


# New Development Satisfaction

1<sup>st</sup> January to 31<sup>st</sup> December 2025

Mid-year	End of year		
87.5%	90.9%	↑	Satisfied with the property and surrounding area
87.5%	90.9%	↑	Satisfied with the internal layout
100.0%	100.0%	←	Satisfied with the size of rooms
75.0%	72.7%	↓	Satisfied with the internal fixtures and fittings
n/a	100.0%		Overall satisfaction
24.0%	24.0%	←	11 out of 45 customers responded to the survey

Customer Sentiment			
	😊	😐	😞
Lang Way	0 comments	2 comments	0 comments
Sage Close	0 comments	0 comments	2 comments
St Williams Close	0 comments	1 comment	0 comments
The Rookery	0 comments	3 comments	0 comments
Wittens Way	1 comment	1 comment	0 comments

 <b>Positive themes</b>
<b>Wittens Way:</b> Praise for property quality.

 <b>Negative themes</b>
<b>Lang Way:</b> Desire for carpets in bedrooms and more thorough checks before move-in.
<b>Sage Close:</b> driven by the third-party finance process, rushed handover, garden not ready, and snags.
<b>St Williams Close:</b> 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.

