

Repairs Satisfaction

1st January to 30th June 2026

2025

Mid-
year

End of
year

93.3% 91.8%



Satisfied with the work and service

89.8% 89.4%



Satisfied with communication at the time of booking

87.5% 86.8%



Satisfied with communication after booking through to completion

96.6% 94.5%



Satisfied with the attitude & respectfulness of the contractor/operative

93.4% 91.3%



Satisfied with the quality of work

8.4% 9.8%



927 customers responded to the survey

Customer Sentiment

			
Contractor 1	102	12	18
Contractor 2	338	54	19
Contractor 3	62	15	15
Contractor 4	1	3	0
Contractor 5	21	2	2
Contractor 6	0	1	0
Contractor 7	3	2	2
Contractor 8	0	1	0
Contractor 9	2	0	2
Contractor 11	0	0	1
Contractor 12	2	1	0
Contractor 13	2	0	1
Contractor 15	1	0	0
Contractor 17	1	0	0
TOTAL	536	93	60

Overall insight



Positive themes

Professional, friendly and respectful Operatives

This was by far the most consistent theme across all contractors. Customers frequently described operatives as polite, friendly, respectful, considerate and professional. Many comments specifically referred to staff being an "asset" to the organisation.

Good workmanship and quality repairs

Many residents were pleased with the standard of work completed. Comments regularly highlighted repairs being completed correctly, to a high standard, and with care and attention to detail.

Clear explanations and customer care

Customers valued operatives who took time to explain the problem, describe the repair process and answer questions. This helped residents feel informed and reassured throughout the visit.

Efficiency and prompt response

A large number of comments praised the speed of attendance, particularly for emergency repairs and same-day responses. Customers frequently commented that repairs were completed quickly and efficiently.

Respect for customers' homes

Residents regularly noted that operatives cleaned up after themselves, left properties tidy and treated homes with respect. This was often mentioned alongside positive comments about professionalism.

Going above and beyond

Many customers highlighted examples of operatives providing additional support, showing flexibility, helping vulnerable residents, accommodating personal circumstances and undertaking small additional tasks where appropriate.



Improvement themes

1. Communication and updates

The most common area of dissatisfaction related to communication. Customers reported:

- Having to chase for updates.
- Lack of clarity regarding next steps.
- Not being informed about delays.
- Inconsistent information from different teams.
- Difficulty contacting the repairs service.

Appointment management

Many negative or mixed comments related to the repairs journey rather than the repair itself. Common issues included:

- Wide appointment windows.
- Missed appointments.
- No notification when operatives were running late.
- Customers waiting at home unnecessarily

Delays and repeat visits

Several customers experienced long waits for appointments, parts or follow-on works. Others reported multiple visits being required before repairs were fully resolved.

Outstanding or unresolved repairs

Some feedback related to repairs that remained incomplete, required further work, or had not fully resolved the underlying issue. This was particularly evident in a number of heating, boiler, window and leak-related cases

Managing expectations

Customers sometimes felt unclear about:

- Repair timescales.
- Whether work would be completed at the first visit.
- The need for follow-on appointments.
- Parts ordering processes.
- Who was responsible for the next stage of the repair.

Isolated concerns about workmanship or conduct

A small number of comments raised concerns about repair quality or operative behaviour. However, these were relatively uncommon compared with issues relating to communication and delays.

Insight by contractor



Positive themes

Contractor 1:

- Strong operative professionalism.
- Good workmanship.
- Positive feedback regarding electricians.
- Responsive service when repairs progress smoothly.

Contractor 2:

- Operative professionalism - Friendly, respectful, courteous staff.
- Quality of interaction - Clear explanations and reassurance.
- Speed of attendance - Many same-day or rapid responses.
- Customer care - Particular praise for operatives helping vulnerable residents and adapting to residents' needs.
- Workmanship - Clean, tidy working practices and repairs completed to a good standard

Contractor 3:

- Skilled engineers.
- Friendly, knowledgeable staff.
- Good explanations provided during visits.
- Repairs often completed successfully once the correct resource is available.

Contractor 5:

- Friendly and approachable operatives.
- Customers frequently praised professionalism and helpfulness.
- Emergency drainage repairs often responded to quickly.
- Clear explanations and good customer interactions.



Improvement themes

Contractor 1:

- Communication between teams and operatives.
- Managing customer expectations around timescales.
- Avoiding missed appointments and repeat visits.
- Ensuring works are completed first time where possible.

Contractor 2:

- Communication consistency - Some residents would welcome clearer updates and more certainty around attendance times.
- Appointment management - A number of comments referenced wider appointment windows and occasional missed visits.
- Repair journey - Some repairs required additional visits or follow-on works before being fully resolved.
- Expectation setting - Opportunity to provide clearer information on next steps, parts ordering and likely timescales.

Contractor 3:

- Communication during longer-running repairs.
- Parts availability and repeat visits.
- Providing clearer updates on progress for heating and hot water cases.
- Managing expectations where diagnostics take longer to complete.

Contractor 5:

- Long-running drainage or sewerage issues in a small number of cases.
- Communication gaps between visits and follow-on work.
- Customers sometimes unclear about next steps after investigations



Positive themes

Contractor 7:

- Repairs completed quickly once actioned.
- Professional and friendly operatives.
- Good quality workmanship

Contractor 9:

- Thorough repairs.
- Helpful and polite operatives.
- Professional approach during visits

Other contractors:

- Polite operatives.
- Work completed efficiently.
- Helpful explanations provided.



Improvement themes

Contractor 7:

- Delays in attendance for repairs regarded by customers as urgent.
- Information not always transferred correctly between Orwell and contractor.
- Customers sometimes felt updates were limited

Contractor 9:

- Outstanding follow-on work after inspection.
- Lack of updates following attendance.
- Customers reporting needing to chase progress

Other contractors:

- Communication delays.
- Outstanding repairs.
- A small number of complaints around attitude or professionalism.

