

Your Voice, Our Action

Leaseholder & Shared Owner Survey

2024/25

Orwell



Who Took Part?



31 shared owners
interviewed by phone



Full census
all invited



Survey ran
11 Feb – 6 Mar 2025



Over half of those surveyed had bought their homes within the past 5 years, **providing valuable insight into the sales process** and early homeownership experience.

Putting It in Context



At first glance, results aren't as strong as for rented tenants — but they compare very well to survey findings nationally. Orwell's scores are **above the upper quartile on all key measures** for shared owners.

Key Results



62.1%

satisfied with
Orwell overall

(Small sample — but we're listening closely. Every opinion counts!)



What You Value



Smooth purchase process



Good locations



Helpful staff



Clear information



Fair treatment



Where You're Less Satisfied



Value for money
(rent & service charge)



Repairs and defects



Getting hold of staff



Local issues
parking, ASB, neighbours

What Matters Most



Being listened to,
and seeing action



Regular, clear
updates



Safe, well-maintained
homes



Help with
individual concerns

What We're Doing Next

1

Listening & Acting

More visible follow-up
on feedback



2

Document & Communication

Clearer information and
easier contact



3

Repairs & Maintenance

Clearer information
about responsibilities
prior to purchase



4

Complaints

Taking time to understand any issues



5

Considering Local Issues

Acting on what matters:
flooding, parking, antisocial behaviour



Thank You

Your feedback is shaping what we do

We compare well against other providers and recognise there's still room to improve – your feedback is essential to help us get there, so please keep sharing your thoughts.

