

Repairs Satisfaction

1st January to 31st December 2025

Mid-year	End of year		
93.3%	93.3%	→	Satisfied with the work and service
88.0%	89.8%	↑	Satisfied with communication at the time of booking
85.6%	87.5%	↑	Satisfied with communication after booking through to completion
96.6%	96.6%	→	Satisfied with the attitude & respectfulness of the contractor/operative
93.7%	93.4%	↓	Satisfied with the quality of work
7.5%	8.4%	↑	1414 customers responded to the survey

Customer Sentiment			
	😊	😐	😞
Contractor 1	159	46	38
Contractor 2	575	172	71
Contractor 3	57	28	20
Contractor 4	2	2	1
Contractor 5	0	1	1
Contractor 7	2	3	2
Contractor 11	1	1	0
Contractor 12	2	0	0
Contractor 13	1	0	0
Contractor 14	0	3	0
TOTAL	799	256	133

Overall insight



Positive themes

Operative behaviour

- Polite, respectful, friendly, non-judgemental
- Tidy, use protective coverings (when they do)
- Good with children, SEN needs, mental health needs

Quality of repair (when completed)

- Good workmanship
- Go “above and beyond”
- Proactively fix additional issues

Speed (when delivered quickly)

- Emergencies attended in 1–2 hours
- Simple repairs done in first visit

Communication (when working well)

- Texts on booking & on the way appreciated
- Clear explanations help build confidence



Negative themes

Long wait times

- 3–6 months typical for non-urgent repairs
- Some waiting 1–3 years
- Emergency classification inconsistently applied
- Customers forced to chase repeatedly

Communication breakdowns

- Missed or non-sent texts
- Incorrect information from call centre
- Workers turning up with no notice
- Cancellations without informing tenants
- External contractors contradict Orwell messages

Scheduling inefficiency

- All-day appointments give no flexibility
- Lack of ETA windows increases stress
- Operatives sent without correct tools/parts
- Multiple visits caused by missing job detail

Quality issues

- Jobs left half-finished → need rebooking
- Repairs not lasting / leaking again
- Incorrect parts fitted
- Workers disagreeing on diagnosis

Human impact

- Loss of wages for waiting in
- Vulnerable tenants left without essential services
- Stress and reduced confidence in Orwell process
- Unsafe situations (doors not locking, heating failures)

- **Operatives are our biggest strength** – praised daily for kindness, respect, and skill.

- **Customers’ frustrations are overwhelmingly with the system**, not the people:
 - Wait times
 - Communication gaps
 - Lack of coordination
 - Incomplete follow-through
 - Repeated visits