

Orwell Housing Association STAR Survey Results Summary Report 2013

Final Version 18/09/2013

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STAR SURVEY 2013

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July 2013

Executive Summary

In 2013 Orwell Housing Association carried out the second annual STAR survey to one third of tenants and a mix of tenures (General Needs, Sheltered and Supported Housing tenants together with Shared Owners) were included in the postal survey, which took place during April and May 2013.

Key findings

Altogether **52%** of tenants responded to the survey and high levels of satisfaction with homes and services are demonstrated in the following key findings (General Needs and Older Persons tenants combined):

- **90 %** are satisfied with the 'service overall' provided by Orwell
- **89 %** are satisfied with the quality of their homes
- **86 %** are satisfied with the general condition of their homes
- **87 %** are satisfied with their neighbourhood as a place to live
- **85 %** feel they obtain good value for money from their rent
- **73 %** of tenants find it easy to get through to Orwell
- **82%** find staff helpful
- **53%** are satisfied with the way their complaint was handled by Orwell
- **51%** are satisfied overall with the final outcome of their complaint
- **82 %** are satisfied with the overall repairs and maintenance service
- **84 %** are satisfied with the speed of work completed
- **86 %** are satisfied with the overall quality of work of a repair completed in last 12 months
- **75 %** think that their landlord listens to their views and acts upon them
- **87 %** feel that Orwell keeps them informed
- **86 %** are satisfied with the overall estate services provided by Orwell.

Please note: All results are inclusive of 'neither' or 'no opinion' unless otherwise stated.

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Executive Summary Table 1

Key indicators 2013 - Comparison of key findings for all tenant groups
 (% tenants very or fairly satisfied / very or fairly good)

Executive Summary Table 1. Key Indicators 2013 – Comparison of findings for all tenant groups. (% tenants very or fairly satisfied)	Combined General Needs & Older Persons	General Needs	Older Persons	Supported *	Shared Owners **
Overall service provided by Orwell	90%	89%	94%	90%	87%
Quality of home	89%	87%	98%	88%	81%
Overall condition of home	86%	84%	94%	90%	75%
Neighbourhood as place to live	87%	85%	97%	93%	100%
Value for money of rent	85%	86%	85%	80%	n/a
Ease of contacting right person	73%	73%	70%	79%	71%
Helpfulness of staff	82%	82%	85%	67%	86%
Complaint handling overall	53%	56%	29%	36%	n/a
Final outcome of complaint	51%	51%	57%	64%	n/a
Repairs and maintenance	82%	80%	91%	72%	53%
Speed of work completed	84%	84%	86%	76%	n/a
Quality of work	86%	86%	88%	85%	n/a
Listening to tenants views	75%	74%	80%	70%	60%
Keeping tenants informed	87%	86%	89%	74%	88%
Overall Estate Services	86%	83%	98%	90%	79%

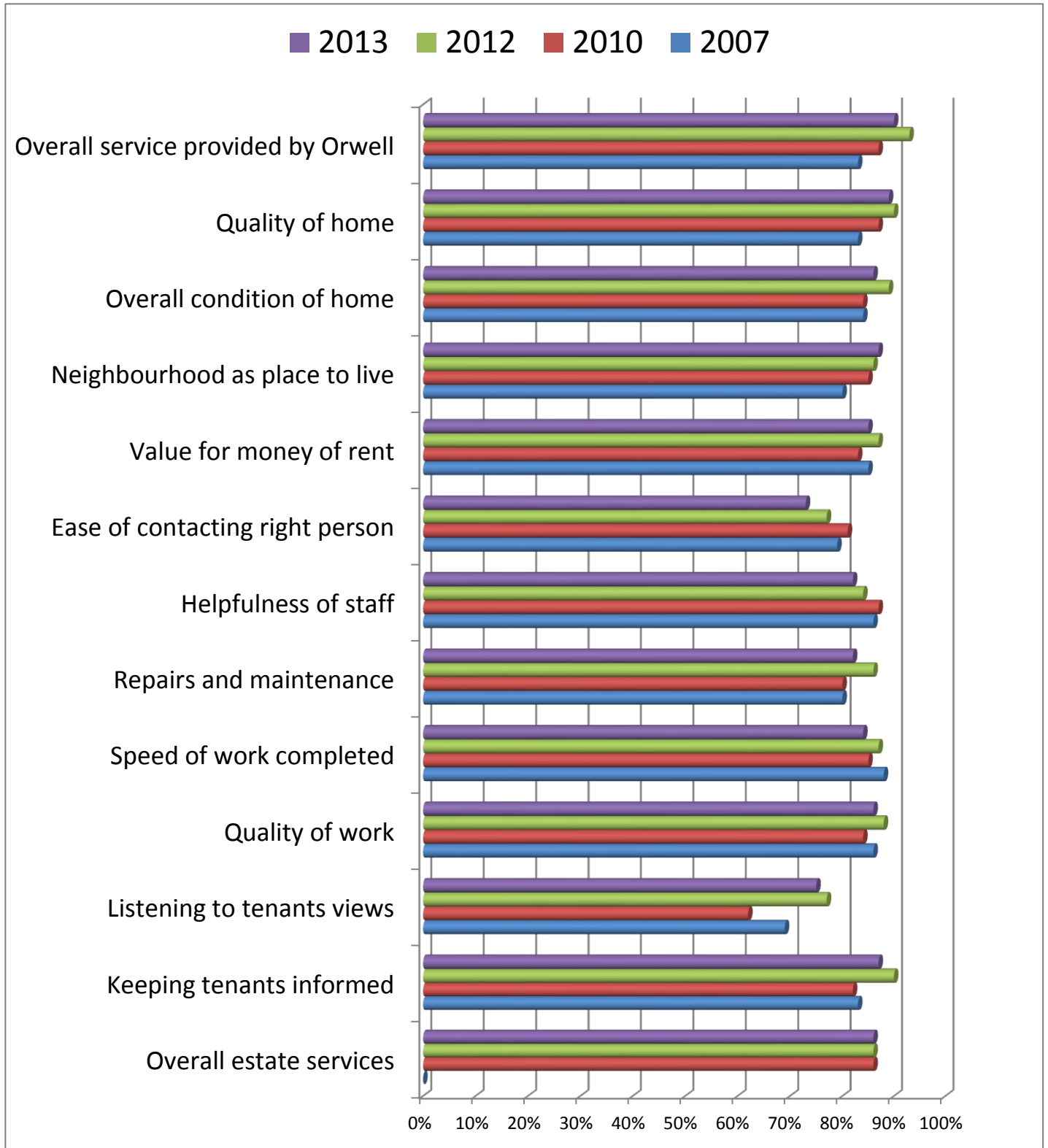
* Refers to condition of shared facilities in Supported accommodation.

** Please note: Shared ownership information should be approached with caution it is based on just 16 responses.

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Executive Summary Chart 1

Key indicators - Comparison with previous survey results.
Combined General Needs and Older Persons tenants
(% tenants very or fairly satisfied / very or fairly good)



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1. Introduction

As the regulatory requirement to carry out STATUS on a prescribed basis ceased, a new survey was devised by House mark to allow Landlords to compare and improve their service delivery areas this is called

STAR (Standardised Tenant And Resident satisfaction survey).

1.1 Aims of the STAR Survey

This survey will be carried out every year to one third of tenants. The aim of the survey is to provide data on tenant satisfaction, which would allow Orwell to:

Provide an up to date picture of tenants' satisfaction with their homes and with the service Orwell provides.

Benchmark results within House mark which compares with other landlords.

Compare current performance against the previous STATUS surveys.

1.2 How the results are presented

The report presents the findings of the survey for all tenants: General Needs tenants, Sheltered tenants and Supported tenants.

- The results are analysed by comparison to the previous STAR survey 2012 and STATUS survey 2010 -which was carried out to all tenants every three years
- The protected characteristics with Equality and Diversity
- Comparison of results in previous years

1.3 Survey methodology

A postal methodology was adopted. The total of all Orwell's tenants was split into three survey groups which included a mix of tenure type and geographical location. One of these three groups was selected this year to be surveyed. The theory is that although the STAR survey will be carried out every year it will only apply to one third thus reducing over surveying tenants but getting updated results each year.

1.4 Fieldwork

The survey was planned to take place over a six week period during April and May 2013. Three individual mailings took place. The first mail out was sent week commencing 15th April 2013 which consisted of a copy of the questionnaire, a covering letter written by Orwell in conjunction with Malcolm Fleetwood – a member of the tenants' scrutiny panel and a reply paid envelope. All questionnaires were returned to Orwell. After two weeks a postcard reminder was sent to those tenants who had not responded. A second questionnaire with completely redesigned front cover was sent out to tenants who had still not returned the questionnaire after two weeks. The closing date was 31st May 2013.

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1.5 Incentives

Incentives were used to boost the response rate. Questionnaires were drawn at random from those returned and three lucky winners won shopping vouchers of £200 (first prize), £100 (second prize) or £50 (third prize).

1.6 Response rates

The response rates were as follows:

Property Type	% Responses at end of Survey period 2013	% Responses at end of Survey period 2012	% Responses at end of Survey Period 2010
General Needs	47%	51%	50%
Older Persons	85%	69%	66%
Shared Ownership	46%	48%	38%
Supported	51%	60%	47%

1.7 Accuracy

Only one third of tenants were surveyed and those who responded represent only a sample of the total population of Orwell's tenants but as we have now surveyed two thirds of tenants we can begin to make comparisons.

1.8 Questionnaire design

Four types of survey were created for specific client groups: General Needs, Older Persons, Supported and Shared Ownership. The core questions required to benchmark by House mark were included on all of the surveys. The Older Person and Supported survey had an additional set of questions added that were tailored to the service they receive - both of the surveys were printed using a larger font size.

In addition to the questions recommended by House mark for inclusion Orwell also added questions focusing on:

- Scrutiny Panel
- Mystery Shopping
- Focus Groups
- Editorial Panel
- Getting involved with Orwell
- Orwell Newsletter

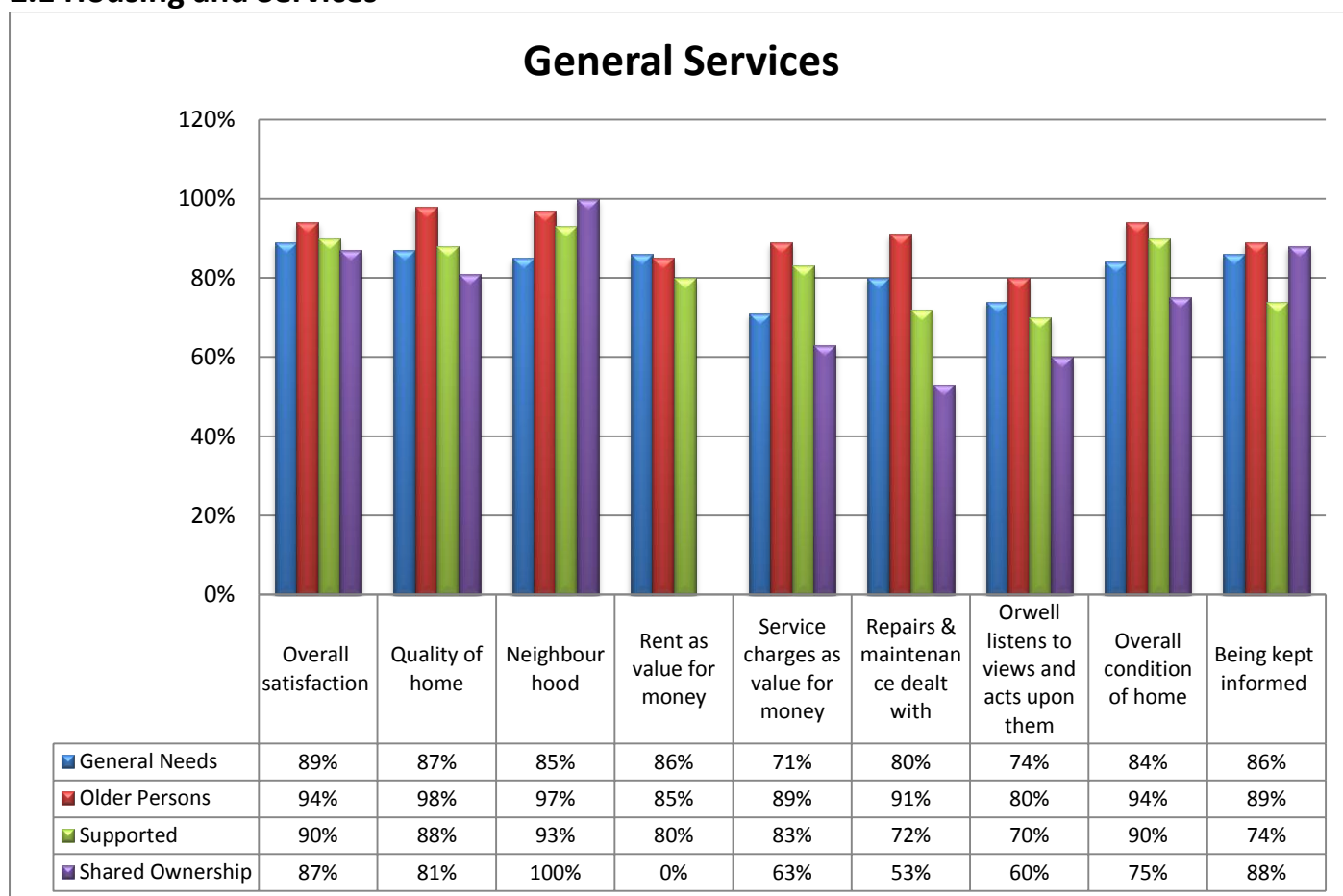
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1.9 Notes to figures

Throughout the report the vast majority of results are shown as percentages. The figures are rounded are or down to the nearest whole number so they may not total exactly 100%. A caution has been highlighted where the response sample has been low. The multiple choice questions where more than one answer can be selected will not add up to 100%. All figures are exclusive of don't know, neither and no opinion unless otherwise stated.

2. Orwell Tenant Satisfaction Ratings

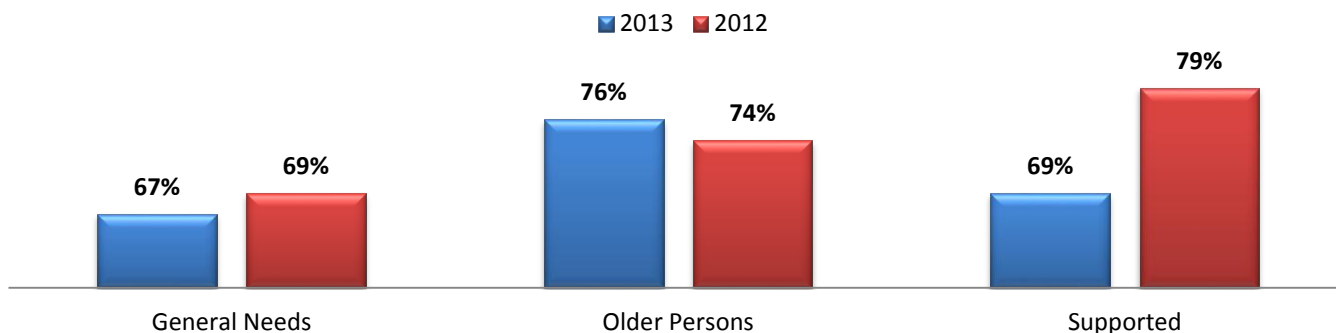
2.1 Housing and Services



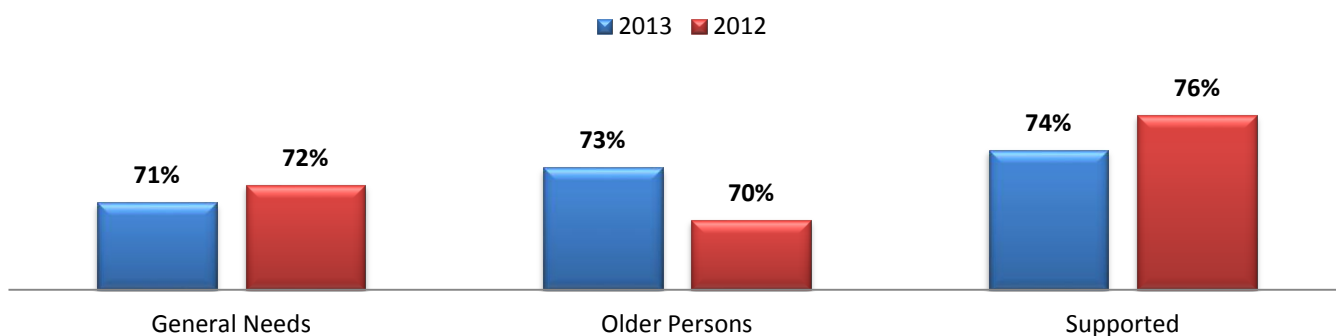
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2.2 Theme – Advice and Support

Claiming Housing & Welfare Benefit Advice

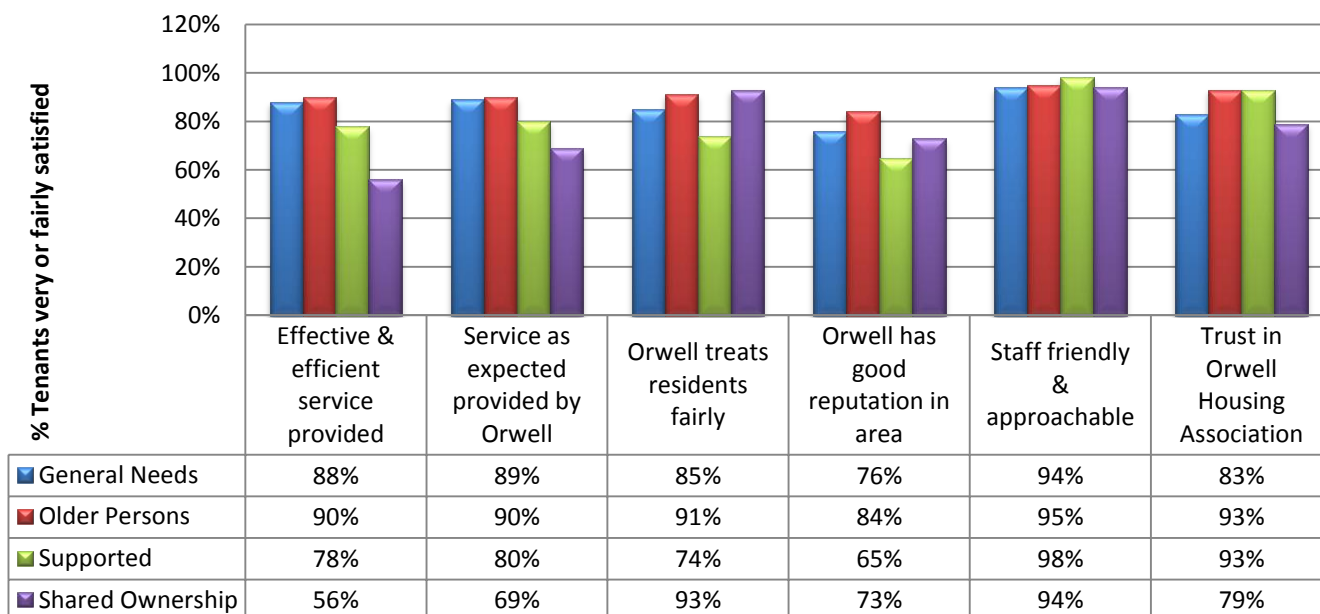


Managing Tenants Finances



2.3 Tenant Perceptions

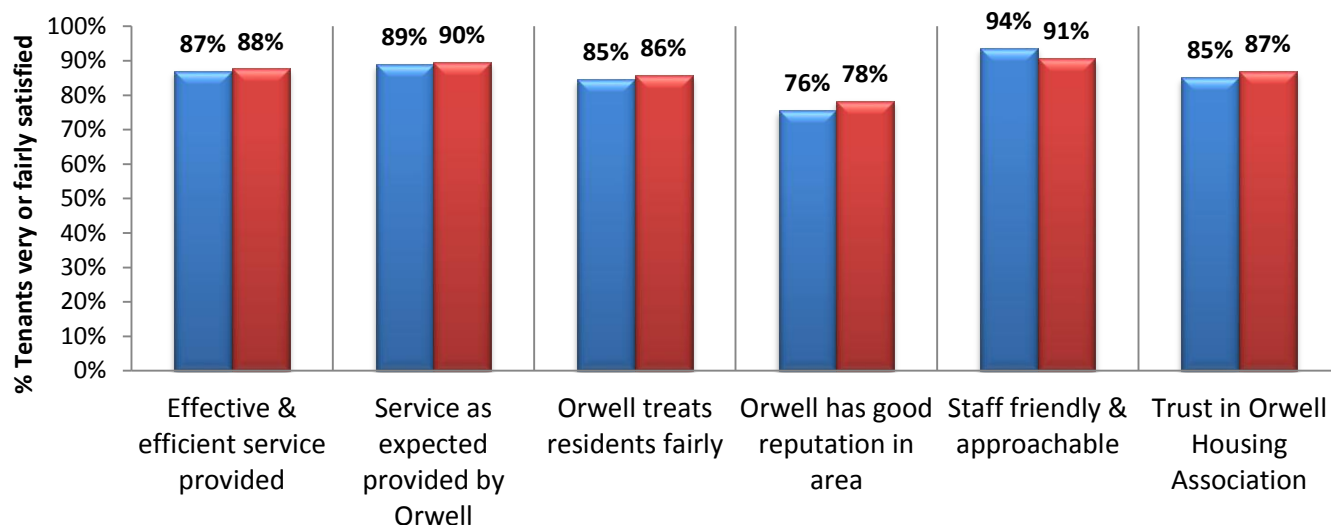
Tenant Perceptions



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Tenant Perceptions Comparison - All Responses

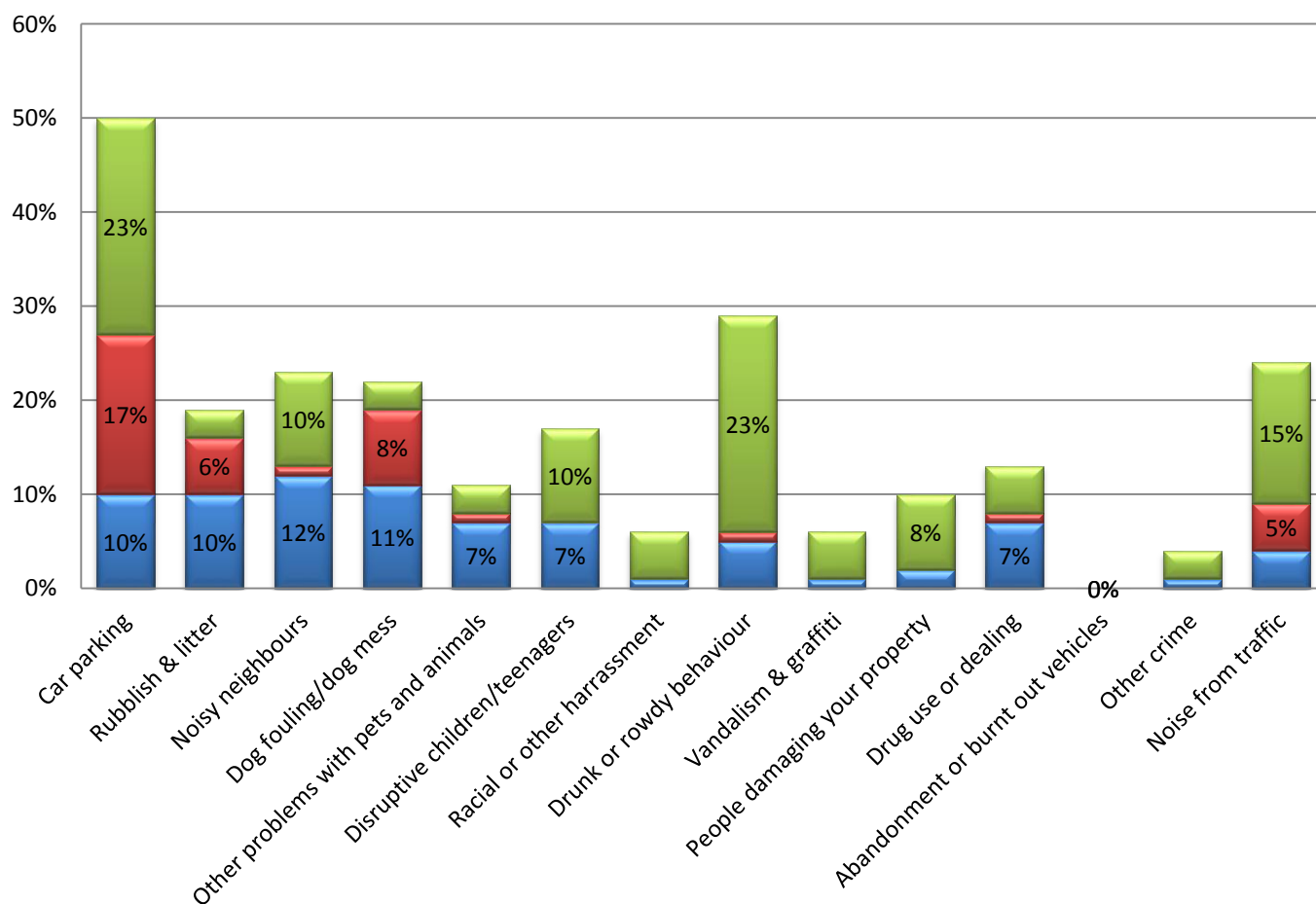
■ 2013 ■ 2012



2.4 Theme - Neighbourhood

Neighbour - % Major Problem

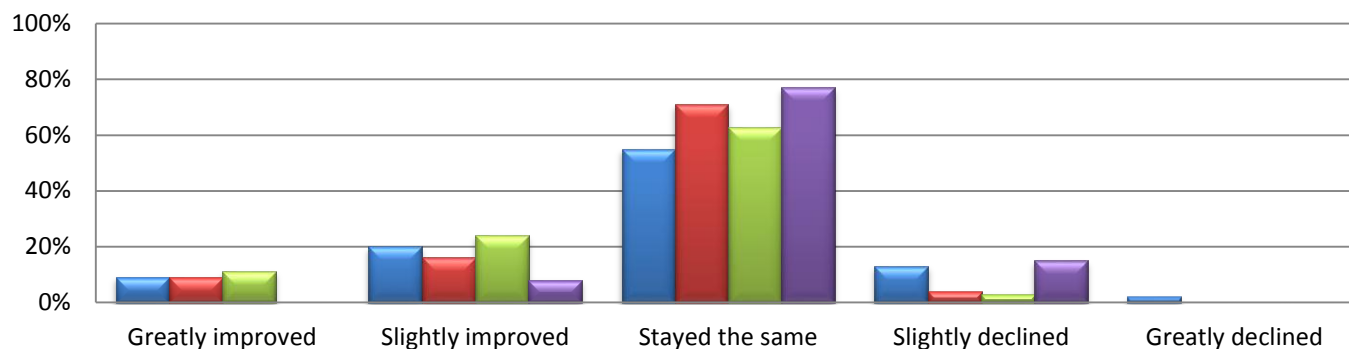
■ General Needs ■ Older Persons ■ Supported



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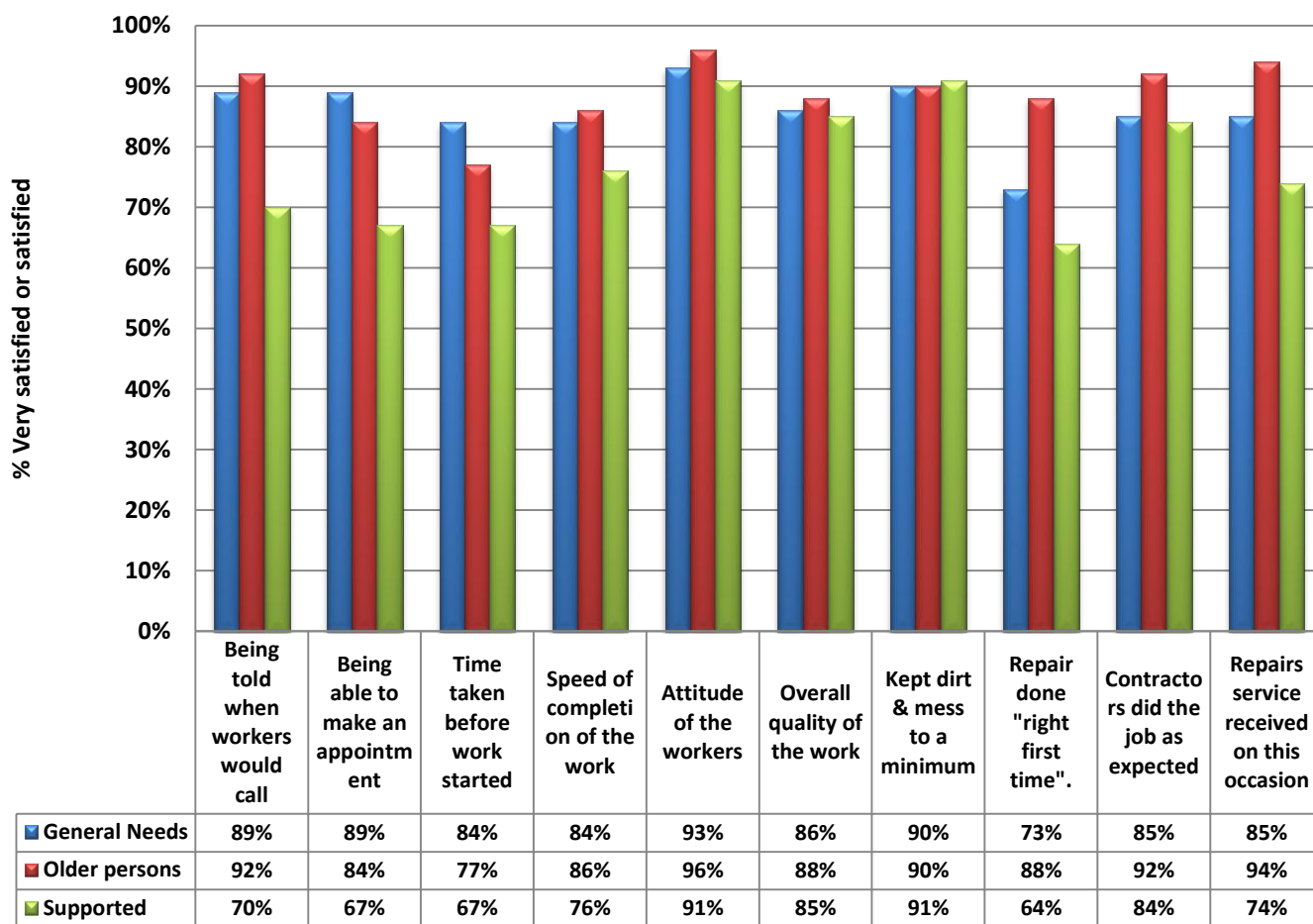
Neighbourhood Improved or declined over past 3 years

General Needs Older persons Supported Shared Ownership



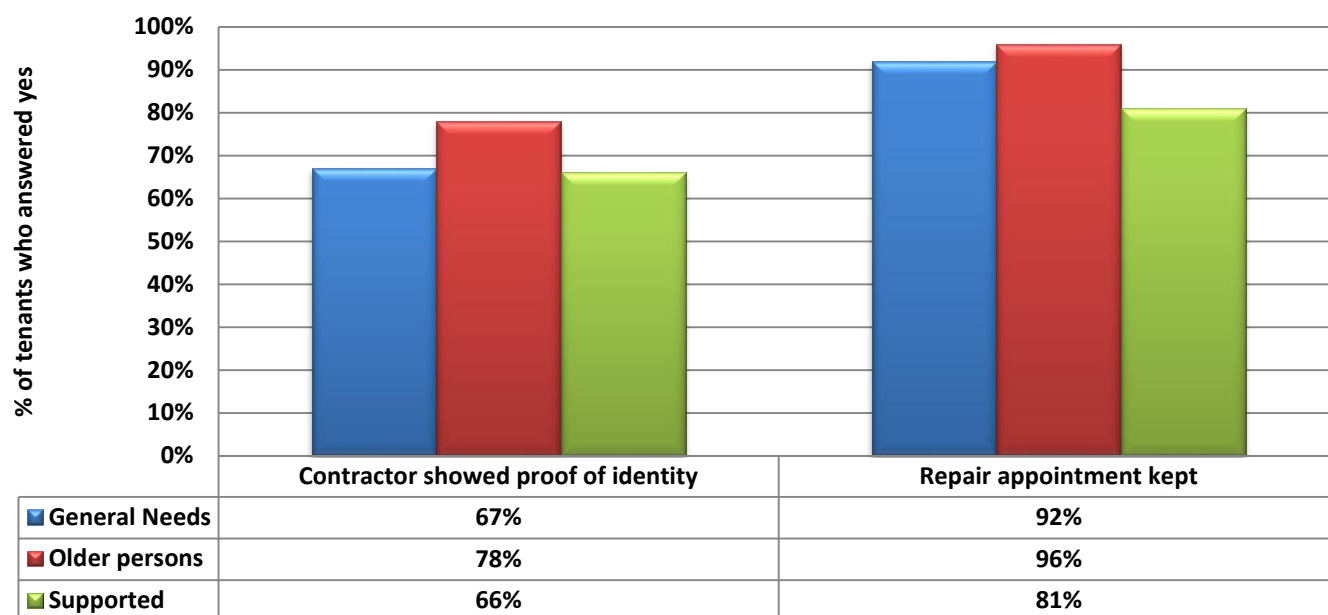
2.5 Repairs and Maintenance

Contractor & Orwell Repairs Services



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Contractor & Orwell Repairs Services



Please note Orwell Repairs Service (ORS) commenced May 2012 which are included in the results.

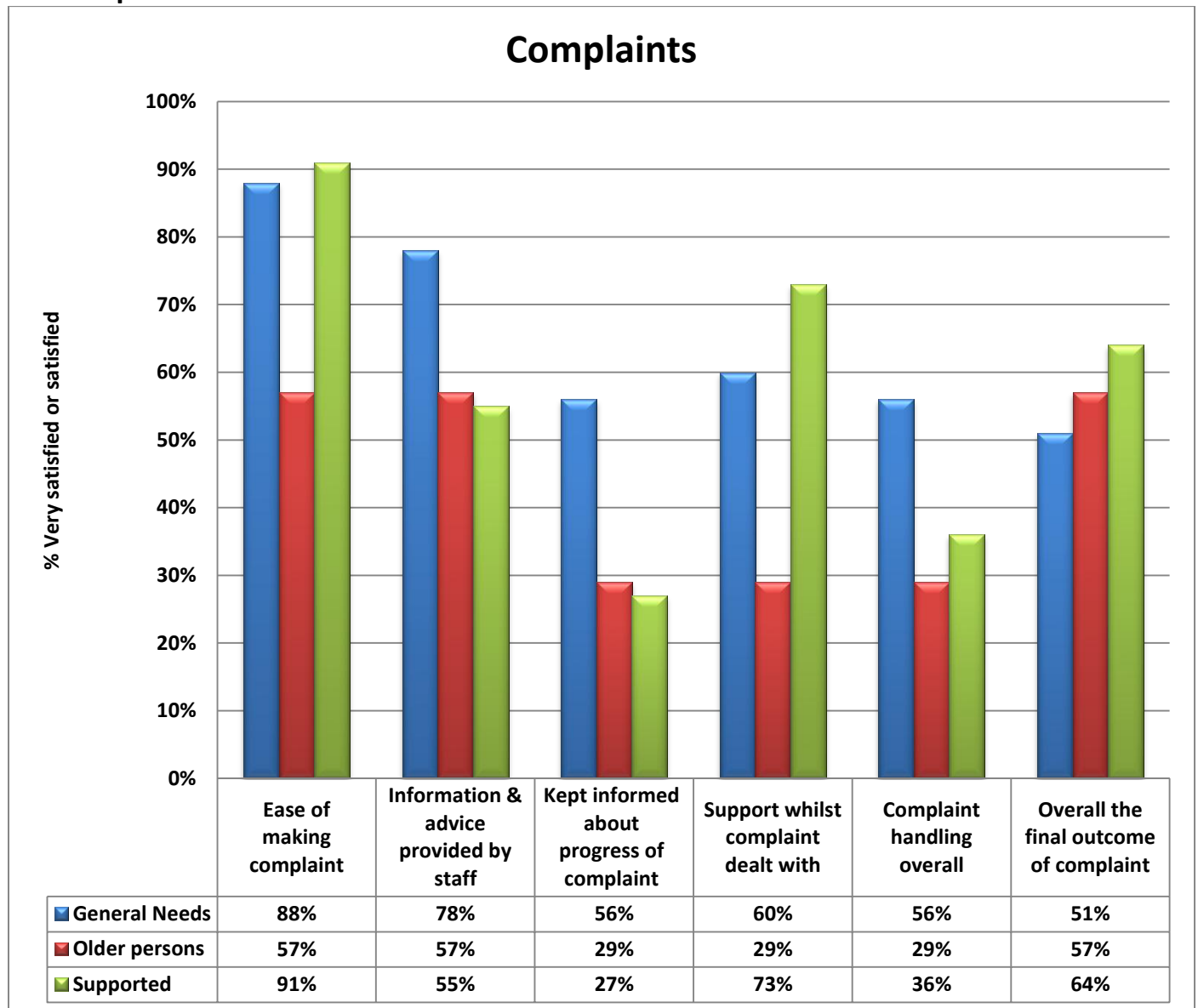
2.6 Theme - Communication and Contact with Orwell

50% of all tenants who returned a survey had contacted Orwell in the last 12 months

- **73%** found it easy to get hold of the right person
- **81%** found the staff helpful
- **84%** had queries answered within a reasonable time
- **69%** were aware of the formal complaints process
- **17%** had complained to Orwell within the last 12 months
- **73%** would be willing to make a complaint in the future

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2.7 Complaints service



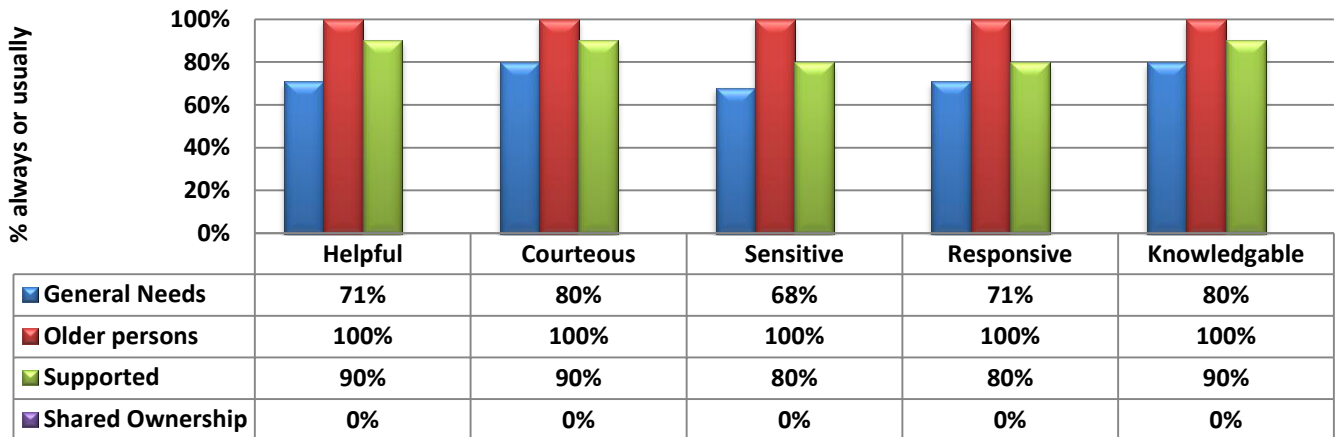
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2.8 Anti-social behaviour (ASB) service

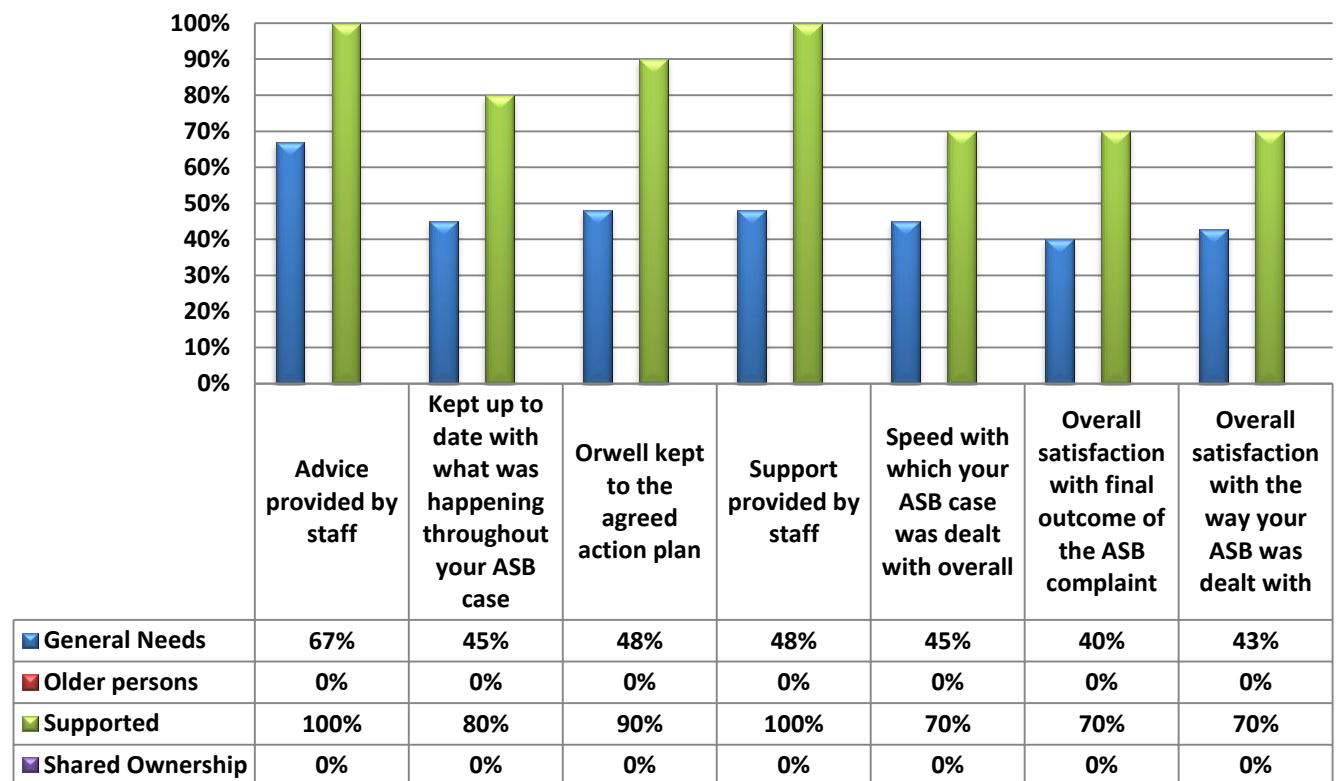
11% of all tenants that returned a survey reported anti-social behaviour to Orwell in the last 12 months

- **80%** of those tenants found it very or fairly easy to contact staff at the beginning of the ASB complaint.
- **70%** rated the initial interview about the ASB complaint to be good/fair.

Staff dealing with the ASB complaint



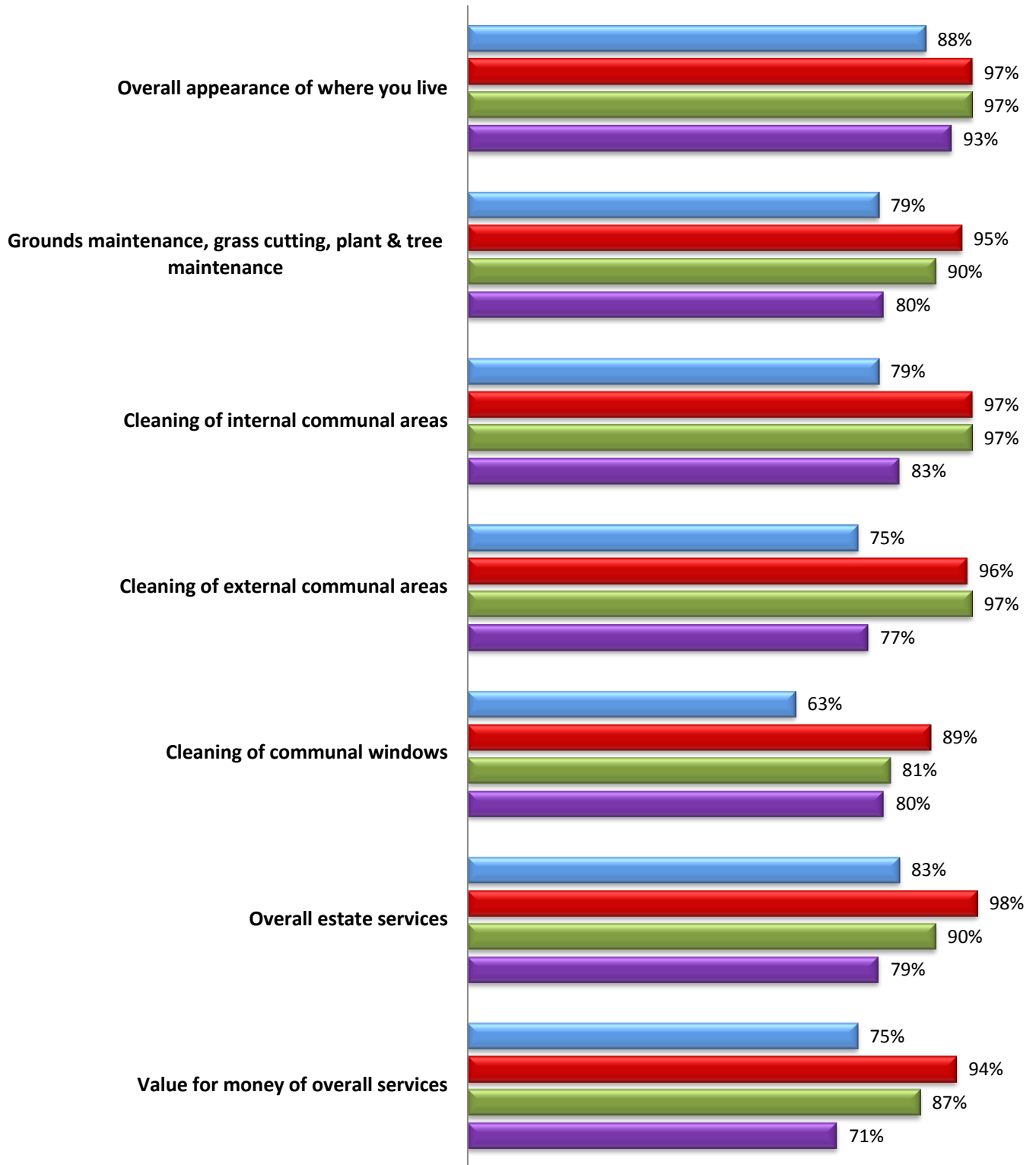
Satisfaction with the way ASB complaint was dealt with.....



2.9 Estate Services

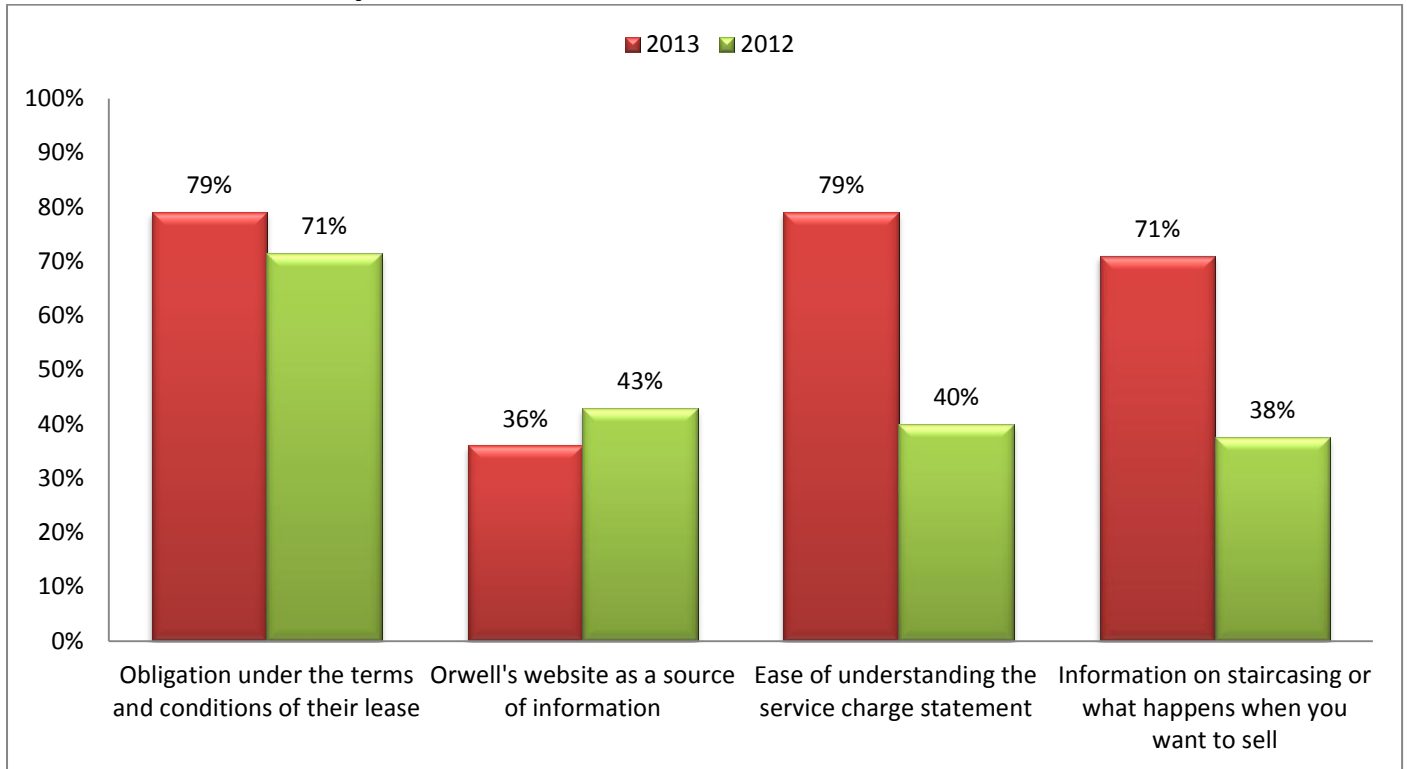
**Estate Services
(%Tenants very or fairly satisfied)**

■ General Needs ■ Older persons ■ Supported ■ Shared Ownership



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3. Shared Ownership



*Please note: For **2012** the above information is based on **7** responses only and **16** responses for **2013**.*

Affording mortgage payments and service charges (if applicable) since moving in:

- **20%** found it easier
- **67%** found it about the same
- **13%** found it more difficult

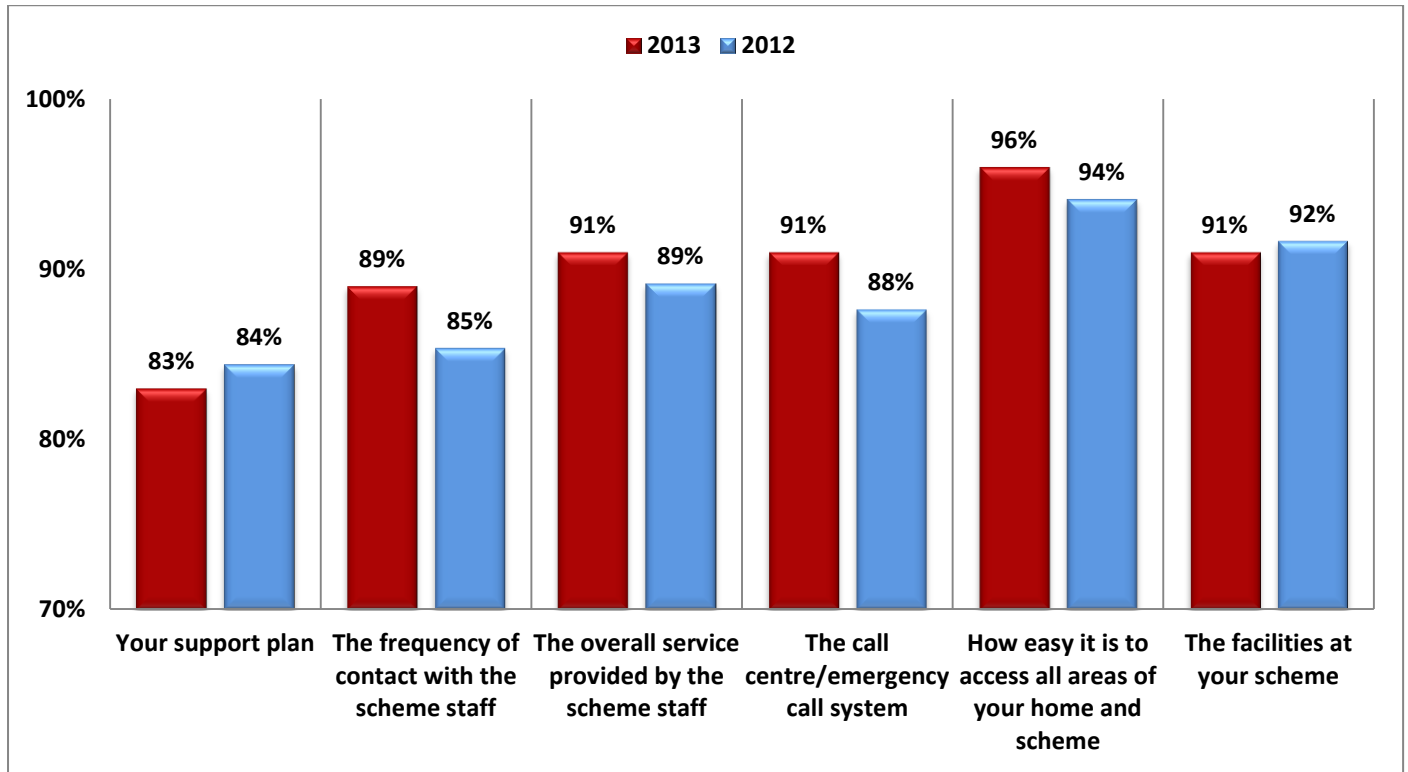
When asked if they would like to stair case (buy a larger share of their home):

- **7%** answered yes
- **57%** said they were not sure at this stage

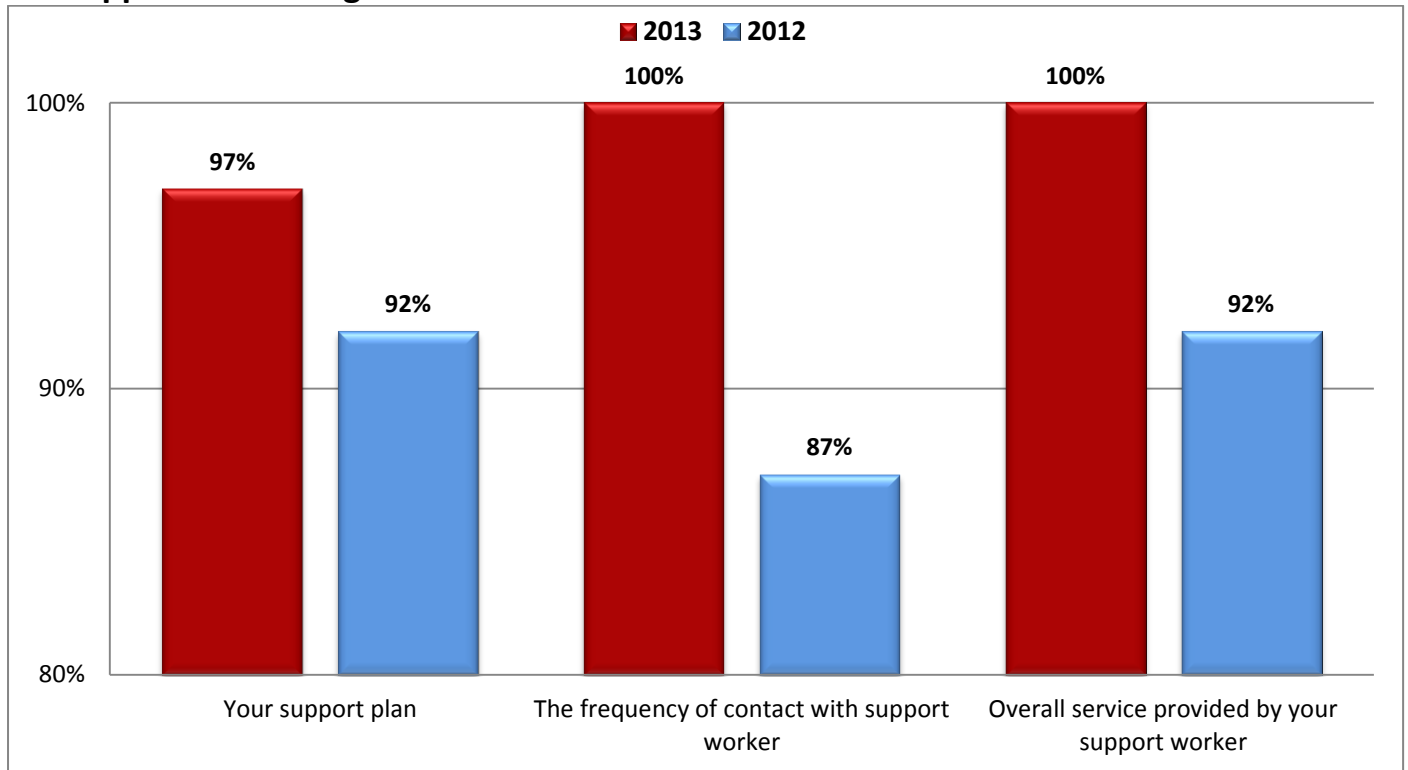
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4. Care and support services

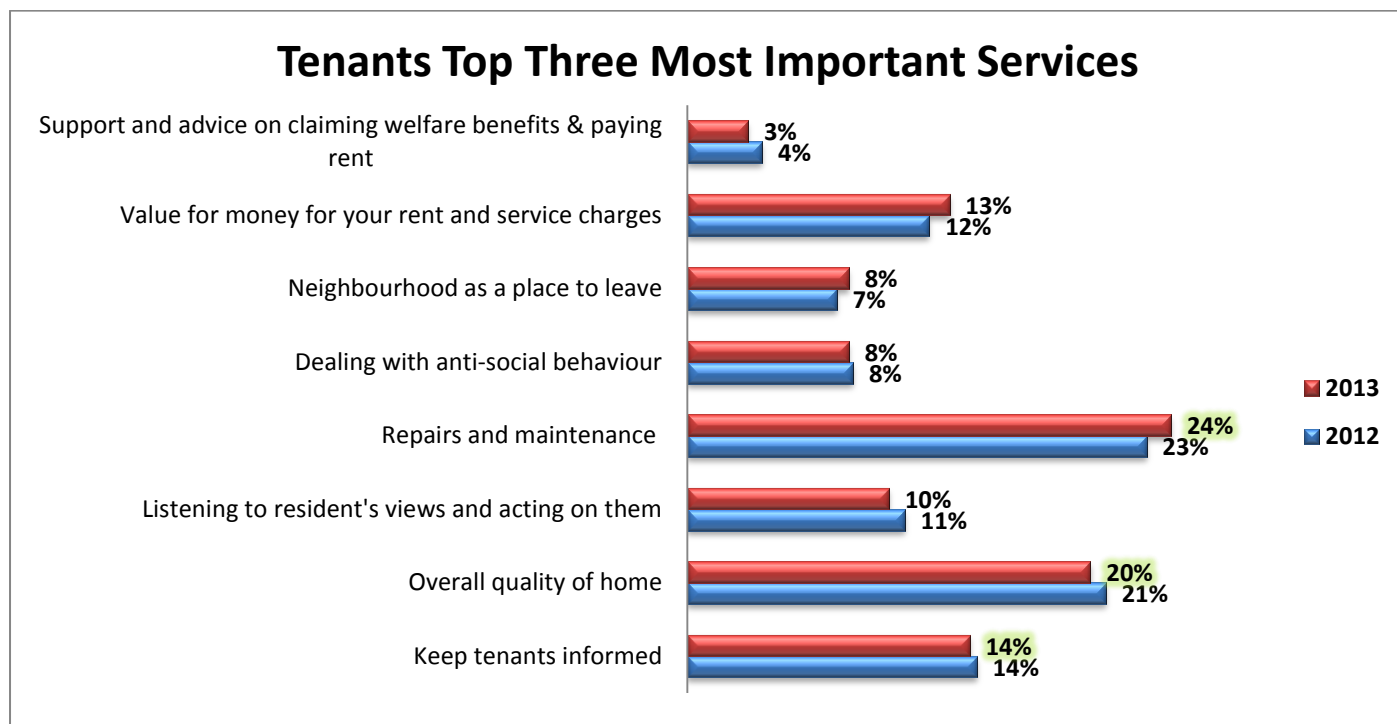
4.1 Scheme Services for Older Persons



4.2 Supported Housing Services



5. Service Priorities



6. Security

Tenant's very or fairly satisfied with safety and security of home:

- General Needs - **78%**
- Older Persons - **99%**
- Supported - **87%**
- Shared Ownership - **81%**

7. Additional questions

Of all tenants that responded to the survey:

- **13%** tenants are aware of Scrutiny Panel
- **21%** tenants are aware of Mystery Shopping
- **16%** tenants are aware of Focus Groups
- **12%** tenants are aware of Editorial Panel
- **23%** of tenants would like to know about more ways to get involved
Note. The tenant's details will be passed on to Orwell's Customer Relations Officer for follow-up communication.
- **65%** rated the Orwell Newsletter as very or fairly good and only **5%** stated they did not read.

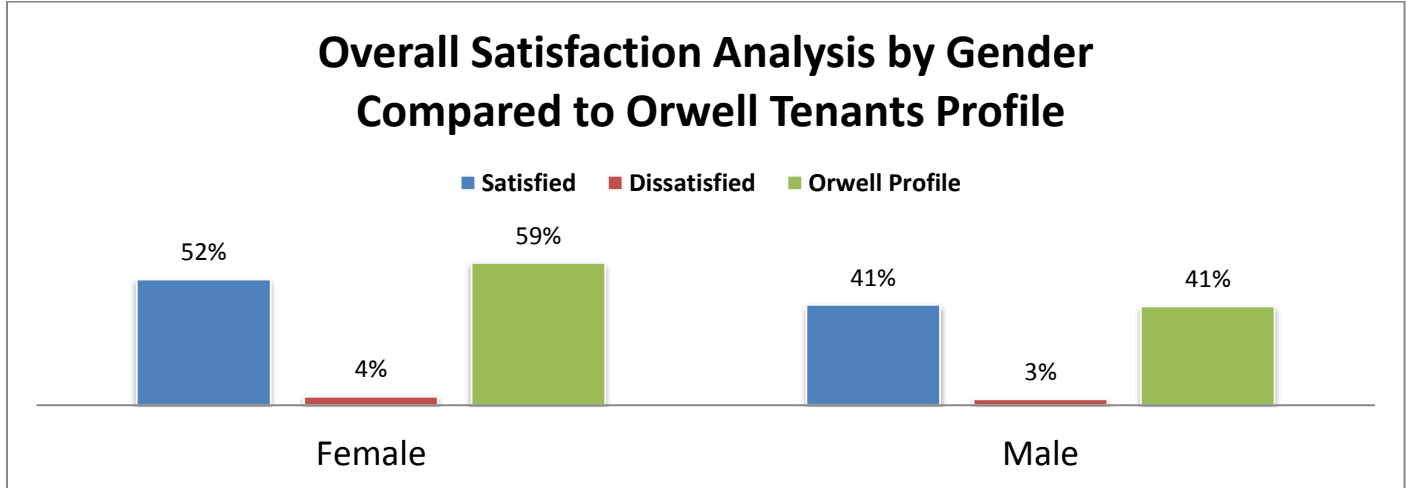
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8. Equality and Diversity

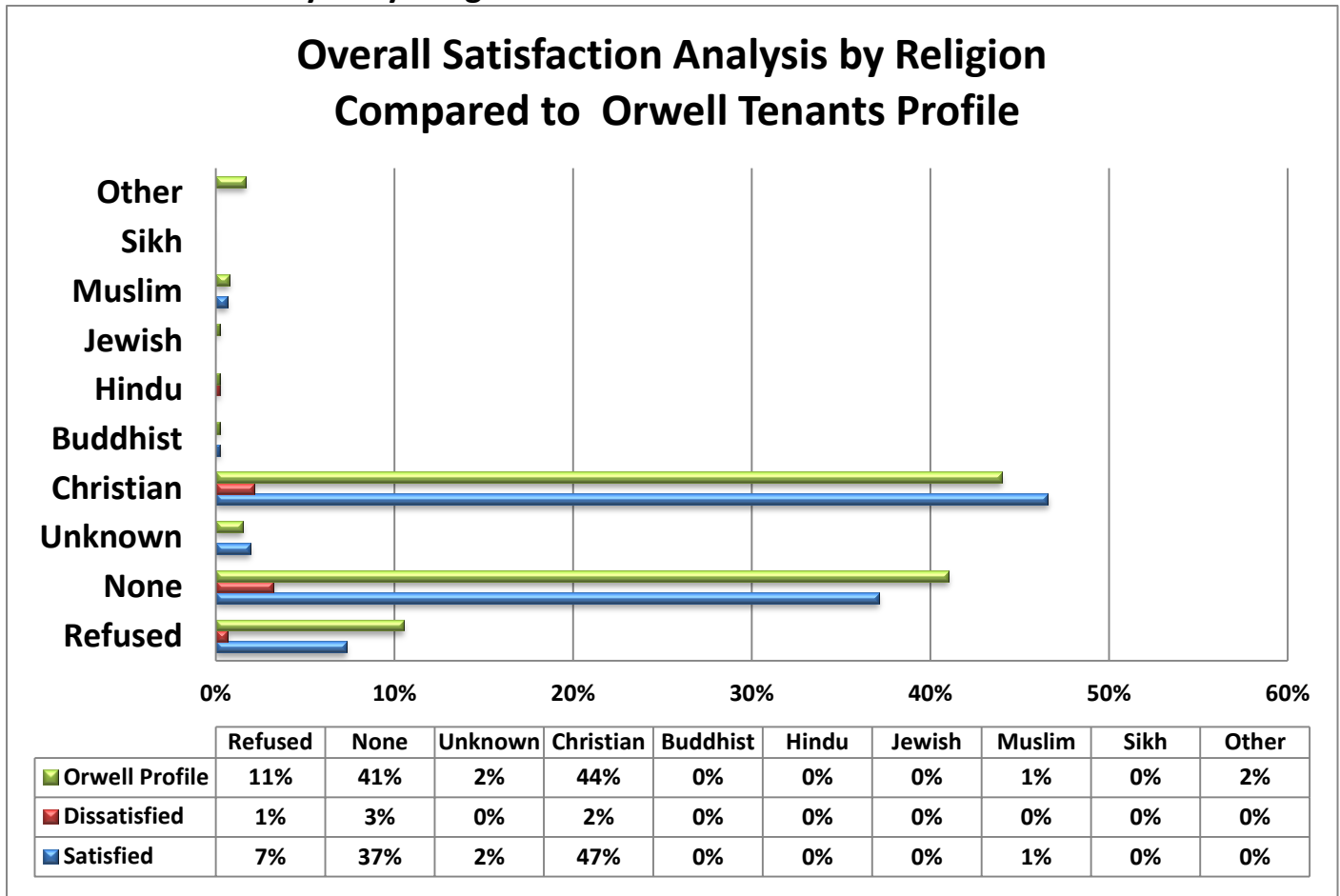
All Surveys returned with satisfaction of services overall from Orwell:

- No. of surveys returned Satisfied - **437**
- No. of surveys returned Dissatisfied - **29**

8.1 Satisfaction analysis by Gender

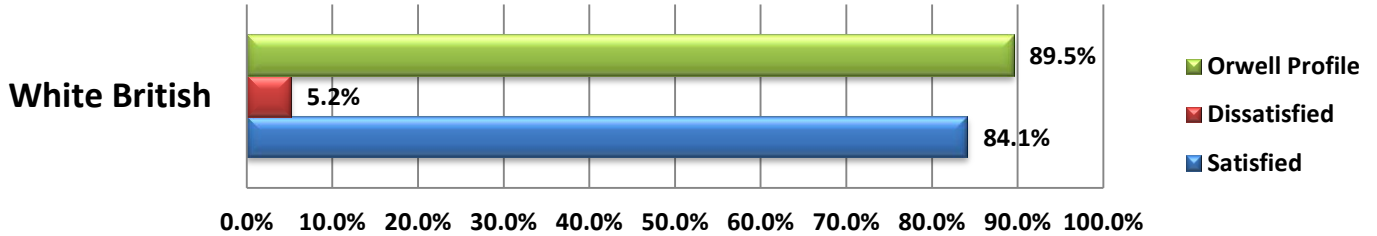


8.2 Satisfaction analysis by Religion

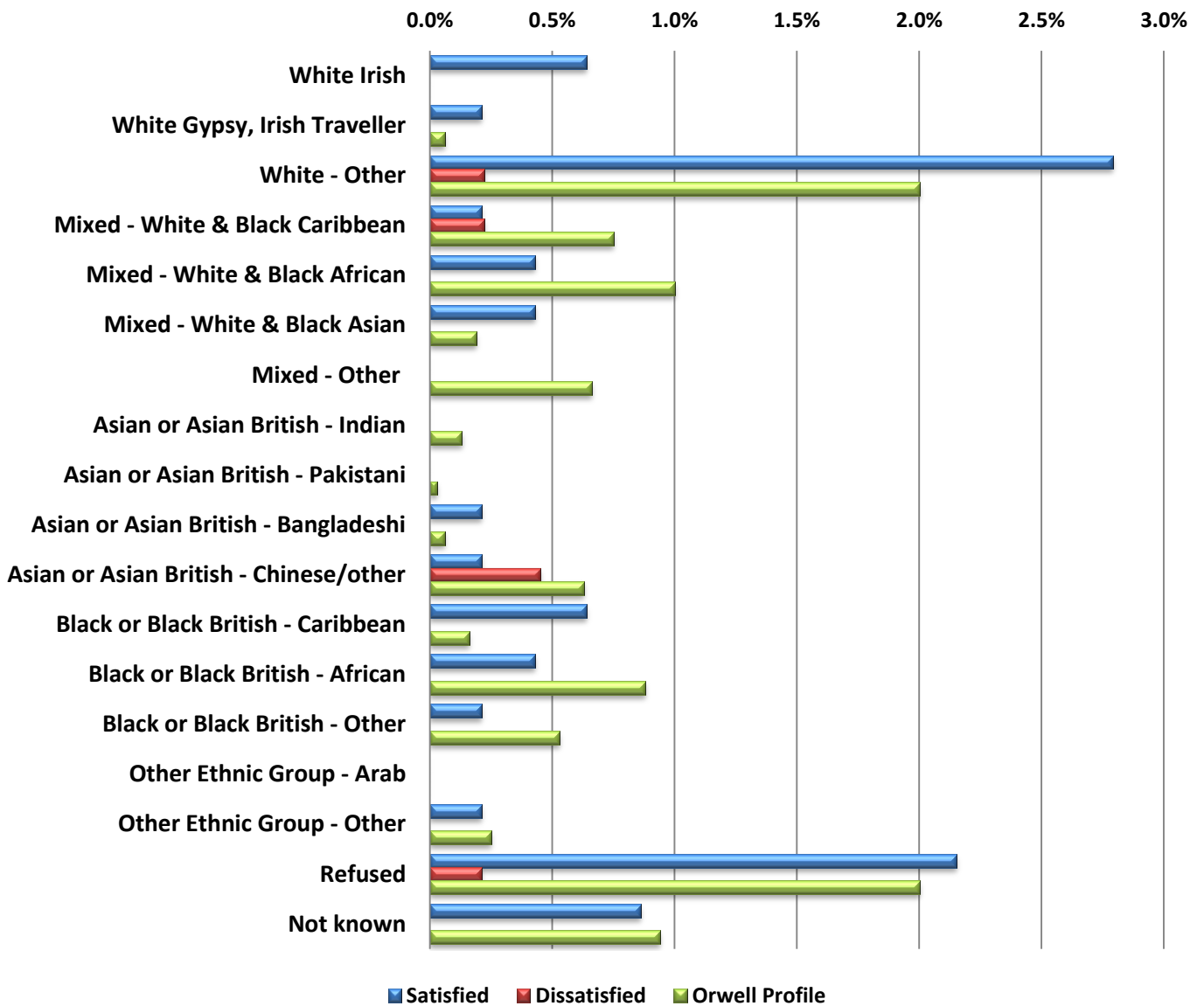


8.3 Satisfaction analysis by Race

Overall Satisfaction Analysis by Race - White British Compared to Orwell Tenants Profile



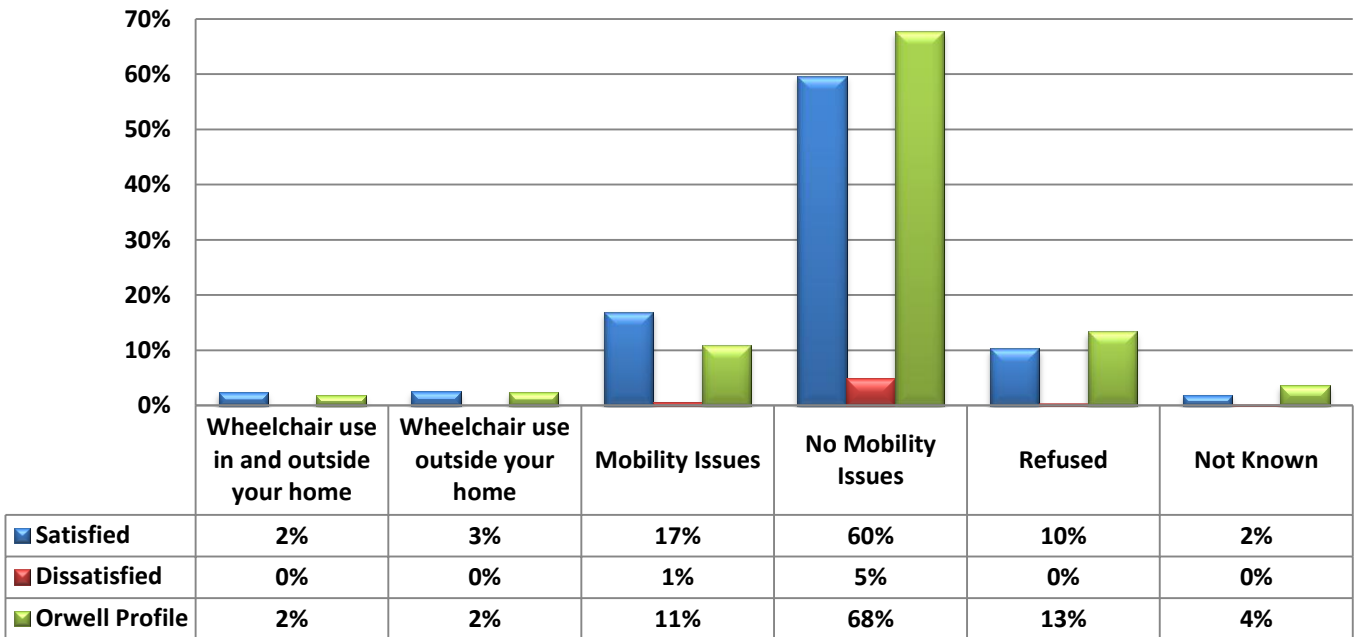
Overall Satisfaction Analysis by Race - BME Compared to Orwell Tenants Profile



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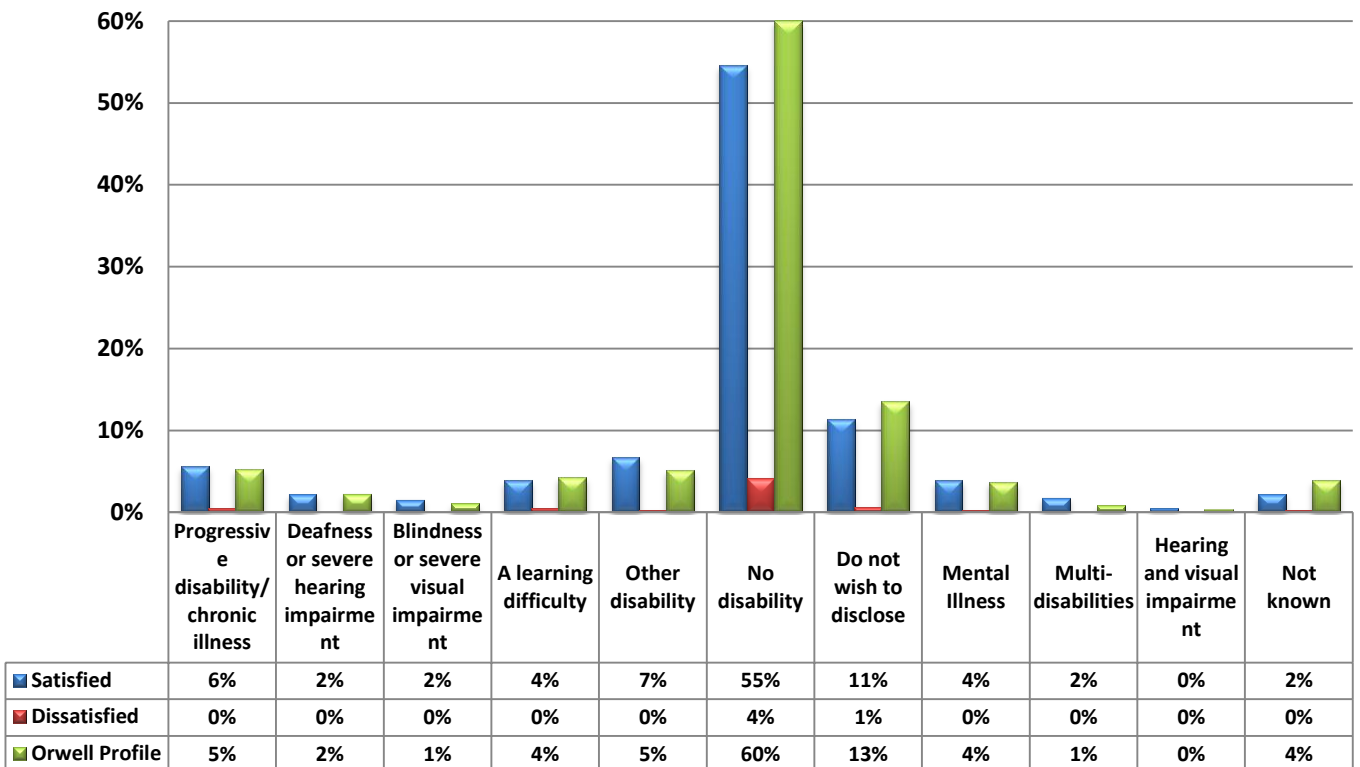
8.4 Satisfaction analysis by Mobility

Overall Satisfaction Analysis by Mobility Compared to Orwell Tenant Profile



8.5 Satisfaction analysis by Disability

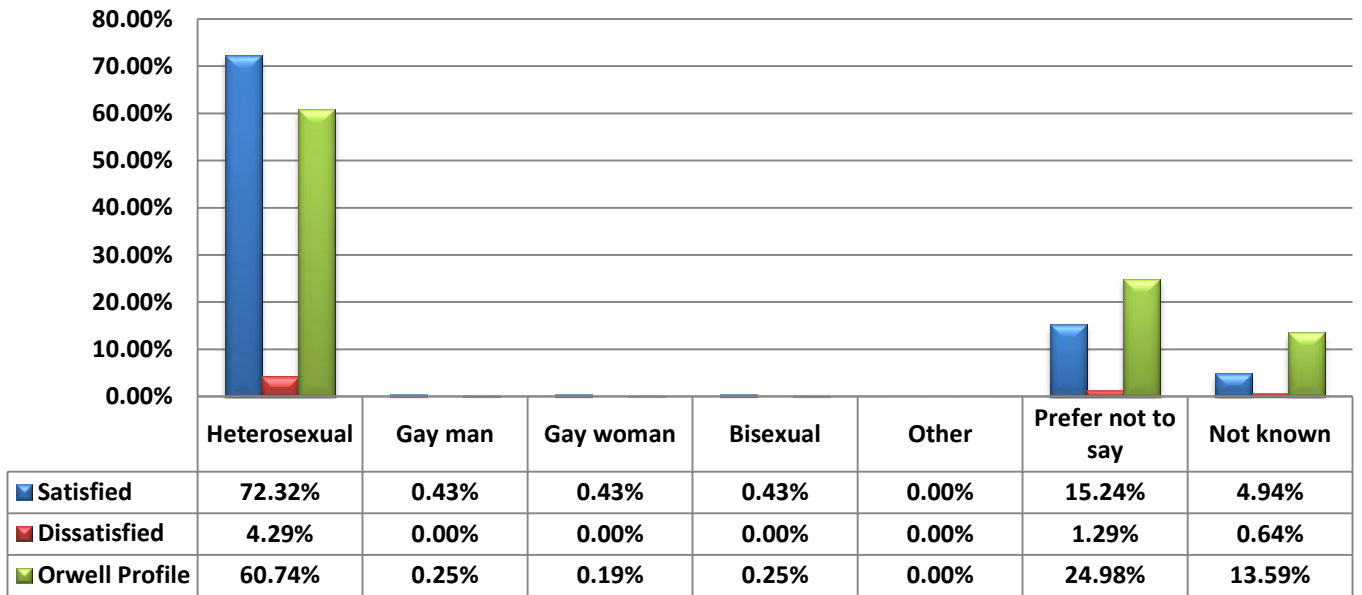
Overall Satisfaction Analysis by Disability Compared to Orwell Tenants Profile



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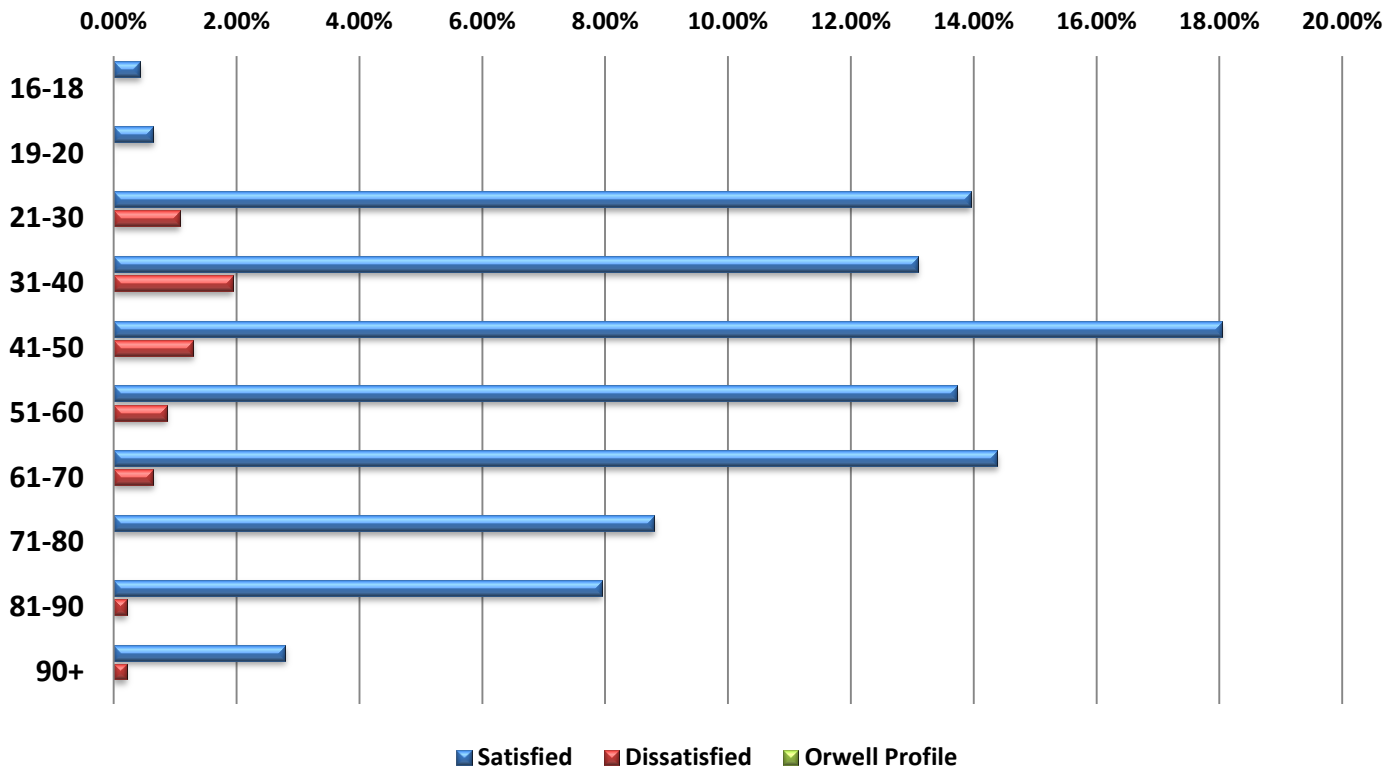
8.6 Satisfaction by Sexual Orientation

Overall Satisfaction Analysis by Sexual Orientation Compared to Orwell Tenants Profile



8.7 Satisfaction by Age

Overall Satisfaction Analysis by Age Compared to Orwell Tenants Profile

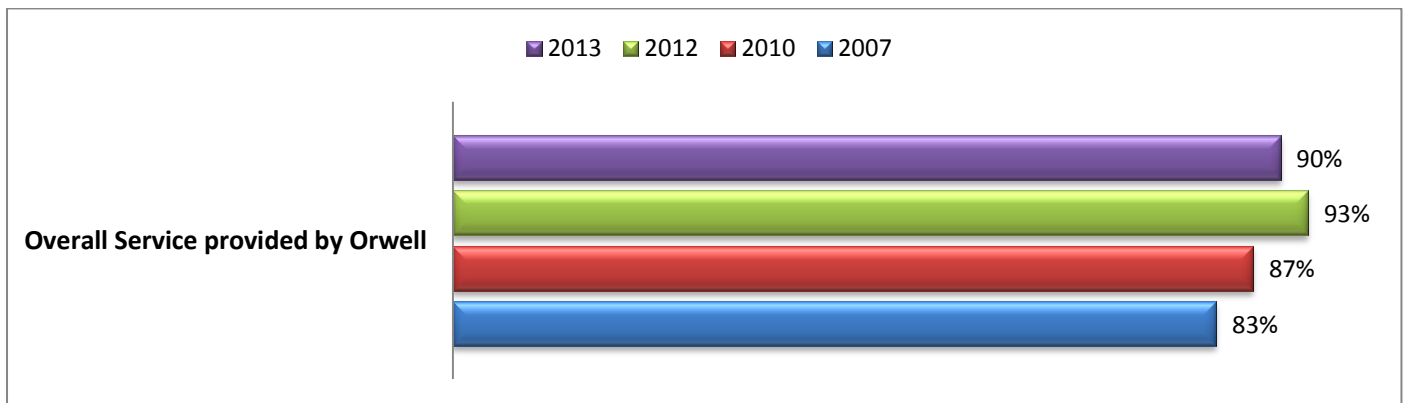


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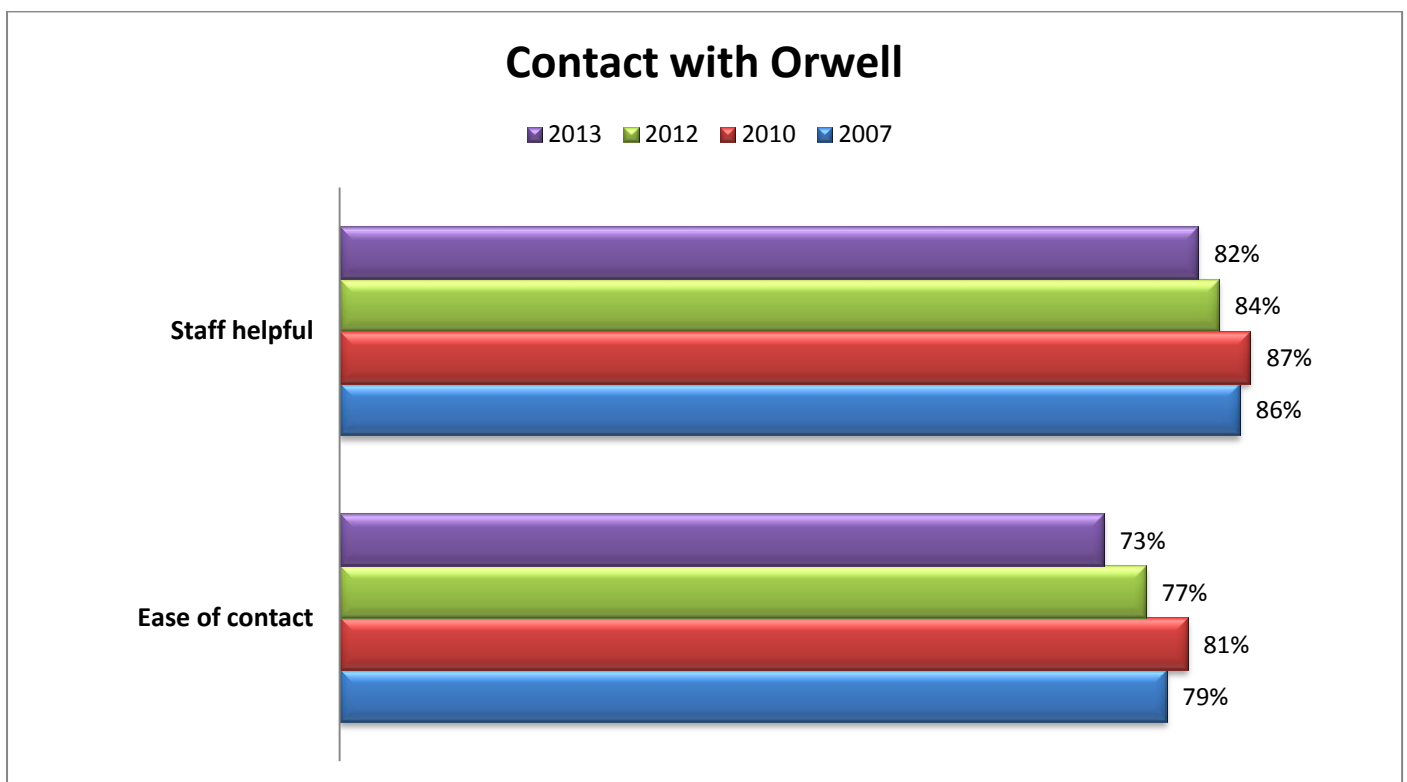
9. Comparison with previous surveys

(Combined data for General Needs and Older Persons)

9.1 Satisfaction with overall services 2007 – 2013

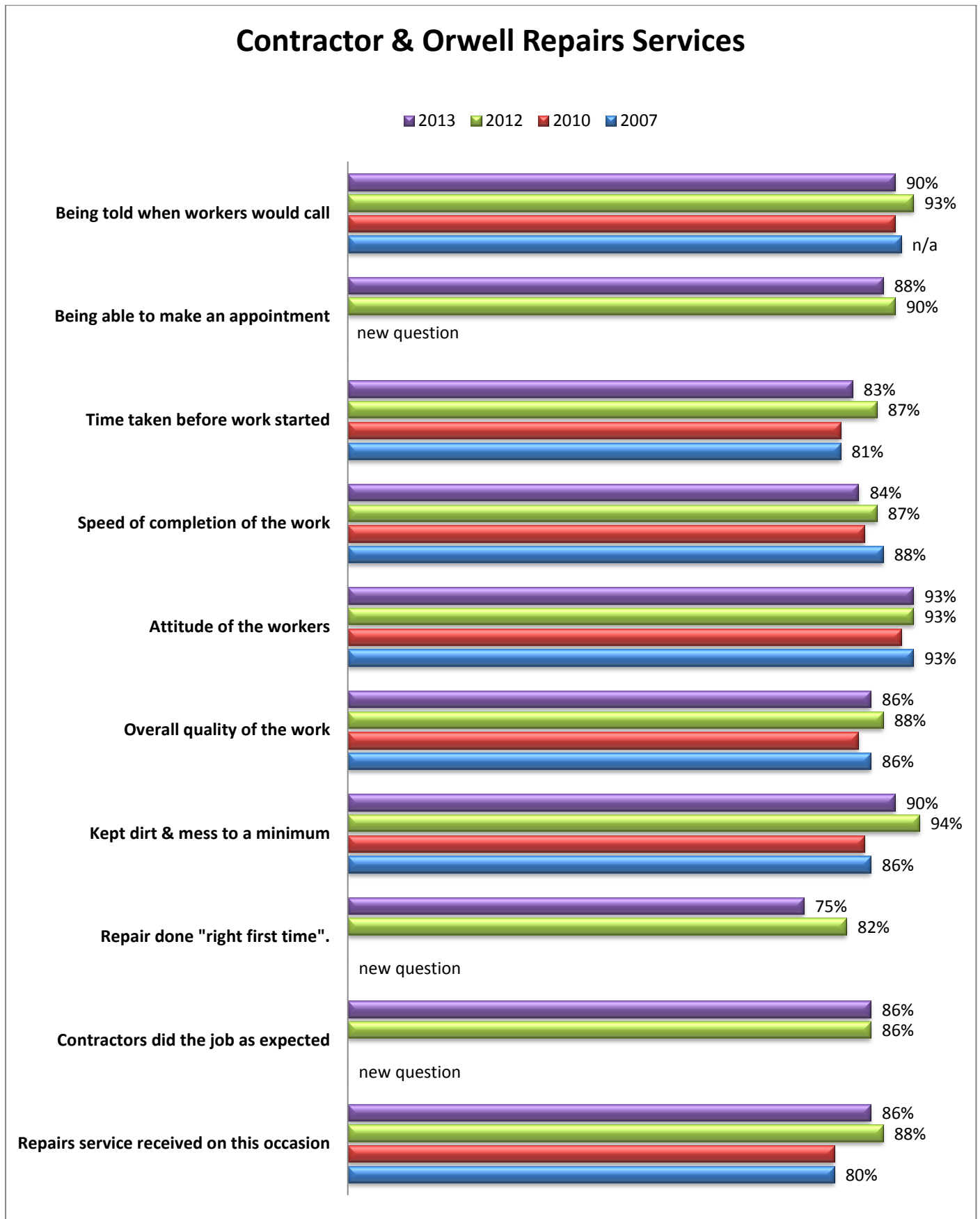


9.2 Satisfaction with contact and communication



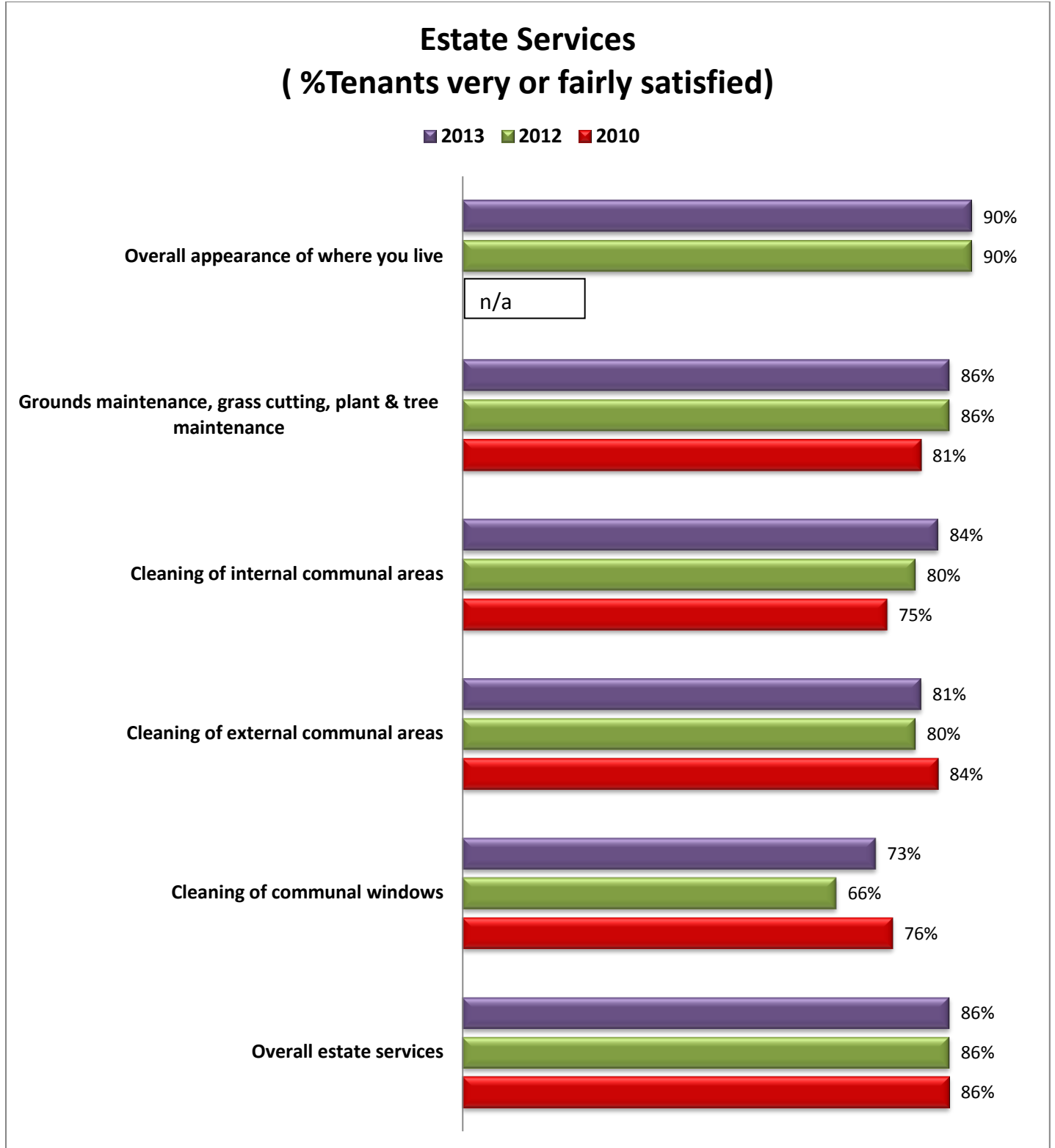
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9.3 Satisfaction with repairs and maintenance services comparison



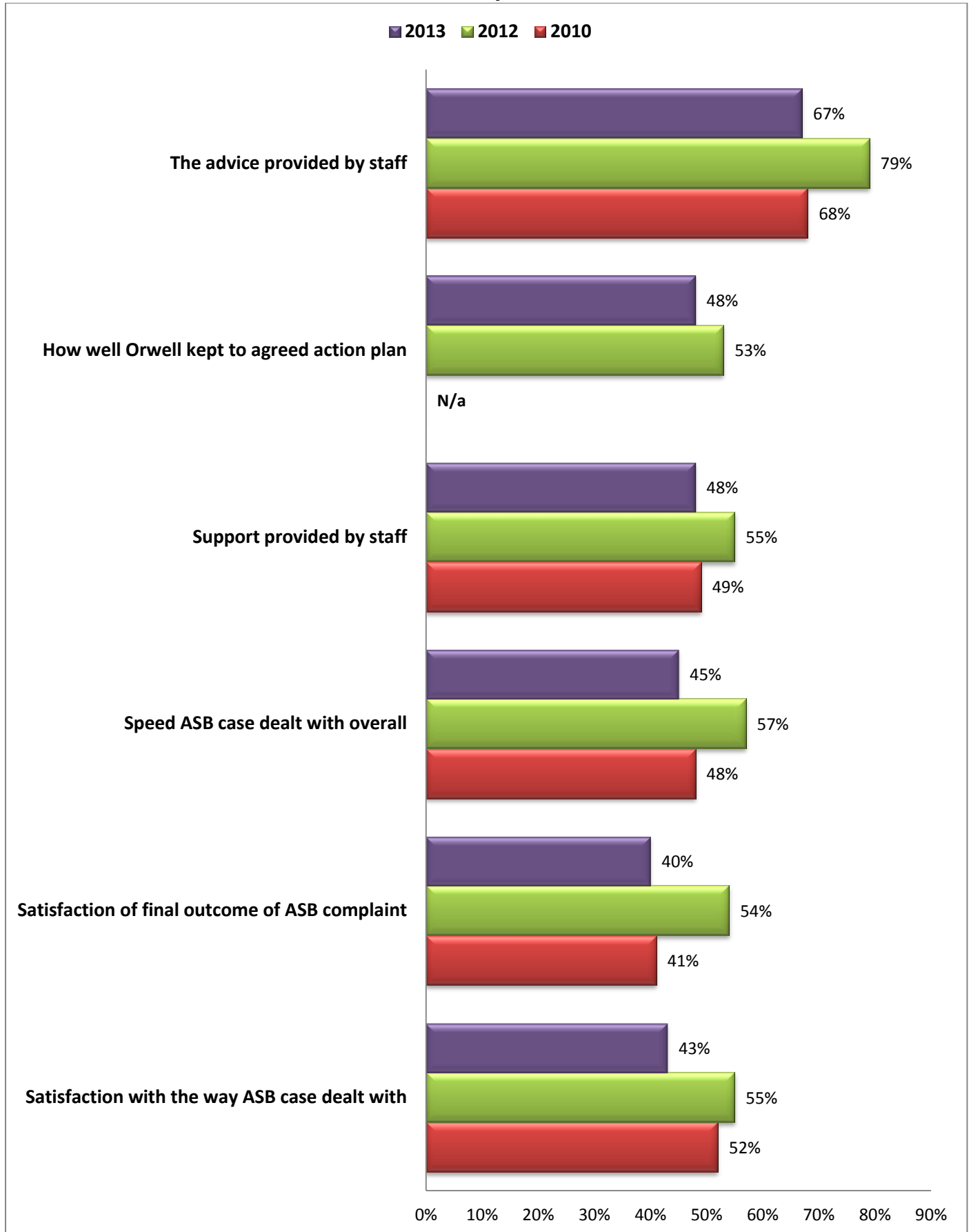
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9.4 Satisfaction with Estate Services



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9.5 Satisfaction with ASB – General Needs only



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APPENDIX 1 - List of Schemes Surveyed

SURVEY TYPE	ADDRESS	TOTAL
GENERAL NEEDS	AGGAS ACRE	
	AVENUE ROAD	
	BARBER CLOSE	
	BARLEY CLOSE	
	BEACONSFIELD ROAD	
	BELSTEAD ROAD	
	BERNERS FIELD	
	BOOTH LANE	
	BRIARWOOD ROAD	
	BROADWAY HOUSE	
	BROOKS HALL ROAD	
	BROOKSFIELD	
	BUCKS LANE	
	BURKE ROAD	
	CAMPION ROAD	
	CENTURY ROAD	
	CHARTER WAY	
	CHAULKERS CRESCENT	
	CHERRYFIELDS	
	CHEVALLIER STREET	
	CHILDERS COURT	
	CHURCH LANE	
	CLAREMONT ROAD	
	CLIFTON ROAD	
	CLUMP FIELD	
	COLSTERDALE	
	COTMAN CLOSE	
	DAVEY CLOSE	
	DAWN POINTON PLACE	
	DAWSON DRIVE	
	DOWNING CLOSE	
	DOWSON DRIVE	
	DUNSTON DRIVE	
	EADES WALK	
	EASTWOOD AVENUE	
	ELDO GARDENS	
	ELDO ROAD	
	ELSIE ROAD	
	EMPRESS ROAD	
	ESSEX ROAD	
	FAIR CLOSE	
	FALCON STREET	
	FARRIERS WENT	
	FENN CLOSE	
	FERNSIDE	
	FIR LANE	
	FITZGERALD MEADOW	
	FITZGERALD ROAD	
	FITZWILLIAM CLOSE	
	FLOWTON ROAD	

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SURVEY TYPE	ADDRESS	TOTAL
GENERAL NEEDS (CONT.)	FRIARS	
	GATACRE ROAD	
	GLEBE CLOSE	
	GOLDSMITH ROAD	
	GORLESTON ROAD	
	GORSE GREEN	
	GRANGE ROAD	
	GRANVILLE ROAD	
	GROSVENOR COURT	
	HAGGARS MEAD	
	HANDFORD ROAD	
	HAREBELL WAY	
	HIGH STREET	
	HIGHFIELD ROAD	
	HIGHMILL COURT	
	HOMEFIELD AVENUE	
	HORNING CLOSE	
	HOWARDS CLOSE	
	JOHN STREET	
	KILDARE AVENUE	
	KING STREET	
	KINGS ROAD	
	KIRKLEY GARDENS	
	KIRKLEY STREET	
	LAWSON ROAD	
	LEOPOLD ROAD	
	LIMINGTON COURT	
	MAIDSTONE ROAD	
	MANBY ROAD	
	MARLOW ROAD	
	MAYFLOWER WAY	
	MELFORD WAY	
	MORLAND ROAD	
	NEATH DRIVE	
	NEWNHAM COURT	
	NILE ROAD	
	OLIVE ROAD	
	ORWELL HEIGHTS	
	ORWELL ROAD	
	PARK ROAD	
	PARKESTONE ROAD	
	PETERHOUSE AVENUE	
	PICKWORTH HOUSE	
	PIER TERRACE	
	PIPERS PIECE	
	RAGLAN STREET	
	RANDLE GREEN	
	RASHS CRESCENT	
	RECREATION CLOSE	
	RECREATION WAY	
	REEDS WAY	
	REYDON MEWS	
	ROOSEVELT WALK	

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SURVEY TYPE	ADDRESS	TOTAL
GENERAL NEEDS (CONT.)	ROTTERDAM ROAD ROYAL AVENUE SEATON ROAD SHETLAND PLACE SHOTLEY CLOSE SKELTON ROAD ST CATHERINES COURT SWALLOW ROAD SYCAMORE CLOSE THE STREET THE WALK THOMAS MANNING ROAD TOWER HILL TRINITY WALK TUDOR CLOSE WALLACE ROAD WARNER PLACE WATERWORKS STREET WATTISHAM ROAD WENTWORTH DRIVE WHITETHORN LEY WILLBYE AVENUE WOLSEY TERRACE WOODLARK CLOSE YARMOUTH ROAD	
GENERAL NEEDS TOTAL		816
OLDER PERSONS	COLLIMER COURT HIGH STREET LEVINGTON COURT ST ANNES HOUSE ST ANNES PLACE THE MARGARET OGILVIE ALMSHOUSE	
OLDER PERSONS TOTAL		142
SHARED OWNERSHIP	BARLEY CLOSE COOPERS DRIVE CRANESBILL ROAD DOUGLAS CLOSE DOVE CLOSE FITZWILLIAM CLOSE GOSFORD ROAD HEATHGATE PIECE HOWARDS CLOSE KIMBERLEY ROAD KINGS WAY LAVENHAM ROAD PAGE GARDENS ROMAN WAY TUDOR CLOSE WEST HOUSE WRIGHTS LANE	
SHARED OWNERSHIP TOTAL		41

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SURVEY TYPE	ADDRESS	TOTAL
SUPPORTED	BARLEY CLOSE BLOSSOM HOUSE ECCLES ROAD FOXHALL CLOSE HAUGHGATE CLOSE HAWKSHAW HOUSE HIGHFIELD ROAD HINDE COURT HINDE HOUSE LEOPOLD ROAD LILY HOUSE LONDON ROAD RIVERVIEW SAVILE COURT THE HAVEN PROJECT WAINWRIGHT LODGE WATERWORKS STREET	
SUPPORTED TOTAL		92
GRAND TOTAL		1091

APPENDIX 2 – Comments received

In addition to tenants completing the survey they were given the opportunity to give further comments.

A total of 192 comments were received, which contained:

- Negative - 71
- Positive – 68 which included 53 compliments.
- Requests for information or help - 22
- Suggestions for improvement - 31

The negative comments received:

A small concern over some periods, not covered by support in the office.
As I had very old heating system we won't get proper heating. I am not happy with this system.
As we live in an Orwell property situated within the MSDC complex we often have issues regarding the Scheme Manager who from the start was happy to tell us that we are nothing to do with her. This has caused problems and we feel that had she been overall Scheme Manager we would not have had the problems with them and our situation. Overall we are happy with Orwell and the treatment that we have received since living here.
Cat mess and sick outside flat on my mat and in communal areas.
Clump field is a typical social housing estate. Total dis-respect for neighbours. Blighted by drugs/anti-social behaviour. Why build a bike/cycle enclosure which is never used. Perhaps a communal washing line more appropriate? Heating system that is not fit for purpose.... too expensive to run.

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Negative comments (continued)

Considering the rent increase this year above inflation, this considerable jump makes it difficult for people on fixed income i.e. my husband on a state pension and I work part-time. We are living in social housing because we are unable to buy or rent a private property. Also I was rehomed here due to illness.

During the last 3 months uncertainty of support plan, scheme advisors role, communal services. However this period involved changes of Orwell staff/positions. Fortunately improvements are being addressed. As the newest resident here, resentment of using the only washing line has ruffled the feathers of some residents who they alone use line all day, every day. Orwell staff is aware.

Gardening is not very good, always looks messy. Myself and neighbours would prefer if the bushes were taken away and replaced with grass/slabs for children to play on.

Heating as the storage heaters are not up to keeping the property warm

Heating system is rubbish, extortion for no return. Will not continue to use. Have Calor heaters ready for next year. Back doors are windows on the side. Access to the rear garden is impaired.

Hot water is too hot.

I am concerned about the hierarchy of how important your views are dependent on how long you have lived in the complex. This also applies to the division of 'communal' spaces. The communal rooms should be just that and not someone's 'sitting room', who dictates on plants, pictures etc. This should also apply to the garden and there should be no areas which 'belong' to a person. There is very little privacy as the path runs directly outside my window, this prohibits me opening my windows wide in summer.

I am quite dissatisfied with the way Orwell has still failed to provide me with a working cooker. I have been a resident here for 18 months and have been waiting almost 4 weeks for a new one. I also feel that I have been poorly informed on the progress of the matter. I would also like to add that I'm not particularly happy with the notice given when work men are due (usually ringing me the morning they turn up).

I am very disappointed with the way our housing officer has dealt with situations with our neighbours. For many months now I have had hardly any sleep because our neighbours are up until 3-4am banging around and shouting (sometimes music) and the housing officer says is its just general noise. Also I feel our housing officer avoids making contact with us. We have filled out log sheets but there is never enough information on them for anyone to take action as heavy footsteps does not apply as ASB (even at 3am). So what is the point in making a complaint when nothing is done about it. We are hoping to be going back on the housing register within the next week or so and will be quite glad to see the back of Orwell unless something is done about this. and a little bit of information to Orwell. Maybe they should conduct a background check on the tenant before letting the property to them as our neighbours have had many ASBO's in the past.

I asked about the trees in the garden being very big and was told they would be taller as when the leaves are on the sun is blocked to my living room light making it dark most of the time.

I asked for window restrictors and was told no and to see if a charity would pay/provide them, my son has autism and no fear and the windows are very poor, as in they open very wide and I have caught him hanging out the top windows. I feel this is a very big issue as all the houses occupy children.

I complained about my bathroom roof that was leaking and Orwell never got back to me. The floor heating in my flat is not very effective. It's still consumes lots of electricity bills.

I dread having to phone Orwell for a repair. The staff are not at all helpful and at times is rude. I do not expect to be spoken down to when I phone up.

STAR SURVEY 2013

(Negative comments continued)

I feel that our Housing Officer is very rude and abrupt and she always makes us feel like this isn't our home. The other week she left an abrupt voicemail about no tax on a vehicle which was taxed. We don't appreciate the way she is which might work for some people. Also she doesn't notice other things in this area but seems to always nit-pick us and one other neighbour.

I have raised concerns over state of my wooden windows a few times and the fact that I keep spending money on decorating etc. but the damp around windows and doors damages this. Also my kitchen is needing replacing it was down to be replaced that a certain resident played on things and changed her kitchen to get a new one then not long after have OHA pay for new kitchen, stair lift and bathroom redone moved out of her property. It's disgusting that OHA's money is spent for her 'daughters' needs for her to up and move quickly after. I am not happy with the fact that mine and another resident along here are in need of our homes being repaired and we don't get to have it done. Our rent goes up by £20 a month for last couple of times and we don't see anything for it.

I have reported a resident's drug use to Housing Officer and the police and still nothing has been done. My daughter has severe asthma and the smell and smoke from it is making her ill, and she can't go and play outside due to it.

I live in a sheltered housing scheme with Orwell and MSDC. Since I moved into Cherryfields 18 months ago I have always had a feeling of an undercurrent of bad feeling towards us Orwell residents and I know the main reason as I have observed has come from the Scheme Manager. All the Orwell residents I have spoken to feel this problem could have been avoided if we had been under the Manager's responsibility and had her call on us the same way as MSDC residents. I think this would have stopped the problem of them and us. I think of myself as a resident of Cherryfields as do most of the people here. As I use the communal facilities and am on the Scheme heating and water, any problems with these things I have to report them to the Scheme Manager and at times had a problem in getting things sorted.

I live in a sheltered housing scheme with Orwell Housing and Mid Suffolk district council. Since I moved in here I have always had a feeling of an undercurrent of bad feeling towards us Orwell residents and I know the main reason as I have observed has come from the scheme manager. All the Orwell residents I have spoken to feel this problem could have been avoided if we had been under the managers responsibility and had her call on us in the same way as with her MSDC residents. I think this would have stopped the problem of us and them. I think of myself as a resident of Cherryfields as do most of the people here. As I use the communal facilities and am on the scheme heating and water any problems with these things I have to report them to the Scheme Manager and at times had a problem in getting things sorted.

I live in upper floor maisonette and we used to have our balcony and stairs cleaned weekly. This no longer happens so I do not agree with paying for this service. The overall state of our stairs and balcony is not good, cement chipping off etc., loose stair rails. During summer/spring very young children are constantly riding along the balcony on bikes/scooters which are left lying around, also the fire escape (I live next to) is constantly used as a right of way and the noise as people race up and down is very loud and annoying.

STAR SURVEY 2013

Negative comments (continued)

I love everything about my house and the area I live in. However, I'm just disappointed because I have now had three out of five radiators leak out lots of water and have to be replaced. The first two that went the service was fine but the third uncontrollably wouldn't stop leaking so someone came out early hours of 8th April which was great but I have been waiting for it to get fixed ever since. Now normally it wouldn't bother me but it's the main radiator which has gone so it is extremely cold at night. I had arranged an appointment for them to come on the morning of 7th May but they cancelled on the afternoon and said they would come on morning of 8th instead. So to make sure I wouldn't miss them I booked the day off work as holiday and guess what ... they didn't turn up! So I was then told I would have to ring Orwell to book another appointment which I have done coming on the morning of 29th May. So hopefully it will be sorted then and I can sleep warm! Sorry to go on. This is the only problem I have had other than that everything is great!!

I love my home. Internally I have spent a lot of time and money making it our home. Externally the paint on the front lets it down and wooden doors and windows are dated and high maintenance and very drafty.

I seem to have to fight to get anything done. I also object to you using the phrase 'to be completed by' meaning started by why you can change the use of the english language. I am also fed up filling this form in as nothing ever changes.

I think that the housing association should consider age groups when allocating houses. Try to keep older people nearer to each other. Both our neighbours have very noisy children plus their parents have no idea how to close a door, walk upstairs or walk along the landing. We have had rats on two occasions next to us and because one of the rats got into my garden I lose our beloved girl Collie. More attention needed to check gardens as we live next to a tip. Although a washing machine, fridge freezer and cooker have recently been removed. Still a tip in which kids play often naked and with no footwear.

I was extremely disappointed regarding the servicing of my boiler although I understand the importance of this being conducted the engineer gained access to my property but was unable to gain access to my outside meter, he left the job and this was then recorded as a 'non-entry' to property which resulted in my tenancy being put at risk by a 'notice of possession' order. I was informed that this was just a process! It was not my fault and I was extremely worried and anxious and very disappointed that Orwell would take this action against a tenant who has always viewed Orwell highly. I was subsequently informed by another heating engineer who came again to service the boiler that I couldn't have the code to the door as I may 'tamper' with the gas pipes - an utterly preposterous statement! I hope Orwell will review its process and make necessary changes to its procedures.

I was promised a call back which I never received and I was never interviewed.

STAR SURVEY 2013

Negative comments (continued)

I wish to enlarge on my reasons for ticking the very dissatisfied with repair and maintenance box in your survey. The comment applies to many of the faults discovered in my new bungalow for which I am the first resident. I have no complaints the actual tradesmen who are finally sent to carry out the work after long delays and many reminders. The final straw was to be told the correction to a leaking section of guttering at the rear of the property was not a latent defect and therefore chargeable. The leak was not noticed until October/November when rain pouring through a visible gap between the bracket and the section of guttering had damaged the front of my own property below. The gap was closed by the Wenham View handyman sliding the section of guttering along but every time it rained a steady drip remained and was reported many times. Finally last month a carpenter applied some rubberised sealant to the brackets at the two ends of the section of guttering this section is too short. This repair remains to be proved as it was not tested at the time to give the sealant time to set I was told. The reason for the initial gap as reported to the repair team by the carpenter and repeated in an email to me is not credible in my view. I would be happy to supply any further information if required. I am very happy with all the staff I have personally seen or spoken to since my purchase of the bungalow some 10 months ago on 27th June last year.

It has taken Orwell 2 and half years to sort our heating out. We have had three winters in that time and have been left with no heat and 3 children. The service received by Orwell is disgraceful as it took to go to the press for them to do something. As landlords we find them very poor. There has been no compensation from Orwell just a poor attitude to their responsibilities.

It would be nice to walk in my flat without worrying about which thugs and drug users hanging around the area outside my flat that have been known to threaten me and chase me and try forcing the front door. Customer Service dealing with the problem is very poor and unhelpful. Still have a crack in my toilet that I was told would be replaced about 3 and a half years ago - still the same.

My kitchen is extremely old and falling apart. I have to wait for when they are updated however many houses down the same road have far newer kitchens and will still be replaced at the same time.

My new build house (3 years old) is of poor quality and has very expensive under floor heating. Overall I think Orwell is a very good Housing Association.

My only problem at the moment is getting decent continual hot water, especially when I have a shower.

Myself my husband and our 2 children have suffered such extreme anti-social behaviour from our neighbours for the last couple of years. We initially tried contacting Orwell and the police as requested. I have worked as a social worker and in housing and I do understand the procedures that need to be followed in these cases, and we have tried on several occasions to do this. Sadly in our case the procedures did not work. After reporting our neighbours we have been subjected to extreme abuse, harassment and genuinely living in fear. My children cannot play out as it is too dangerous for them. My daughter is regularly called a whore, fat and has been spat at walking to school. They tell my son lies about us saying we are using drugs, they have said I am a prostitute and they have made several threats to contact the college where my husband works to tell more lies. We cannot afford to move, we have been on an exchange site for years. Living in these conditions is horrible and has made be seriously ill. Nobody seems prepared to help us. It's disgraceful how we have been treated.

No problems with Orwell but the contractors, (ISG) I'm still waiting on phone calls and repairs reported months ago.

STAR SURVEY 2013

Negative comments (continued)

Not all Orwell staff is friendly and approachable. The three black rubbish bins provided for the 10 flats are inadequate. 8 of these flats contain two adults & young children. Sadly they do not conform to recycling rubbish therefore when the bins are full the rest of the rubbish including numerous soiled baby nappies are left on the floor causing a very bad smell in the bin area. My Service Charge seems high considering that I do not have any windows cleaned as the other flats do. I cannot reach the rear bedroom and bathroom windows to clean the outside. The No Parking is a major issue which is unnecessary owing to the fact that to the front of Pick worth House there is a redundant slip road that was once the entrance to crown car park. This road should be allocated via permits to residents of Pick worth House. The sign which once read Pickworth House has peeled completely & requires replacing. The tree in front of No.5 requires further branch trimming. Now in full foliage still blocking natural light.

Not happy having to pay a percentage of charges for communal window cleaning, living on the 1st floor maisonette it is impossible to clean outside windows but we don't get our outside windows cleaned. I would also like a response from Orwell when a report from a contractor is sent in recommending something is replaced, even if the answer is a 'no'. This has happened several times, one of the times was a call from an Orwell staff member who called when on of the road shows, we advised on the state that the property was given to us, photos were taken and we heard absolutely nothing back with regards to this.

One of the biggest problems is all the middle management. The workmen who come are good but the people above are hopeless.

Outside lights are not looked at enough as we have some which need replacing. The concrete stairs are not looked after well enough in bad weather.

Rats are a problem just now

Regarding myself as a long term tenant who takes pride in my home and has made improvements to my property. I find myself not being able to extol the virtues of Orwell as I have always done so in the past as well as being involved with Orwell itself in various ways, it seems to me that the verbal word of promise actually means nothing. I made comment on the state of the windows and doors several years ago with the understanding that the issues would be addressed within 10 years. The doors are not fit for purpose, not insulated and patio doors are a burglars dream! But if Orwell titivate with loft insulation again all is well (NOT). I think it is high time these issues were addressed by Orwell now and not sometime in the future. The heat loss is atrocious and is not through the roof.

Rubbish, bin area is a disgrace. Newnham Court, dog mess, cat mess and rubbish just dumped or thrown from balconies. Garden area to right of block where washing lines are - covered in animal mess and can't use lines.

Since moving into our new build home various snagging problems have been overlooked. We feel Orwell have not overseen these problems. This is our home but not our property therefore we feel that Orwell should have checked all outstanding snags not leave it to untrained tenants. Also parking safety has been lowered due to Orwell listening to non-Orwell tenants and not even contacting Orwell tenants. I will re-raise all faults again as individual jobs as not to cause confusion. I will also raise car park lighting fault again and request someone discusses options with myself again. When I first moved in I tried to be as involved in faults providing solutions and ideas which are given from my 20 years' experience in property maintenance and felt like Orwell were not interested as they know better, yet problems still exist from day one. I will enthuse myself; please don't throw it back at me! Tel. 07970 801795

Some of my answers may not be perfect but we have had so many problems since we have lived here. I cannot give a true answer until all my repairs and problems are sorted.

Sometimes rubbish is left too long on walk away from No. 22

STAR SURVEY 2013

Negative comments (continued)

State of windows glass steamed and wood surrounds have started to crack and the patio doors are very draughty.

The amount of car parking spaces is so limited now that we have to park our one car either on the grass or at the top of the road.

The attention given to the communal gardens has decreased and has not been maintained as well as it was. Grass cutting etc. isn't our responsibility in these areas and as such it hasn't been to a high standard for quite some time. As a result the gardens often look untidy.

The flats are in desperate need of work. They are mouldy, poor quality and very inefficient for energy, difficult to heat. No shower facilities. Noise pollution from traffic and other residents is very poor. For £100 per week I would expect better. Orwell doesn't care that living standard as it is a hostel move on flat.

The gardens are not kept up to standard.

The relatively high number of dissatisfied comments distils into a few areas: Heating, although I fully support the current process of resolution and commend the fact that I will receive 3 years of cover for repairs, I must report that if my views had been listened to when I first declared them this whole issue might have been solved sooner. I am satisfied at present with the proposed resolution. It's a pity it had to escalate for so long though. I'm told that I do not own any of the front outside area. In my view the service charge should cover mowing the small square below my front window. Either I own the front area (in which case I would like to extend the garden fence) or I don't (in which case mowing should be covered by service charge). The doors are inadequate; I'm ejecting worms and slugs from front and back nearly every time it rains. I want doors that fully seal and are bug proof. Windows have big crevices in them and spiders live in them. I would like windows that when shut leave no crevices. Big hole in kitchen wall so I have mice. Will be sealed when heating replaced but not ideal at present. Overall, only four areas that would turn my views into 'very satisfied'.

The roofing in the porches is very dirty with spider's webs. Water runs down from the roof of number 13. It spoils the look of the flats and we don't have anyone sweeping the yard. I used to do it every week for many years but I'm 85 years old now. Also we need garden where trees were cut down (only have it done outside my front). Needs tidying up please.

The standard of people that are housed could be of a higher standard. Not always unemployed or of a foreign nature! More checks on people prior to being housed.

The windows outside have not been cleaned for nearly 12 months.

This was totally the wrong place to put a disabled bungalow. I fill 5 green bins each year with leaves from the trees at the bottom of the garden. My husband can't do it and each year it gets worse for me as I have a deteriorating spine.

Trying to get into our car park is a nightmare because cars keep blocking the entrance. The car park was re-laid and all our spaces moved in the process which is causing arguments but when fed back we had a poor response. The gardener removed the grass and replaced it with a poor display of 5 shrubs and bark that compared to the other landscaped areas is very weak.

Unfortunately due to on-going heating issues at Tudor Close this has not helped how the residents view OHA

Very dissatisfied with my home at the moment have a lot of damp windows are very poor some don't even open. Front door insecure needs a lot of work doing to it. Bring it back up to standards.

STAR SURVEY 2013

Negative comments (continued)

Very quick to chase after £4 when rent payments with bank don't change. However, 'service' workers sit in a van all day drinking tea and eating, I could cut the grass in 10 minutes. Care of area quickly passed onto the council when it was icy. We have no grit bin and the car park is a death trap in winter. I have fallen over more than once going to and from my car. Can we have a grit bit or something to help in the winter? I'm sure the service men could take some time out of their van to help. No response from Housing Office in 2012 when gardens in Barley Close were entered by men in masks with bags. They were scared off and I informed OHA but no reply. Contacted police for advice. Still anxious in evenings as I live alone as do other residents, plus children in area. Security issue?

Was hugely disappointed when rent went up in January. We do not claim benefits and this took an impact on wages coming in to the home.

We are not happy with the paint work on the property the workmanship was very bad and the gutters have not been cleaned out in 10 years.

We have had some occasions where minor repairs have failed to be carried out or even been looked at by your maintenance team. Please contact us for details.

We have only one complaint about our home and that is regarding the heating system we have several problems with over the last 4 years each time we have had to have someone out to it we have been told that there shouldn't be any more problems with it but they just cannot get it right. We never know when it is going to go wrong; also it is very costly to run.

We live in a sheltered housing scheme with Orwell and MSDC. From the 1st day of moving in there has always been an undercurrent of bad feelings towards us Orwell residents, this in the beginning from misinformation given to some MSDC residents and their families, after frequent discussions this was cleared up, but this is still a problem, and the main reason for all of this has mainly come from the Scheme Manager and has come to a real problem again last year. We feel this problem could have been avoided from the outset if we had been included in the Manager's responsibility and had her call on us the same way as with their MSDC residents. We all agree this would have stopped the problem of us and them; we class ourselves as residents of Cherryfields as do most of the residents here. As we are on communal heating and water and have use of all the facilities here, so any problems with these things we have to report them to the Scheme Manager, and at times this has caused a few problems in getting things resolved.

We pay a service charge for services which are rarely carried out. There's a rule for one tenant and another rule for another tenant mentality with Orwell. Problem with pets and fouling around the area. The repairs team often joke and make rude comments about certain tenants at Orwell. Referring to the place as 'awful heights'. There's an awful lot of drug crime taking place in Orwell Heights. Not a nice area to bring up a small child. I feel very unsafe not having a communal door downstairs and often have a problem of people coming in from the streets sitting on the communal stairs. Tenants are keeping animals such as dogs which they shouldn't be but our housing officer seems to turn a blind eye too. So we have dog foul in our communal gardens and pathways. I have never seen a window cleaner in the 5 years of living here.

We still have concerns about the condition of our kitchen and the length of the schedule for a replacement when we moved in we mentioned the condition of the kitchen and were told it was going to be changed. We are due to have loft insulation fitted in a house that is already far too hot and difficult to get cool a replacement kitchen would be far more beneficial.

Windows and doors need replacing NOW, not in 5 year's time! This problem with rotting wooden frames means the houses are not very secure and would pose no threat to burglars.

STAR SURVEY 2013

Negative comments (continued)

Yes if I had the time I would make a complaint about my housing officer. Rude, never gets back, doesn't act well and never returns calls or emails, cancels appointments, and makes random discussions like reporting me to Social Services with no evidence of what's done, very slow contact, very poor communication and all over nasty woman. Nice place to live, people need to respect that it is simple to use rubbish bins and recycle, rather than a dump.

The positive comments received:

All good and we are happy. Well done Orwell.

Everything ok thanks you.

Everywhere is always lovely and tidy in the communal areas outside and in.

Excellent customer service, always polite and helpful. Great housing at a reasonable rent.

Generally very satisfied with all the aspects.

I am deaf and the caretaker is very good and helpful. I have his mobile number so that I can text him with any problems this is a great help and makes life easier.

I am happy here near my Dad, happy with staff.

I am happy here.

I am very happy here with no problems

I am very happy to be a tenant at Orwell Housing.

I am very satisfied with my home and the service provided by Orwell, I have no complaints at all.

I am very thankful to have such a pleasant and comfortable home in such a lovely quiet area.

I cannot fault the understanding of our Housing Officer. She has been excellent while we sort out our arrears following Chris' work situation.

I have always found the staff at OHA to be very professional, helpful and friendly. Many thanks.

I have lived here about 27 years and have not made any complaints.

I have lived in my property for 13 years now. I am very pleased with the actions of Orwell staff.

I like it here

I would just like to say how wonderful and helpful all the staff at the Lowestoft office are especially my housing manager Debbie.

I would like to say thank you to all staff at OHA

I would like to say thank you to Orwell for helping and supporting me and giving me skills I need to own my own flat in the future, I'm confident now to be an independent person.

I'm satisfied with Orwell's service.

I'm very happy with my home.

Just to say that to the best of my knowledge this is the first form I have received! I would like to say that my house is very nice. My son and I find the layout of said house very good and very nice to live in.

Majority of dealings of issues of our house has been dealt with through Karen Suddes who has always been extremely friendly and helpful.

My complaint was regarding an unknown tenant urinating on the communal stairwell at least once weekly. I am very happy with Orwell themselves.

My home is a single house which Orwell takes care of. My road is mainly made up of owner or council so responsibility falls mainly on the council for the up keep of the area and the homes in general although Orwell has managed to provide me with most of the home improvements in keeping with the neighbourhood.

STAR SURVEY 2013

Positive comments (continued)
No further comments. I am a very happy tenant, thank you.
Not answered all questions as not been a tenant long enough but overall happy so far.
OHA is generally seen by me and my friends/family as the most reliable Housing Association around. Always great service, support and advice on all levels, couldn't fault them. You can quote me on that!
Orwell have always acted quickly with any repairs that I needed doing.
Orwell will get things done. Orwell will sort it. Trees from back mean I do have a lot of cleaning leaves to do. I have always found Orwell staff nice to deal with.
Our housing officer is very good.
Overall as new tenants we are very happy and find Orwell to be a very good association.
Thank you for giving us the opportunity to live in our true home village and for providing such a great service.
The little local difficulties experienced through time (18 year a tenant) have always been handled very satisfactorily by your team.
There is nothing I would change or say but very happy tenant's living here.
Very appreciative of the quality of the services and feel very lucky to have the support and housing of Orwell Housing Association and the help given to me to achieve a better quality of life.
Very happy living here, glad we came. We do wonder however if we in the bungalows get a fair return on the service charge.
We are very pleased with our bungalow, everybody we ring for help are very helpful and pleasant.
We have been an Orwell tenant for over 20 years and are very happy with my home and with the way Orwell staff team have treated me. Cannot find a fault with anything.
We only have lived here a month but I find people friendly and Orwell seem to organise things to get the community involved with each other and I like that, very happy.
Wonderful service.
All of the staff who work here are all very friendly and helpful.
As I have said before I have been a tenant in Ipswich and now at Felixstowe for many years and always have been more than satisfied in having Orwell as my landlord and am grateful to be living where I am. Well done to all.
Collimer Court runs well because of the having Viv at the head, she gives it her all, also the cleaner is excellent.
I am satisfied, very good.
I am very happy here and feel I am supported in many ways
I am very happy here and like it only things I don't think is fair there are two tenants here and most of the other tenants pay around £500 a month I pay £886 and only get same things as them so I am looking for somewhere that we all pay the same.
I am very happy here.
I am very happy with Julie the warden who is very helpful. The service is always prompt and friendly.

STAR SURVEY 2013

Positive comments (continued)

I am very pleased to be a tenant of Orwell Housing Association and extremely happy to live in this lovely flat in a very nice safe friendly area, the housing manager her Viv Fordham is wonderful in every aspect of her job and is a credit to your company. She works hard and tirelessly for the benefit of the residents and Collimer Court and wouldn't be the same without her here. Overall the maintenance of the complex is very good and a fast service, very polite staff there is however some areas particularly common passageways that are in need of carpeting and decorating but I'm sure this will be done in time as budgets allow etc. I would recommend Orwell to anyone and hope to continue renting and living here for a long time, happy days are here again.

I like being able to reply on housing manager for support when needed. At the same time I am allowed my independence. I enjoy fortnightly lunches, good food and social event.

Just would like to add the Viv is excellent! Very kind and helpful and takes time to listen. Gardens are kept immaculate, very well done to gardening team. Grateful to repairs team and also thanks to Mike the plumber, excellent workman. Ian who keeps the communal areas clean and tidy, overall a big thank you.

Living in my home in comfort and enjoyable for the past eight years. Thank you.

Lynda is very helpful and easy to talk to.

More than satisfied living in Orwell

My deep appreciation to OHA for the installation of a wet room (bathroom) and additional lighting in the kitchen which are proving to be so beneficial to me in enabling me to continue to live independently.

My home is warm and comfortable but because of its age does need regular maintenance e.g. cracks in wall etc. When dangerous holes in the ground are reported it should not take several months before the correct action is taken, as happened last year - Health & Safety? Very few of these questions apply to these houses - difficult to answer questionnaire. I was impressed by the speedy delivery of heater when electricity was off for many hours.

No complaints I am happy with the services provided

No everything's alright.

None to make excellent service overall.

Thank you for my lovely flat, I do so enjoy living here with my super views

The Manager of this Scheme does a superb job, not easy in a place of this size, The cleaner is very pleasant, helpful and a hard worker. It would be nice to see the potholes filled in the car park and surrounding area. They are a particular hazard since there are a lot of tenants whose sight and mobility are not a hundred per cent.

This area and my home is my little bit of heaven.

Caretaker Vic - excellent service, nothing is too much trouble. There is an on-going drug problem in the downstairs flat near to where I live, to the point that I cannot have my French doors open or sit in my back garden without the scent from the flat. Lots of people and/or motorbikes/mopeds coming and going to the flat window. I feel it is a concern to my teenage son as well as other easily influenced children in the area. My neighbours back garden is full of rubbish (No. 22) which could be a pest concern in the warmer weather.

Front and back door offer no insulation whatsoever. Hallway never warms up. Front fence enclosing mine and next door neighbours garden has been vandalised twice since I have lived here (2 years) fence was put up by neighbour as Orwell hadn't put one there.

The repairs service is a lot better. The under floor heating is not very good. It's hard to understand.

STAR SURVEY 2013

The Association itself as well as all the staff are always helpful, kind and friendly. My only advice would be as the tenants are not allowed to smoke in the property and often they would smoke outside the building and cigarette ends are everywhere. We've once provided an ashtray but it was eventually stolen. Maybe the problem could be solved by mounting an ashtray which could not be easily removed by anyone and I am sure that the area would be much easier overall.

The requests received:

Would Like to get a window cleaner, as it impossible to clean my bedroom window. Also is it possible to get parking for our tenants.

As an Orwell house owner do have a three bedroom house, struggling to pay £24 etc. a week.

Can you tell me the houses you got to rent in Orwell for 1 bedroom please? Last time you phoned me up about the rent the room that you said was going to send me a book out. I turned around and said I'm wanted to move you said what band I was on I said band B. I spoke to the council, Mr Gerard Bruster you said about doing a swap for a bungalow. Can you let me know what's happening?

Do you provide a sandbox when we have ice and snow? The road is like an ice rink to walk on as there are no paths.

Gardening and cleaning services. There has been a sign erected on our neighbours fence stating park your car here at your own risk (a neighbour had a stone flick up and smash her windscreen from the garden maintenance team (not her fault) at the end of the day. We are allowed 2 parking spaces in our tenancy agreement so the sign should really state for using car park at own risk. (So surely you're liable for our parked cars)

I am a disabled pensioner. I applied to be moved within St Catherines to a small bungalow as this would suit my needs far better as I'm in a 3 bed roomed house as I live alone. I haven't heard back from you only to inform me I could go into sheltered housing or a flat which I do not want. One of my only pleasures when I am able to is gardening so with a bungalow I would still have a small garden. I hope to hear soon on your thoughts about this, thank you.

I am very happy with Orwell. I find their staff very helpful and friendly. I started in 1978 and I hope to be with them many more years. Thank you all for what you do I am very grateful. One thing I was not happy about is the TV aerial it has been a pain since I moved in. I got home on Tuesday 29th May at 7.30pm and could not watch the football as the aerial was playing up; I had to listen to the radio. Other tenants say the same. I can't afford Sky. 9am on 30th May I spoke to the repairs team who were very helpful but could not say when someone will be out to fix it. I do enjoy TV and its company as I live alone. Sorry if I sound like an old moaner but this is important to me.

I know Orwell staff/caretakers do their best around the area I live however the residents are very disrespectful by leaving rubbish in communal areas, urinating on the stairs and leaving dogs mess. This does let the neighbourhood down very badly.

I of 2 Orwell Heights tried to get a tenants comment sorted a few years ago.

I would like a skip for our extra rubbish. I am very satisfied with OHA.

I would like these people to help me get my own place and help me to move on in life.

I would like to be in touch with you and I would like to help.

I would really appreciate any help (if available) to have my bathroom redecorated to deal with damp and mould damage and a new carpet in the living room.

STAR SURVEY 2013

Requests received (continued)

It was my fault for buying an old property that needs work under shared ownership. I have to spend so much on maintenance; it is unlikely I will ever have the money to buy the other half. When re-mortgaging it came to my attention that as a shared ownership mortgage, I have to pay extra per month to an ordinary mortgage holder as I am considered 'higher risk'. I wonder if housing associations could consider selling off the remaining shares at discounted prices - once they have recovered the initial expenditure of buying the half/or other share? I am sure people would take you up on it.

It would be helpful if more assistance was available to help me down size. The present system is complicated.

Lack of parking facilities, people leaving security door open (not closing it properly).

My complaint was made by letter to Jonathan Fleming. He phoned me to let me know that he was taking action. Still waiting to see if it will take place.

Occasional garage access problems, inconsiderate drivers caused by my garage bordering top parking area in the court. Our front/back garden gates and fencing are in urgent need of repairs/replacing.

Very happy with our home, but not with them at the bottom of our garden and their children.

We could really do with some help moving into a house. We have two children under two and are struggling in a top floor flat. It's so hard using the stairs plus I'm looking for work which would leave my partner at home with the two children and unable to get out on her own as she can't get them and the buggies down on her own. Would be very grateful if you could help us. 07917 563421

Where I have mentioned car park sometimes it can be very busy/full. Nowhere to park

With the ASB questions I got the police involved as there wasn't much Orwell could really do. The children around the area still harass me even though they are aware I'm almost 6 months pregnant now. Horrible children around this area.

The suggestions received:

Front bushes need removing or maintaining as they are not looked after.

Houses really need updating with UPVC windows and doors as many panes break down. Severe condensation and lose so much heat out of doors/windows plus heating bills up especially with a disabled child in the house.

I believe the estate that I live on has become very tired looking mismatched fencing, all fencing was sprayed black last year and it is all peeling off and looks awful especially on the rotten picket fencing outside the properties on the High St, a lot of the fencing is rotten and doesn't with stand windy weather. The loft insulation in the properties is inadequate as wooden and double glazing breaks down. Also very draft and lose heat through them causing very high energy bills. The frames become damp and get mildew on them. I know this won't happen but UPVC windows and doors would solve this in the long run. Cheaper upkeep i.e. not having to have them painted and having to keep replacing broken down units.

I can't fault any of the staff at Orwell; they are all friendly and helpful. Orwell doesn't do our communal gardening and haven't done for 2 years, but they tend a tiny patch of garden in the disabled bungalow (which is not communal) and charge all the tenants. In our batch of 11 homes nearly £1000 a year which is not good value for money. Overall though I think Orwell are good landlords and do listen when things go wrong. I do think Orwell newsletter should stop blowing its own trumpet and have articles in there from tenants with a gripe.

STAR SURVEY 2013

Suggestions received (continued)

I have been here since 1993 and my real problem is the people that are now given flats, I know they have to have homes but some of them have no concern for other tenants. I'm not complaining but I have seen them come and go and had bad times with some of them. I would be nice to get middle-aged people come here but they are always so young and either drug addicts or drinkers. I was surprised to see a young couple given flat 2 at Fernside as if the little girl that they have got out at some point and runs out on the road. But I just hope she will be ok. Well I have told you what I think as you asked. I never complain much and I do love my flat and hope to end my days here. I shall be 83 in September and I'm hoping to have a few years yet.

I only hope that anything that is done is done well and properly especially in the repairs department.

I pay more than £30 a month service charge and hardly see a gardener or cleaner! Personally I think we should have our windows cleaned.

I think should just keep house up to date meaning new kitchen & new doors.

I think the gardeners could do better. I know they are shorthanded, they only seem to do certain areas, seems rather haphazard.

I wish they'd have more activities for people on well-being like bingo night, go out Chinese night, cooking, cinema, theatre, go to pub together, and quiz night.

I would like a new kitchen. We moved in, in 1994 almost 20 years.

I would like a security door fitted to the front doors. Sometimes workers leave the garden gate unlocked and my dog has escaped. Would like a list of properties available in the area as I'm trying to move. I would like Ipswich, my own garden with my next property. A list of all properties in the Ipswich area that Orwell Housing Ass provides.

I would like to know about when I will get my double glazing. Seems like I have been waiting for an eternity. I would also like to see when my kitchen can be done. It's very dated and cupboards are falling to bits. Also the water flow in bathroom is very poor especially the toilet.

It would be nice if the garden man would do our alleyway as he gets paid to do it but it has never been done.

More one to ones with staff members so I don't have to be on my own.

Thank you for asking us about your service. Actually we are having a problem with the heating system because we only have the electricity. If we have the gas service that will be very good and beneficial for us. Thank you.

The floorboards in bedrooms need to be replaced. Not all the floorboards but in some sections of the room. The insulation in external walls needs to be carried out more especially the external walls to the bathroom. The front and rear of the main building and under the floor.

The gardening people look after Dawn Pointon Place and Fernside but fail on bed in front of my flat (which I try to weed myself, with one arm) and don't seem to know what weeds are or much about gardening in general.

The only thing is the windows and French doors, if there was an attempted burglary it would be easy to get in especially with the doors at the back.

The outside walls of my property are filthy from previous tenant in my flat. My flat is one of the white ones on Newnham Court. My flat is surrounded by bushes so I am unable to get outer walls to clean them; they aren't white anymore on the rear outer walls of the block. They are rather black and not nice to look at other than that everything is brill, thanks.

STAR SURVEY 2013

Suggestions received (continued)

The parking is a concern to me as I'm aware everyone is supposed to have a parking space but nobody has a set parking space. The neighbours seem to think they have a set space. I don't have a car but one of my relations comes round and when she left she had been blocked in by a neighbour because she thinks it's her place. My mother has also had notes left on her car saying you are blocking people's places. Please correct me if I am wrong but I didn't know people had a set place. Maybe it would be better if the spaces were numbered with people's house numbers to cause fewer arguments. Thanks.

The shower is not powerful enough. Needs more pressure

The shower needs updating.

There are no questions asked with any reference to wheelchair users and something within and outside the property do cause problems as I live on my own. Some have been addressed not very quickly but have been done.

We believe that if there is something a tenant should be told by their Manager as Orwell representative that could impact hugely on their lives, about their dealings with another tenant, Orwell have a duty of care to make sure it happens. Sitting on the fence is a poor excuse for anything. There are tenants here who click their fingers and it happens. There has to be a fiddle involved.

We got new doors external last year. It would have been preferable to get the new windows instead as the ones we have are not very good letting in cold and hard to shut some.

Why do all the surrounding flats get stuff done but not block 98 - 120 or as us residents call it cell block H, why can't we have a fenced area so that we may sit and enjoy with our kids kicking ball against our walls and windows. Would like the mould sorted. If you fenced the bin area off perhaps it would stop other blocks using our bins and filling them up then they use their own if you move the bin area where we do park our cars. Park where the wall was removed so we could use our garages, no lighting on the stairs. When ask as in winter there are very dangerous. Nowhere to hang washing.

Windows and front door need replacing. Kitchen and bathroom need replacing.

Would be nice to have Belstead Rd mentioned in your newsletter. We've never been in it.

Would like subsidised window cleaning as no service is currently provided for my property. Would like PIR lights on front and back of property. I have problems with people trespassing. Happy with Orwell as a housing association.

Would like to have better security in back garden i.e. a taller gate & fence on wall so no one can jump over it. Need better heating because it is too much money to run storage heater in the cold months and they don't ever work that good and when you have children it is a concern. Newer bathroom and toilet and kitchen because they look old and worn.