

Your Voice, Our Action

Tenant Satisfaction Measures Survey

2024/25

Orwell



Who Took Part?



520 tenants
(phone & post)



Across all Orwell homes
(excluding shared ownership)



Results represent
all tenants



Survey duration:
April 2024 – March 2025

Overall Satisfaction



69.2%

satisfied with
Orwell's service



from **76.2%** last year —
we're taking this seriously

What You Told Us

✓ What you value



Kind, caring staff
*"They were there
when I needed help."*



Safe, settled homes
"I love my little house."



Helpful, going
the extra mile

✗ Where we can be better



Repairs: long waits (up to 7–12 months), repeat visits, safety concerns



Communication: hard to reach right person, lack of updates, broken promises



Feeling heard: want concerns taken seriously without having to escalate



Communal areas & Antisocial behaviour: maintenance issues, want stronger action on Antisocial behaviour

✗ What Matters Most to You



Well-maintained
homes



Feeling listened
to and respected



Fair and respectful
treatment

What We're Doing Next

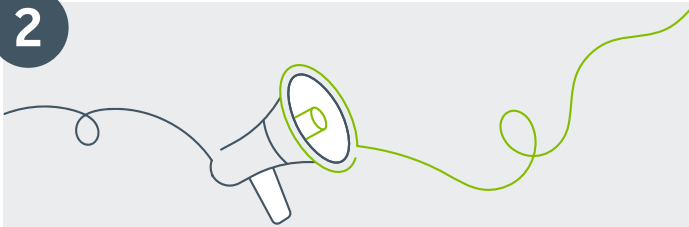
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Repairs

- /// New ways of working/diagnostics
- /// Cut routine repair times from 41 days to 28 days by Dec 2025
- /// Prioritise fix first time
- /// 10% fewer repairs complaints (Q3/Q4 vs Q1/Q2 2025)
- /// Keep you informed

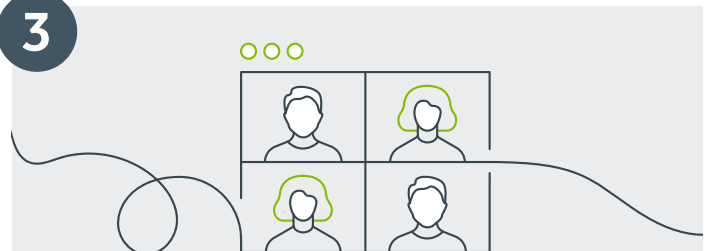
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Communication

- /// Named Housing Officers
- /// Regular updates — even if no news
- /// Empathy & communication training

3



Listening & Acting

- /// Share actions from feedback
- /// Involve tenants via panels/forums

4



Complaints

- /// Clear, simple process — aim to resolve 85% at stage 1
- /// Set clear timelines and follow up

5



Communal Areas & Antisocial behaviour

- /// Regular checks & maintenance
- /// Communicate antisocial behaviour actions
- /// Resident involvement in local improvements

Final Word

Thank you to everyone who took part

Your feedback is driving real change.
We'll keep you updated — and keep listening.

