






Shared Ownership Satisfaction

1st January to 31st December 2025

- 100.0% Satisfied with the viewing and demonstration of the property and its contents
- 100.0% Satisfied the information received prior to purchasing, gave enough detail to understand the rights and responsibilities of shared ownership
- 100.0% Satisfied with the completion and handover of the property on the day of sale
- 100.0% Satisfied with the communication to and from Orwell until the end of defect liability period
- 100.0% Overall satisfaction
- 24.0% 4 out of 19 customers responded to the survey

Customer Sentiment		
 1 comment	 2 comments	 2 comments

 Positive themes

 Negative themes
<ul style="list-style-type: none"> • The <i>affordability assessment process</i> feels duplicated and lengthy. Customers want a streamlined, single-provider approach.
<ul style="list-style-type: none"> • Communication through the buying process needs improvement. Likely relates to expectations, timelines, or updates.