



## This Week At Orwell | Friday 3rd May 2024

### TLF Calls Update

In April 2023, the Regulator of Social Housing introduced performance measures called Tenant Satisfaction Measures. These measures aim to hold housing providers accountable for their actions and give customers greater access to their performance. There are 22 Tenant Satisfaction Measures, and all social housing providers must report on them. The measures are split into two parts:

- 10 performance measures that we will collect through management performance information.
- 12 customer perception survey measures that will be collected through surveying customers directly.

Orwell employed an external agency called TLF to undertake the survey on our behalf, calling a random sample of tenants on a quarterly basis during the year. We are currently following up the comments received from customers about our service and prioritising the areas with the lowest level of satisfaction.

TLF will be undertaking the next round of calls from 29th April 2024, which will run for 3 weeks.

### Ipswich May Day Festival

It is the annual Ipswich MayDay Festival taking place on Sunday 5 May, at Alexandra Park, 12pm to 6pm. You'll be treated to Music, Speakers, Stalls, food and a whole lot more. Remember to bring your brollies as it might be a bit wet. [Click here for more details.](#)



## Focus Group for Orwell Customers

Are you an Orwell Customer? We are looking for 20 Orwell customers to join us for a short focus group. Those who attend will be entered into a prize draw to win a £200 Love2Shop voucher. Please get in touch today.

As one of our customers/tenants/residents, we value your opinion. We are looking for 20 people who are willing to attend a focus group and share their views on our website, our customer portal and app and our new engagement platform, My Orwell Voice. We want these to be the best they can be, so are keen to hear what you like about them as well as what you would change/improve and ideas for the future.

The session will be hosted by a person independent of Orwell and will be held at Emily Bray House in Ipswich.

22nd May 2024, 11 – 12.30, Emily Bray House, 300 Woodbridge Road, Ipswich IP4 4BA. The building is fully accessible, and refreshments will be provided.

Please email [comms@Orwell-housing.co.uk](mailto:comms@Orwell-housing.co.uk) or call 07501469334 to register to attend. Spaces are allocated on a first come first served basis.

## Introducing our new jobs page

We are pleased to announce we have a new and improved jobs page over on the Orwell website and invite you to stop by and look at all the latest vacancies, including an exciting opportunity to become our new Tenant Board member. [Click here to visit.](#)



## Get involved with Orwell Housing

We have two groups where we meet face to face at our headquarters in Ipswich and we're looking for more members.

### Orwell Resident's Group (ORG):

Every month we meet at our headquarters in Ipswich on a Monday evening from 6pm - 8pm with the rest of our like-minded ORG members and members of Orwell staff to get involved behind the scenes of Orwell, including to scrutinise three service areas per year.

This year the three areas are.

- Housing Management
- Complaints
- Voids

### Complaints Handling Assessment Team (CHAT):

The CHAT team will work with Customer Services and Customer Insight & Engagement to help us monitor our complaints processes and outcomes.

We will meet quarterly at our headquarters in Ipswich on a Saturday between 10am & 12pm, where CHAT will support identifying trends in complaints and monitoring the outcomes of complaints, whilst ensuring adherence to the Housing Ombudsman Complaints Handling Code.

You can learn more about these two groups on the Orwell website ([orwell-housing.co.uk](http://orwell-housing.co.uk))

Please be assured that we are listening and taking note of every part of your feedback from your experiences, as they are a vital part of our research to know the areas that require more focus going forward.

You can also get involved with Orwell by:

- Completing any Orwell surveys (from or on behalf of Orwell) Keep updated and visit our pages. From videos to jobs and business updates to events... We have it all here and would like you to see what Orwell is up to.
- Joining our new engagement platform My Orwell Voice and taking part in surveys as well as learning about upcoming projects.