

New Development Satisfaction

1st January to 30th June 2026

2025	Mid-year	End of year		
90.9%	100.0%		⬆	Satisfied with the parking arrangements and shared spaces
90.9%	100.0%		⬆	Satisfied with the internal layout
100.0%	100.0%		⬆	Satisfied with the size of rooms
72.7%	71.4%		⬇	Satisfied with the internal fixtures and fittings
100.0%	100.0%		⬆	Overall satisfaction
24.0%	39.0%		⬆	7 out of 18 customers responded to the survey

Customer Sentiment			
	😊	😐	😞
Scheme 1	1	0	0
Scheme 2	0	0	1
Scheme 3	1	2	0
Scheme 4	2	0	0
Overall sentiment appears largely positive, with several residents expressing strong satisfaction with their home and the service received. A small number of comments highlighted specific areas for improvement, mainly relating to practical design features, parking, lighting and repair processes. No responses indicated widespread dissatisfaction, and most improvement suggestions were focused on relatively specific issues rather than fundamental concerns about the homes themselves.			

 **Positive themes**

Scheme 1:
Strong satisfaction with the quality of the home

 **Improvement themes**

Scheme 1:
No improvement themes identified



Positive themes

Scheme 2:

No explicit positive themes emerged from the single response

Scheme 3:

- Helpful and friendly customer service.
- General satisfaction despite some practical suggestions.

Scheme 4:

- High satisfaction with the home.
- No significant improvement requests raised.



Improvement themes

Scheme 2:

- External layout and design (shed positioning).
- Estate safety measures (fencing).
- Street lighting.
- Ease of reporting repairs and complaints.

Scheme 3:

- Home design and socket/media outlet positioning.
- Parking convenience.
- Street lighting and visibility.
- Repairs follow-up and communication.
- Minor specification preferences (for example oven timer/clock features)

Scheme 4:

No recurring issues identified from the responses received