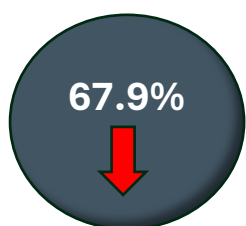
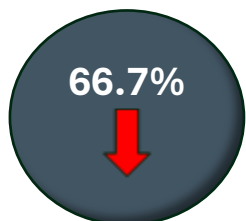


END OF TENANCY SATISFACTION



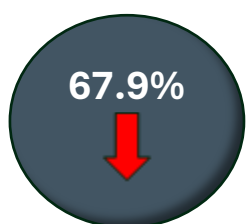
Satisfied with communication from Orwell

No issues, always prompt repairs and answers to questions



Satisfied with the ease of contacting Orwell

Very quick service with repairs, easy to get through on the phone to high in rent the only downfall and going up each year by too much housing officer was always supportive with any situations (Louise)



Satisfied with the overall condition of their home

Take too long to fix anything that needs doing. Do not act on complaints that are made

KEY ISSUES



Condition of the property:

1. Length of time for kitchen replacement.
2. Length of time to carry out repairs.



Other:

1. Orwell App needs to work better.
2. The tone and content of the end of tenancy communication.



Temporary Supported Housing:

1. Dissatisfied with the scheme/property condition.
2. Communication within schemes
3. Appropriateness of accommodation



28 customers responded to the survey

