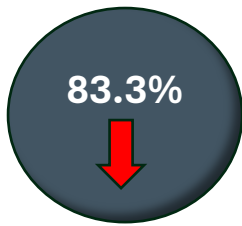
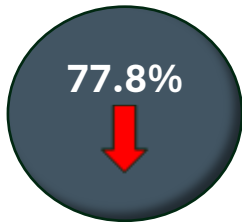


TENANCY SUSTAINMENT SATISFACTION



Satisfied with
the service
received from
their Tenancy
Sustainment
Officer

They discussed my issues with sympathy and with a non-judgmental manner.



Satisfied with
the overall
tenancy
sustainment
service

The help was way more than what I was expecting

KEY ISSUES



Communication methods:

1. Preference for face to face meetings rather than on the telephone or online
2. Having an advocate of customer's choice present.



Other:

1. Report realistic expectations of Orwell from the tenant that is listened to.



35 customers responded to the survey

