


# Programme Works Satisfaction

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

Mid-year	End of year		
88.9%	85.5%	↓	Satisfied with how Orwell communicated with them and kept them updated
94.1%	77.6%	↓	Satisfied with how the contractor communicated with them and kept them updated
94.4%	84.4%	↓	Satisfied with the quality of work
100.0%	87.0%	↓	Satisfied with the attitude and respectfulness of the operative/contractor
100.0%	82.9%	↓	Satisfied with the tidiness of the operative/contractor
94.4%	85.7%	↓	Overall satisfaction with the service
44.0%	48.0%	↑	96 out of 201 customers responded to the survey

Customer Sentiment			
	😊	😐	😞
Contractor 1	4 comments	5 comments	13 comments
Contractor 2	2 comments	7 comments	21 comments
Contractor 3	7 comments	1 comment	1 comment
Contractor 4	0 comments	0 comments	2 comments

 <b>Positive themes</b>
<p><b>Contractor 1:</b></p> <ul style="list-style-type: none"> <li>Friendly, polite, respectful installers.</li> <li>Fast and high-quality service.               <ul style="list-style-type: none"> <li>Clean, efficient work.</li> </ul> </li> </ul>

 <b>Negative themes</b>
<p><b>Contractor 1:</b></p> <ul style="list-style-type: none"> <li><b>Product issues &amp; repeat visits:</b> Cracked panes on delivery, glass broken in transit, windows needing full replacement, condensation issues.               <ul style="list-style-type: none"> <li><b>Poor communication:</b> Missed appointments, no updates, unclear timelines, lack of follow-up.</li> </ul> </li> <li><b>Cleanliness &amp; workmanship:</b> Dirt left behind, messy workmanship, damage to surfaces.</li> <li><b>Staff behaviour:</b> Reports of rudeness, lack of communication/personable skills.</li> </ul>



## Positive themes

### Contractor 2:

A few comments praising:

- Efficient completion
- Respectful workers
- High-quality results
- Exceptional individual staff (e.g., Gasway engineer)

**Contractor 3:** high satisfaction with politeness, helpfulness, friendliness and tidiness of workers

**Contractor 4:** One comment praised the overall experience as “all good 👍”



## Negative themes

### Contractor 2:

- **Poor workmanship:** Lifting floors, unsealed tiles, damaged surfaces, poor painting, incomplete works, leaks, faulty sinks, toilet issues.
- **Communication failures:** Missed days, no notice, unclear supervision, residents taking time off unnecessarily.
- **Cleanliness & safety:** Sharp items left lying around, unsecured homes, dust and debris left in place.
  - **Long completion times/delays**
- **Supervision issues:** Supervisors not inspecting work, over-promising snagging turnaround times.

**Contractor 3:** a concern about the quality of fitting and lack of precise date/time

**Contractor 4:** Concern about wall damage during drilling, suggesting Orwell should inspect the work themselves