

**ORWELL RESIDENTS GROUP MEETING
MINUTES**

**Monday 26th January 2024 6pm - 8pm
Crane Hill Lodge**

1.0	Apologies	Apologies were received from: John Burman (JB) Cheryl Greig (CG) John Greig (JG) Alice Moore (AM) Claire Townley (CT) Beryl Latinia has confirmed that she will no longer be attending the ORG with immediate effect. A recruitment process is now underway using the existing database of customers who have already expressed an interest in getting involved. The aim is to recruit at least 2 customers by the end of March 2024.	Claire Townley
	Attendees	Mary Ager (MA) Val George (VG) Jackie Millar (JM) Maggi Miller (MM) Mike Warr (MW) Ross Dean (RD) – to video members of CHAT Michelle Lunt (ML) Sarah Parramint (SP)	
2.0	Minutes from last meeting	The minutes of the meeting held on 18 th December 2023 were agreed. ML updated on Orwell’s new engagement platform “Bang the Table”. An outline proposal of the structure of the platform will be brought to the next meeting for review by ORG. A recruitment drive for a new tenant board member is underway. ORG will be asked to review the paperwork at the next meeting.	
3.0	KPIs Update	Updated on the website monthly. <ul style="list-style-type: none">• Rents below target apart from care.• Voids – have come down since voids team in place.• ASB – 12 cases in total.• Tenancy sustainment – 100% in December.• Complaints – 100% resolved at stage 1.	

		<ul style="list-style-type: none"> Repairs satisfaction – results affected by staff moving to voids and Aarons Services satisfaction fallen. Compliance – property availability affects figures. Repairs timescales – contractors better than ORS. 	
4.0	<p>2024 Scrutinies</p> <p>Housing Management Service objectives:</p> <p>Communication objectives:</p> <p>Voids objectives:</p>	<p>It was agreed that the following scrutinies be confirmed for 2024:</p> <ul style="list-style-type: none"> Housing Management Services (the difference between customer expectation & reality) Communication Voids Understand the remit of housing officers. Internal feedback/121s from staff to understand if they suffer abuse from customers. Links with pilot of community ambassadors (see 5.0 any other business). Communication in services - acknowledgement of correspondence, keep tenants informed, customer service targets. Complaints (but not overlapping with the work of CHAT). Practical scrutiny – visit properties when empty and then finished “before and after”. Review standard of work and condition of properties. Process mapping to understand if there may be efficiencies to be had to reduce the length of time properties are empty. 	
5.0	<p>Any other business</p> <p>Community ambassadors</p> <p>Induction</p> <p>Dates of future ORG meetings</p>	<p>Consider a pilot of community ambassadors in March/April. The ambassadors could distribute information about the housing officer role together with other information (“did you know”) about Orwell’s services.</p> <p>The following were suggested topics for inclusion:</p> <ul style="list-style-type: none"> History of Orwell Independent East Corporate Strategy Funding Breakdown of stock – location, types, managed arrangements Customer profile <p>Dates were circulated prior to the meeting and then confirmed for 2024.</p>	

6.0	Date and venue of next meeting	Monday 26th February 6-8pm Crane Hill Lodge	
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