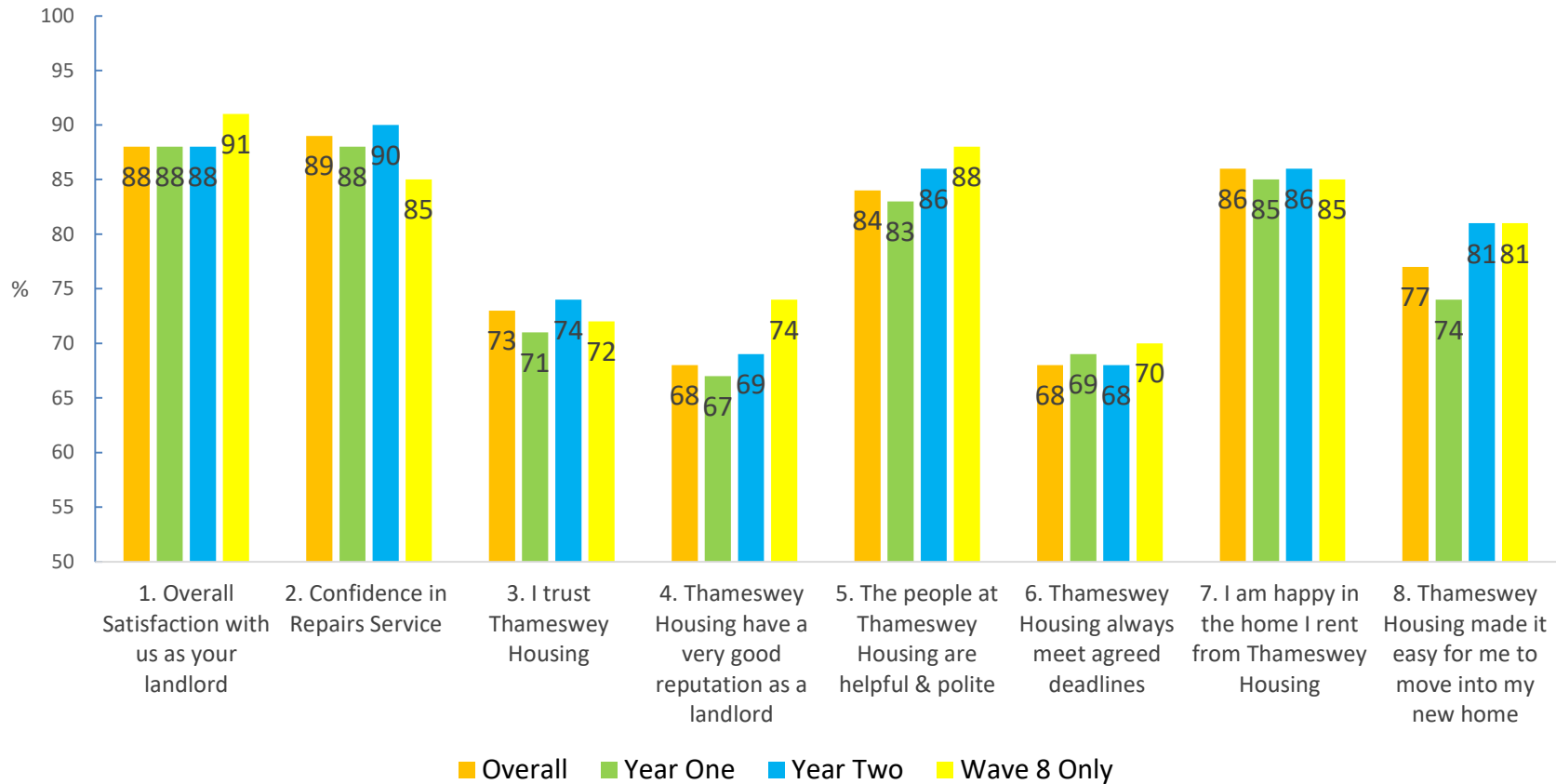
## THE FUTURE

The final question was open-ended and asked tenants to **add any other ideas or suggestions** to improve the service from Thamesway Housing or if there was **anything else they would like** Thamesway to offer their tenants in the future. In this survey wave, a total of **38** tenants submitted a comment. The full listing of comments has been supplied in a separate file.

The comments were varied and drawn from across the property portfolio. They included: requests to report repairs issues via telephone rather than email, providing parking spaces at Greenwood House, warmer hot water at New Woodlands, improvements to garden landscaping at Murray Place and improving the arrangements including signage to facilitate deliveries to tenants at a number of different locations.



### SELECTED TENANT FOCUSED MEASURES OF SUCCESS: 2024-2026



*Notes: Measure 1; % very/fairly satisfied. Measure 2; % very/fairly confident that next experience of using the repairs & maintenance service will be good. Measures 3-7; % agree. Measure 8; % agree of tenants who have moved into their property in the last six months.*