

Tenancy Sustainment Satisfaction

1st January to 30th June 2025



- 77.8%  Satisfied with the service they received from their TSO
- 77.8%  Satisfied the overall tenancy sustainment service
- 83.3%  % of customers who would be likely to ask for further support
- 16.0%  18 out of 110 customers responded to the survey

Customer Sentiment



Majority of comments are **positive**, reflecting satisfaction with the service, appreciation for staff and general praise.



Neutral comments include suggestions or factual statements without strong emotional tone.



A couple of comments were **classified as slightly more negative** but included constructive criticism or requests for improvement.



Positive themes

Positive feedback: 4 mentions

Examples: "Absolutely ~~100~~ good service", "Nothing just great service", "Very understanding"



Negative themes

Communication issues: 1 mention

Example: "Listen to my needs and actually care how I feel...."

Mental health and learning difficulties support: 1 mention

Example: "More support for people with mental health...."

Face-to-face support: 1 mention

Example: "Offer to sit in property and 1-1 chat...."

Here's how your feedback shaped our actions

Setting clear expectations from the start



To ensure a smooth and positive experience, we clarify the scope of our service at the outset. While Orwell does not provide direct support, we work closely with trusted partners and signpost to external agencies who are best placed to offer the help you need.



We're committed to being accessible and supportive - so we always offer a face-to-face visit to discuss your needs in person and help connect you with the right services.