

Resident Engagement and Satisfaction Forum

17 March 2026, 10:00am – 11:30am, Online via Teams

Agenda

- 09:55 Online access open
- 10:00 Welcome, introductions and housekeeping
Emily Sinclair James, Building Safety Engagement Manager, Home Group and Forum Chair
- 10:05 Interactive Introductions
- 10:25 Beyond the Scores: What Are Your Customers Actually Saying

In this session, we'll take a fresh, practical look at what customer feedback is really telling us and how to use it to drive meaningful improvement. We'll start by examining Tenant Satisfaction Measures (TSMs) and the emerging data trends across the UK and what that means for your organisation.

We'll dig into the real story behind the numbers: what TSMs actually reveal about customer experience, and just as importantly, what they don't. We'll explore strategies to strengthen your performance, focusing on actionable steps that build trust, improve satisfaction, and reduce risk. We'll dive into differences in Tenant Perception results across protected characteristics.

Finally, we'll explore why customers who describe themselves as "fairly satisfied" may be your most vulnerable group – and how understanding this can transform your approach to service improvement.

Speaker panel:

Eoin Quiery, Head of Housing Strategy and Partnerships, Housing Place Directorate, London Borough of Waltham Forest

Pete Daykin, CEO, wordnerds

John Wickenden, Research Manager, Housemark

- 11:05 Interactive Q&A and a discussion
Where do you see the biggest gaps between your TSM scores and what customers are actually experiencing day-to-day in your organisation, and what might be driving those gaps?
- 11:20 Wrap Up & Key Takeaways
- 11:30 Next Steps and close
Emily Sinclair James, Building Safety Engagement Manager, Home Group and Forum Chair