

Move in Satisfaction

1st January to 30th June 2025

- 95.4%  Satisfied with the lettings process
- 88.1%  Satisfied with the overall condition of your home at the time of letting
- 93.0%  Satisfied with the helpfulness and communication of staff
- 14.0%  of customers registered on My Orwell Voice
- 27.0%  47 out of 176 customers responded to the survey

Customer Sentiment		
 16 comments	 14 comments	 0 comments
General Needs housing had a balanced mix of positive and neutral sentiment		
Extra Care and Supported Housing showed stronger positive sentiment		
Housing for Over 55s leaned more toward neutral feedback		

 Positive themes
General needs: Some tenants appreciated the personal touch, support from staff and ease of process.
Housing for Over 55s: Comments were generally brief and positive.
Extra Care: Strong appreciation for staff helpfulness and support.
Extra Care Market Rented: Feedback was entirely positive, with no improvement suggestions.
Supported Housing: Highly positive sentiment focused on ongoing support and feeling safe and cared for.

 Negative themes
General needs: Speed of repairs and works outstanding. Suggestions for improvement included welcome pack and local area information.
Housing for Over 55s: Some mentioned minor improvements like flooring and communication.
Extra Care: Some confusion during the move-in process noted.

Here's how your feedback shaped our actions

General needs



We're excited to welcome new residents into their homes, and we want to make that experience as smooth and friendly as possible.



We know how important it is for residents to feel at home from the moment they arrive, and Welcome Packs are a great way to support that warm start. While we'd love to offer this, we're currently prioritising our budget to tackle a backlog of essential property works - getting homes ready and back into circulation as quickly as possible.



Once this work is complete, we'll explore the possibility of reintroducing Welcome Packs in 2027. This will depend on how the void process develops and whether budget provision can support the initiative.



At sign-up, we also share some helpful local area information to give residents a head start in getting to know their new community.



To add an extra personal touch, we'd love to offer a follow-up call after move-in. This would allow us to check in, answer any questions, and ensure everything is going well. However, additional resources would be needed to make this possible.

Housing for Over 55s



We're committed to improving how we manage empty homes to enhance your move-in experience in the future. As part of our long-term plans, we'll be introducing more thorough checks before a property is let, helping to ensure everything is in excellent condition and ready for new customers.

Need to talk? We're just a conversation away



Residents are welcome to speak directly with their Housing Officer or Community Officer at any time. If a particular issue requires more in-depth discussion, we're happy to arrange a meeting to ensure its properly addressed.