

ORWELL RESIDENTS GROUP MEETING.

MINUTES

6pm – 8pm 25th September

Crane Hill Lodge

1.0	Apologies	Beryl Latania Val George	
1.1	Residents Present	Mary Ager (MA) Mike Warr (MW) Val George (VG) Maggi Miller (MM) Jackie Millar (JM) John Burman (JB) John Greig (JG) Cheryl Greig (CG)	
	Staff Present	Sarah Parramint (SP) Michelle Lunt (ML) Dawn Edwards (DE) Claire Townley (CT) TEAMS	
	Cheryl Greig – Welcome to the ORG	Michelle welcomed Cheryl who has attended CHAT previously and looks forward to getting started with the ORG	
2.0	Minutes from last meeting	<ul style="list-style-type: none"> • Danielle our repairs apprentice introduced herself and told us a little more about her role and we also discussed our next project on Damp & Mould and DH gave her input. Since this meeting the data has been compiled and we will be contacting customers who have received this service to get feedback. • Last time we mentioned that Mr Plant Geek will be judging our All Round Garden category. Our garden competition is now finished and will be joining Claire with a little chat on our socials. He will be announcing our runners up and winners very soon, this will be posted on our socials! • Michelle went through the KPI's, unfortunately this month the KPI's haven't been updated but they will be available on the website • Thank you for your Customer Engagement Strategy input, this has since been updated. 	
3.0	Dawn-Development	<p>Dawn has been in development for 20 years and is glad to be here for our Development Scrutiny.</p> <p>We are developing what communities need with a local management presence.</p> <p>We didn't know exactly what you want to scrutinise so Dawn kindly gave a presentation which covered;</p> <ul style="list-style-type: none"> • What do we build? • How do we build? • How do we make decisions? • What makes an Orwell Home? • How do we get feedback? 	ML to meet with DE for scrutiny topic.

		<p>DE spoke positively about the new home surveys revamp that Sarah now utilises via text and that we are receiving good feedback from it.</p> <p>JB- question on whether Orwell publish where they are developing. DE advised we have information on our website and Boards up on all our sites.</p> <p>MA asked about what the situation was on electric car chargers DE advised this is coming on some developments and we need to decide organisational what we are going to do.</p> <p>MM asked if we had priorities on what we build. DE advised we will have spoken to the Local Authority about what the biggest needs for housing is in the area.</p> <p>MM queried how you get a house- DE confirmed it was Gateway to Homechoice.</p> <p>JG asked whether we know about new builds being built in the local area.</p> <p>MW asked whether Orwell has got too big and developed too much and that we struggle to maintain all of its property. DE gave her opinion which was no and that it was a local approach.</p> <p>JB asked if we got approached by parish councils DE advised yes.</p> <p>JB queried if we promote ourselves to local parish councils. DE advised no as we are at capacity which our build programme, however we naturally get approached by local councils through reputation.</p> <p>The members of the ORG gave no feedback on what to scrutinise. DE suggested layout and design of properties. ML said we would look at something helpful and that would assist development in 2024.</p>	
4.0	<p>SP- Estate Services Survey results and recommendations</p>	<p>Presentation prepared for the ORG.</p> <p>We received 700 replies and there are a lot of comments to go through. This is high level. ML advised with comments CT is going through all of them to see if we need to get back to people or not.</p> <p>SP talked through the methodology that we included previously asked questions from the 2018 survey as well as additional questions to cover waste management on Simon’s request. It was originally just for those with a caretaker but it was decided that we send out to all to gather more scope on our schemes.</p> <p>Altogether our General Needs distribution totalled up to 3,565 Extra Care had an easy read version of the survey and went out to 328 customers</p> <p>SMS was our first option , then email and post was our last option if there were no other forms of contact due to the cost-effectiveness</p> <p>MM- mentioned a walk around Lincoln court was done with actions for Jack and Dan. JB asked if Estates Services have seen this yet- ML advised Simon Bennett has, however we wanted your feedback first before all staff have.</p>	<p>To be sent out along with findings for any additional comments.</p>

		<p>JB asked what percentage would be acceptable if not 100- we said around 85% at least although this is to be determined.</p> <p>SP handed out recommendations. - ORG members asked to make comments on there sheets to then be reviewed. ML advised she will send everything out and invited ORG members to provide more comments when people had more time to digest.</p> <p>Query from Mike about potential ORG member from Estate Services scrutiny visit. ML stated she had reached out to no avail.</p>	
5.0	TPAS refresher	<p>We have run out of time to go through TPAS refresher. We will look at budgets and plan in some training. We will see if we can find courses that people would like additional training and look to put these in place.</p>	
6.0	Any other business	<p>ML mentioned regarding benefits for ORG and updated regarding corporate induction and advised it might not be suitable. She asked everyone to think about what they would like to know about Orwell that they don't.</p> <p>Everyone agreed the history of Orwell would be useful. We will cover this again next month.</p> <p>Following on from a query, ML advised that unfortunately we cannot help with the employee benefits.</p> <p>AM advised we have a vacancy for a tenant board member and went through the advert. This is a paid role as you are dedicating significantly more time than ORG to make a difference to your communities, unfortunately due to a conflict of interest, being a part of both the ORG and board member is not possible.</p> <p>You have to be on a committee like Customer Insight or Audit Committee Majority of meetings are face to face, usually in Kesgrave.</p> <p>https://jobs.theguardian.com/job/8625011/board-member</p> <p>MA advised Board have attended ORG meetings previously and that she has been invited in the past. AM advised she will remind board they can attend and we will invite.</p> <p>JB mentioned there had been no accounts meeting or reply from finance.</p>	ML to follow up with Finance.
8.0	Date and venue of next meeting	<p>Monday 30th October 6-8pm Crane Hill Lodge</p>	
9.0	Date and time next Chat Session	<p>14th October 2023 10am - 12pm CHL</p> <p>Cat will not be attending this meeting, Michelle and possibly the new Complaints Officer will be present.</p>	