

Programme Works Satisfaction

1st January to 30th June 2026

2025	Mid-year	End of year	
85.5%	93.3%		Satisfied with how Orwell communicated with them and kept them updated
77.6%	93.3%		Satisfied with how the contractor communicated with them and kept them updated
84.4%	93.3%		Satisfied with the quality of work
87.0%	93.3%		Satisfied with the attitude and respectfulness of the operative/contractor
82.9%	93.3%		Satisfied with the tidiness of the operative/contractor
85.7%	93.3%		Overall satisfaction with the service
48.0%	39.0%		17 out of 44 customers responded to the survey

Customer Sentiment



8 comments



6 comments



3 comments

Predominantly positive, with feedback suggesting the programme was generally well received by residents. The main areas for development relate to communication and managing expectations around works and eligibility decisions.



Positive themes

Professional and respectful operatives

Residents frequently commented on the courteous, respectful and friendly approach of installers.

Cleanliness and care within the home

Several comments praised teams for protecting flooring and furniture and leaving properties clean and tidy after completing the work.



Improvement themes

Communication and resident updates

Some residents felt that clearer explanations and communication before, during and after the works would have improved their experience.

Managing expectations

One resident expressed frustration regarding expectations around front door replacement eligibility, indicating an opportunity to provide clearer information at an earlier stage.



Positive themes

Efficient delivery

Residents highlighted that work was completed efficiently and in a well-organised manner.

Quality of installation

Positive comments referenced satisfaction with the completed windows and doors and the overall standard of workmanship.

Overall satisfaction

Many respondents stated they could not identify any improvements, suggesting a positive overall experience



Improvement themes

Contractor confidence

One comment suggested dissatisfaction with the contractor, although this was an isolated response and not reflected more widely across the feedback received.