

Programme Works Satisfaction

1st January to 30th June 2025

- 88.9%  Satisfied with how Orwell communicated with them and kept them updated
- 94.1%  Satisfied with how the contractor communicated with them and kept them updated
- 94.4%  Satisfied with the quality of work
- 100.0%  Satisfied with the attitude and respectfulness of the operative/contractor
- 100.0%  Satisfied with the tidiness of the operative/contractor
- 94.4%  Overall satisfaction with the service
- 44.0%  37 out of 84 customers responded to the survey

Customer Sentiment



17 comments



3 comments



2 comments

Contractor 1: 75% positive, 16.7% neutral and 8.3% negative

Contractor 2: 50% positive, 50% neutral and 0% negative

Contractor 3: 87.5% positive and 12.5% negative



Positive themes

Contractor 1: High satisfaction with politeness, efficiency and friendliness of workers, clean up after work was generally good, with some minor feedback on dust; communication was clear and proactive.

Contractor 2: One comment praised the overall experience as “all good 👍”

Contractor 3: High satisfaction with politeness, helpfulness, friendliness and tidiness of workers.



Negative themes

Contractor 1: Manufacturing defect in windows required reinstallation; one unresolved issue with a broken window and poor communication about replacement delays; suggestion for Orwell to personally inspect completed work before sign-off.

Contractor 2: Concern about wall damage during drilling, suggesting Orwell should inspect the work themselves.

Contractor 3: A concern about the quality of fitting and lack of precise date/time.

Here's how your feedback shaped our actions

Communication Enhancements



Our communication strategy has evolved, with regular emails and letters now being sent whenever possible to keep customers informed. We anticipate further improvements once additional team members are onboarded, allowing for a more consistent and proactive outreach.

Staffing Update



We've successfully recruited an apprentice and an administrator, both of whom will begin training as part of the 2026 development programme. While outcomes from their contributions are not expected until next year, their onboarding marks a positive step forward in strengthening our operational capacity.

Contractor Engagement



Feedback continues to be shared with contractors during regular meetings, fostering collaboration and ensuring alignment with project goals.