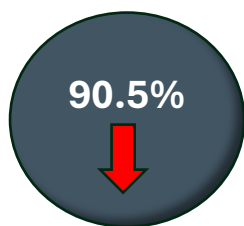
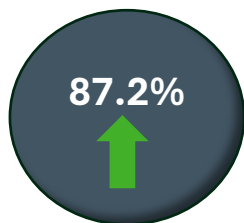


LETTINGS SATISFACTION



Satisfied with the lettings process

I cannot think of a single thing that could have been carried out more professionally. I now have a wonderful home with good neighbours and excellent and attentive staff. I really couldn't ask for anything more. Thank you



Satisfied with the condition of the property at the time of letting

The void team left the property in poor repair. Condition was poor.



Satisfied with the helpfulness and communication of staff

I've been looked after with great care and courtesy, kindness, patience and support from my lovely housing officer and Orwell housing I have found no fault at all. Thankyou

KEY ISSUES



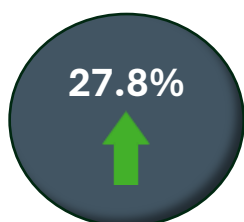
Condition of the property at the time of letting:

1. Items not checked properly during inspection/void period.
2. Cleanliness poor.
3. Garden overgrown
4. Quality of repairs.
5. Repairs outstanding.



Other:

1. Customer not able to get full fibre broadband
2. Poor communication
3. Unsuitability of accommodation
4. Inefficient administration
5. Lack of welcome care/attention.



128 customers responded to the survey

