

Who took part



544 tenants
(phone & post)



**Across all Orwell
homes**
(excluding shared ownership)



Survey duration:
April 2025 to
March 2026



**Results represent
all tenants**

Overall satisfaction



71.9%

Satisfied with
Orwell's service



up
from **69.2%** last
year

What you told us

What you value



Friendly, helpful staff
“They are very friendly, patient and helpful”



Repairs done well when they happen
“Repairs have been thorough and the contractors were polite.”



Feeling supported during difficult times
“Orwell helped me turn my life around – I feel safe here.”

Where we can be better



Repairs: Some repairs take longer than expected, with follow up visits needed before completion.



Communication: Customers not always kept informed, with the need to chase and occasional missed appointments.



Anti-social behaviour: Concerns about the speed of response and clarity of action taken.



Communal areas: Mixed feedback on grounds maintenance, fencing and cleanliness of communal areas.

What matters most



Faster Repairs



Issues fixed properly first time



Clear, consistent communication

What we've improved since last year



Faster Repairs

We've freed up more repair appointments by clearing duplicate jobs and bringing in extra contractors. This means more capacity to complete everyday repairs more quickly.



Getting it right first time

We've improved how repairs are planned so the right person arrives with the right tools and information. This helps reduce missed appointments and repeat visits.



Clearer communication

We've introduced dedicated teams to manage repairs from start to finish, so customers get more consistent updates and don't have to chase for progress.

While we've taken steps to improve, we know from your feedback that some issues are still not where they need to be. The section below sets out the key areas we are continuing to focus on and the changes we will make next.

What we're doing next

1



- ^ **Right first time:** We're improving how repair issues are logged at first contact so problems can be diagnosed more accurately and passed to the right team sooner.
- ^ **Keeping repairs moving:** We'll continue to monitor repairs to help ensure they are progressing as expected and completed in a timely way.
- ^ **Clear contractor follow up:** Contractors will contact customers within agreed timescales to keep you updated and support repairs progressing as expected.
- ^ **Fixing the cause, not just the symptom:** For more complex repairs we're strengthening how underlying causes are identified so issues can be resolved properly and last longer.
- ^ **Improving first time fix:** We'll track first time fix performance across different types of repairs so we can better understand where improvements can be made, helping more repairs to be completed successfully first time.

2



Anti Social Behaviour

- ^ **Clear actions and timescales:** We'll explain early on what action we can take and how we may work with the Police and other agencies to address the issue, so you know what to expect and how your case will progress. We'll also be clear about timescales to give you confidence in our approach.
- ^ **Customer-led scrutiny:** We'll work with customers to review our approach to anti social behaviour, using your experiences to help shape and improve how cases are handled.

3



Communication

- ^ **Better joined-up information:** We're improving how information is shared between teams so you don't need to repeat yourself and we can provide more consistent updates.

Final word

Thank you to everyone who took part. Your feedback is driving real change. We'll keep you updated — and keep listening.