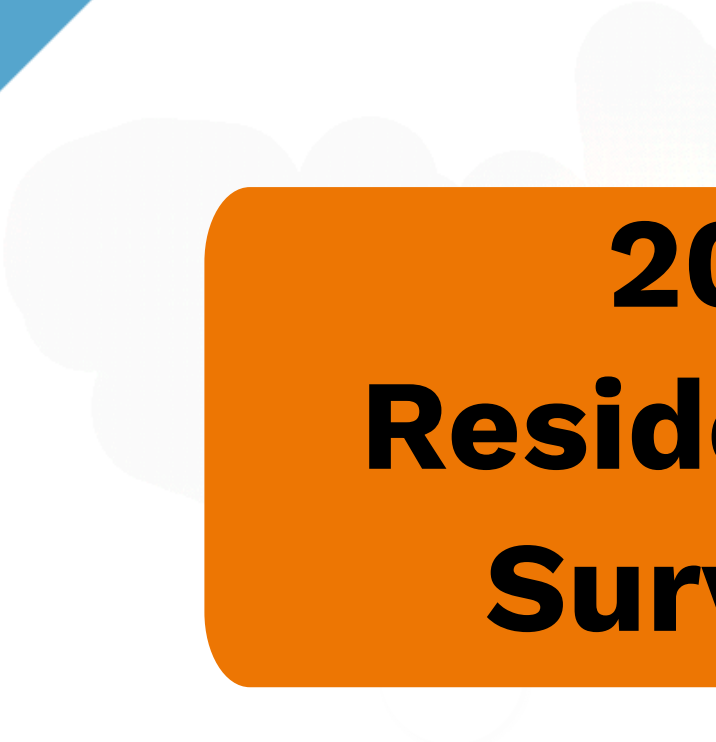




2025 Resident Survey

Resident Survey Results 2025

Thank you for your support

I am pleased that the results of our 2025 housing residents survey are once again very good. It's especially pleasing that 95% of residents are satisfied or fairly satisfied overall with the service we provide. We are committed to continue to provide the service you need through our wardens, housing management and maintenance teams. During 2025 we have increased our maintenance team staffing knowing how important repairs and maintenance are to residents. This has been borne out by the responses to your views on priorities, with 'Wardens', 'Repairs & Maintenance', and 'Quality of Your Home' being the top three. As we head into 2026, we all look forward to maintaining and improving our services to you.



Anne Taylor



Jill Francis

Thank you to everyone who took the time to take part in our latest residents' survey and share their views. Your feedback is very important to us and helps us understand what we are doing well and where we can continue to improve. We are pleased that overall satisfaction remains high at 94%. Residents continue to tell us they feel safe and supported in their homes and value the repairs service, the friendliness of staff and the support provided by wardens. We know that listening and keeping you informed matters. Quarterly resident meetings remain an important way for you to share views and suggestions. Residents are encouraged to speak to their representatives about anything they would like discussed. Minutes are displayed on notice boards for everyone to see. Your feedback helps us shape our services and continue providing a safe, supportive and welcoming environment for all our residents.

I am encouraged by the improvement achieved on our previous already strong results. This progress is a testament to the commitment and hard work of our maintenance team, who consistently deliver a high standard of service on the ground. My team and I remain fully committed to serving you and will continue to work diligently to ensure that all residents have access to safe, comfortable and well-maintained homes.



Murat Canbek

Your Views

Tenant Satisfaction Survey 2025

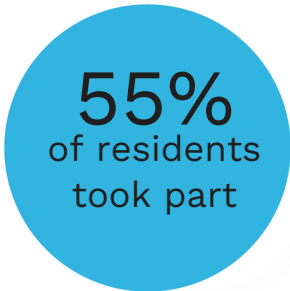
About the survey

In October and November 2025, many of you took part in an important survey. A representative sample of residents were invited to take part in the survey.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Thorngate Churcher Trust maintains your home and delivers key services.

The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

Conducted from 16 October to 24 November 2025, the survey was sent by post to each of the 124 households in a census approach, and non-respondents were called and invited to complete the survey by telephone interview. We achieved 69 completed responses out of 124 households.

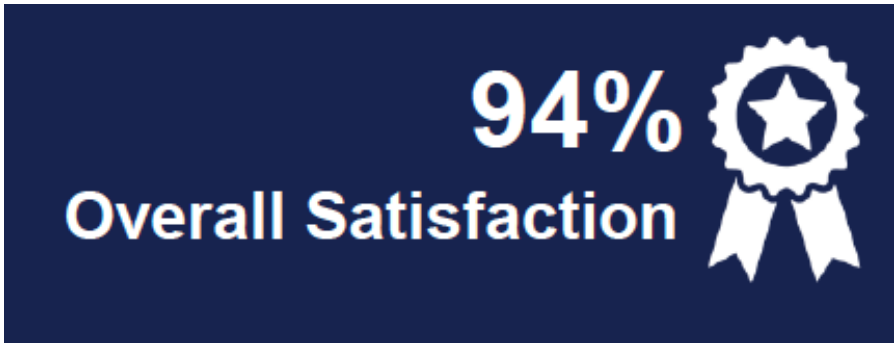


55%
of residents
took part

The findings provided a view of the main drivers behind satisfaction levels and the issues residents are most concerned about, informing Thorngate Churcher Trust's future strategic and operational planning.

This report contains key survey results regarding residents' opinions about their homes and the services received.

A big thank you to everyone who took part!



Overall satisfaction among Thorngate Churcher Trust residents is high at 94%, which compares very well with other landlords. 95% of residents are satisfied with the service.

There are even higher levels of satisfaction with complaints handling at 100%, time taken with repairs and the repairs service are both at 98% and well-maintained home at 96%.

All measures score above 81%, with eight measures, including overall satisfaction, scoring over 90%.

The lowest-scoring measure is listens and acts at 81%, followed by satisfaction with the approach to anti-social behaviour (ASB) at 82%.

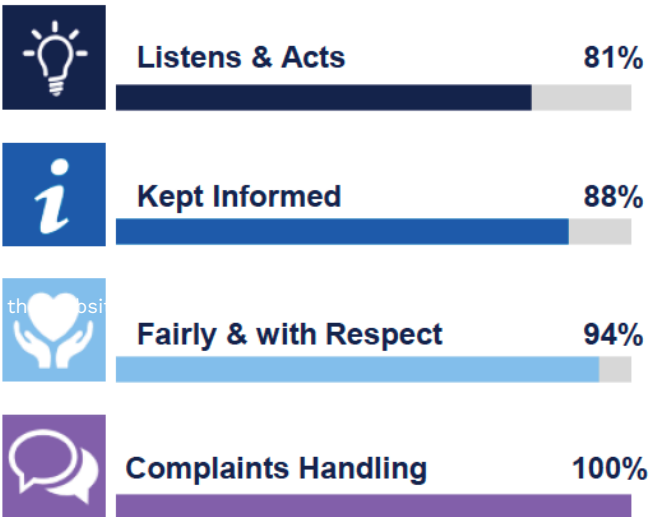
TSM Key Metrics



Keeping Properties in Good Repair



Respectful & Helpful Engagement

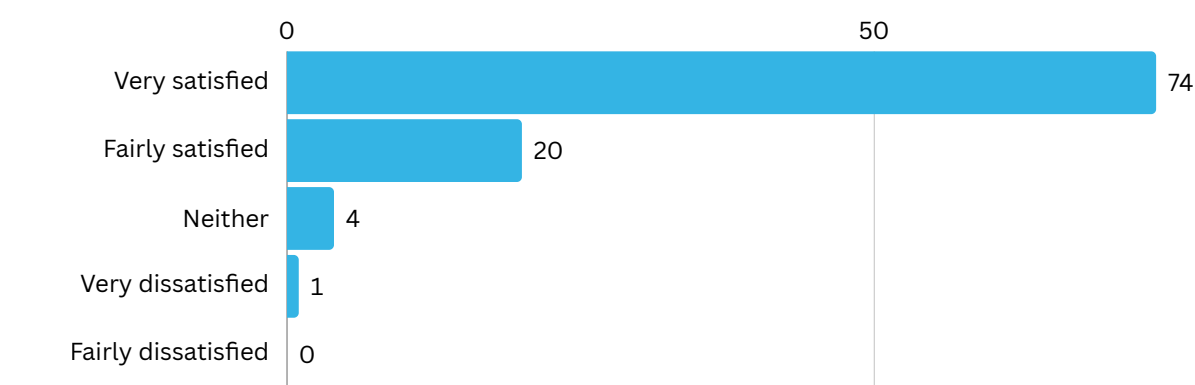


Responsible Neighbourhood Management



Overall satisfaction with service

Residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Thorngate Churcher Trust?” 94% of residents are satisfied, with just 1% dissatisfied and a further 4% who gave a neutral response.



Although overall satisfaction has dipped by 1 percentage point since the last survey in 2023/24, it remains very high.

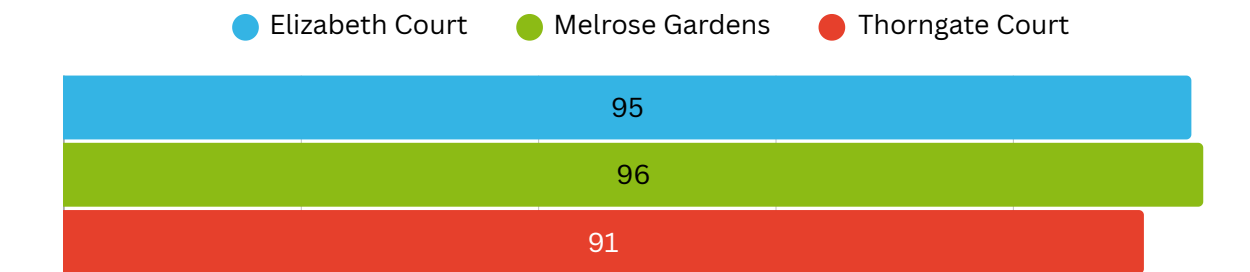
What residents told us

The survey responses reveal an extremely high level of satisfaction among residents, particularly with maintenance services and staff friendliness. Many praise quick repair response times, with residents noting that maintenance requests are handled promptly and often result in tidy aftercare. The wardens and staff are frequently described as attentive, caring and approachable, contributing to a supportive community atmosphere.

However, a small number of concerns have been noted, including perceptions of insufficient information regarding changes in procedures. There is also mention of perceived preferential treatment toward particular residents. That said, the overall sentiment is of gratitude and contentment, with many residents feeling safe, secure and well cared for in their living environment.

The positive remarks about the “excellent service” across various departments reflect strong support for our operational effectiveness.

Satisfaction by scheme



The homes and communal areas



Nearly all residents are satisfied they are provided with a home that is well maintained **(95%)** and is a quality home **(92%)**



The large majority of residents are satisfied that we provide them with a home that is safe **(94%)**.



Most residents with communal areas are satisfied that these areas are kept clean and well maintained **(93%)**



Well
Maintained
Home **95%**

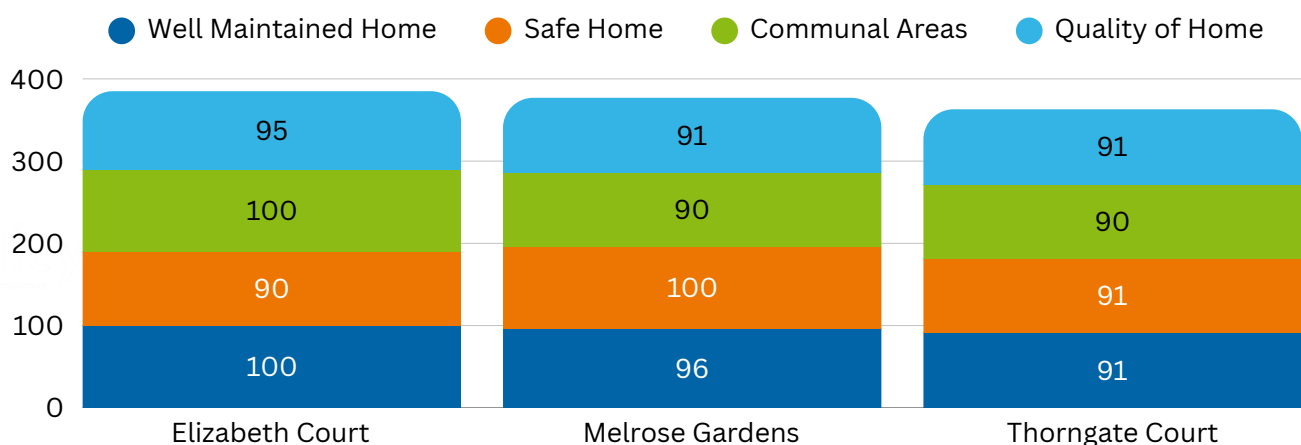
Safe
Home **94%**

Communal
Areas **93%**

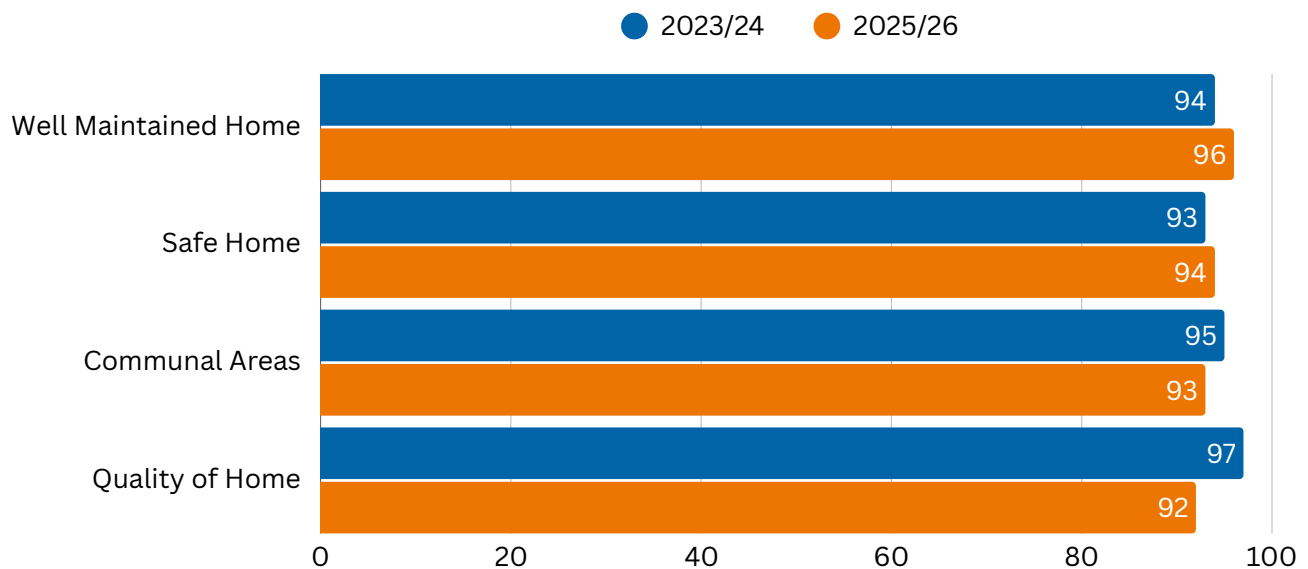
Quality
Home **92%**



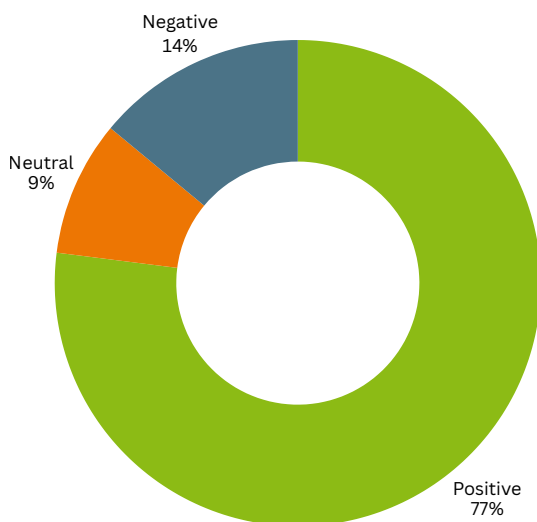
Satisfaction by Scheme



Satisfaction over time



Safety and maintenance of their home, and cleanliness and maintenance of communal areas



Comments made reflect a generally positive sentiment towards the safety, cleanliness and maintenance of homes and communal areas. Many residents noted that their homes feel safe and well-maintained, with frequent cleaning of communal spaces.

Some expressed satisfaction with the quick response times for maintenance issues, highlighting that problems are usually resolved within a couple of days.

However, there are notable concerns regarding specific areas needing improvement. Residents mentioned that certain communal areas, especially outside spaces, require more thorough cleaning and attention, with comments about leaves and debris being left unaddressed.

Additionally, several respondents indicated that their homes could benefit from modernisation, with specific mentions of outdated kitchens and windows in need of replacement. Some also reported ongoing maintenance issues, including leaking pipes and peeling paint.

Keeping properties in good repair



Just over three quarters (78%) of residents said they had a repair carried out to their home in the last 12 months, of which **98%** were satisfied with the service



Nearly all residents were satisfied with the time taken to complete their most recent repair after they reported it (**98%**)

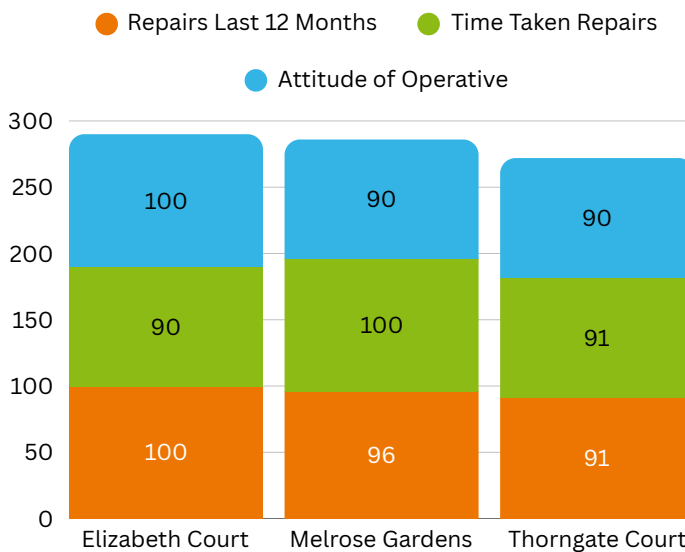


All residents were satisfied with the attitude of the operative (**100%**)

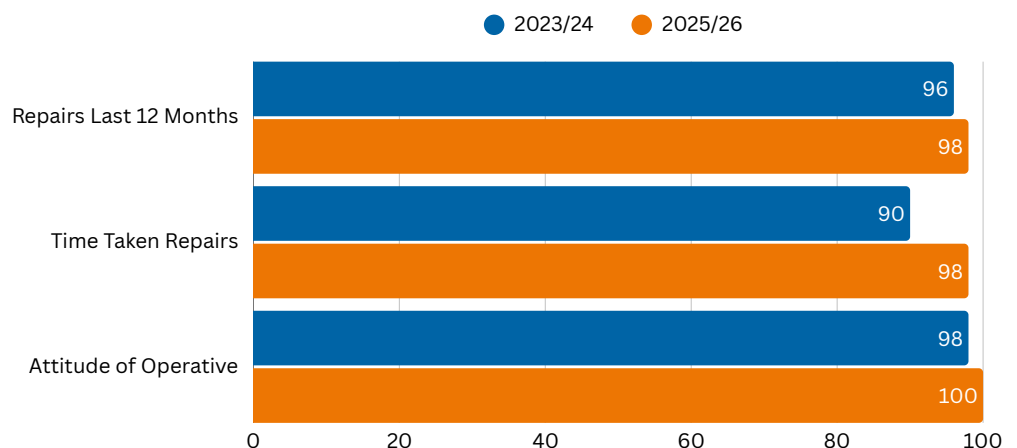
Just 3% of residents said that they are currently suffering from damp and mould, and have reported it.



Satisfaction by scheme



Satisfaction over time

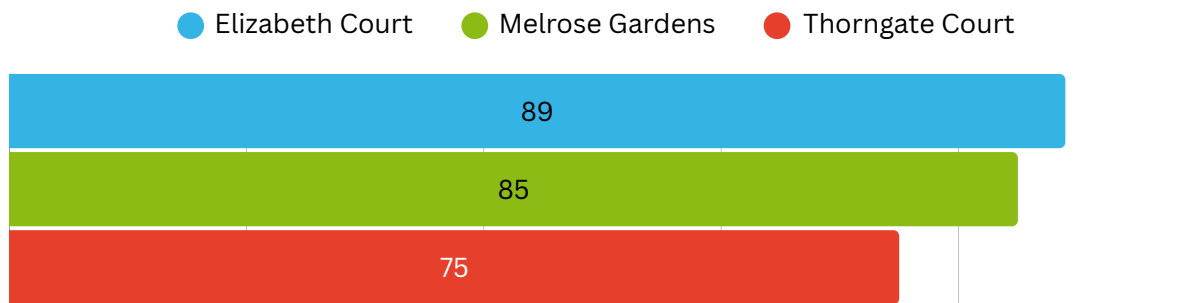


Contribution to the neighbourhood

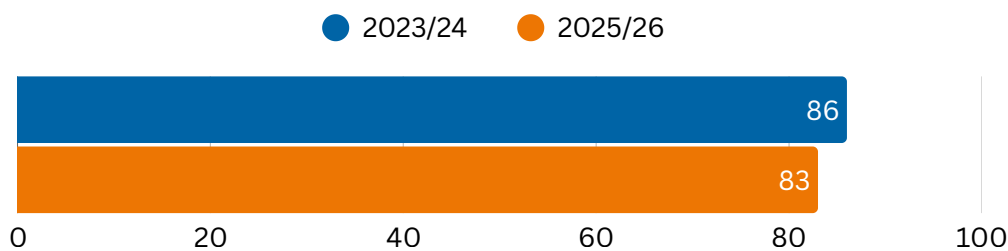


More than eight out of ten residents are satisfied that Thorngate Churcher Trust makes a positive contribution to its neighbourhood **(83%)**.

Satisfaction by scheme



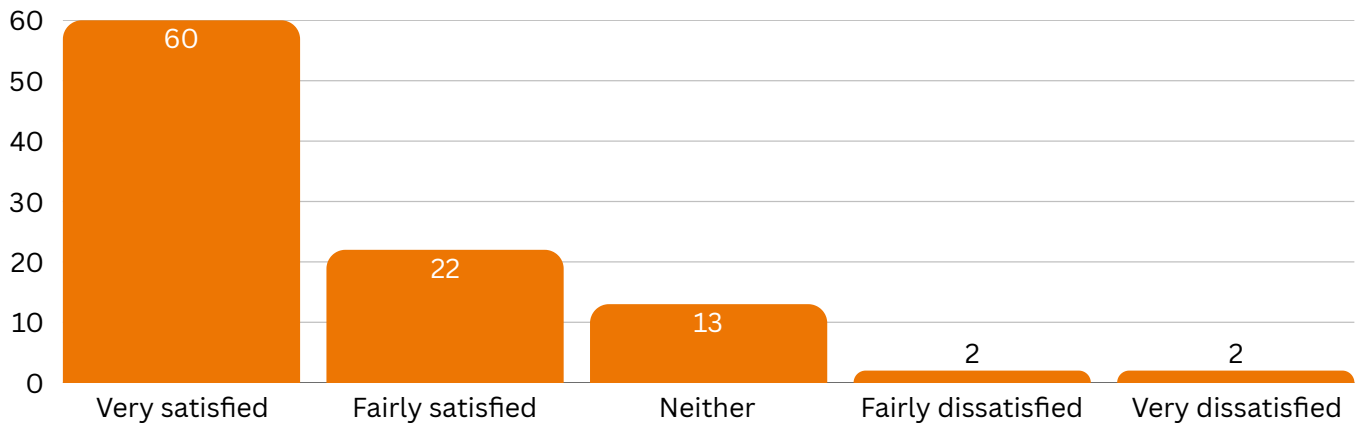
Satisfaction over time



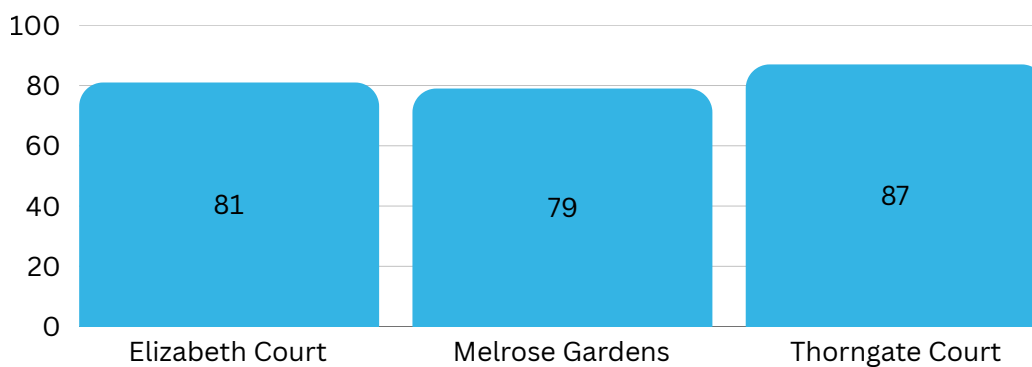
This is often one of the lower-scoring measures, and this can be because residents have not seen the work carried out locally, or are perhaps even unsure what this question means, a challenge shared by most landlords.

Approach to antisocial behaviour (ASB)

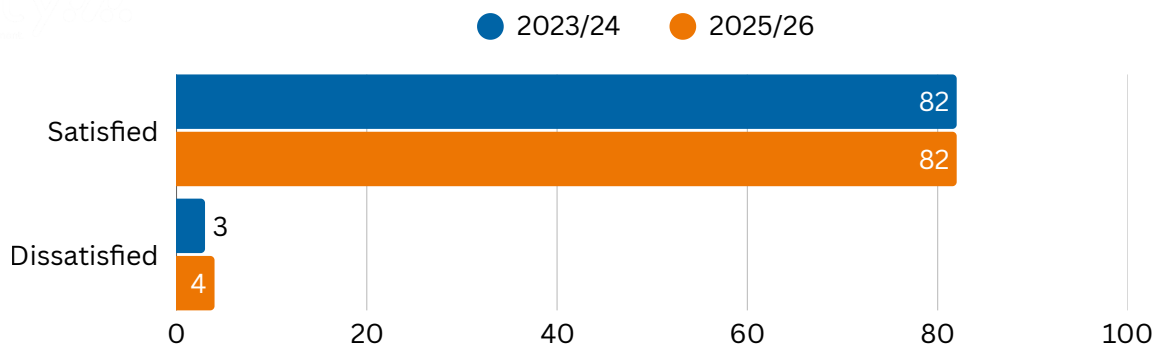
Satisfaction with the approach to ASB is unchanged from the last survey at 82%. Dissatisfaction has only increased by 1 percentage point to 4%.



Satisfaction by scheme



Satisfaction over time



Communication and resident engagement

Overall satisfaction with our communication and resident engagement is high, at 87%.



Four out of five residents are satisfied that we listen to their views and act upon them **(81%)**



The large majority of residents are satisfied that they are kept informed about things that matter to them **(87%)**



Over nine out of ten residents agree that they are treated fairly and with respect by us **(93%)**

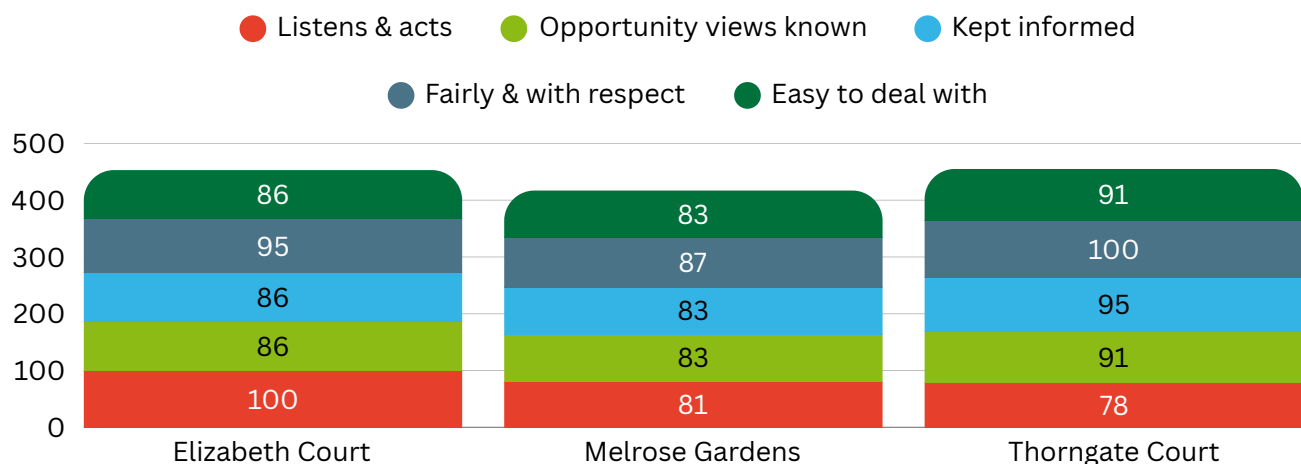


The large majority of residents feel they have opportunities to make their views known **(86%)**

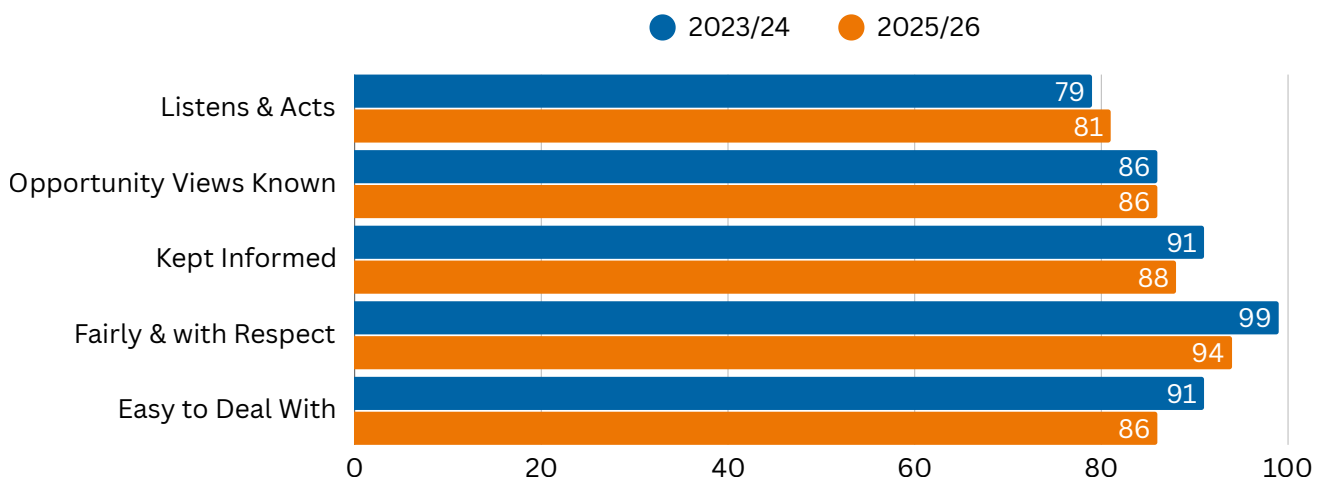


Most residents feel that we are easy to deal with **(86%)**

Satisfaction by scheme



Satisfaction over time

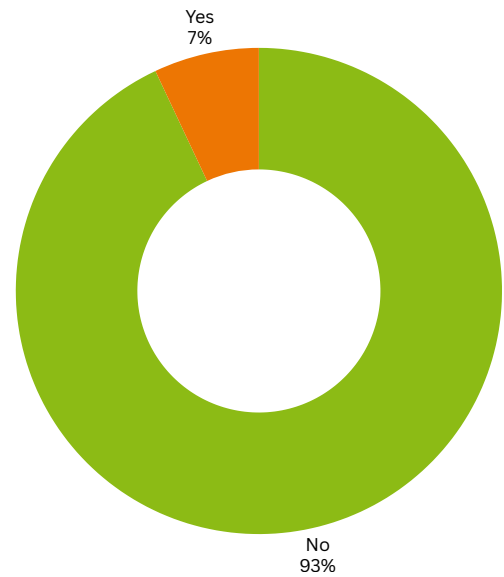


Effective handling of complaints

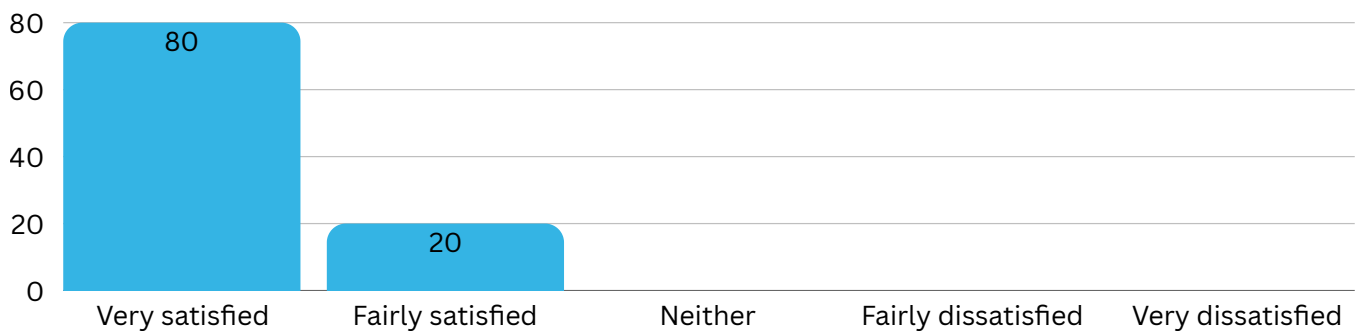
Just 7% of those who responded said they have logged a complaint in the last 12 months.

This is the most improved measure in the survey this year, with an increase of 37 percentage points to 100%, which we are extremely pleased with.

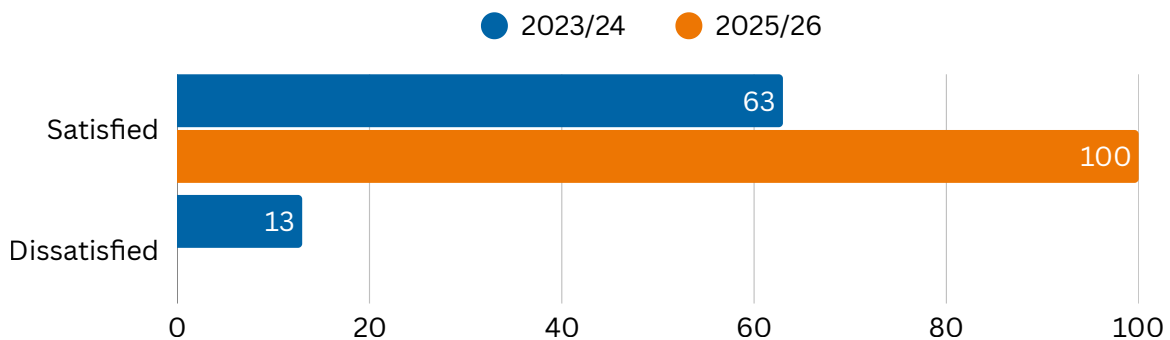
Complaint logged this year



Satisfaction with complaints handling



Satisfaction over time



Net promoter

Residents were asked “How likely would you be to recommend Thorngate Churcher Trust to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?” Over eight in ten residents (**82%**) are promoters, very loyal and happy to recommend Thorngate Churcher to others, with **62%** giving a score of 10 out of 10.

The Net Promoter Score (NPS) is based on the fundamental perspective that an organisation’s customers can be divided into categories: Promoters, Passives and Detractors. By asking a simple question, as we did, it is possible to track these groups and get a clear measure of an organisation’s performance through its residents’ eyes. Residents respond on a 0 to 10 point rating score and are categorised as follows:

Promoters (score 9-10)

Loyal enthusiasts who will promote and support the service provider.

Passives (score 7-8)

Satisfied but unenthusiastic residents who can easily become detractors depending on circumstances.

Detractors (score 0-6)

Unhappy customers who can damage your organisation and hold back development and growth through negative word-of-mouth.

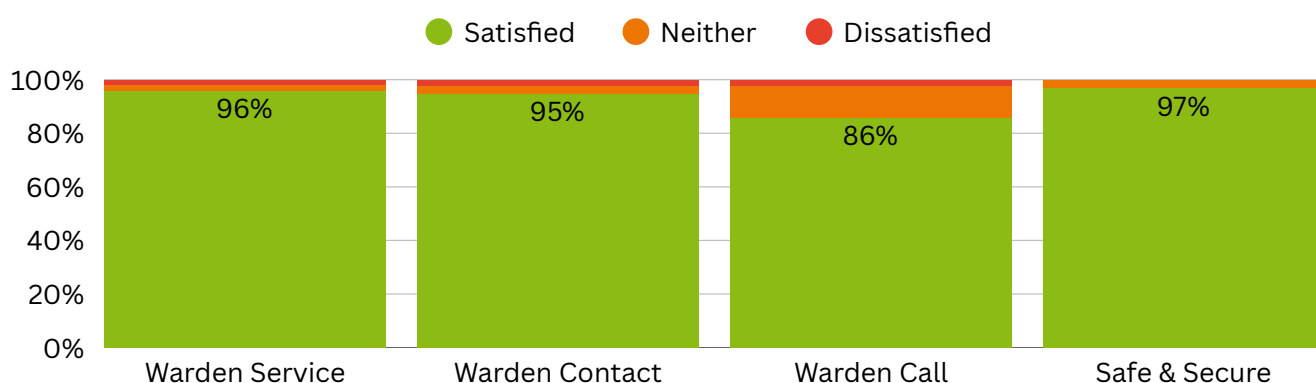


NPS is calculated by taking the percentage of customers who are Promoters and subtracting the percentage who are Detractors. The result is known as the net promoter score - it is not a percentage.

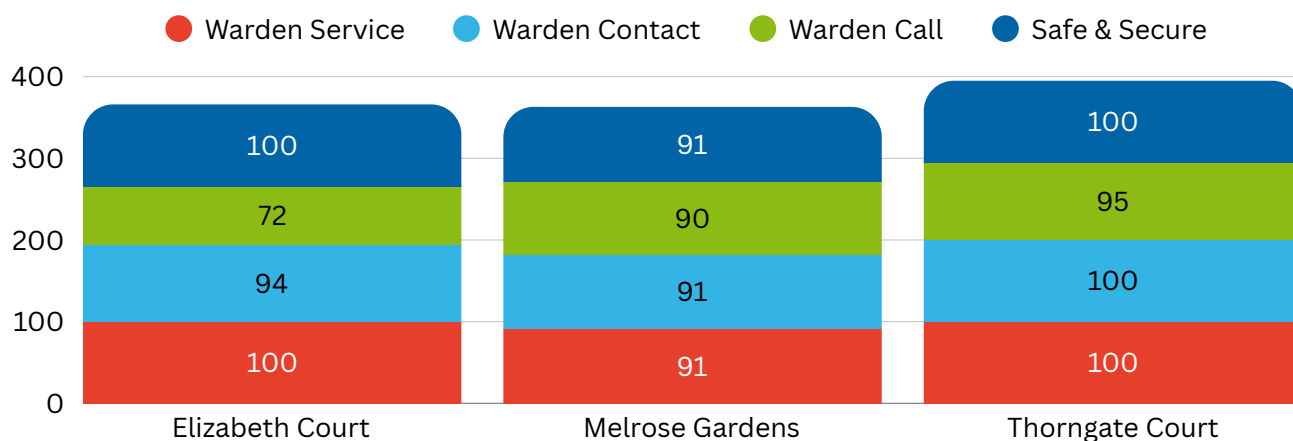
The net promoter score for Thorngate is 77 and is described as excellent, It has increased by 5 percentage points since 2023/24 (over 50 is excellent).

Warden and facilities

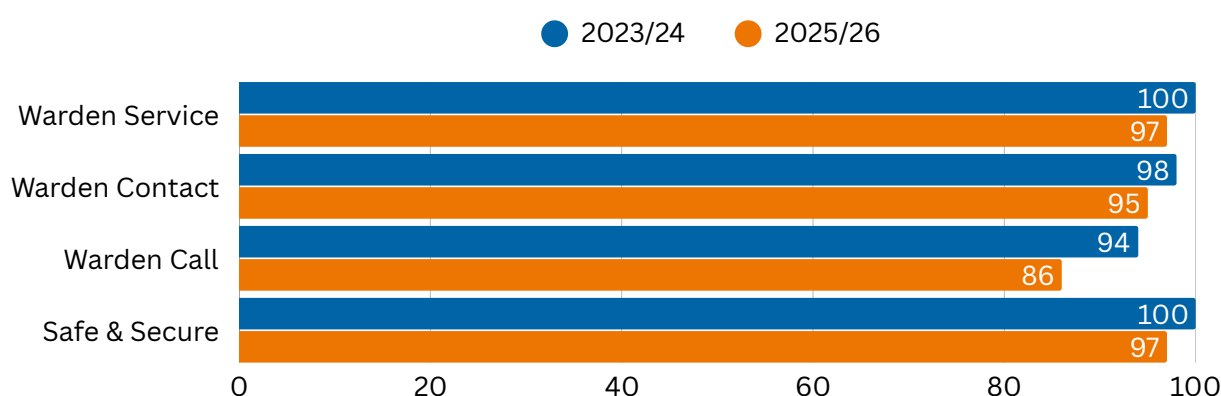
Overall satisfaction with the warden service is at 97%, down by 3 percentage points, with the level of contact from the warden at 95% which is also 3 percentage points lower than 2023/24. While these measures have fallen slightly since 2023/24, they remain extremely high-scoring results, and variations between schemes are slight.



Satisfaction by scheme

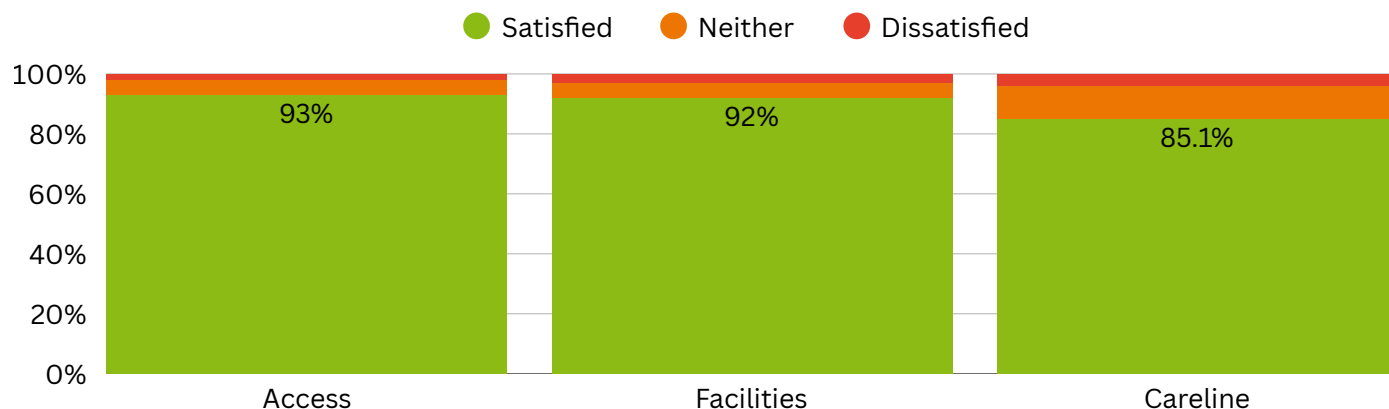


Satisfaction over time

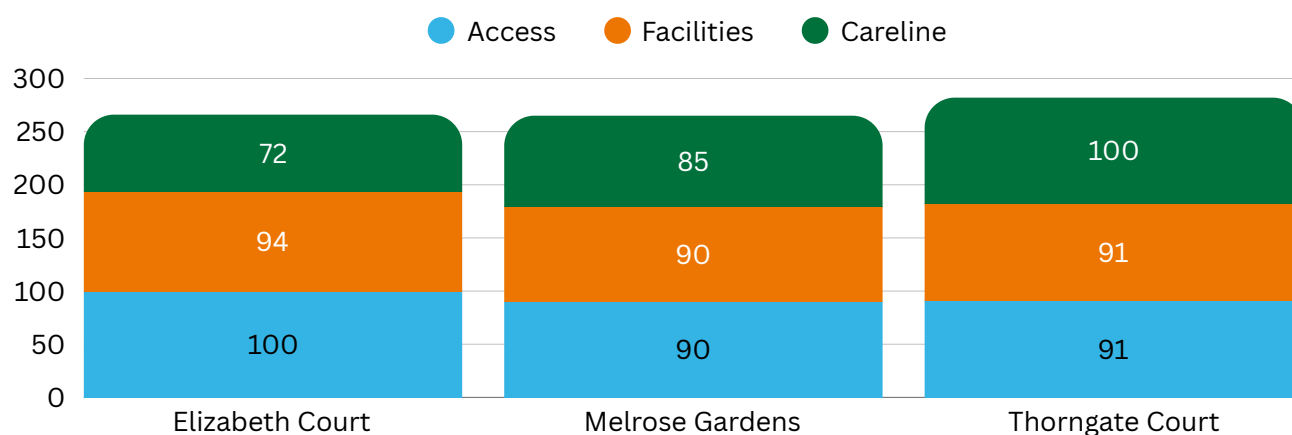


Access, facilities and Careline

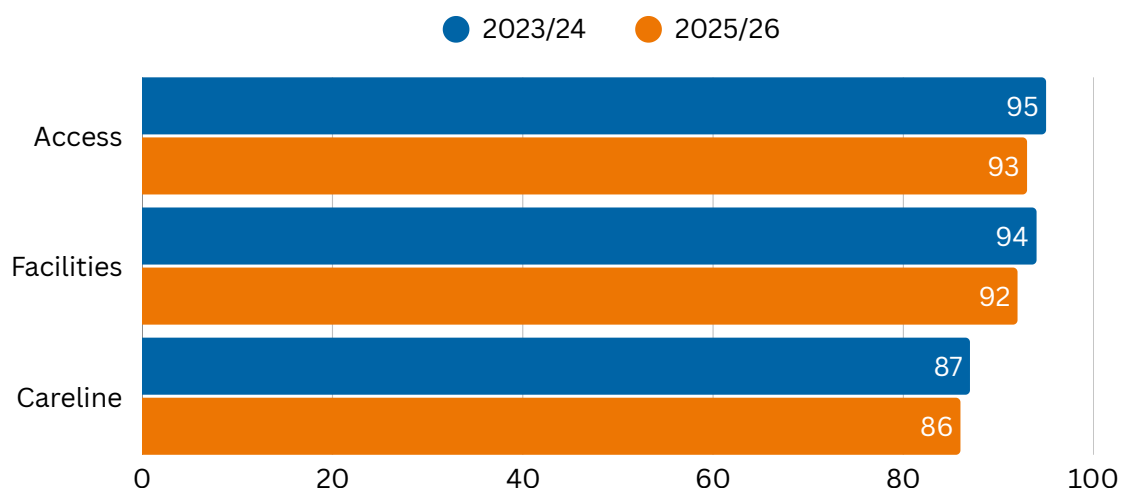
Residents were asked about ease of access to their home and the scheme, satisfaction with facilities, and satisfaction with Careline



Satisfaction by scheme

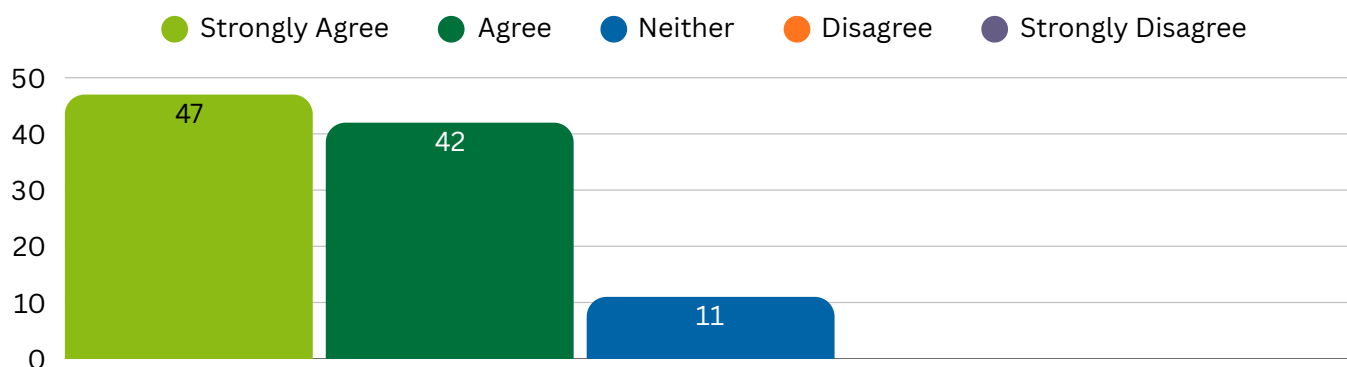


Satisfaction over time

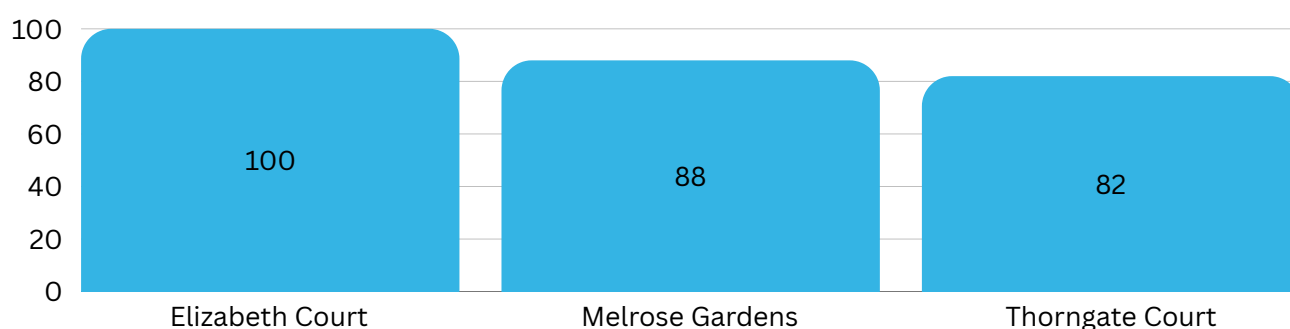


Expected services

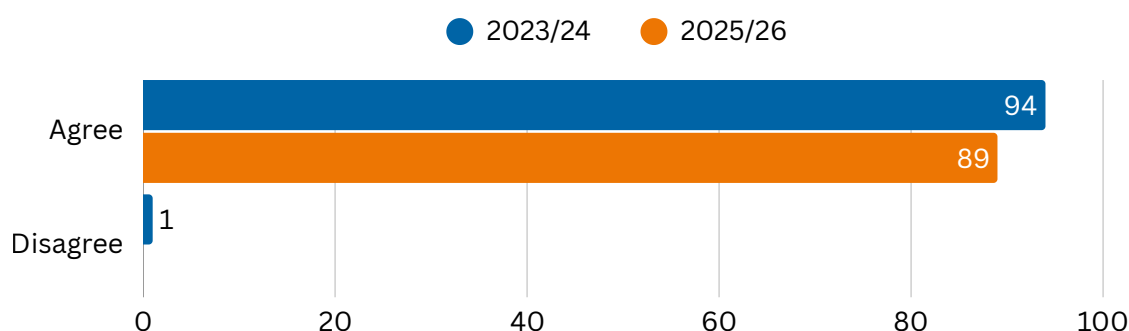
Residents were asked, "To what extent do you feel Thorngate Churcher Trust is providing the services you expect of your landlord?", and 89% agreed. This is split fairly evenly between 47% strongly agree, and 42% agree.



Satisfaction by scheme



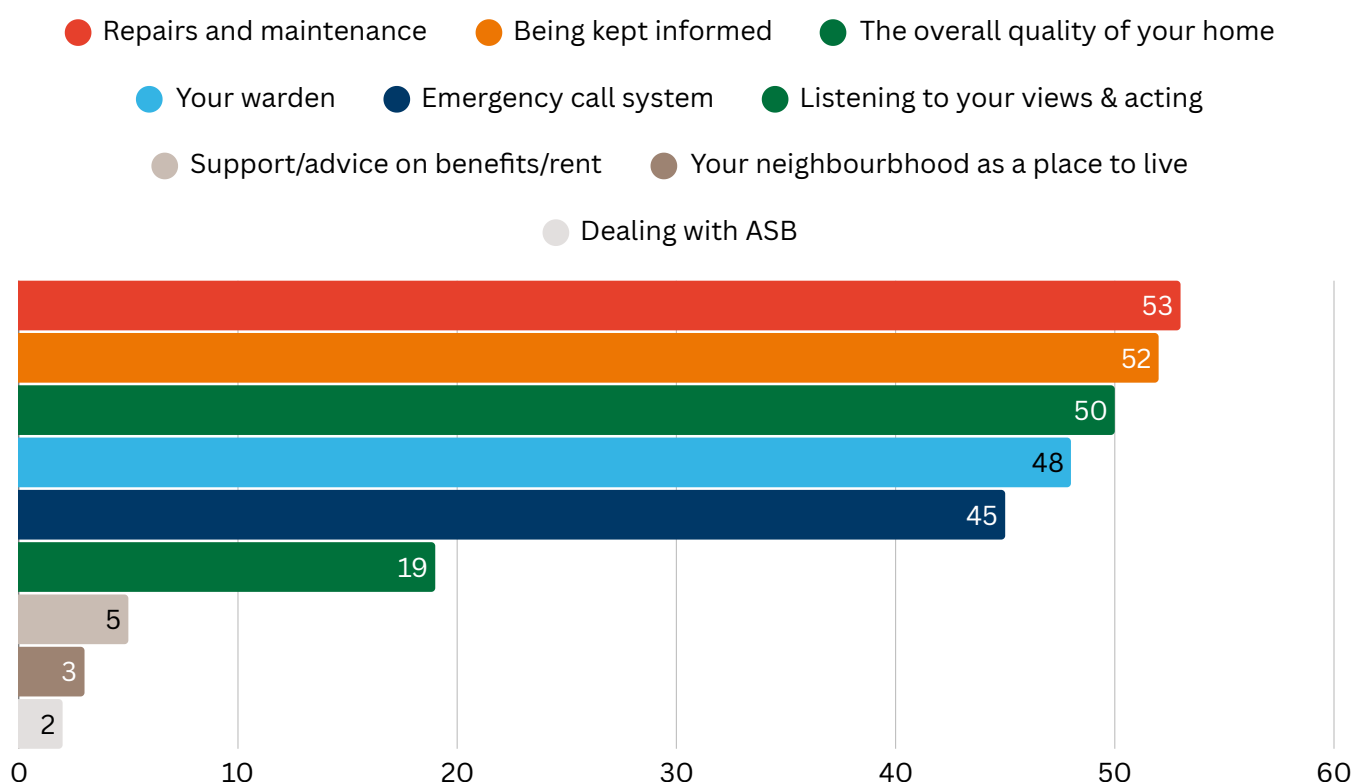
Satisfaction over time



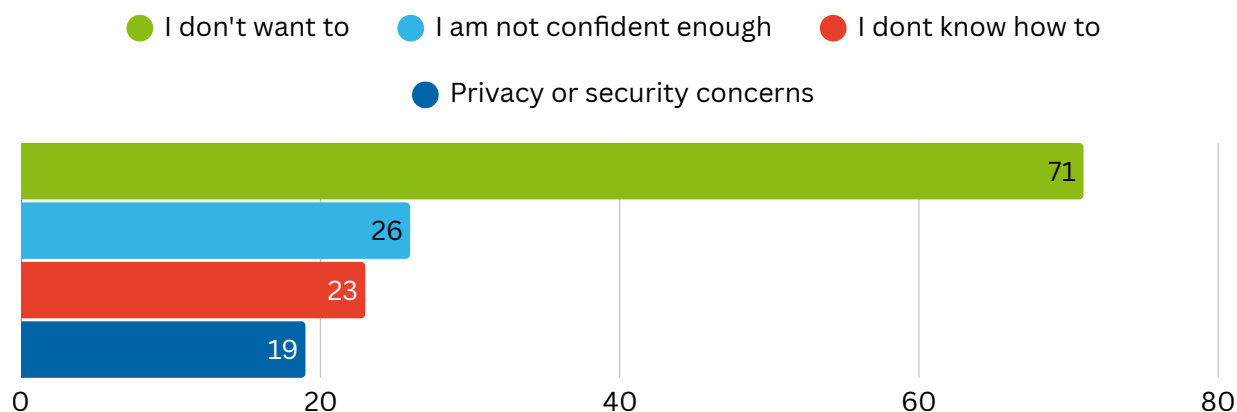
Resident priorities and additional services

When asked about priorities, repairs and maintenance were at the top of the agenda for over half (53%) of residents. This was very closely followed by being kept informed (52%), the overall quality of the home (50%), and 'your warden' (48%). Residents were asked to select up to three priorities.

Resident priorities

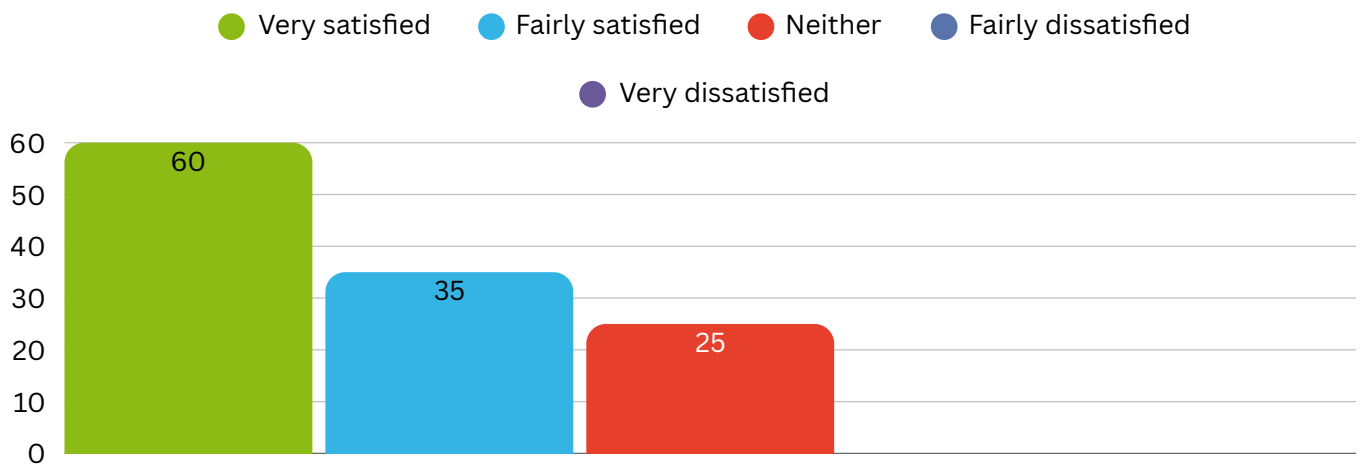


Reasons for internet disuse

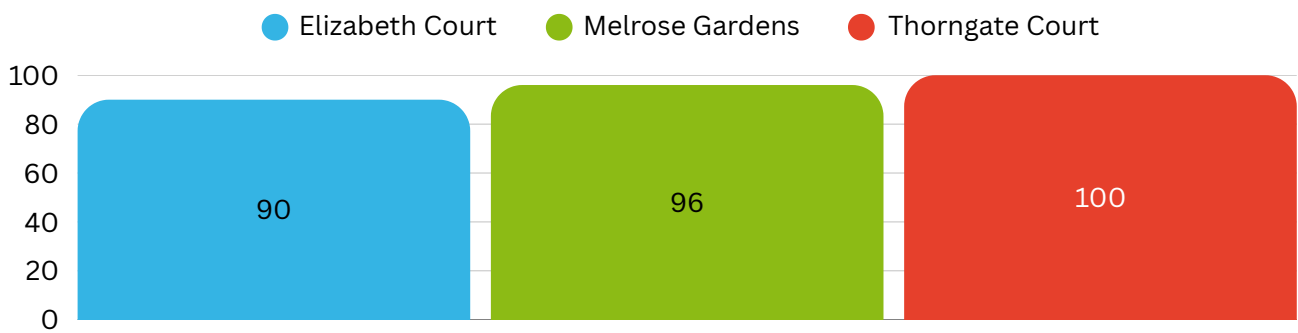


Regarding any additional services or social activities, 93% felt these are not needed, with just 7% feeling more could be offered.

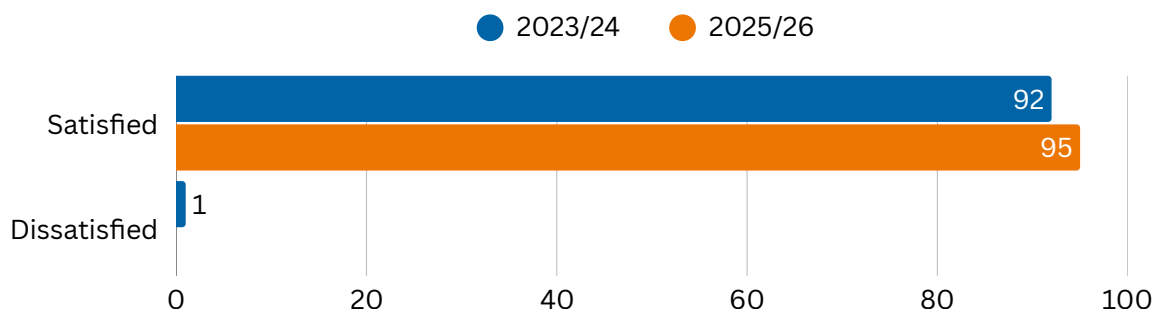
Value for money - rent



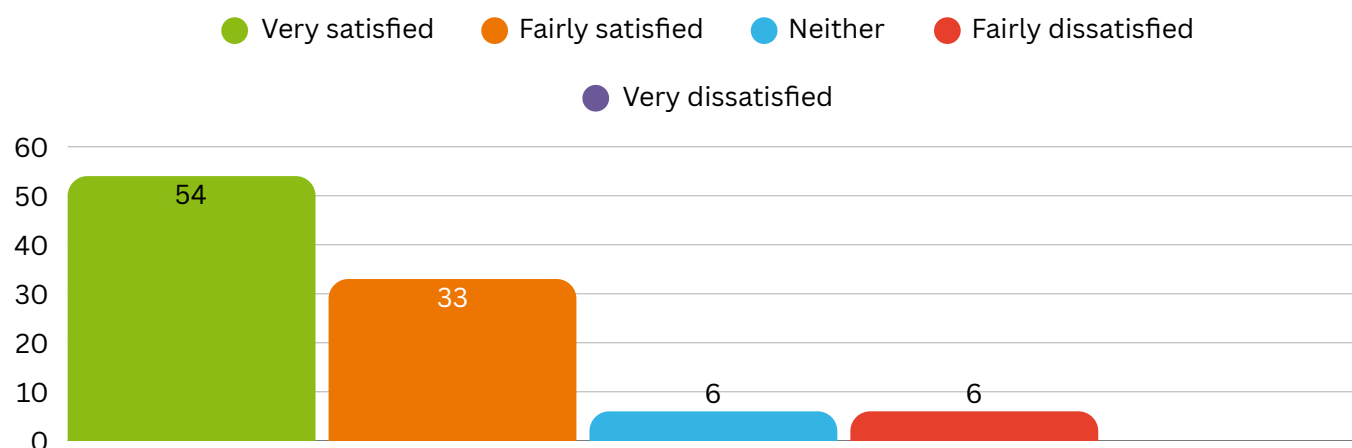
Satisfaction by scheme



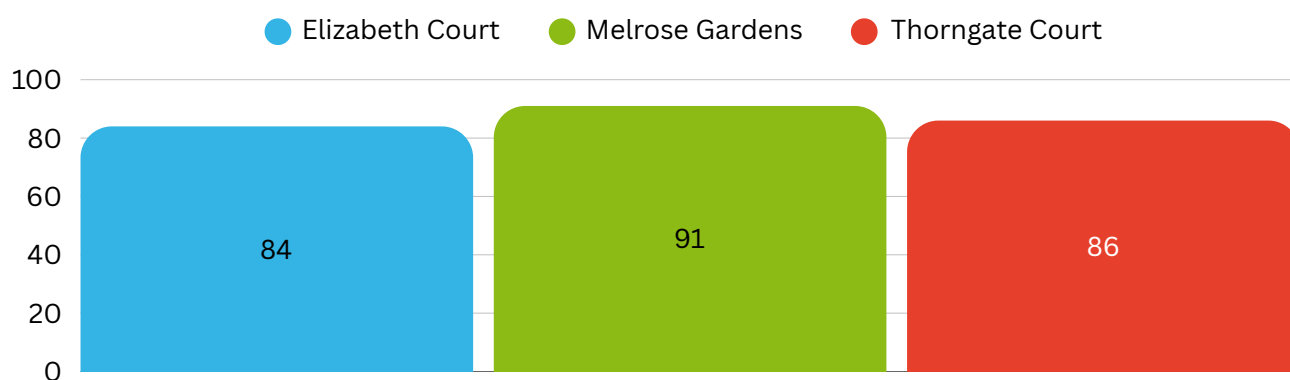
Satisfaction over time



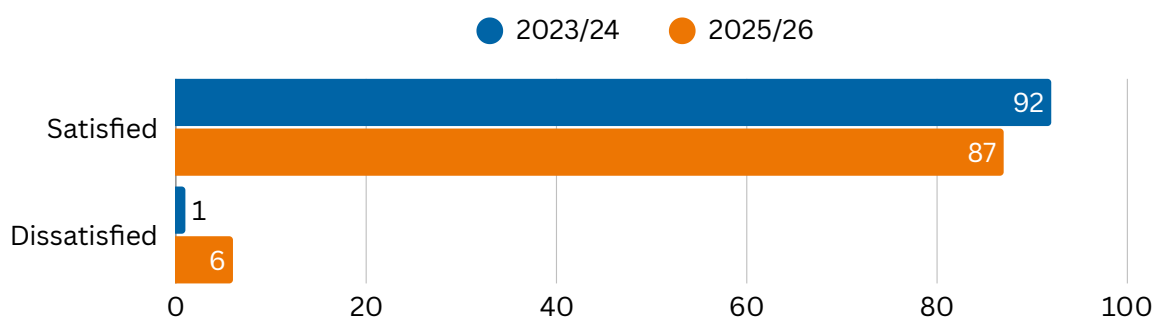
Value for money - service charge



Satisfaction by scheme



Satisfaction over time



Improvements

Most residents expressed satisfaction with the service, with some stating they have no complaints. However, some areas for improvement were suggested. These include managing cost increases in service charges and maintaining facilities, such as the lift and communal laundry.

Some residents requested better maintenance schedules and rules, as well as prior notification for unannounced visits. There were suggestions for more staff involvement, improved gardening services, and assistance for elderly residents in maintaining their gardens. Additionally, some residents feel the need for more recreational facilities, such as additional guest rooms and improved electric vehicle parking.

Overall, most residents are very content, with opportunities for further improvement through enhanced transparency, improved maintenance, and better support for those with disabilities or age-related challenges.

Other comments

Many residents expressed high levels of satisfaction, highlighting feelings of safety and contentment in their homes. Positive comments praised the Trust's management and support provided by the wardens. Several residents, however, have concerns about the landscaping service's ineffectiveness in leaf removal, suggesting a need for improved methods.

One resident reported noise disturbance from neighbouring flats that affect their peace. Some residents also feel uninformed about repairs and maintenance. There were mentions of needing better plumbing and a desire to relocate to more modernised properties.

The breakdown of lifts and the associated accessibility challenges were also referenced. Overall, satisfaction is strong with some areas that need attention, particularly in maintenance and resolving disturbances to enhance residents' quality of life.

Our Mission and Values

Mission

Providing comfort and security to those in need since 1868, and committed to developing the highest standards of housing and professional care in a supportive, respectful and friendly community.

Values

- We seek to improve lives through passionately promoting excellence in support, care and housing.
- We will each commit to take responsibility for our role in our teams, encouraging, respecting and supporting each other.
- We strive to be transparent, approachable, listening to each other and acting with empathy and consistency.
- We will respect and support everyone as individuals, treating residents and colleagues with dignity and compassion, and behaving professionally whatever our role.



Head Office, Clare House, Melrose Gardens
Gosport, Hampshire PO12 3BZ
info@thorngate.org.uk



023 9253 4999



www.thorngate.org.uk