

Move in Satisfaction

1st January to 30th June 2026

2025	Mid-year	End of year	
91.5%	86.5%		 Satisfied with the lettings process
84.2%	90.4%		 Satisfied with the overall condition of your home at the time of letting
91.2%	92.3%		 Satisfied with the helpfulness and communication of staff
24.0%	25.0%		 65 out of 260 customers responded to the survey

Customer Sentiment		
 31 comments	 16 comments	 19 comments
Overall feedback from the move-in survey was largely positive, with many residents describing the process as smooth, well managed and supported by helpful staff. Residents frequently highlighted the professionalism, friendliness and responsiveness of housing colleagues. A smaller number of residents identified areas where the experience could be strengthened. The most common themes related to property condition at handover, communication and updates during the move-in process, and allowing additional time or flexibility for customers with specific needs.		

 Positive themes
Overall: • Staff support, friendliness and professionalism. • Smooth lettings and sign-up processes. • Residents feeling welcomed and valued. • Good quality customer interactions

 Improvement themes
Overall: • Strengthening pre-let inspections and property readiness checks. • Providing more regular updates throughout the move-in journey. • Offering greater flexibility for customers with additional needs. • Improving visibility of charges, repairs and legal-stage communications.



Positive themes

Almshouse Supported:

No recurring themes identified

Extra Care (2 comments):

- Staff described as helpful and friendly.
- Positive feedback on the overall service and move-in experience

General Needs (24 comments):

- Helpful, friendly and professional staff.
- Good communication and reassurance throughout the process.
- Smooth and efficient sign-up and move-in experience.
- Residents felt welcomed and supported.
- Satisfaction with the quality and suitability of the home provided.

GN Temporary Housing:

No recurring themes identified

Leasehold for Older Persons (1 comment):

- Residents felt welcomed and settled quickly within the community.

Supported Housing (1 comment):

- Very positive feedback about the overall move-in experience.
- Satisfaction with the process and support received.

Supported Housing for Older Persons (2 comments):

- Positive experiences with staff and the overall lettings process.
- Residents felt the process worked well and efficiently



Improvement themes

Almshouse Supported (1 comment):

- Concerns were raised regarding property condition at handover.
- Themes included outstanding repairs, contractor coordination, communication regarding works, and ensuring homes are fully ready before occupation.

Extra Care (2 comments):

- Earlier clarity regarding charges and fees.
- One comment raised concerns about care and support experiences following move-in.

General Needs (10 comments):

- Property checks and quality assurance before handover.
- Repairs or maintenance issues identified after sign-up.
- More regular updates on progress and key milestones.
- Greater flexibility and consideration for customers with disabilities or individual circumstances.
- Minor operational issues such as key management and digital access.

GN Temporary Housing (1 comment):

- Ensuring services such as heating are available from the agreed move-in date wherever possible.

Leasehold for Older Persons (3 comments):

- More proactive communication and updates during the legal process.
- Earlier information on charges and costs.
- More thorough property inspections and surveys before occupation.
- Preference for resident-focused language and communications.

Supported Housing:

No recurring themes identified

Supported Housing for Older Persons (2 comments):

- More time to prepare finances and consider the move.
- Decoration support may benefit some less mobile residents before occupation

