

New Development Satisfaction

1st January to 30th June 2025

- 87.5%

⬆

Satisfied with the property and surrounding area
- 87.5%

⬆

Satisfied with the internal layout
- 100%

⬆

Satisfied with the size of rooms
- 75.0%

⬆

Satisfied with the internal fixtures and fittings
- 24.0%

⬇

8 out of 33 customers responded to the survey

Customer Sentiment		
		
Lang Way: All responses are very satisfied across all questions indicating consistently high satisfaction.	St Williams Close: All responses are very satisfied, except for fixtures and fittings which received a neutral rating.	The Rookery: The most varied responses with dissatisfaction expressed about the property and surrounding area and fixtures and fittings indicating inconsistent experience.
Wittens Way: All responses are very satisfied across all questions indication strong satisfaction and quality delivery.		

 Positive themes	 Negative themes
Wittens Way: Praise for property quality.	Lang Way: Desire for carpets in bedrooms and more thorough checks before move-in.
	St Williams Close: Requests for more storage in kitchen and bedrooms.
	The Rookery: External maintenance issues, lack of storage, and water access to the front of the property.
	Wittens Way: Requests for better heating instructions.

Here's how your feedback shaped our actions

Design and Construction of Purchased Schemes



These schemes were acquired directly from developers, which means Orwell had limited influence over their original design and construction. While this can present challenges, we remain committed to listening to our customers and continuously improving where we can.



We actively seek feedback and, where feasible, aim to incorporate additional storage solutions to better meet residents' needs

Customer Feedback and Property Features



We've followed up individually with customers regarding their comments to ensure their voices are heard. Please note that water access is currently available only at the rear of the property.