




Move in Satisfaction

1st January to 31st December 2025

Mid-year	End of year		
95.4%	91.5%	↓	Satisfied with the lettings process
88.1%	84.2%	↓	Satisfied with the overall condition of your home at the time of letting
93.0%	91.2%	↓	Satisfied with the helpfulness and communication of staff
14.0%	11.86%	↓	of customers registered on My Orwell Voice
27.0%	24.0%	↓	68 out of 282 customers responded to the survey

Customer Sentiment		
 9 comments	 10 comments	 23 comments
<p>General Needs</p> <ul style="list-style-type: none"> Highest number of comments overall Most negative comments (18) – mainly repair issues, delays, snags, and poor communication. 		
<p>Housing for Over 55s</p> <ul style="list-style-type: none"> Mostly positive or neutral. Only one negative, linked to condition/repairs. 		
<p>GN Temporary Housing</p> <ul style="list-style-type: none"> One comment, neutral 		
<p>Supported Housing</p> <ul style="list-style-type: none"> One positive comment appreciating support 		
<p>Extra Care</p> <ul style="list-style-type: none"> Mixed picture, but skewed toward negative repair-related issues <p>Extra Care – Market Rented</p> <ul style="list-style-type: none"> One positive comment 		



Positive themes

General needs:

- HO support & communication
- Quick move-in
- Feeling supported and safe
- Good information at sign-up (some cases)

Housing for Over 55s:

- Feeling supported and reassured
- Good communication
- High-quality staff interactions

Extra Care:

- Exceptional staff care
- Strong sense of safety
- Very supportive environment
- Smooth condition of homes

Supported/Temporary housing:

- Very high satisfaction
- Feeling respected and not judged
- Appreciated emotional support
- Sense of belonging & safety



Negative themes

General needs:

- Snags not resolved before let
- Leaks, electrical issues, loose cupboards, broken doors
- Flooring issues (lifting, smelling, not fitted yet)
- Poor or unclear communication from repairs line
- Delays in repairs appointments
- Inconsistent messaging about decorating rules (particularly new builds)

Housing for Over 55s:

- Difficulty settling due to personal circumstances
- Missing carpets/blinds
- Mix of repairs needed after move-in

Extra Care:

- Occasional repairs delays
- "Teething troubles", e.g., confused processes

Supported/Temporary housing:

- None significant found

Insights & trends throughout the year

<p>March – May (move in January – March)</p>	<p>Higher complaints about repairs</p> <ul style="list-style-type: none"> • Negative comments highest in March to May. • Themes include: <ul style="list-style-type: none"> ○ Snags not fixed before move-in ○ Delays in repairs ○ Poor contractor communication • This aligns with winter move-ins + seasonal repairs backlog. <p>Insight: Early-year lettings produced more frustrations linked to property readiness.</p>
<p>June – July (move in April – May)</p>	<p>Improvement and stabilisation</p> <ul style="list-style-type: none"> • Positive comments increase (3 per month). • Negative comments drop significantly (only 1 per month). • Neutral comments appear more, suggesting fewer issues but more suggestions. <p>Insight: Processes seemed to improve possibly due to reduced workload or better contractor availability.</p>
<p>August – October (move in June – August)</p>	<p>Mixed picture with isolated issues</p> <ul style="list-style-type: none"> • August sees an increase in negative comments again (2) due to major repair frustrations in specific cases. • September and October have very balanced sentiment with lower volumes. • Fewer moves occur in these months, so fewer comments overall. <p>Insight: Some isolated but severe cases impacted sentiment.</p>
<p>November – December (move in September – October)</p>	<p>Mostly positive or neutral</p> <ul style="list-style-type: none"> • November has no negative comments at all. • December has 3 positive, 1 negative, 2 neutral. <p>Insight: Resident experience appears to stabilise, with fewer repair complaints and more positive move-ins.</p>