

Welcome

to your latest update
from Thrive Homes

Thrive
Homes

Keeping you informed about
things that matter to you

Spring 2026



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A new chapter begins: welcoming our future together

Welcome to your latest customer newsletter, our first printed update since Thrive Homes and Watford Community Housing announced we would be joining forces to become a new Community Gateway Housing Association.



What does it mean to become a Community Gateway Housing Association?

Becoming a Community Gateway Housing Association means putting you, our customers, at the heart of everything we do. The Gateway model is designed to give customers more of a say. It's built into the organisation's rules (constitution) so customers can influence decisions about their homes and services. **Turn to page 05 to find out about how you can get involved.**

This merger marks an exciting milestone that strengthens our ability to deliver reliable services, invest more in our homes, and build communities together.

Thank you for being part of this new chapter with us, we're looking forward to what we can achieve together.

Read the full announcement of the merger at: thrivehomes.org.uk/merger

Our promise to customers

In response to the feedback gathered through the customer consultation, Thrive Homes and Watford Community Housing have made a clear set of promises to customers ahead of the merger, including:



An improved repairs service, retaining in-house teams and bringing in more people with expertise to enhance the service.



A commitment to ensuring that the merger will not affect rent levels, which will remain tied to the government's rent-setting formula.



More customer facing staff and retention of local bases, enabled by savings from combining leadership teams.



More ways for customers to engage and access service information, providing greater choice and making it easier to receive an excellent service.



A commitment to the Community Gateway model, promoting membership opportunities and increasing the number of engaged customers who influence the future organisation.

These commitments reflect a shared belief from both organisations that customers should be at the heart of decision making and service design.

Your Home. Your Voice. Your Vote!

Why becoming a Gateway member matters

When we become a Community Gateway Housing Association on 1 June 2026, more power will be given to customers to influence decisions about your homes and services. This is written into the rules of the organisation and if you sign up to become a member you will be invited to vote at an Annual General Meeting, held in September each year.

To be part of the new Community Gateway, you must sign up for membership. Even if you were previously involved in Thrive Customer Voice, you will not automatically be transferred over. This is because the Gateway model is a formal membership structure.



By becoming a member you can have:

- **A vote** – influence key decisions and the strategic direction of the business, while helping to shape policies that affect homes and services.
- **A stronger collective voice** – when customers come together as members your influence grows. Members can apply to join the Gateway Membership Team which represents all our customers.
- **Opportunities to get involved at your own pace** – whether you simply want to stay informed, continue to take part in online surveys, vote on important issues, become part of the Gateway Membership Team or maybe even apply to be a Tenant Board Member, you have the flexibility to engage in a way that suits you.
- **Invitations to member only events and meetings** including Question Time events and focus groups.
- **Access to discounts on everyday essentials** via the Housing Perks mobile app.

Your ideas and experiences are incredibly valuable. By becoming a member, you'll help us understand what matters most to you and what improvements you'd like to see.

You must sign up to take part

Scan the QR code below or call us on 0800 917 6077 and one of our team will help to sign you up.



Read our Frequently Asked Questions (FAQs) about Gateway Membership at: thrivehomes.org.uk/gateway-membership/#faqs



Rent convergence will come into effect in April 2027

The government is planning a process called 'social rent convergence'. This means rents may increase by an additional amount so that similar social homes across the country have more consistent and fairer rent levels, while still staying well below market rates. In simple terms, rent convergence will remove historical differences where similar homes currently have different rents.

To support this change, the government plans to reintroduce rent convergence with a staggered approach this means your rent may increase by an additional £1 per week from 1 April 2027, and an additional £2 per week from 1 April 2028, until it reaches the standard rate.

This will apply to social housing tenants across the country, and it would have applied to customers of Thrive Homes and Watford Community Housing regardless of whether the merger went ahead. **Rent convergence is not connected to the merger and will take effect from April 2027.**

We'll provide more details closer to the time, including what this means for you and whether your affected.

Supporting you

Managing your money can feel challenging at times, but you don't have to navigate it alone. If you're finding it difficult to keep up with payments or need guidance, we're here to support you.

Take a look at our money help tips at: thrivehomes.org.uk/money-help or find more financial support at: thrivehomes.org.uk/wellbeing



See it. Report it. Stay Safe.

We regularly check our buildings and communal areas to keep them safe, but hazards can appear between inspections, and even small ones can cause slips, trips or falls. Keeping communal areas clear is important to keep you safe.

If you spot something that doesn't look safe in or around your building, please let us know. Even if you think someone else may have noticed it, please report it anyway.

This could include:

- Slippery floors
- Blocked walkways
- Uneven paving
- Items left in communal areas
- Leaking gutters
- Hanging branches
- Faulty communal lighting

 **Your call could prevent an accident.**

Report hazards to us on **0800 917 6077** so we can fix them fast. Together, we can keep our shared spaces safe for everyone.

Could you safely evacuate your home if asked to by the emergency services? If not, please get in touch with fire@thrivehomes.org.uk or call us on **0800 917 6077** so we can fill in a Person Centred Risk Assessment.

Looking after your home all year round

There's plenty you can do throughout the year to help prevent damp and mould. One of the simplest and most effective steps is to keep your home well ventilated. With warmer weather on the way, it's a great time to start opening windows more often to let fresh air circulate.

Damp and mould can also be caused by issues like blocked gutters, damaged window frames, or a leaking roof. **If you spot anything like this, please let us know straight away so we can fix it.**

And if you already have damp or mould in your home, get in touch as soon as possible, we're here to help put it right.

For more tips head to: thrivehomes.org.uk/damp-and-mould

Keeping you updated on repairs

We're continuing to improve how we keep you informed about your repairs. Our **repairs status update** page on the website is regularly refreshed with the latest information, including what we're doing to improve the service and any changes you need to be aware of.

Recently, we invited members of Thrive Customer Voice to meet our supporting contractor, PiLON. Following this, we're working on ways to share more performance data and introduce a feedback box on the update page, so you can stay fully informed and tell us what's working, and what isn't.

We're also looking at how customers can have more of a say on communal repairs around your building, and we'll share more on this soon.

Making sure we can access your home

We're receiving a high number of repair requests at the moment, and while our teams are working hard to book these in as quickly as possible, appointments may take a little longer than usual. If you have a repair outstanding, we'll contact you with an appointment as soon as we can.

Check the myThrive Hub to view your upcoming appointments!

We're also experiencing a rise in situations where our operatives attend but no one is home. These missed visits add to the time it takes to get repairs booked in for everyone. If you can no longer make your appointment, please let us know as early as possible so we can reallocate the slot and keep the service moving.

Thank you for helping us make the best use of our teams' time and reach customers more quickly.



Learn more at:
thrivehomes.org.uk/repairs

Cleaning & Grounds Maintenance: What you told us



Thank you to everyone who took part in our cleaning and grounds maintenance surveys in June 2025 and February 2026. Your feedback shows some early signs of improvement, especially in areas like pathway clearance, shrub maintenance and overall cleaning quality, but it's clear there's still work to do.

Many of you told us that issues such as inconsistent attendance, overgrown areas, litter, and cleaning not being thorough enough are still affecting your experience. We're listening, and we're taking action.

Here's some of the things we're working on to improve the service:

Regular contractor meetings	We're meeting more often with our contractors to make sure they deliver the quality you deserve.
Closer collaboration	Our grounds maintenance teams are spending more time with Thrive colleagues at our offices, working together and carrying out joint inspections.
More site visits	We're visiting sites regularly to resolve issues faster and keep standards high.
Better quality checks	We're exploring new ways to carry out joint quality-assurance checks, so we can assess work consistently and make improvements where needed.

We'll keep working on what matters most to you – and keep you updated as improvements continue.

Working with you to put things right

If you find an issue in your home, we'll always work with you to sort it in line with our service standards set out in the Thrive Deal.

If things don't go to plan, you can trust our complaints process to deal with things fairly.

And remember, you can seek guidance from the Housing Ombudsman at any time and escalate your complaint to them if you feel we aren't able to resolve it.

How to make a complaint:



Call us on **0800 917 6077**

Email enquiries@thrivehomes.org.uk

Talk to us on Live Chat on our website

Fill in our feedback form at thrivehomes.org.uk/feedback







Submit your feedback on the **MyThrive Hub**



Learn more about our complaints process: thrivehomes.org.uk/complaints

Your feedback is helping us focus on what matters

Our satisfaction scores are moving in the right direction, which shows recent improvements are making a difference, but we know there's still more to do. Your feedback has highlighted six key areas we're focusing on to continue improving your experience:

-  Keeping to our promises
-  Getting repairs right the first time
-  Keeping your updated
-  Better contractor reliability
-  Supporting your needs
-  Having clear and useful records

To see how we're acting on this feedback, including our performance on the Tenant Satisfaction Measures and how we're improving our services visit:



thrivehomes.org.uk/feedback

Need information in print or a different language or format?

Updating your details is quick and easy – simply email or call us and we'll take care of the rest.

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Aktualizacja Twoich danych jest szybka i łatwa – wystarczy, że wyślesz nam e mail lub zadzwonisz, a my zajmiemy się resztą.

Actualizarea detaliilor tale este rapidă și ușoară – pur și simplu trimite-ne un e-mail sau sună-ne, iar noi ne vom ocupa de restul.

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If you need a printed copy of anything in this newsletter, just call us on **0800 917 6077** and we'll send one to you.

You can also:

- **update your communication needs** (such as large print, translations or interpreters) at thrivehomes.org.uk/my-info, and
- use our **Accessibility Tool** on the website to adjust how information is displayed to suit your needs: thrivehomes.org.uk/accessibility.

To see how we keep your information safe, visit thrivehomes.org.uk/privacy-policy.

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