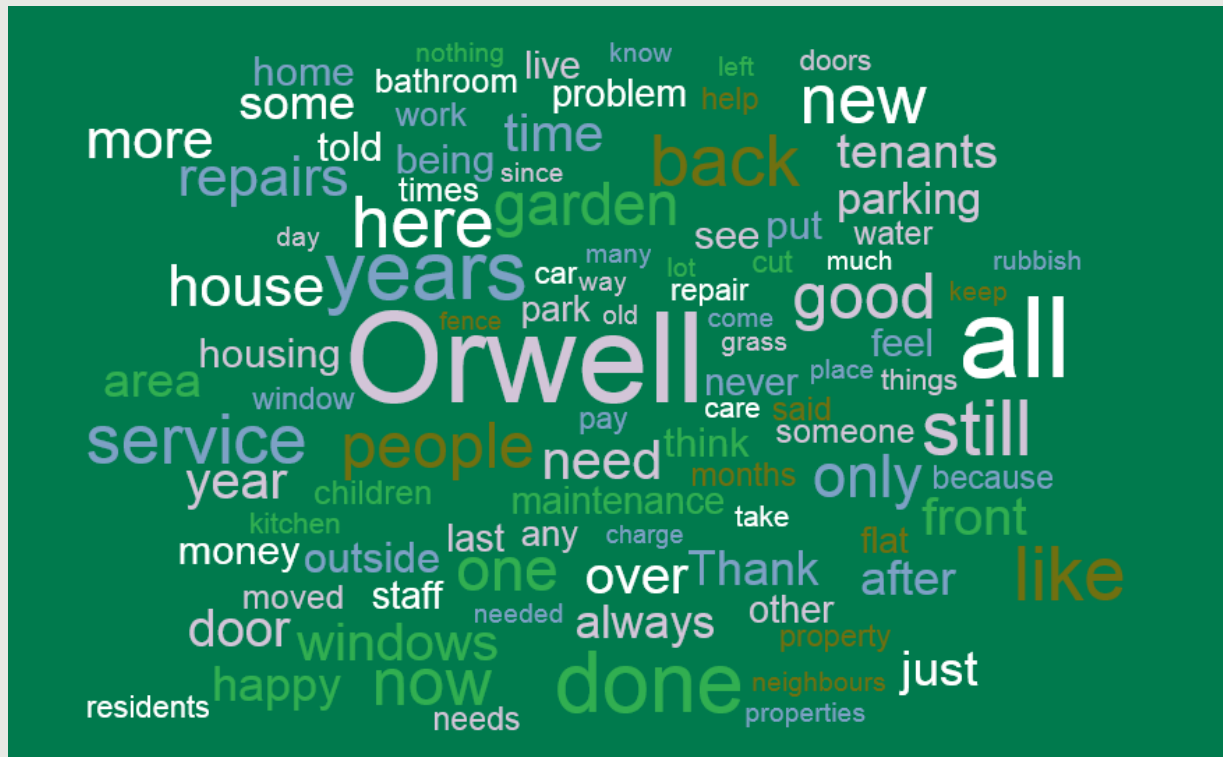


STAR SURVEY REPORT 2017



Word cloud made up of over 27000 words from comments received.

July 2017

Executive Summary

In 2017, a survey was sent to all residents who receive a housing service from Orwell. The survey was carried out from April to June 2017.

The STAR survey was last carried out in three consecutive periods from 2012 to 2014 where a third of all residents were surveyed.

Key findings

Altogether **42%** of tenants responded to the survey and high levels of satisfaction with homes and services are demonstrated in the following key findings for (General Needs and Housing for Older Persons combined):

- **93%** are satisfied with the 'service overall' provided by Orwell.
- **90%** are satisfied with the quality of their homes.
- **86%** are satisfied with their neighbourhood as a place to live.
- **88%** feel they obtain good value for money from their rent.
- **75%** feel they obtain good value for money from their service charge.
- **83%** are satisfied with the repairs and maintenance service.
- **74%** think that Orwell listens to their views and acts upon them.

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

STAR SURVEY 2017

Executive Summary Table 1

Key indicators 2017 - Comparison of key findings for all tenant groups
(% tenants very or fairly satisfied)

Key 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	93%	93%	94%	97%	89%
Quality of home	90%	89%	96%	94%	91%
Neighbourhood as place to live	86%	84%	94%	93%	89%
Value for money of rent	88%	88%	90%	86%	68%
Value for money of service charges	75%	72%	84%	86%	56%
Repairs and maintenance	83%	84%	82%	81%	66%
Listening to tenants views	74%	74%	77%	82%	64%

* Refers to condition of shared facilities in Supported accommodation.

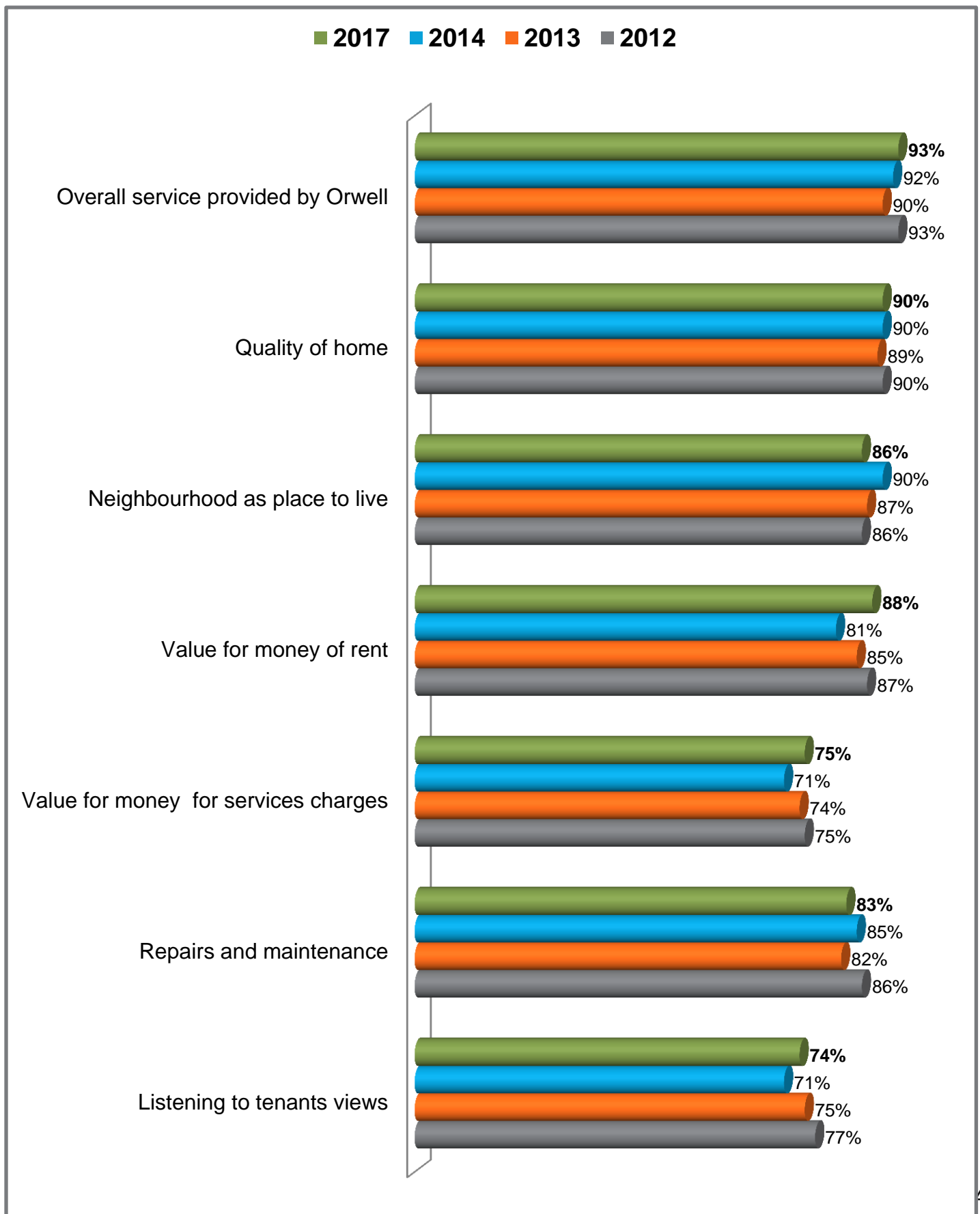
** Please note: Shared ownership information includes Leasehold for the Elderly.

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Executive Summary – Chart 1

Key indicators – General Needs and Housing for Older Persons

(% tenants very or fairly satisfied)



STAR SURVEY 2017

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STAR SURVEY 2017

1. Introduction

When the regulatory requirement to carry out STATUS on a prescribed basis ceased, a new survey was devised by Housemark 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

From 2012 to 2014 the STAR survey was carried out every year to one third of tenants. For 2017, a census survey has been carried out with the aim 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 Housemark which compares with other landlords.

Compare current performance against the previous surveys.

1.2 How the results are presented

The report presents the findings of the survey for all residents: General Needs, Older Persons (Extra Care, Sheltered & Alms-houses), Supported (Temporary & Learning Disability) and Shared Ownership.

The results are analysed by comparison to the previous STAR survey 2012 to 2014 (one third of residents every year and STATUS Survey (carried out to all tenants every three years).

The protected characteristics in terms of with Equality and Diversity

Comparison of results in previous years

1.3 Survey methodology

A postal methodology was adopted. All residents who receive a housing service were sent a survey.

1.4 Fieldwork

The survey was planned to take place over a six week period during April and June 2017. Two mailings took place: the first mail out was sent week commencing 25th April 2017 which consisted of a copy of the survey with a covering letter and a reply paid envelope and a second survey was sent out to tenants who had still not returned the survey after three weeks. Promotion of the survey was also carried out via Social Media/Email and Website. The closing date was extended to 9th June 2017 on the second survey to encourage more responses.

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1.5 Incentives

Incentives were used to boost the response rate and these were increased for 2017. Surveys were drawn at random from those returned and three lucky winners won shopping vouchers of £100.

1.6 Response rates

The percentage of response rates were as follows:

Property Type	Survey period 2017	Survey period 2014	Survey period 2013	Survey period 2012	Survey Period 2010
General Needs	38%	38%	47%	51%	50%
Older Persons	70%	59%	85%	69%	66%
Shared Ownership	44%	33%	46%	48%	38%
Supported	38%	20%	51%	60%	47%

1.7 Accuracy

As all residents were surveyed the response rate covers the amount that would be needed for accurate sample – unless highlighted in the report.

1.8 Survey design

Three types of survey were created for specific client groups: General Needs, Older Persons and Supported. The core questions required to benchmark by Housemark 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 – all of the surveys were printed with larger text and included coloured smiley face images to aid completion.

1.9 Notes to figures

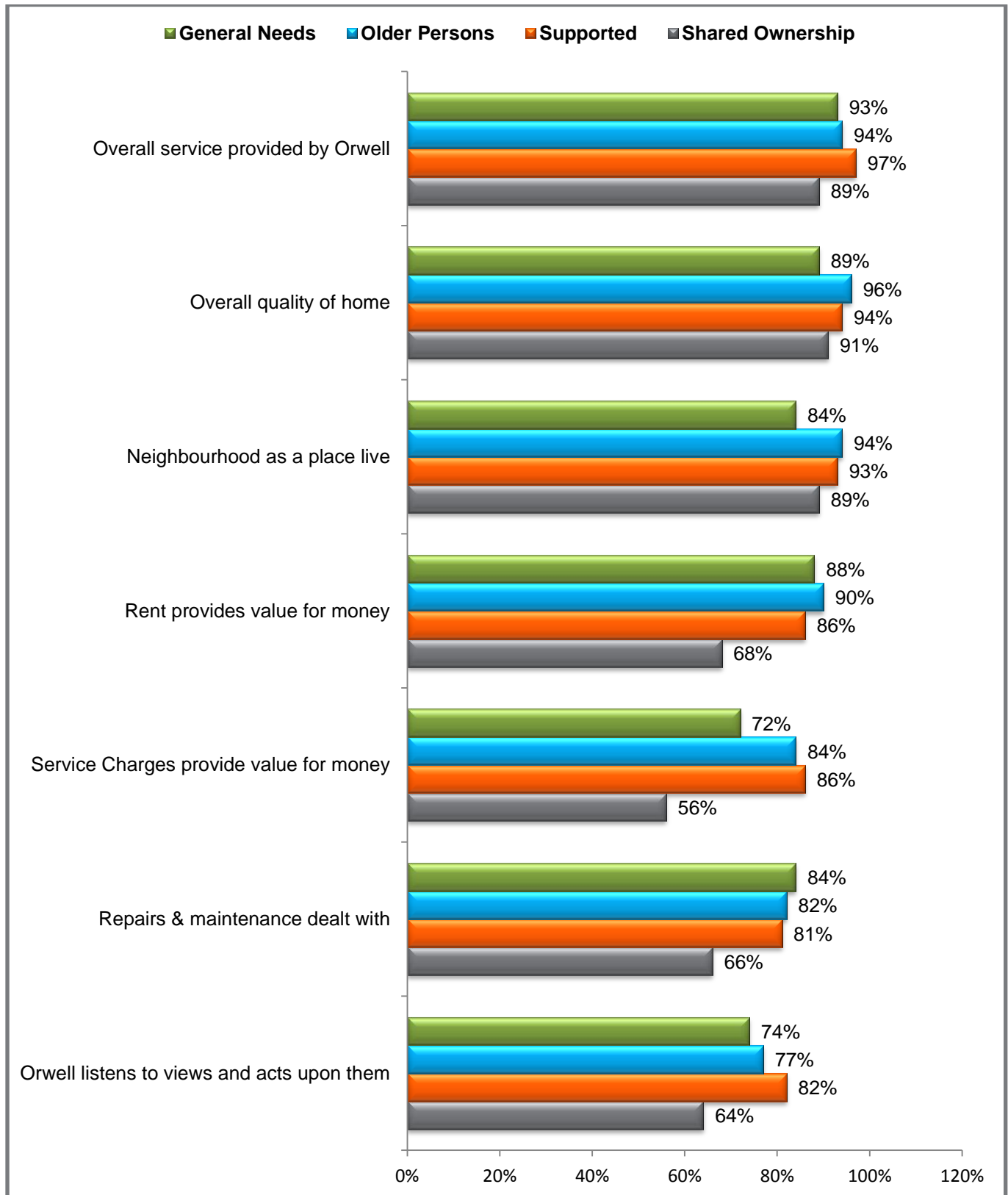
Throughout the report the vast majority of results are shown as percentages. The figures are rounded up or down to the nearest whole number so they may not total exactly 100%. A caution has been highlighted where the response sample has been low. The multiple choice questions where more than one answer can be selected will not add up to 100%.

All figures are exclusive of don't know, neither and no opinion unless otherwise stated.

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2. Orwell Tenant Satisfaction Ratings

2.1 Housing and Services



3. Care and Support services

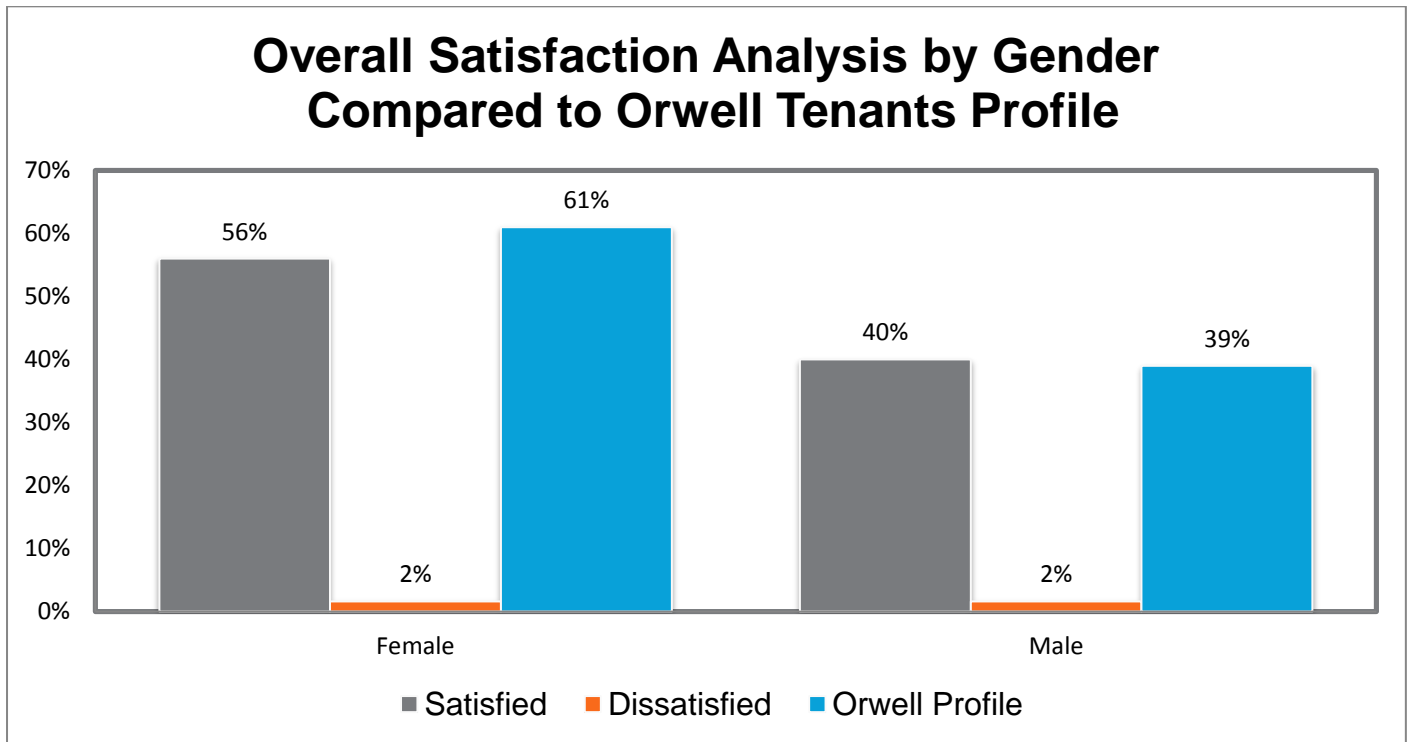
The results for these services will be presented in separate reports.

4. Equality and Diversity

All Surveys returned with satisfaction of services overall from Orwell:

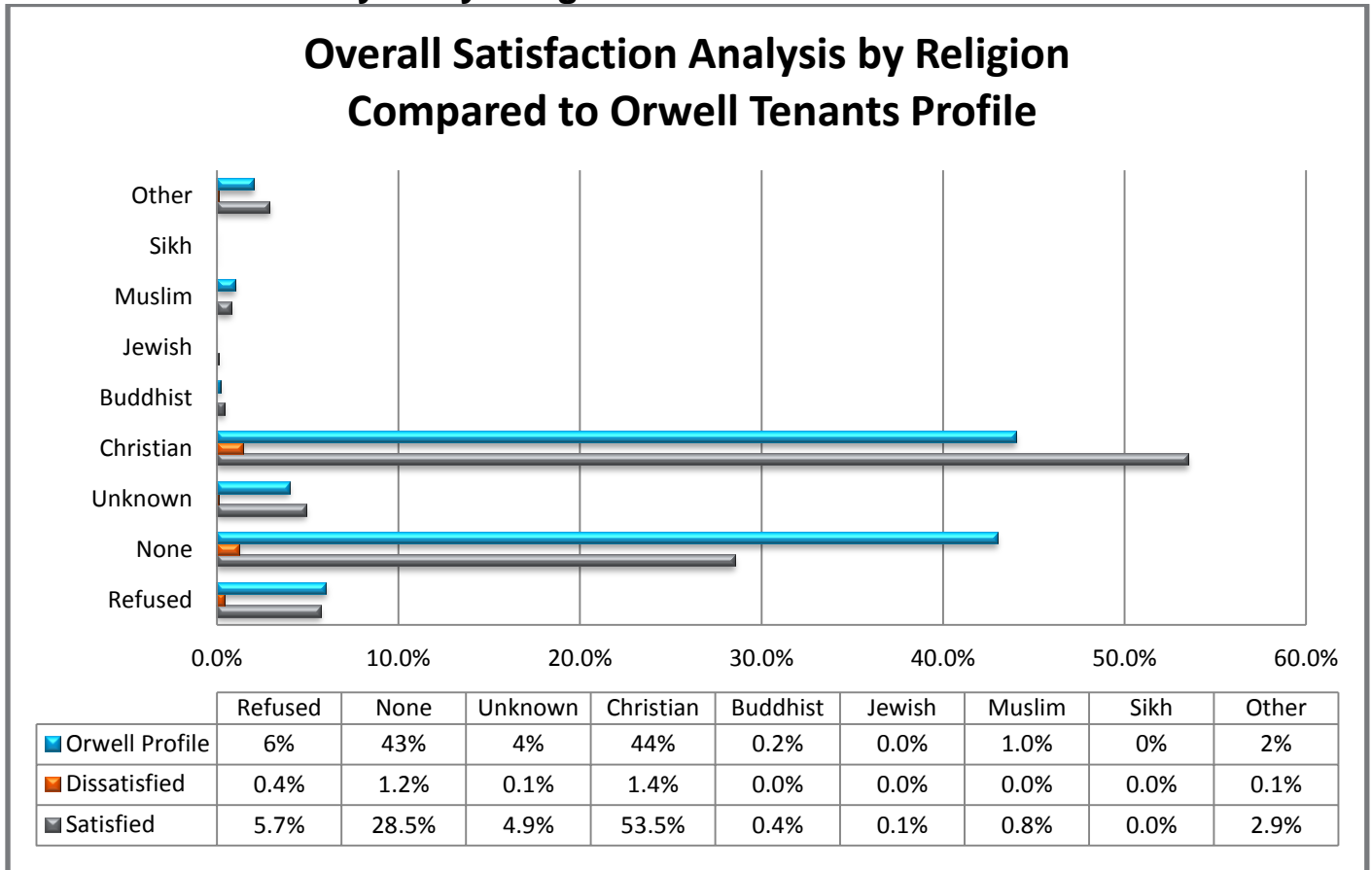
- No. of surveys returned Satisfied - **1350**
- No. of surveys returned Dissatisfied – **45**

4.1 Satisfaction analysis by Gender

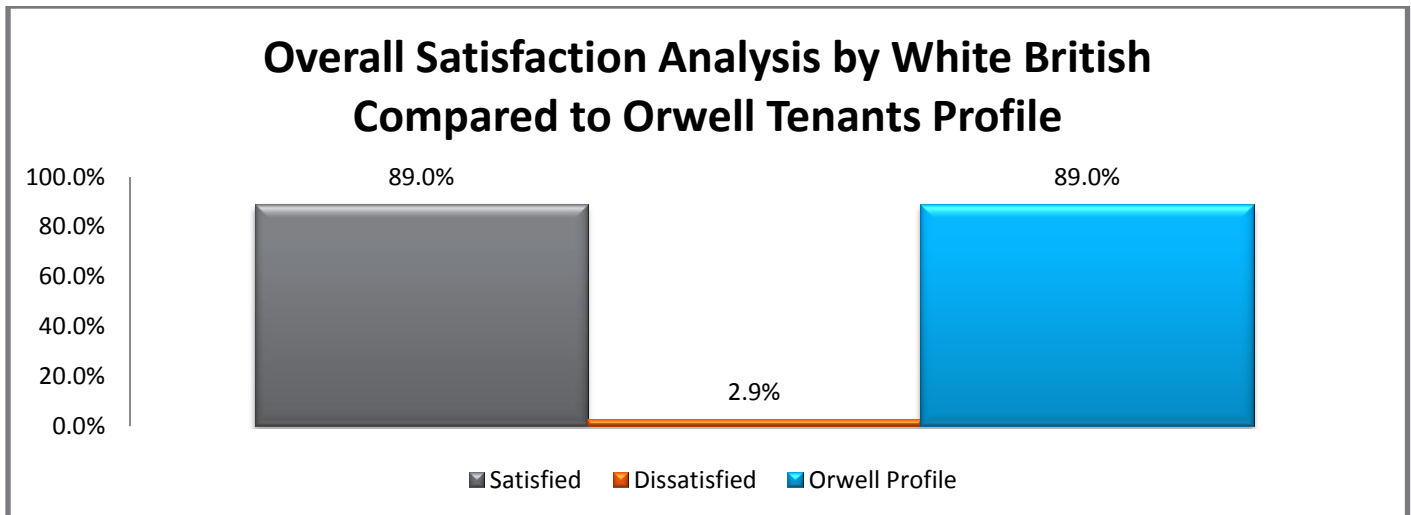


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4.2 Satisfaction analysis by Religion



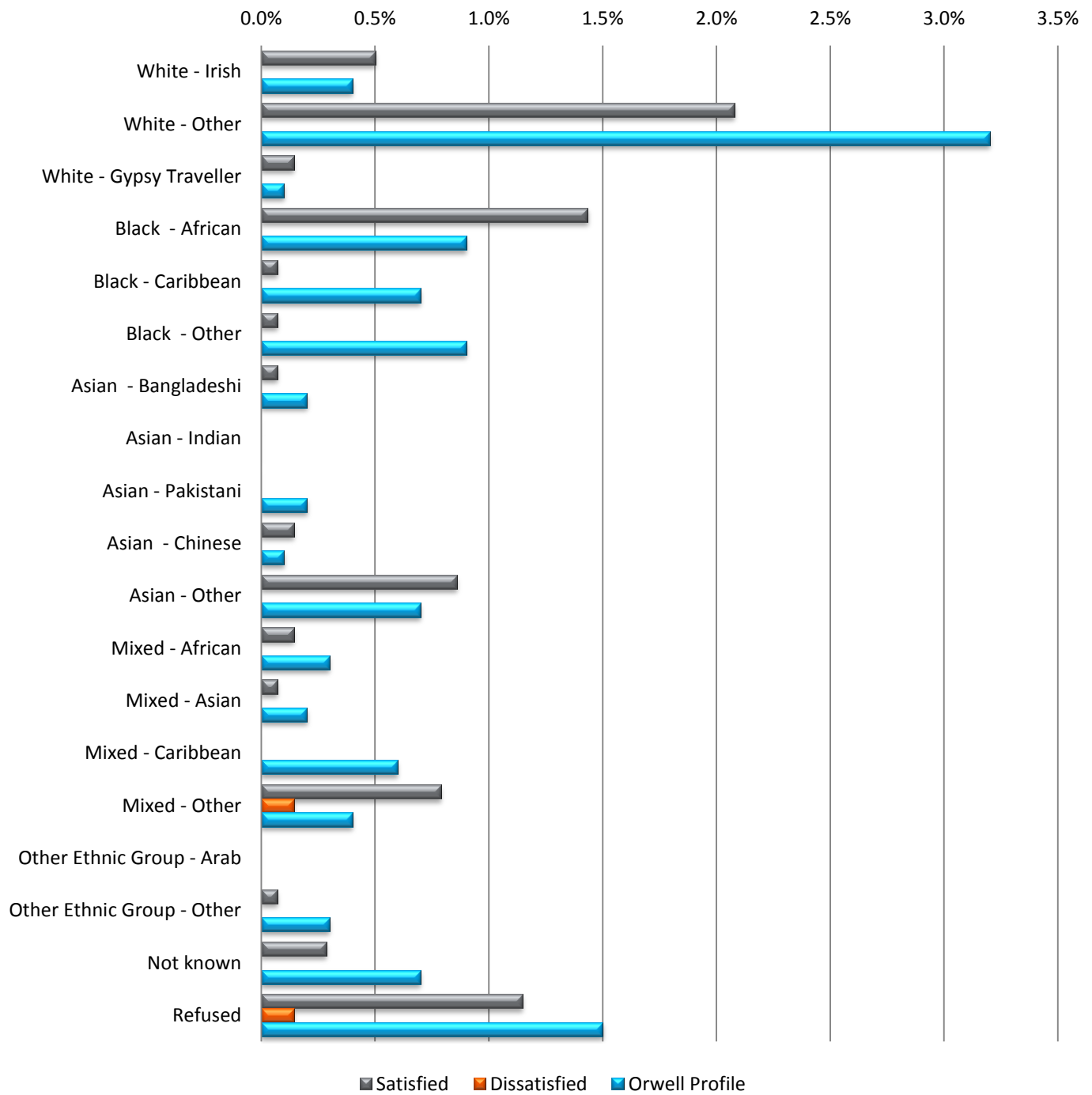
4.3 Satisfaction analysis by Ethnicity – White British & BME



4.3 Satisfaction analysis by Ethnicity – White British & BME (continued)

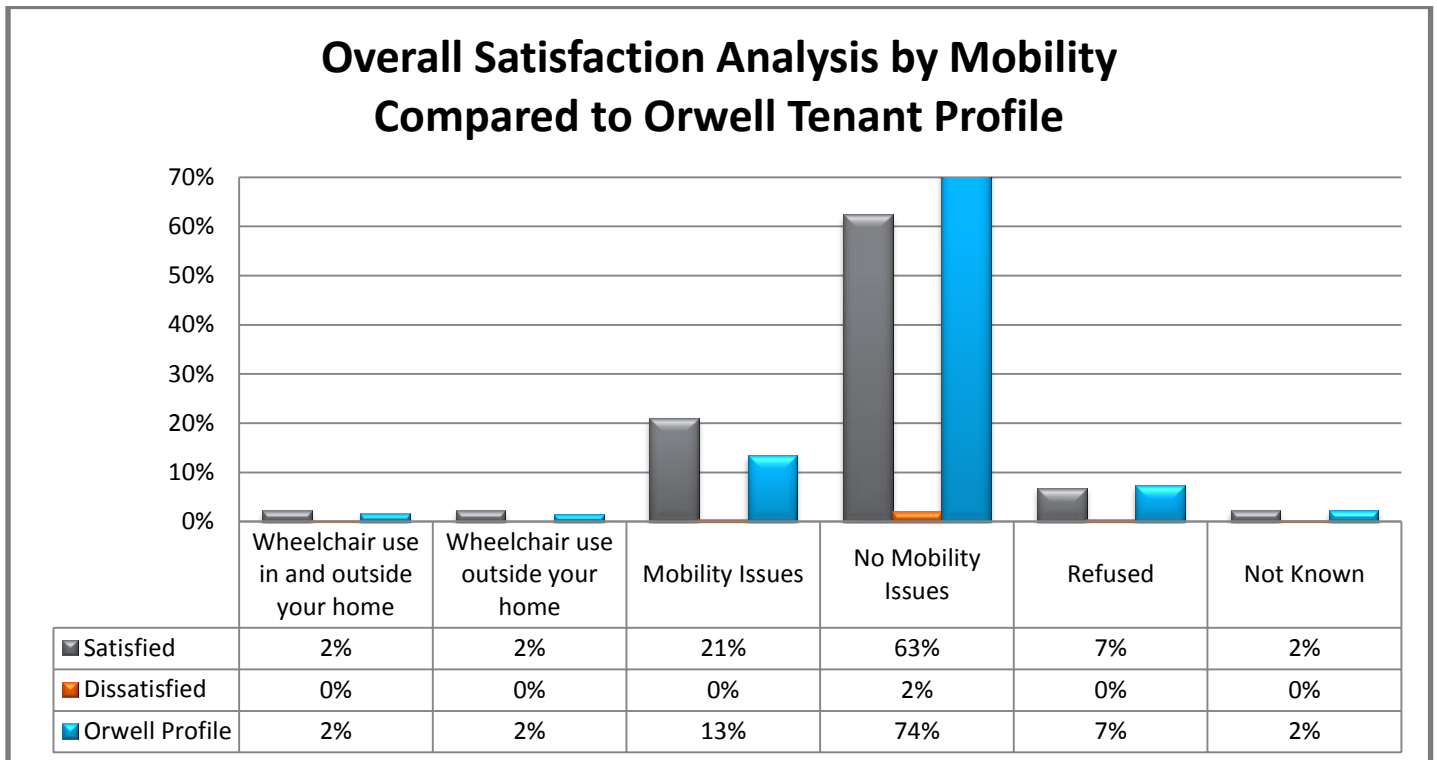
STAR SURVEY 2017

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

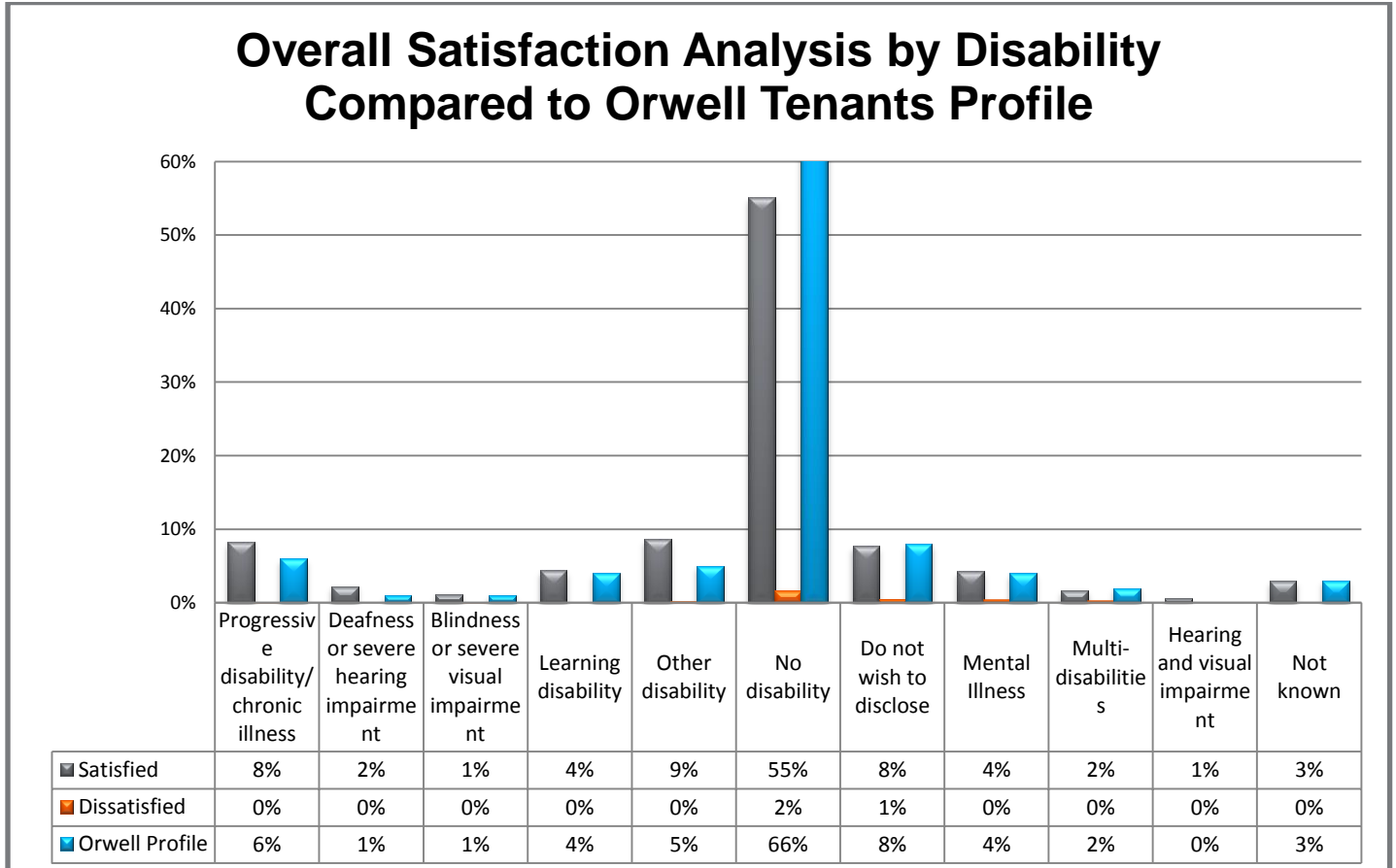


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4.4 Satisfaction analysis by Mobility



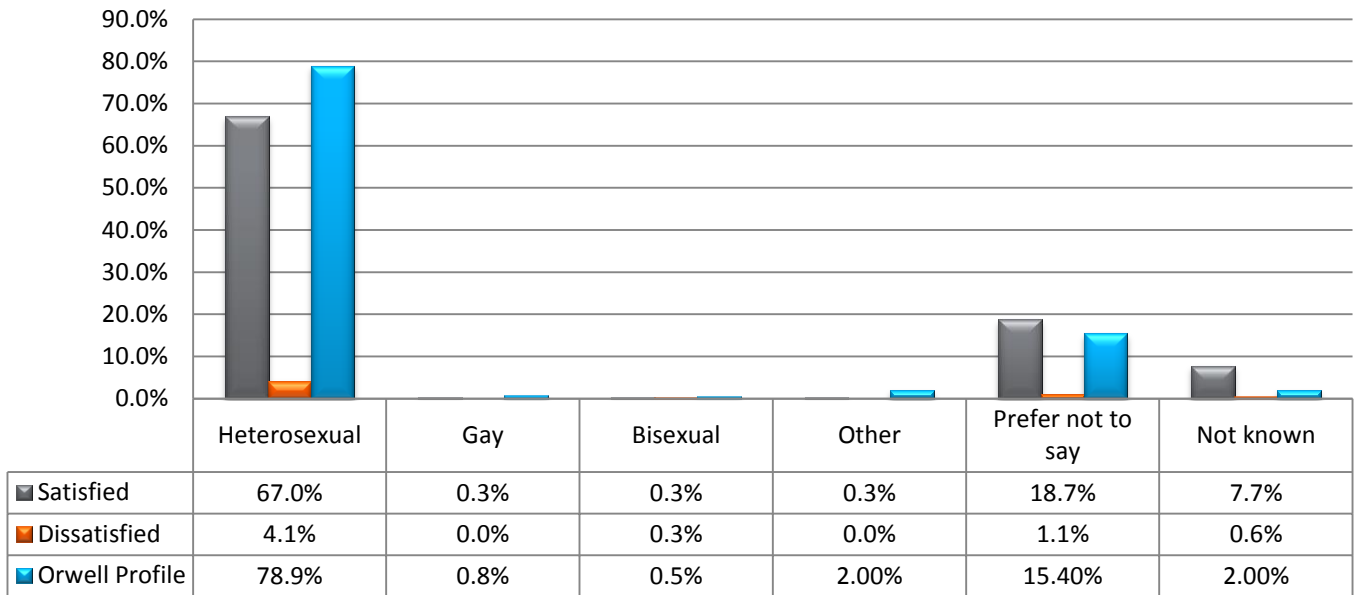
4.5 Satisfaction analysis by Disability



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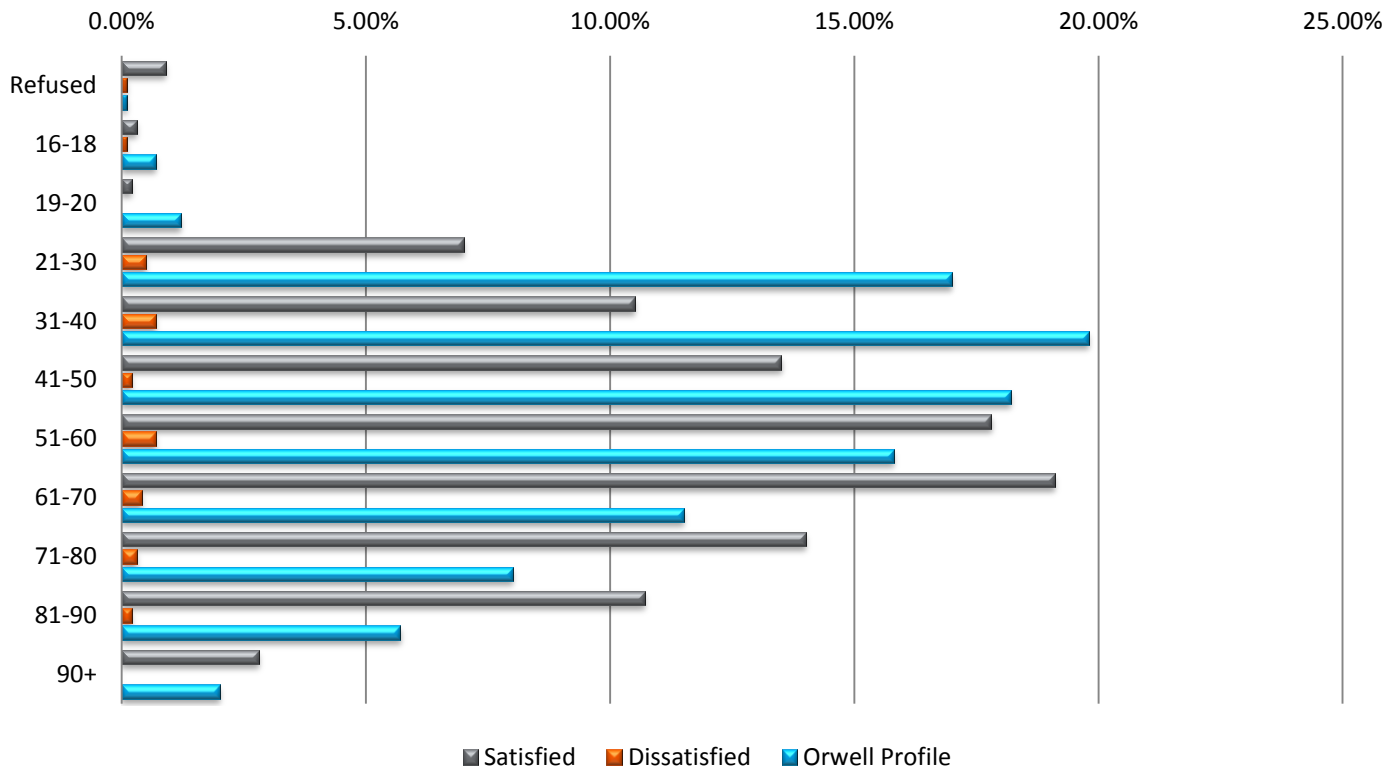
4.6 Satisfaction by Sexual Preference

**Overall Satisfaction Analysis by Sexual Preference
Compared to Orwell Tenants Profile**



4.7 Satisfaction by Age

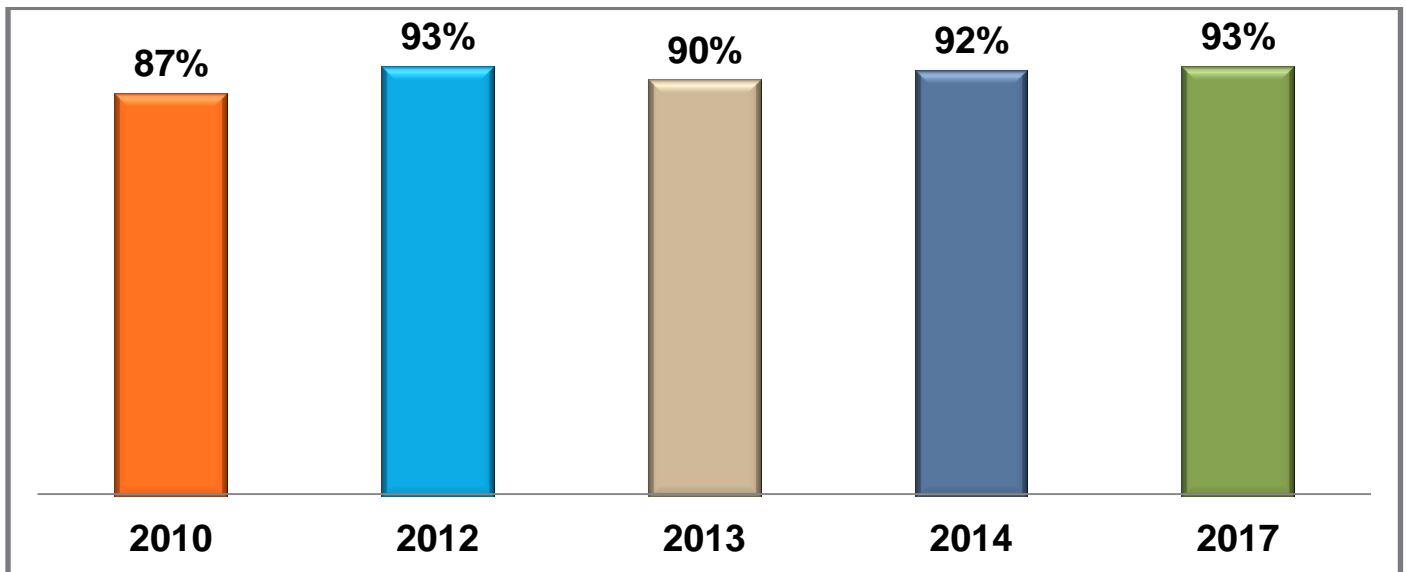
**Overall Satisfaction Analysis by Age
Compared to Orwell Tenants Profile**



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5. Comparison with previous surveys (Combined data for General Needs and Older Persons)

5.1 Satisfaction with overall services 2010 – 2017



6. General findings

The highest number of survey responses were received from residents aged 61-70; with an equal split between male and female and 73% living in General Needs housing. 93% indicated overall satisfaction.

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APPENDIX 1 – Comments received (verbatim)

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

A total of **581** comments were received, which contained:

- Negative - **336**
- Positive - **85** which included **21** compliments.
- Suggestions - **20**
- Requests/info: -**140**

Comments received compared to previous years:

Year	Total	Positive	Negative	Request/Info	Suggestion
2017	581 (17%)	85	336	140	20
2014	175 (16%)	52	54	32	37
2013	192 (17%)	68	71	22	31
2012	189 (18%)	38	120	24	7

The negative comments received:

- The kitchen needs replacing - we are now looking at ourselves. We've had problems with underfloor heating and leaks due to the boiler being blocked and the vents are not working effectively.
- The shed areas need more cleaning. Blocked drains and moss and washing line areas need some tidying.
- I have mould in my bedroom and you refuse to sort it as I have asthma.
- The garden is not well maintained to the same standard it was when we first moved in. Still trouble with non-resident parking as the 'No Parking' sign is in totally the wrong place as you see it after you have parked instead of before.
- Never hear from Housing Officer. Rent too high - what does cost for services even cover?! There will be no response to this, just an overall score for Orwell which isn't a true representation of Orwell. Why did I only receive a Tenants Handbook this year when I moved here in 2009?
- Can't believe you butchered the trees and shrubs in the bird nesting season and the state they left it in 27.04.17 it's disgraceful.
- After several months and having to start a complaints procedure our water usage problem is under investigation. The property is hard to heat, always cold upstairs, awful condensation resulting in mould during winter. Expensive bills, more so than my previous property that was bigger.
- Where I live I am not happy. I am being bullied by some of the tenants.

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- I find it hard to know how to talk to Orwell. My neighbours are causing noise by banging doors. I have to put up with this and I am not happy. Orwell should make it happier and sort this out. I am very upset by this and feel fed up as well.
- We reported a sealed window unit in the bedroom had blown, that was on the 14th March. We were advised that it would be 2 months before it was sent to the repairs company. We should then expect to wait a further 2 months before the job was completed. I don't find this acceptable.
- Replace the caretaker.
- The walls are uneven throughout the property. Noisy neighbours, gossiping and childish and immature behaviour. Service charge is too much for what the caretaker does. We need more of a community feel.
- I understand the service charge is the gardening, compost and porch. We frequently see the gardening service but as of late we have not seen the general maintenance. There's a 'grid' area which is loose by the entrance to car park which is becoming a trip hazard. Car park and porch have not been swept or cleaned.
- Windows are awful. Always getting black mould which never comes off even though it has been coated. Also they are very draughty.
- Gardener is crap. Blows away rubbish in our garden under the fence. Poor parking. Cat poo everywhere on the paths, driveways etc.
- We pay £2.27 for service charges for the gardening and cutting hedges, but its only done as and when. They came once last year. We get so fed up we do it ourselves.
- They can sort out all the rubbish and repair the fence that I have asked about 8 times. Sorry to mention it again.
- Due to work being carried out on my property, I am very disappointed on how I was treated and how long it has taken to do. It is still going on, plus they were doing repairs and no sheets were laid down, due to this my carpet in the hallway is ruined and I now have to pay someone to come and clean it
- I was promised a new garage door by you when I moved in, I am still waiting for this 11 years down the line.
- Your receptionists are not as helpful as they used to be and in some cases are reluctant to put a request through.
- Very untidy. No-one seems to care anymore. An absolute mess. It's like living in a junk yard outside.
- Get rid of Ashford Cowboys.
- The lack of care in our area (8 months without a caretaker) is disgusting. The minimal amount of gardening is inadequate and cleaning has not been done to an appropriate standard.
- Would be nice if the housing officer called back, answered emails and generally helped out.

STAR SURVEY 2017

- The service charge – what is it for? All that's done is stairwell cleaned once a week. I have to pay someone else to clean my windows... Our bathroom ceiling still has not been dealt with.
- I know it's probably not your responsibility, however this Tuesday April 25th I had an accident when I drove to the college and just on the way from the parking next to my home another car struck mine. In my view there are 2 reasons as to why this happened. 1. People leave their cars too close to our parking exit, so we can't see anything when driving away. 2. Very often other drivers go too fast in this area which could be fixed by setting extra speed limits. Thanks.
- Repairs that have been reported have NOT been carried out and no further communication. 2. Bulky items & other refuse are regularly left in the street by some neighbours and we have to clean up and dispose of it.
- Had new windows and doors but little toilet window was cracked when put in they still not done it also guttering at the front has not been done yet for me also no.15 has not been done.
- Work vans e.g. Orwell parking in a keep clear area and other vehicles. Maybe another coat of paint to make it clearer may help. Cars still parking on grass verges when totally unnecessary as parking spaces available. So sorry for ranting but it seems to me people just don't seem to care or respect other persons on estate. To be honest it seems to be getting the police up here a lot also (not guilty). As I say I 'm sorry for ranting & moaning but just had to mention this. Apart from that all is pretty cool.
- Need a new kitchen instead of keep fixing it all the time.
- Not happy with bathroom.
- Still waiting for guttering to be repaired after 4 weeks plus so repairs need to be done sooner and need to get onto contractors to get the job done.
- Windows need replacing. Would be better with live in warden.
- Storage heater in hall does not get hot. Have reported it but told it has a life of 25 years and it is only 20 years. This does not keep me warm in winter!
- We have not seen a housing officer more than twice in 4 years. In those 4 years our hedges have only been cut twice. The upkeep of Alston Close is very poor.
- Hedges don't get cut. Shrubs not looked after and are covering light. Gardens are a mess.
- Front door is loose - rattles in the wind. Due to memory don't know the answers to Q5 & Q7?
- It is a lot of money for our rent to find every month and I don't think paying our caretaker is value for our hard earned money as our rent seems to go up every two years.
- Stop people from the houses using our bins and dumping all sorts of rubbish that the bin men won't take. We are paying for a camera which you don't seem to use and never prosecute anyone which would stop others. I don't like to ask

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people to visit as sometimes it looks and smells like a tip. I'm glad we have a bin cleaner at last.

- Putting a stop to people revving motorbikes or cars just for the fun of it would be a blessing. Also to readjust the light at the top of the steps running down to 37-47 flats. You have to get so close for it to work.
- Orwell is ok as we have had financial probs. They've been patient but if we hadn't got up to date with rent maybe a different story. Repair service is a joke not good enough.
- Car parking is an issue even after permits being issued.
- I'm not very satisfied with the garden man. Why are we still paying for the gardeners? They haven't been here for 5 to 6 weeks. The garden man said it would be a winter job at the side of my garage but it still hasn't been done. That is a panel put up because the other one has disintegrated.
- Repair appointments take too long to book.
- I am very upset and disappointed I won't be getting any paper mutual exchange properties in the post. I don't live near a library and I haven't got any friends to see their internet and I wouldn't burden anyone to look on their internet as it is such a cheek. I'd like paper list sent home as I have had. We don't all have the luxury of looking online or are able to.
- Some fence panels damaged. No latch/hook on gate at side of flat (noisy when wind blows)
- Bathrooms damp issues never been sorted out last year as promised. Walls & tiling are falling apart. Very cold in room as rear part was an out building & not insulated properly. Radiators in rear bedroom don't make any difference; it's freezing in rear bedroom.
- Toilet seat has been insecure for months. The cistern is now not functioning properly
- The gardening services are very poor this year on site.
- The only thing is the weeds around the court
- Fence repairs are not done to a good standard and you have to wait months (even years) for repairs to be done. After a year of waiting Orwell put some new fence panels/posts up. They have already broken, come apart in places! After being up only a matter of months.
- Be more clearer on parking and the back alley of numbers DON'T get the garden maintenance on it. We have to do it and we got told it was part of the service charge.
- Our home is nice except for one thing. The bathroom is really out dated. The shower itself works ok but the tiles and the cistern are a mess. When the shower is on the water goes all over the floor. We have to put towels down. My wife slipped over one day nearly hitting her head on the wash basin. The top of the toilet has a crack in it. We have been here 13 years and always pay our rent on time.
- Very untidy grass cutting and not cutting other side of hedge.

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- I have been living here for eight years now, the only problem I have is that my boiler is one out of the ark. It doesn't heat my radiators very good. I have had many problems in the past and I would like to have a modern one as my health is not very good. I have applied for a wet room as well.
- We love our home & area but the one thing is windows. They get black due to being wood inside (have to clean daily). Also it's a pity the council don't cut bushes etc. enough. The wooden front doors are awful - very easy to break into a home unless people double lock their doors!
- The side of the bungalow has a large crack (photo attached to survey). Needs fixing before it gets worse. Bathroom floor is cold, hurts your feet (actually made my toe bleed). I have tried several things to clean it but nothing works as it rips things apart. I even bought a steam cleaner but still no good. I've hated it ever since it was put in.
- I have had to complain about fence panels not being fitted properly and they are still not. They are poorly fitted and screwed to rotten posts.
- I am a little worried about the fencing. Every time the panels come down in the wind and the posts snap the repair men just replace the post with wooden ones. I know concrete posts are more expensive but surely it would save money in the long run if they were used.
- A lot of weeds around the Court. Large amount of green moss growing on pavement behind gardens. Not good to walk on when wet.
- Have complained when I have had home visits about the damp in bedrooms and the lounge. Have been promised it would be looked into but never is.
- Stairwell painted twice in less than 3 years. Waste of money as really didn't need doing.
- I feel your repair service when asking for a repair is not as good as it used to be.
- The time scale on windows blown etc. being fixed is a joke. Orwell prides themselves on their homes but this is an eyesore. Also a cleaner more often would be nice as round the bins sometimes looks like a tip.
- Waiting so long for things to be fixed. Certain things you won't fix that other housing associations do. Most of the time I have to tell the contractors what to do to fix something otherwise I would have to keep calling them out.
- The drains need to be sorted out, every time we get a serious down pour the car park floods. The last down pour brought up rats and our down stairs and living rooms were partly flooded.
- Getting repairs done is a nightmare. My Velux window in the roof has taken 2 years to get the problem resolved. I said it needed fixing, they came out 9 times to clean the sensors, which weren't the problem, and it was the motor. And when this proved it took 9 months to get it replaced. Also my bulbs go every month and they are meant to be eco-friendly. I pay £28.00 for 2 bulbs.
- People come and leave rubbish where they like. They dump sofas out the back yard, where there's been rats living in them. I like to keep my garden clean and

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tidy and put a lot of effort in being a single dad to my two kids. I would like less rubbish being dumped and a nice fence put up. Would you be able to help with this? I have already had to do one fence myself, so would like a bit of help to finish the other side if possible? Would I be able to call environmental health for the rats out the back or would you move it from their garden? Thank you.

- Repairs to windows. A blown window takes up to 5 months to repair. This is not very satisfactory.
- We reported a repair with regards to our bath water and shower being cold. Engineer called but this is still not resolved. We are currently boiling water for our baths.
- Rise in service charge this year, may have been reduced by the communal lighting archways and car parks) being regulated. Even in the summer/spring these lights come on at 3pm - a waste of electricity!
- The only service I am dissatisfied with is Aaron services, they do not stick to appointments made and told you I had continuously changed my appointment dates, when I hadn't and I have proof.
- I am very dissatisfied with window cleaning. All we get is the middle bit of the glass cleaned, when we were told we had new windows cleaners they were called PORTHOLE CLEANERS!!! I do not have care.
- The water does not drain away from the sink and waste collects in the pipes (kitchen drainage) often smelly. Hot water takes an 'age' to appear. When I visit mum, I turn on the hot water tap in the kitchen and by the time I'm ready to finish the visit, it might just be HOT???
- Poor maintenance on lifts, always one out of order, if not two. At times all have been out of order, which is a major issue. With regard to financial issues - this is never straightforward when trying to speak to someone in head office, Crane Hill Lodge. However, always find the girls in the office at Emily Bray are helpful and willing if they can. I have also been unhappy about the amount of bank staff used for care. Many good staff have left and not replaced.
- Very happy with Steeple View and the staff. However, trying to sort out payments with head office staff not good at all. Orwell is happy for me to sign all papers for my dad to pay out money, but when money is owed back to us, even though I am 3rd party to my dad's account and handle all of his financial affairs, they refused to speak to me regarding money owed. Q7 - Fairly satisfied with Steeple View, however Very dissatisfied with Head Office.
- Belinda had lost XX medical records. I'm not sure if the new manager has found them or got them from the doctor. Important information about Fabians 'choking hazard' had not been explained properly to the new worker. Speech therapist has investigated this and it should have been rectified. The new manager has agreed to create XX a communication book. It's been 2 months and I'm hoping its being done as Belinda had been procrastinating for 2 years regarding this. New management have arranged special shoes for XX - I'm very pleased about that.

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- I like living here, my elderly neighbours are lovely. My only concern is the paths in our row have green moss that is slippery when wet and elderly will slip on this. My toilet system is disgusting, it's really old. Its black inside and that causes germs - needs replacing.
- Can't answer Q5 (service charges) as in the throes of change. Sometimes the feedback on repairs is non-existent. Been waiting over a year for a call back on my fence as a temp repair was made.
- The reason I marked fairly satisfied to repairs is that last year I reported my bedroom window handle was broken. Paul was told to look at this and reported back to you that it needed a new handle, to which he was told would be delivered. Never was and although I sent the green form back saying this, nothing has been done. Fire hazard as I would not be able to get out.
- As a gardener at Orwell we love our little plots and greenhouse. We three girls have worked very hard to keep our plots clean and tidy. We are therefore very sad to see the grass and rest of the gardens left so neglected. The grass is so high we find it difficult to see the boards surrounding our plots to step over and think it needs attention. No grass cut for 5 weeks, even then only one side was cut - not ours!
- I would like to see the lawn cut more often and better garden maintenance is needed.
- Consider whether annual rent increases are really required. Every year our rent increases but do Orwell consider whether our income increases too? Repairs - Could do with a lot of improvement in the office.
- Exterior up keep and no parking signs requested promised but never materialised!!! Gardening, gardening services and garden facilities. Use of garden sadly lacking.
- The estate looks very shabby and untidy since the fences were removed. Most tenants DO NOT both to keep gardens tidy, Orwell don't seem to be bothered. Rubbish lying around in gardens. Since we have no residents committee, we have no meetings to discuss any issues. Garden fences - most need replacing and painting. Footpaths and roads are in a terrible state of repair. I have a wall crack in my hallway which was seen by Orwell last year when I had my house inspection. Nothing's been done about it. Would be good to see Orwell staff here to chat to, what's happened to the walk about?
- I have lived here for 31 years. First as sheltered housing with 24 hour resident supervisor, then it changed. We had someone call at the door each morning, now we haven't even got a resident caretaker to call if we need help. We feel Orwell care more about making money now. New repair system is disgusting. Once upon a time you were able to speak to Mr Javes or Mr Kingston - not now.
- The shared grass area can sometimes get quite long. There is sometimes a problem with dog poo, even though all residents have been told about it. Maybe a dog bin would be useful?

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- Where do I start (A) the windows have been repaired. (B) The walls are coming apart again © the kitchen is coming away from the wall (D) the bathroom needs a face lift. Also the door intercom in mine is not working, it can buzz my flat but I can't talk or buzz them in.
- More blue bins in the communal area by the flats as they are filled by collecting Monday. I have contacted Orwell, but nothing has been resolved yet. We have 6 bins.
- Worry about asbestos in the ceilings, especially as I have now been diagnosed with Asthma. Kitchen in need of replacing as its old and has water damage from previous pipe leak. Gardens are not maintained as service charge should provide.
- Gardens not looking very good at the moment. Grass is long and it is difficult to walk on to get to a piece of garden I do myself to water it. I have not seen gardeners lately and we pay for service charges.
- No maintenance to the memorial seat needs sanding down and treating. Area looks untidy to what it was like when I moved in. Especially No 1's front garden - they refuse to maintain it!
- Our kitchen was fitted by a previous tenant. It needs replacing.
- Quality of home over the years is starting to show. Things are now going wrong with cheap fixtures and fittings that were fitted 8 years ago.
- Rent has doubled in the last 4 years. It was value for money previously. Painting of windows and doors causes problems every time as I work full time and very little notice is given. Taking time off work for this is not possible at short notice and very inconvenient. Not sure why high maintenance wooden frames were fitted into these when built.
- When I tell them about something needing a repair, they take a long time to carry out the repair. When the men come for the repair, they often have to come back several times. I don't trust the quality of their work.
- It would be great if the maintenance replaced the light in the alleyway behind out house. My other issue is the gardener always seems to blow all leaves and debris under our gate, while using the leaf blower. I am aware it is not intentional, but at the same time it's pretty annoying having to sweep it when he has been.
- Q6 - Up to now, not needed any repairs or maintenance. I would like to see two more black bins in the space provided as they are always over flowing and the bags and rubbish get all over the floor, sometimes walking on it (thank you).
- When contacting Simone Speed re: issues in the area, I have NEVER had a response or a following up call/email. Though the office staff are always happy to help. Children on bikes/cigarette end in the street, needs to be addresses. Cigarette ends are unsightly and children in the street are an accident waiting to happen with cars driving at speed.

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- I have no opportunities, I'm left to live here and I don't like it here. The people are nosey and it's not very private. Me and my neighbour are always falling out, I just wish I had another area to live, I've been in Bury all my life.
- The amount of pet's people can keep. There are people that have 2/3 dogs and cats, some have 2/3 cats. The estate is overrun with them. Gardens scruffy. People feeding birds with scraps - encouraging vermin and pigeons and mess.
- I emailed my housing officer on 13th April 2017, having failed to contact him by phone (not in the office) So far, as of today 27th April; I have had no acknowledgement or response. I called the office yesterday - housing officer not in the office and left a message with someone for him to respond - I've not responding to 'tenants'. I'm a shared Owner.
- The maintenance or service when they come and cut the front grass, it isn't really needed. I do my own front grass. The only other problem is gravel driveways, there is cat poo everywhere. Tarmac would have been so much better.
- Disparity between charges for us (bungalows) and apartments. E.g. why do bungalows pay for use of the washing machines and tumble dryers when we contribute to purchase of these machines? Why are we charged for window cleaning when bungalows are not cleaned?
- Disappointed how we were told updated plans would be brought to homes in a month, which would have been 9th April. We have heard nothing; we have been left in limbo. I rang Orwell and left a message for Wendy who never returned my call. This is very disappointing for older people!!
- We think that Orwell should offer a window cleaning service once a year for the top floor flats. We have found it is impossible to exchange or swap out of a top floor flat into a house. There are health issues in this family. And we both feel Orwell are hiding behind (paperwork "oh we're not allowed to help") willing to take the rent, like surveys filled in, give practical help - NO!
- Reported repairs needed to bathroom and toilet in January - leaking toilet, broken fan heater box and pipe paintwork and nothing has been done. Had electrician here for storage heaters not working, said to leave them on for 24 hours, and said that I had, but seemed not to be believed. Have gone all winter without them working, they haven't worked since new bathroom and toilet refurbishment.
- The outside could be painted to make it look cleaner. The balcony's need to be cleaned on a daily basis and a window cleaner should be provided as we can't reach to clean up stair windows.
- Services charges are high compared to the amount of maintenance we receive. Also still do not have an appropriate area for the bins to be collected; as the bin men do not collect them from designated area therefore we have to drag bins across the road to a layby.

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- I have heater in hall. I have it 18 years, in need a new one. Lounge heater rubbish. I took lounge one because wont working and put in shed. I suppose I have to put back but I don't know how.
- The only thing is the shower has not worked adequately since we have been here, had a new pump fitted but still the same, I would prefer a bath fitted otherwise everything prefect.
- The tree at back could be cut down, so many more up. The tree blocks light can't see in bedroom, lights need to be on all day. Also very dark for women to walk to their cars, as no lighting up drift, my husband don't like me out as you can't see who is about to get out to road. Can't get in door for leaves, family have to sweep and bag up.
- Last year someone came out (Oct/Nov) to look at ALL the jobs that needed to be done. We HAVE NOT had any feedback about it. Inc. New bathroom, new heaters (as wasting money with the ones we have), new doors (holes in them), stairs to be fixed. We have been fighting Orwell for years getting jobs done (the heaters over winter costs us at least £20.00 for 2 days)
- Most of us look after our houses as it asks us to in the contract, so why do you do nothing about the residents who do nothing. The gardens are a mess and they neglect the rest of the property.
- To carry out repairs to completion. Still got holes in wall downstairs cloakroom, porch timbers not protected from elements.
- I've been waiting for a shower to be fitted over three months now. I've phoned Orwell Lowestoft, still no reply.
- Michelle Farley (my housing officer) very rarely listens to my needs and because of this I DO NOT like her or her attitude to my specific needs.
- The lights outside are still not working and have not been fixed, it is the light directly outside of our apartment, as when it's dark we can't see anything...
- Change the outdated practises in management. Employ staff that no what they are doing and consult resident before making changes.
- Estate could do with a tidy up, junk all over, plus the mess the man with the pressure washer made. Untaxed vehicles in carports.
- The maintenance of the back passage which is very dirty and has not been cleaned in over a year. Has dead leaves etc. and I am unable to wheel my bin down there properly.
- No caretaker services, parking permits? Been waiting a year for an answer. Not enough done to combat fly tipping. Too much late night drinking on weekends. Been left twice with no heating/hot water due to our complicated eco boiler, house is cheaply built.
- A year ago Orwell came to see me. Still to this day not heard anything. And I was very happy to go onto the committee. Very noisy neighbours, noisy area, parties a lot of time. Children vandalise the area, rude neighbours, swearing kids and adults.

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- At the moment we have no caretaker; unfortunately the garden near me is looking awful, which normally looks lovely. Doesn't look nice.
- That when we call up the girl on the other end doesn't think she's Bod the Bloody Builder.
- Getting moved would be a start! Horrible neighbours, vandalism, loud music/swearing all hours. High rent charge. Constantly banging. (Please read attached statement) To whom this may concern, Desperate to move, been trying for exchange for 3 years and had no luck! I have also been placed on silver banding but no progress despite also being on that for 1 year. Neighbours dominate the streets in a large group, multiple adults and children 24/7, with the problem getting worse in summer. This includes loud music, swearing from adults and children. Loud cars and motorbikes, ramps and children constantly in the road. Parent encouraging children to fight and make racist remarks in the street. More recently to what I assume, drug users ringing flat buzzer at all hours of the night to gain access which upsets my child!! Worse area I have ever lived. I feel like a prisoner in my own home. I have one daughter aged 6 years and another baby due in one week, this is not a place I am happy for my children to grow up in.
- Parking in Pin Mill Close - the amount of vehicles per family!!! It is dangerous leaving the car park vans parked on the entrance you cannot see to emerge from car park!
- The one thing that bothers me is the smell of weed when I open windows; sometimes it's so strong I have to close windows.
- I feel that the communal stairs should be cleaned more regular as they are often dirty, spat on and my son has even picked up a condom before, there is also chocolate milkshake stains all over the ground at the bottom.
- I had a flood due to bad sewerage, I've been in contact with Anglian Water but neither them or Orwell will take the blame, this has been going on since November.
- The reason I have put fairly satisfied is that I have been waiting nearly 6 years to have the fascia done as it keeps peeling off. I was told it would be done when I have moved in the property which is 6 years ago.
- I have put a lot of money into my home and when I needed help replacing a fault light fitting I couldn't get any help because it was put up when my kitchen was replaced 7 years ago! Been a tenant for 23 years. I feel there is no loyalty between tenants and landlord.
- Promised a new kitchen several years ago and still waiting! Also I need to get a huge tree down which was here when I moved in and blocks the light in my garden and my neighbours but can't afford to and Orwell no help at all.
- I would like to say thank you for putting a Flat Master in our home. This has made a huge difference to the atmosphere and has slightly improved our children's health. Please can a letter be sent out to our block to not smoke on

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the steps or near it esp. when it's raining as now have smell of smoke entering our flat?

- We have had many ongoing problems with the boiler last year but this was eventually resolved and the shower pressure has always been very low so hard to keep XX warm and quickly bathed.
- No maintenance has been done since we moved in. No hedge cut or grass.
- Not always been seen on a regular basis, new appointments where not always made for another meeting so therefore not seen on a regular basis, although improving now. Also depends which member of staff you see depends on whether you feel if you are listened to or not. The housing side/accommodation is good and when anything is wrong with the property the maintenance side is excellent.
- The past few months (apart from the last 2 weeks) the cleanliness of our block has been extremely poor. I personally have taken a broom and had to clean right down to the ground floor. The walls were painted a few years back and looked really good. From ground floor up to the 1st floor they are now a disgrace and need a good wash with hot soapy water. I wash off the marks on the 2nd floor - but it's too much for me to deal with the rest as I am now 73 1/2 years old. P.S. I don't need the £100 prize.
- I reported fence was down February 20th - was not repaired till April. Also when we had new front door about 8 years ago we still have wooden ones with putty gradually disappearing and mould creeping in.
- The emergency night team are not helpful when a CO2 alarm is going off
- I am in my 90's and don't have a lot of visitors, almost housebound. There is no post box or facilities to get stamps, can you not press for more ways, otherwise than just getting staff, which are very obliging. I have moved around several homes and this is the first with no post box and where the new houses are being built it won't help Steeple View, much in that way. Thank you.
- I would like more recycling facilities here if possible?
- The play area/park at Adastral Close is not satisfactory at all. It has not been repaired nor had its equipment replaced for now two years.
- Chris the Caretaker does a brilliant job on the grounds BUT he needs to learn not to gossip and mind his own business.
- There seems to be no follow up on complaints after the first letter to residents.
- For the gardeners to cut my hedges outside the front door.
- Having suffered throughout the summer months last year, owing to excessive heat from the gas boiler situated in the basement beneath my flat, I am disappointed and frustrated by the pro-longed decision to address this matter. No-one was listening or taking it seriously, regardless of how ill it made me. I do not accept that attempting to sleep at night in temperatures of 26-29 degrees (30+ in the day time with all big windows and doors open) to be either healthy nor reasonable. Thankfully, Steve Crissall came to speak to me about this

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situation. I am hoping and praying that ALL of the faults in the heating system which have been identified by gas engineers will be resolved by this summer.

- Dear Rosie, Thank you for my 'Final Call' to answer this survey. I did complete the original you sent me but realised the comments I made in the appropriate box could easily be misconstrued so I destroyed it. As the comments I wish to make will not fit on your form I have attached a separate answer sheet. You quote in you 'Final Call' that "All information will be confidential and processed under the Data Protection Act 1998". If this is so, why does the return envelope not carry an indication of whom the envelope should be passed to without being opened? I am assuming the envelope will be opened by any member of Orwell office staff. Where is the confidentiality in that? Yours sincerely Pauline Hearn.
Q1. Very satisfied with the service of all staff at Dove Close. Service at Orwell Headquarters - Neither. Q2. Difficult! The design of the bungalow is good. However, considering the age and health of the residents moving into Dove Close the fitted contents of the bungalow are not good i.e. kitchen fittings. There are problems with the wiring, plumbing and air ventilation system plus a few minor things. Q3. Caple St Mary village is very good neighbourhood to live but travelling toward Ipswich in the morning is a problem although I appreciate this is not your problem. Q5. Generally there is quite a lot of dissatisfaction amongst the residents of Dove Close regarding the service charges. However, this is currently under discussion with Paul Kingston and Mandy Gowers and we are awaiting the outcome of a meeting held recently. Q6. This is a service about which I know very little as I have someone who carries out these services for me. However, from the comments I hear from other residents I would not choose to use them anyway. If you are referring to repairs and maintenance to the main building, I am unable to comment as I live in a bungalow and rarely see these going on. Q7. Orwell may listen but do they hear? Not everyone at headquarters acts upon our comments and requests.
- Height and state of hedges need cutting. We have an issue with parking at this address and I in particular have only one parking space. I try to make my family and friends aware of the difficulties but it is difficult when someone elderly, or with young children visit or there is a delivery for them to park on the road. If some attention was made to my driveway I would be able to park another car. I always try to be considerate in thinking of my neighbours. There is a neighbour in particular that takes a photo of anyone who parks outside my home for however little time for whatever reason and when it does not interfere with their parking or driving out of their parking spaces. This issue from living here in a place that I love. I appreciate this is a difficult issue for Orwell but if there is anything they could do to fund the work of making another parking space at my house (as I only have one parking space) this would be an answer to this issue.
- Issues 1) Very often there is nobody on duty, mostly at night/evening and sometimes in the daytime. 2) The worker on in the daytime sometimes does not come in if there is no-one to look after her child. 3) I would like to feel more secure as I did when I first moved in. 4) Also I have had light blackouts and no

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safety lights. 5) The way you have not allowed those in the bungalows to go to meetings with Orwell - only reps - suggests that your communication is not open and transparent. 6) The home I have here is satisfactory. I am concerned about the new development on Days Road will impact on the quiet enjoyment of my home - with added traffic. The house is well insulated and the whole place is kept beautifully by Shaun the gardener and maintenance manager - as far as I am concerned she is a valuable member of the team. The two bungalows next to me are up for sale/vacant and there has been suggestion that a person suffering from dementia may move in next door to me - as your staff are not always available I am concerned that I may be called upon. Whilst I have sympathy - I realise this is not a care home. The flats in the main block have got secondary lighting - we do not have that in the bungalows. This constitutes a health and safety risk, which I would like noted and advice given by Orwell as to proposals as to options as to how we can deal with this in the future. I would like to request an 'open meeting' in the interest of few and transparent governance, which your organisation promotes, so that ongoing issues regarding - service agreements, service charge increased can be discussed - so as to further improve this impressive and delightful complex that I call home.

- Overall Orwell is quite good when I phone about various things here at times, mostly gets sorted. But not a lot seems to be done about two properties which have back gardens in a mess. Their front of house is never done much to, don't like being told. I think they should be dealt with a bit more and abide by the rules. The gardeners are good they do a good job. The main gate and seats outside properties need a tidy and varnished if possible. Overall Orwell deal well.
- Is the water butt solely for certain people or can any resident use it and where would it be placed, will it also save money on our water bill? As I live on the front of Collimer Court, all I see is traffic and just green grass at the back. Can I at some point in time place flowers or hanging baskets to my property to make it nicer for me and other tenants? Thank you.
- Recap history. As a seventy five year old I came to Mary Warner and have considered my good fortune not having experienced sheltered housing before, I consider the Mary Warner Trust legacy having survived three hundred years, very well maintained by Orwell. EXCEPT REAR WALL IN PART NOT COMPLETED A PRIMARY STRUCTURAL SUPPORT. I have raised this problem on many occasions on behalf of those lucky residents to come over the hundred or so years. Note also the generous Orwell grant each year wasted on the whim of residents who have little regard for the long term historical future of this building of 200 years. Last year the loose cover for the pump was done away with after it had been painted, daft, waste, also the water pressure on going just for self-justification by a resident or two and apart from a leak repaired just a month to sort, Orwell, Suffolk Coastal - rate payers more experience. P.S. I was tempted to cultivate this Mary Warner strip growing weeds that's outside of the gate that Orwell have created and maintained the

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wonderful garden. Can some agreement with Mary Warner Trust sort this blot and our landscape which doesn't do the new garden or Orwell justice? Regards.

- The garden has not been done for only one this year and only the grass were done. I think the heating should be done as the ones we got not good. Only warms up at night so it's warm over the day and not in the evening. The gardens have not been done this year and it looks bad, the grass not been cut around the back of the flats.
- Fly tipping is a problem at this time and it would be helpful if Orwell would and could provide a green bin for garden waste on a regular basis as most tenants are low paid workers who cannot afford to pay the councils additional charges.
2) We are 96 have a problem with the lawn at the rear gardens which are spiralling out of control. We have drawn this to Orwell's attention as they are becoming dangerously overgrown, these trees were here when we moved here and we should not be made responsible for their maintenance and don't accept liability for them.
3) More attention to resident's properties is a good idea; we would like to see more of this as it enhances the properties for everyone concerned.
4) Speeding traffic is also becoming a problem as cars and other vehicles are entering and exiting the road well in excess of 30mph and it is only a matter of time before some child is killed. Could Orwell approach Waveney Council and make this road a 20mph area and marked up as such?
- I have in the past been told that the roof felt above my bathroom and porch needed replacing and it has never been done. This was after I reported damp in my bathroom at that corner, still got problem even though I have had that corner tiled. I have damp traps permanently there that fill up regularly. Also the black that comes out of both taps in there is awful. Also from round the rim of the toilet. Apart from that all ok.
- I have a front door that you can't lock when you leave. Years ago it looked like somebody might have tried to break in. I got Orwell to repair it, when guy came out he said I needed a new door. When rang Orwell he said that they couldn't do anything. I did explain that my insurance might be invalid and he said that's between you and your insurance. So let's say we've still got my faulty door. Windows do not shut properly and broken handles.
- This survey is obviously aimed at tenants of properties, rather than the shared ownership dwellers. However, there is one thing particular that bothers us and that is the apparent 'no-occupation' of one of the flats on Eglington Mews. It appears to not have had any permanent tenants for over a year. The sudden departure of the last tenants and the flurry of police activity surrounding that were a bit worrisome. Consequently it appears that the flat has just been abandoned. This must be a cause for concern for Orwell, as there cannot have been any income from this flat for a while and the repair and maintenance must be quite substantial.

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- My wife and I are both disabled. It is very difficult to find parking outside our ground floor flat. This is because people in the close have no parking facilities, plus the school rush. The road outside our flats is owned by Orwell Housing. But your tenants have to take pot luck if they can park. This restricts movement and times tenants can't go out. Also we would like to know what is reasonable regarding numbers of cats and dogs per flat, you feel about this? Would it be possible to have dedicated parking? You should see what it is like when mums and dads pick up the children from the local schools round the corner. They not only block the road but park on the grass paths, drop curbs etc. I have lived in this flat for 19 years now. I did my bit on the tenants committee but had to stop as there was no lift to get to the committee meeting room. Now I find I can't even park outside my house. Also some neighbours have dogs and cats. The smell on a hot day is miserable. Also someone came to fix our back door. He said it needs a new spangled locking system. But we have heard nothing back? P.S. The green to the front of our flat has become a dog's toilet (I feel for the kids who try to play there) and a car park for the school round the corner.
- On Sunday 1st May our flat alarm went off, it was late afternoon. We were told to stay in our flats, but with our new fire alarms they are so, so loud, that many tenants went outside to get away from the noise. Our lifts then didn't work and our front doors were left wide open. In the meantime anyone can get in. Is there not anyone who lives close by that can reset the alarm system? I was going out in the evening and had to walk downstairs as I have had a stroke, this was very difficult. I returned home 3 hours later and then had to struggle back upstairs. The gentleman arrived at almost midnight to reset the system, this is not good for our safety, and anyone can walk in :-)
- Service charges are very high. Personally I do not need staff to care for me as I am under the impression that the complex is independent living, therefore not a care home. The heating in my apartment has a mind of its own. There are no instructions on the thermostat so I do not know how to control it. I feel that the heat in the building is too high and therefore user's excessive power. Regarding the fees a breakdown could be more explicit. Income from the various facilities should be listed including the power sourced from the solar panel.
- This will be 4pm time. Still repairs not done to damage to tiles in my kitchen done by the bad company you employed to service the boiler. A man came round 3 weeks ago from Orwell I showed him what they done. And the boy from that company took a piece of pine from where my new cooker was going. When spoke to them about (on about heating system) she would come out a lock she did not turn up. The gas man who put my cooker in pointed out that Orwell is breaking the law on the gas pipe that goes into the flat. I am now writing to the trust, for our flats, to point out all trouble I have had in this matter.
- Our windows need looking at, the seals around the edge look like they need replacing. Children still playing around the bin area smashing up stuff, a glass table smashed up the other night, glass everywhere. Phoned Orwell repairs regarding our toilet about 2 months ago, someone was meant to ring back from

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the people who installed it still waiting for a call. The toilet moves and as a result leaks water.

- I have lived here for 25 years, your services are going downhill especially with the problem I have with lights, blowing etc. Electrician was called in 2 weeks ago, he came 1 week later. He said they would be back, I'm still waiting. Electrics are dangerous; it blew my microwave up that night. He left telling me it was safe, had to buy a new one. Our bathrooms were replaced last year, I have repeatedly complained about my bathroom ceiling going black with mould. They said they would take care of this, they did by decorating! It is black again and looks awful and it's only been matter of months, what now? I have decorated every year not anyone of you can be bothered then no way will I. Apparently the roof felt has gone I was told that it was left insulated, that was replaced some time ago. But still getting mould everywhere. I'm sick to death of things never getting done, your workmen say they will put in a report but never hear anything again, so no I'm not happy about the repairs on my property, things are not what they used to be. Sorry.
- Where repairs are normally excellent, the maintenance I find is quite poor. If things are not and sometimes never checked, this will only cost more. To put right in the future. Someone should come round now and again to check that tenants are keeping the inside of their property in good order. No-one has ever come round here to check drains to see if they run clear. Any maybe some of your decision makers could do with a little more training, as a wrong decision will cost you money.
- Orwell 'service' generally is ok, however on-going problems that are here that could easily solve many problems are ignored. This I find ridiculous. There are constant problems with parking and there are 2 tiny plaques indicating 2 peoples parking spots, however if peoples parking spots were just painted on, showing the house number and 'V' for visitor then no-one could argue. On the corner of the road there are no double yellow lines, so of course people will park there! Such a simple thing however you refuse to do this. I have the school kids making trouble outside my house, my neighbour at number 15, was dying with cancer and she had to put up with the trouble they bring all because you won't put up a gate at the end. I have epilepsy and it's not a joy to put up with people and kids walking past, when they could walk another way all for the sake of a gate! As for the gardeners, I have asked them to use a broom when they cut the shrubs etc., but as it's a different person each time there is no point now, they use a blowing machine, this blows debris up the windows and door, dirtying it and I won't be surprised if it cracks a window one day. Orwell makes trouble and problems for themselves when they are just simple solutions.
- I have filled in your form concerning the efficient customer service of Orwell. The problem is, if something goes wrong in your home it should be dealt with the same day or next working day. Why wait a month to get work done, as for paying gardeners to cut hedges and shrubbery, that service is not needed, I have just cut the hedge myself. We are paying for a service we don't want. As

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for plumbers, builders and electricians, I am not very impressed; you cannot decorate the properties because the walls are plaster board skimmed over by plaster. The walls when properties were built were not sealed or as the old painter would tell you (it has not been sized) at the moment the walls are like blotting paper. I am not spending £3000 on decoration, right now I am waiting for new stable door with one handle, one lock, and one door with hinged window. This door would make life a lot easier, the wooden fence goes round for of the bungalow is falling to bits (its rotten) the whole fence moved, it's a matter of time before a tenant leans on it and is over, that could end up a head injury, broken back or whatever. Covering the eaves in plastic, plastic collects condensation, eaves will soak up damp and rot. Well you wanted my comment, you have it Rosie Wagstaff.

- The service Orwell provides has improved and my housing officer (Michelle Farley) is awesome. However I feel that regardless of paying service charges, the outside area is in poor condition (broken gates/fences/rubbish) People on this estate park wherever they like and dump rubbish and allow dogs to poo. Perhaps something harsher that letters needs to be done? Fines etc.? Why are residents just allowed to ignore letters that tell us to only park in bays, keep dogs on leads and stop leaving rubbish and junk all around? No point sending them if they are allowed to ignore them! For someone who obeys all rules - it's highly frustrating!! I emailed Michelle and she immediately emailed the repairs team about an injury my son received to his leg on a broken and weathered fence in the play area. Her response was instant and yet despite me paying £49.43 a month service charge and her response of an urgent repair - 10 days (working days) later it still remains dangerous and broken. Where is my money being spent? Clearly not on maintaining the play park!! Safety should always be first, especially the safety of children.
- Put up a fence near my/our windows so the football does NOT keep hitting our windows. A gate near the back entrance to our flats, so the people who smoke DRUGS can't sit and do it in our DOOR WAY EVERY NIGHT. On some occasions during the DAY, I have phoned the 111 number on many occasions but unfortunately they do not open at night time when they're usually outside. I have small children, one of them has 4 types of epilepsy and if I need to call an ambulance and they enter my home I would be questioned as to why it smells of DRUGS. I don't see why I should have to keep my windows closed at all times. As for the football outside on the green, they have a pitch to play on but when there are a lot of them they play on the green. I have spoken to them, to be told that they have been playing football there for longer than I have lived here or they take no notice and carry on, then take the mickey out of any one of us that asks them to stop!
- We are finding it increasingly harder to park our car in our space because of the children with footballs, scooters etc., that use the car park as a playground, we know children have to play but that is why they have gardens. The speed some people come into the carpark, it's only a matter of time before someone is hurt.

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We have to park up the road now most of the time because we don't want any more dents or scratches on the car. My husband is 65 now and has to walk up the road to get to the car. He also is out there clearing up behind the children at least once a week, where they throw rubbish everywhere (crisps packets, cans etc.). Their parents seem to be oblivious to all this behaviour and in some cases think it's ok because they join in with the games of football etc. How the children can learn respect I don't know, because the parents are as bad. If we could find an exchange we would go, but because we've been told we would only be allowed a one bedroom, we are finding it very difficult to find anything. We are not ready to move into a flat, as it wouldn't be fair on our dogs, but we would move to a bungalow with a garden. But trying to find one of these is not looking good as most people in bungalows are there because of a disability and not allowed stairs etc. If you could help us with a move we would appreciate it.

- As mentioned before the current state of the drying area is pretty dismal, green algae on surrounding fence, moss rubbish etc. in the interior of drying area, never been removed since we moved here in June 2014. People dumping white goods when vandals smashing them up in black and green bin areas. Overall I think service charge should cover all areas i.e. stairwells, play area, garden and most important drying area. The service charge of just under £20 a month is to me a lot on top of our rent each month. We try to economise with our finances each month, we try to use the drying area, 85% of the year if not we have to use our tumble dryer which was a good bit of electric. My query is that there is only 3 rotary lines between the 2 blocks of flats in St Catherines Court, which I believe there are about 24 flats and bedsits, if I'm not mistaken, not everybody is passionate about being clean and tidy but that the way we live, that's the way I was brought up, it may should very clinical but my parents always said cleanliness is next to godliness. Respect where you live and you'll get respect back, regardless whether people use that facility for drying, I still think that area should be kept clean and tidy like the rest of the areas where we live. Maybe then I would think the service charge each month would be worth it. The only other thing I'm disappointed with is that my son moved in with me and my partner January 2016, he has been bidding every week but to no avail. He was going to be on the streets unless we put him up, but the gateway system keeps letting him down, we have spoken to IBC and they have said it's not their problem it's mine as we only have a 1 bed flat, what do you do. I have spoken to Lynda Seagroatt, my housing manager and kept her informed, but she can't help. What annoys me more is that the amount of people who have come and gone where we live in the past year or been evicted is unreal, my son needs to be given a chance, he's 32 years old this August and would have to have his own place and respect where he lives unlike some I've seen up here with no respect. I class my flat as a show flat, I'm very proud of it and would like to set an example to others I'm just fed up on how people miss-use and disrespect their properties and my son has been told that it could take up to 4-5 years

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more to get a place because of the way the system works. P.S. Look forward to your reply.

- I reported a few jobs that needed doing, fix draw in kitchen which was done. To put carbon monoxide alarm back on ceiling which again was done but kept bleeping every 2 minutes, the chap that put it back said not his problem and left. Had to take the alarm down, so now have no alarm on ceiling. Also why have I got to pay to have my toilet unblocked? When I first phoned about the jobs needed doing, the lady on the phone was very abrupt with me. I would like to know why I have to pay to have someone come out to unblock the toilet I have. I have already spent approx. £20 to unblock it myself with no success. Also the light in the bathroom has blown and again was told to do it myself; surely the big round bulb in the bathroom is in the category of fixtures and fittings? And as my telephone call dated 24th April, whom I spoke to a lovely lady, she actually had time to listen to my concerns about my neighbour at number in Peterhouse Avenue. I don't think her boyfriend is supposed to be living there. He comes round at all times of the day, mainly at night time, he does not use the front door he comes via Peterhouse school and jumps over the back fence, which is his way of coming and going. As you can imagine, I have to keep my lounge curtains closed constantly as he is always looking into my living room which to be honest gives me the creeps. And last but not least, the police are always round here looking for him if he sees them coming he is straight over the back fence. In the summer I can't have my patio doors open as the smell of weed is always coming into my house. Please could you deal with this matter?
- I have been in touch with Orwell repairs on a few occasions...The problems that I made Orwell aware of have either been a bodge job or completely ignored. For example, my front door is draughty and about 20-30 years old. It's a wooden door with single pain glass in it. When it rains or we have bad weather then the door will 'swell' and it makes it almost impossible to open. I suffer from multiple sclerosis and I dread to think that if there was a fire I wouldn't have the strength to open the door. Also my back door is 'rotten'. I've had a surveyor come take pictures of the doors but I have had no feedback as to what Orwell is going to do about it. I have a 'rotten' window frame in the downstairs toilet; it's that severe I can literally push my finger into the wood. When I first moved into this house, it was a mess. I cried after viewing it but had to get out of my 3 bedroom council house as quickly as I could. I felt like I had taken on a house of horrors after a while. When is signed my tenancy agreement I was left with the impression a lot would be done to improve the property, but here I am now, 4 years after moving in, spending my own money to improve this 'Orwell' house.
- The caretaker does a very good job, but it's the neighbours that make the place untidy, it's a shame that you stop the skips, because you see items outside the close that makes the neighbourhood very untidy. The black bins that come up from the back brings black bags and leaves near the bins, but the dustbin men will not take it if not in the bins so the bags get left on the ground. Then the cats get in the bags then the waste gets blown everywhere in the close, then the

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caretaker has to be the one to clean up. It's taken me 3 years to top and tail my house, but most of all I would like a new front door, it would finish off the house nicely.

- Very disappointed arrangement for reporting out of hours repairs. It cost me over £5 in phone calls because my boiler broke down on a Friday night after 5pm. I rang and waited and no-one answered, I have to pay for calls up until 7pm. Unacceptable time for someone to answer the phone. Maintenance - It has been decided that the trees behind our house and two others are not to be looked after by the gardeners. The trees are already becoming out of control in the 1st year of not being tendered to. I have been cutting the grass as the area looks so untidy. For 2 previous years these were always looked after by the gardeners. I don't think anyone else will take responsibility so the trees will become out of control.
- Would prefer a bath to a shower. I think it would be money better spent cleaning up the rubbish on the estate, keeping all shrubs along pathways cut back. Rather than putting up silly little trees and planters that will create more leaves to clean up. Also I think that parking on the estate should be sorted out. I have had 3 near head on collisions at the T-junction of Chaulkers Crescent. That is a blind corner coming from both directions and cars are parked. Very dangerously right up to that corner. Also my husband and others have had to go out into the road because cars are parked on the pavement. My husband has had two punctures on his mobility scooter due to glass and thorns along the narrow alleyways on mobility scooters.
- Q1. The support service at MWH is not value for money, can be done more regular and more support by other ways. Q2. The front windows and side windows on corners new double glazing. Q5. We were led to believe that the gardening work in the quadrant in putting in place 7 new beds for shrubs and flowers was covered by money already in place and that our darkening charge would be reduced. The statement by the Estate Manager that charges would be reduced was challenged but he assured us that maintaining these beds was cheaper than grass cutting! Q7. A number of occasions points of dissatisfaction have been raised but action and the response has been poor. By the way a previous form was completed and posted.
- Quality of repairs is poor standard. Work men do not take enough pride and care in doing repairs and respect is lacking greatly towards OUR homes. For those of us tenants who take pride in our homes there are too many that don't. We (those) who look after property are not helped enough. There should be a points system so we get things done. I have lived in my house since they were built. Have spent money on its upkeep but there are those who choose not to have any respect and get away with anything. Why should I have to suffer? Rose O'Connor was the 1st housing officer of Drovers Went. Our tenants were vetted and interviewed prior to allocation. The rules were vast. Allocated parking per property. No dogs/pets unless approved, no leaving dustbins at the front of properties (so they were not visible until collection day) etc. . . . Shame

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not everyone has her standards!!! Now it seems that any persons can swap regardless, this has proved to be the worst thing to happen. We now have more tenants not abiding by the 'original ruling'. And we suffer for this. It annoys me that I now have to wait longer than expected to have a new kitchen, which has been degenerating from the start. I can however have 'odd' facia cupboard doors but why should I? But I am allowed to spend my hard earned money on replacing it myself, why? When others don't take care why do I have to wait? The parking/communal areas are a mess (but I pay someone to help me) and the council take no pride - this needs addressing. I have just paid nearly £1,000 for a new garden fence due to storm damage. My neighbour doesn't really bother too much with her garden so I only hope she looks after my fence from her side. Please take my comments seriously! Thank you.

- Access to old Broad Oke house is contentious issue. Previously, latch buttons on the front and back doors of the house allowed residents straight forward access, leaving latches up during the day and putting them down at night, which seemed to suit everyone. Now latch buttons have been removed, it has become necessary to prop front and back doors open, a situation which no-one wants but there seems no practical alternative. Access is needed during the day for service people such as delivery, meter readers, postal service, doctors, carers and even Orwell's own maintenance staff. Repeated phone calls that I have made to the housing office have elicited the response that the matter has been referred to the appropriate department, but since the beginning of April nothing more has been heard. A response and satisfactory solutions to this ongoing issue would be gratefully received and appreciated.
- Why do we have to wait three weeks for repairs to the toilet flush just because we have two toilets? Why is the hot water system still giving cold water in the middle of showers and in the middle of dish washing? This has been happening over five and a half years and after investigation by over a dozen repair workers. It greatly improved when smart heating solutions had a look at it but since the last annual boiler check it has gone back to its old ways. One of the repair workers mentioned above said, some years ago that the boiler itself is not fit for purpose. I think he was right.
- Q5. I don't know what the services (servicing) equipment and provisions comprise, so when the charges are increased, therefore, to which of these do they relate (I intend visiting the office to see the Housing Officer re: this, amongst other things) We 4 tenants of these flats can hear the bell and open the security door, via our intercoms, but the callers either cannot hear us speaking or they and the tenants are very faint. Please would you notify each tenant of the engineers visit, or if you give me 1 week's notice for me to inform them (to save postage etc.) A Friday appointment, after 2pm, is best for us all (night shift etc.) Thank you. If I win a draw prize, please would you add its cash value to the welfare fund? Orwell invites its tenants and gives them the opportunity to have their say so, that it can make improvements where possible

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- this should be incentive enough but it's a shame that it has to be a cash incentive, so money spent every time on prizes.
- Over the years I have asked many times for a sign saying (PARKING FOR TENANTS ONLY) this has never been done, I note other ORWELL HOMES have them, so why not us? An Ipswich Borough Council van parks at the top of Lombard Court every night and all weekend blocking the pavement. If I go out on my mobility scooter I have to go on the road, so do mothers with buggies. Van No XXXXXX driver does not live in Lombard Court.
- There are ongoing issues which affect the way I view my neighbourhood! But overall I now feel happier. There are some issues like run down washing area and fencing which I feel should be better kept considering each flat pays a service fee, also the flat I am in now has a bit of a mould issue in every room. Staff are always friendly and polite in the office and repairs dealt with. The support Orwell and Chris Winter provide really helps us deal with the issues we face with our neighbourhood. Thank you.
- Numbers haven't been put on parking spaces, which I have raised as a concern as people can see who is in and who isn't providing a security risk. Bin areas are not being used and bins 'dumped' behind my house. I would like a smart meter installed as I would like to see what fuel is getting used for heating/water.
- I've had an on-going problem with my patio door not closing properly and gets very hard to open and close unless I put something on the runner i.e. oil or washing up liquid. Over the years I've had it looked at by maintenance and they agree it's out of alignment, put some grease down and that's it. The grease works for a couple of weeks. The last chap sent out was a plumber; he agreed the door was out of alignment, said he'd report back about it. Put some grease down and that's the last I heard. Would be nice to get it working properly. My daughters have difficulties and struggle with the door, which is a bit of a worry if I'm out and they need to get outside in an emergency. Apart from the sliding patio door I think Orwell provides a very good service and always friendly and helpful.
- It's now 24-5-17 we moved in on 24-1-17 and we were promised 2 things. 1) Mobility scooter left here by previous tenant would be removed soon - it's still here. 2) We were promised work would be done in back garden to our requirements. Spoke to your maintenance team who came round, told them what we wanted. 2 weeks later, end of March I think he came back and said his boss would not do it. Told Chris Winter who said he would get it sorted. 2 months later nothing done. It is about a day's work for 2 people. We have an on-going issue with heating boiler not sure what to do, have spoken with office and we are managing. But it makes some horrible noises at times and also keeps breaking down with low pressure which I am fixing myself 10 times now since 24-1-17. Other jobs are getting done some quick, some slow. Would like to say all repair workers who have been sent here are very good. We are not happy about service charges £12 a month for alarm, we don't need it and £30 a

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month for garden people who all they do is cut a small piece of grass for us 20 mins max every fortnight for 6 months. To me that's not good value for money.

- I've not had much to do with it all but all I know is anti-social behaviour is apparent on our close and feel CCTV is a modern effective way to deal with and prevention. I also feel our caretaker is privy to personal information e.g. rent? As he hand delivers, he is unapproachable and apart from 'a bit of gardening' and a lot of talking to people for up to an hour, is a bit unprofessional. Caretaker should not handle 'personal information' as Orwell can kindly forward my statement via email and discontinue with paper or send normal post. Reasoning behind this is the Caretaker is abusing his position, hears a lot but sees nothing, but doesn't come to the aid of a mum getting threatening behaviour from another tenant as he's bullied too. If you want further comment please contact via mobile. Also repeat offenders using 'one way' repeatedly. I'm sick and tired of it and constantly seeing cars from the new builds. Either I go to the police or you deal with it as noted repeat and dangerous ones registration plates. When is the play area getting sorted, been here since 2013 and its pretty dated? Any why doesn't Orwell respond in writing? Always phone calls please get back to me if you need anything else.
- Gardening has improved a bit but there is still junk dumped all over the estate. I have lived here for almost 20 years and it's never looked so scruffy and the doors to the electricity substation are blocked with it, also near the skips, old cars in some of the carports, one full of and surrounded by rubbish, a fire risk I think if ever there was one. Sometimes old furniture is left on the balcony for several days. One upstairs tenant ordered wheelie bins from the council which he doesn't use but instead of putting them in his carport they are just dumped in full view and have become surrounded by yet more junk. And that idiot with the power washer who came here twice caused an enormous amount of mess and damage, splashing our doors and windows with muck TWICE. Water in our sheds and mud everywhere. Cleaning poor but to be fair he has a lot to contend with, rubbish everywhere. I think this may be the second one of these we've sent in but it supersedes the first one.
- It has taken years to sort out water pressure, always being assessed, this has gone on far and a very long time since I came here over 9 years ago, this has persisted, and it cuts off it anyone wise has their water on. For over 18 months I have had to use my ex-wife's shower, mine either doesn't work, or a little. The worst bit being you can't rely on it, I have to drive to Grundisburgh, a round trip of 28 miles, 3 times a week. Steven Crissall knows about the issue, but is still dragging his heels. The work was supposed to have started March/April 2017 - still waiting. Not a happy tenant.
- My house is still continuing to have damp. It has come back under my bay window despite being treated and the outer wall being taken down. I have opened space all around the bay window. I also reported my daughter's bedroom having wet water patches running down the wall and is now reached the light socket and the plaster is now crumbling off the wall and our decorated

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room is now not nice because it is and has been ruined by this water, which I reported several times over and still have to again. We have lived in this house for over 8 years; my furniture has been ruined many times over. I am still waiting for someone to sort out my daughter's bedroom, as now the water has reached the light socket where a bulb is. The plaster is crumbling behind the wallpaper, we have decorated the room and now it's being ruined and water drips on her dressing table. Ruining her belongings. The ceiling leaks again. I have damp, mould back in my front room under my bay window, after the wall out the front of my house. The damp proofing was done and no hand rails were put back up and I have no skirting boards put back either. I have reported repairs many times over and it takes years before anything gets done. In the past 8 years I have furniture been ruined by damp and mould. I have had my flooring ripped by workers and not been replaced. I have had to have my TV fixed twice because damp ruined the circuit board inside. I have paid well over the odds for having a dehumidifier in my house 24/7 for 15 days cost me £75 instead of the usual £25-£30 which I was not compensated. Yet I still have repairs need doing that have been reported many times. I have lost personal items that belonged to my mum which will never be replaced as my mother died the year before we moved here. I am very disappointed. The windows let drafts through and you can hear people walk past and talking louder than my TV. It was reported that the fan in my bathroom is too small for the size of the bathroom and is in the wrong place. Does not really work. My bathroom still has mould despite us cleaning it back. Getting repairs done to this house is a chore. I do not rate work chores being done in this house because it takes forever to get them done. Also two of my children don't have asthma anymore but yet I still suffer from breathing problems and obviously due to damp.

- Overall happy with service provided, although continuity of information given to staff regarding certain issues, lacks action sometimes, due perhaps to staff change over and communication. Ideally I would like my Auntie to receive more advice regarding her health, diet, exercise and general wellbeing. I am aware though that she is not the most cooperative and can be a challenge.
- I would like to see that the ant problem at our property would be solved as it is an on-going problem and we have reported it several times. Also since you have removed the fences in the front garden the estate looks a mess as there are several residents who don't look after their gardens and nothing gets done about it. Also most of the problems which occur inside the property don't get solved; the answer always is it's not in the budget. Also the repointing of the houses was to take place last year and we are still waiting. According to the Orwell Handbook, we should be due for new kitchens and bathrooms?
- 1999 on the committee we asked for a patch of earth for the children to play football. In 2015 with no word you took it back! From 2005 I work every year on a piece of land putting flowers on with my own money. 2015, again you took it away, not said a work. In 2015 my next door neighbour attached. There was no court case because their told. So many lies about me. I have lived here since

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1998 and you want me to praise, I think not. The lady at number xx, xxxx, she has made my life hell, she took a photo of me looking out my bedroom window, and she told the police that I started looking at her. Tony Morris told me on the phone a month ago you can only have one dog in a two bedrooms house. At number xx there is more than one dog barking at Chris Sheen (Caretaker), they came, nothing done. Last year the housing officer sent me a letter, phone me so many times, the word I stop answering the phone, it was about my back garden which I have ruined. It's only the last few years someone from Orwell think we have nothing more to do but fill the form in. If I could see you, would not like.

- Front door on-going seal problems since new ones put on ten years ago. Aerials not checked; signal not good if not on sky box. Nothings ever done! No more skip days?? Plus gardener mows and helps certain people!!! We all pay for the gardener and the tools he uses. Not only does he only mow certain people's front and back garden, with the lawn mower, we all pay for, he will help certain people move back garden rubbish with tools that ALL of the tenants have paid for (help people using his own or help everyone the same) The aerial on my block doesn't have one, therefore I'm having a bad signal, other people use sky on my block. I keep reporting this!!
- When we had new bathrooms, they done damage to my daughter's bedroom, had Anne from Orwell and bloke from Fosters who said it needs sorting (still waiting). Both toilets need fixing (still waiting). Yesterday (25.5.17) I phoned Orwell repairs as the socket which leads to washing machine, every time it switches on it tips the switch on fuse board in cupboard. Lady said it's my fault need new washing machine, without sending someone to check.
- Service of underfloor heating system :-(This is done in September! Why can't it be done in July-August (during 6 weeks school holiday) or October half term? This is when people will be home, employers don't like people taking half day off for a ten minute job (or maybe a Saturday morning - to do a block of houses). We had a letter in January to tell us the outside of the house will be painted. Letter said we'd hear in April? Still not heard anything! Can this also be done in school holidays? Front door lock - no good! Inner door handles all coming loose!
- Keep residents informed of outside repairs/improvements, like for example the security gate that ISN'T working or making any difference to security. We weren't told of this until AFTER it was installed. The CCTV is also an issue as out block is not covered!! The bin issue is still a problem! And an eye sore.
- Last year at Mary Warner amity meeting it was voted to have a hose pipe and water supply fixed near the front gate so the plants could be watered etc. It's appreciated that Julie has been away with ill health, but there has been no response from Orwell on this matter. A couple of years ago, again at the amity meeting it was voted on to ask if we could have a tap and water supply near the recycle area so cars could be washed. After a couple of years of waiting for an

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answer it was 'NO' and in that time we lost the amity find as it could not be carried over. Will a late decision result in the same situation this year?

- Stop letting young couples with no kids in 2 bedroom flats above families. Fed up of late night parties, arguing, slamming doors, stamping and loud music. Also we now have no secured place to store bikes or kids outdoor toys. One certain resident always puts the front door on the latch so no more secured entrance. They do the same with the garden gate. Never see the windows cleaned though we pay for it. When we moved here we were told we had a parking space as there was one for each resident, now two of the residents have four cars between them and one of them always has friends over which takes up most of the parking as well as they park in two spaces.
- When I first moved into the property gardening and cleaning were done on a regular basis, but over the last year the cleaner and gardener may not come for many weeks as I believe their workload has increased. I myself often Hoover communal halls and also had to borrow a lawnmower to cut the communal grass. In the summer the grass needs cutting at least once every 2 weeks. I would also say that outside storage is not adequate there are 10 flats here and we are all expected to share 1 very small shed. There is enough room to put up extra sheds. It would be nice for anyone who wanted to be able to store a bike or any garden furniture.
- I have had mould spots on my bedroom ceiling for a couple of months now. Reported to Orwell. Have chased up since but still haven't heard anything about this being fixed.
- I work all week - full time, upon speaking to someone regarding repairs I was told no Saturday appointments. However I had to cancel my first repair and after phoning and speaking to someone different, oh, I can get a Saturday appointment, to which no-one turned up and no call. I called on Monday to get told that they had been trying to get hold of me. However no messages or missed calls were on either my mobile or landline - oh, and they couldn't tell me which numbers they had been calling. Another Saturday appointment made and all sorted. Also I was called "Mrs XX" - no that's not who I am, to which the lady responded with "shall I update your records? (I have never been called Mrs XX!) Thank you for reading my lovely neat writing. Sorry, in a rush I don't sit at home drinking coffee.
- I had a man come from Orwell to inspect my daughter's bedroom as had plaster falling off the wall which had ripped the paper and left the wall wet and damp. In conversation was told that my next door neighbour, to her own neglect, had a new bathroom as was not pulling the shower curtain properly which caused the floor to flood, which then soaked through the wall. Causing damage to my property. On previous conversations with Orwell when asked if I could claim back something to decorate, was told they would see what they could do. 4 months later still not heard nothing, yet next door had a new bathroom!
- Service charge paid every year, hedges over grown and have been cut once after we complained, but not completed. On-going heating problems 3 months

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plus. Never get called back when we make contact. Exterior woodwork not treated, now all split. We've had to complete minor repairs as maintenance team incapable and give excuses. Email to follow.

- Old style windows - damp not updated. Big gap in conservatory. Driveway resurfaced but with 3 different surfaces. Bathroom refurbished but not satisfactory had to telephone several times before coming out. Still waiting for an outside tap to be fitted. Cancelled kitchen survey but still turned up - asked for it to be changed to a Monday or Friday, but was sent a letter for a Wednesday 21st June.
- Old style windows - damp not updated. Big gap in conservatory. Driveway resurfaced but with 3 different surfaces. Bathroom refurbished but not satisfactory had to telephone several times before coming out. Still waiting for an outside tap to be fitted. Cancelled kitchen survey but still turned up - asked for it to be changed to a Monday or Friday, but was sent a letter for a Wednesday 21st June.
- My house desperately needs painting (the outside). The communal areas are a mess, rubbish everywhere, it's disgusting! In the car park at the rear of my property no one maintains it! Apparently there is a dispute over whose property it is - that's not my problem. The state of it is though! I do not like living in such a messy close! Also have got trees growing next to my house that I have rung up about, these were trimmed but it is an oak tree, it will need removing as in time will damage my house and foundations.
- Last year a tree surgeon company cut our garden hedge. They just asked if it was our hedge and cut it. They had no ID. The hedge would have been cut by me later that month as I had recently purchased a hedge trimmer and booked a week off work to do so. Why were we singled out? The hedge at number 3 was the same height but was not touched? I rang Orwell about 3 times and asked to speak to somebody. They took my name and number and said that the head of ground care would contact me, but never did hear anything.
- The bathroom toilet was removed then replaced but leaked and we had to call repairs 4 times. New flooring has been put down but the shower still leaks and the flooring has lime marks on it already. I am disappointed that we have no windows to open or a fan to come on when the bathroom light is switched on so the bathroom becomes damp. I am also disappointed that I am unable to replace my dog that died last year. The RSPCA have a scheme ensuring your pet will be rehomed following your death - if someone could show they belonged to this scheme or can prove arrangements have been made in their will - why couldn't they be allowed to have a pet. The benefits to elderly people owning a pet are well known. I am happy with the office and garden and cleaning personnel. They are all very polite and competent.
- I have indicated that the service charge is now of poor value. We used to be attended every two weeks throughout the year - but we were advised that this would be done during "the summer months" only now. The cost has increased by more than twice due to these changes, plus we are informed that weeds will

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be "suppressed" and the shrub and bushes will not be cut until "the autumn". So effectively we are now paying twice as much for even less service, with no apparent involvement or participation by tenants.

- Q3. This has nothing to do with Orwell. Orwell can stop the silly plans to build more houses by taking our back gardens. I still think Orwell wants money and Robert Ogilvie seems to live in another world. Why erect statues of Wendy and Peter Pan - how do they help so called homeless people??? Please will someone introduce me to homeless people in Thorpeness. Maybe you have not noticed this is an expensive area. How many "homeless" people can afford the council tax which is more expensive than in Aldeburgh! We have a poor bus service, no supermarket, no doctor, no nurse - very little is elderly. Has anyone done a proper survey? I doubt it. I think it is a way of making money although both Ogilvie and Orwell maintain they can't make money. How do they make money to pay salaries and maintain properties? We were told the outside would be painted this year. Please do not telephone, I would be happy to discuss this situation with a senior officer from Orwell, who can provide REAL answers and not just vague thoughts or treat me like an aged idiot. I don't want to lose my garden - this is not a therapeutic idea. I'm bipolar and my doctor feels this upset is causing me harm and has told me not to attend any more meetings. P.S. I believe that the village, the Ogilvie's (except Robert), all the residents are completely anti this development.
- We had a letter asking us to keep our bins at rear of property which I agreed with. I am disappointed that numbers 5-8 have not complied. The flat in the centre block was let to someone who was not a positive tenant and the drug squad come to get him. The flat is left looking much neglected. Could there be blinds up at the windows for tenants as they seem to struggle to put curtains/blinds up.
- Overall service is excellent - customer service staff very polite and helpful. Workmen polite too, though they don't seem to carry spare parts and often a 2nd appointment is required, which can be difficult when working and having to take extra time off. I also have 3 light bulb fittings which seem to be harder to buy and expensive. I was told there was talk of changing the fittings? A local shop I used to buy them from, they are no longer being manufactured so although you can still get them at some stage all supplies will be exhausted?
- I think the way that Orwell could improve is not to let their properties out to undesirable people who may have been referred to Orwell for housing by social services. Once these people become tenants they just cause havoc and distress to other tenants who have to live either above or below them if in a flat. I am such a tenant of one of your properties that have been and still am having problems with these people. I'm 71 years of age and I can tell you it's been very hard for me to cope with these tenants anti-social behaviour. The community garden has been taken over with tenants shouting, swearing, drinking and drug taking. Their children also run around screaming and shouting there are large climbing frames, large toys and paddling pools that are left outside all day for

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their children to play on, it's more like a park than a community garden. A quick solution to this could be to take out the lawn and plant rose bushes or similar shrubs with maybe a small fence around to deter these tenants and their children, and their practice of turning the garden into a park. I am not able to sit in the community garden and my guess is that there are many other people like myself who aren't able to either and so I do not find that the service charges provide value for money, however apart from this I do consider that the other services that Orwell provide are value for money. P.S. Orwell have received many complaints about this on-going problem here at Shetland Place both from residents and non-resident alike maybe you can feed my advice and hopefully some improvements could be made and solutions found. Also when I first made an exchange to this property, Orwell should have informed me while my exchange was going through that they had been letting their properties out to these young families with social problems here at Shetland Place.

- The one thing that is not satisfactory is the question of security. The gate at the end of Broad Oke is being left open all day and night, the same as the front and back doors of Broad Oke house. Which means especially at night anyone can gain entrance?
- Additional photos sent in to support comments made – logged for repairs (administrator).
- The reason I am dissatisfied with the service charges, is I am paying for no benefit to me at all. I do not benefit from the lights as I do not go out at night. As for the gardens I have never seen such a mess in front of my bungalow, If I want anything doing I have to phone Tony Morris and he has been very helpful. Overgrown shrubs, no chippings on gardens, if the gardener does ANYTHING he leaves the mess. He should have removed it 6 weeks ago and it's still there. I am now thinking I will stop paying my service charge as I do not get anything for my money. I am 80 years old and could do a better job myself. Please reply to my concerns.
- The last few years have been quite frustrating as with new management (Belinda) the home became an institute. Since Christmas it has started to return once again to a home. The atmosphere has changed and residents and staff are much more relaxed. It feels that the staff will 'listen and act' should there be any problems of any kind. The staff are good and caring but it is a shame that some were caused so much trouble by Belinda and had to leave for their own sanity.
- Waiting a long time for rotary line to be repaired, reported weeks ago still not repaired now summer is coming and need to put washing out. Not space for everyone. No garden maintenance done through winter months but we are still charged on rent.
- We would like to know how our heating (air pump) works as never been told and when we asked the engineer he said "don't ask me!" Also the cover in our outside heating device is very rusty and unsightly, would make the garden look much nicer to be replaced!

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- I don't think the atmosphere around here is very community like, as people after 5 months of living here called to make a complaint about me - I had a policeman's word backing me up! Nothing done though.
- It would be good if you could put a stop to the cars from the new builds from turning right when coming away from their property. I came close to hitting one when turning onto the estate :-)
- I emailed our housing officer and he never replied concerning parking, which is why I have to put fairly dissatisfied. Also my name is incorrect on your form.
- I feel concerned about rubbish in neighbouring garden and it would be better if the problem was noticed before it gets to the state it becomes, such an ugly and depressing state. Thank you.
- We were not very happy with Needham saying that they could not contact us. But all sorted now, thank you. We find all your staff very helpful and we have very good neighbours, it's a shame that there is a few jobs upsetting some people.
- The garden. The bins smell. There is only two places to modernise the kitchen is passable, but the bathroom really needs attention.
- The only thing I am dissatisfied with is the kitchen, the units are very dated and the sink and units look shabby. I would love to be able to have a new kitchen but I can't afford to buy one. I have been told the house has to be 20 years old before you will replace it. That's far too long.
- The ditch at the rear of No 3-2-1-4.5 is overgrown and runs to the pound at road of 5-6 we have noticed "rats" using this as a rat run, is it possible it could be kept clear - thank you.
- The bathroom/toilet in 46 Whiting needs to be sorted, saving us ALL money (plumbing!) Just a passing thought, a key to my back garden? Either that or an alternative entrance to my back lawn with a wall built allowing me to have a back garden that can be segregated.
- I cannot open kitchen window, when kitchen was modernised the sink was moved now I can't open the window.
- Very nice until the neighbours moved in over a year ago. They don't deal with maintenance or repairs, hence the radiator in my dining room, the shower and my garden fence. The only person who listens is the housing officer Lynda Seagroatt.
- I have a crack in the wall and round to the window in the lounge. It has been reported and someone is coming to inspect it. A new bath, sink and shower.
- Orwell deals with repairs very well, as for maintenance that's another story. There are 3 people in this small complex (all over 65 nearly) and we are all unable to do GARDENING. Therefore the garden is a mess. We have not seen a gardener for well over a year. Not good enough.
- To have even considered building 16/17 flats in our gardens and thinking that we would accept such a project, is as far as I am concerned showing that you do not care for any of the current residents and how they would feel if the

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proposal went ahead. Please listen to what we are telling you - we do not want this project. It is not suitable for the Alms-houses or for that matter the village of Thorpeness.

- As you can see we are happy with the services. However, parking, if bays were numbered it would be a lot fairer at Wyseman Place as one household is using three places, one being a works van.
- There seems to be no-one to contact service these days - I need someone to talk to either on phone or a visit. As a shared ownership tenants I need to talk a few things over!
- The past 8 years we have had hell from our neighbours. Still ongoing, I have a house that my kids are scared to play in the back garden, scared to go upstairs on their own and can't play out the front due to on-going abuse it's disgusting.
- Repairs take too long to be done. Fencing is old and needs replacing. New bathroom installed which was lovely but bath panel is a cheap but of plywood which as I complained about has now become wet and is starting to rot.
- Gardening services are hardly ever completely done and we pay a lot of money for what is done each month.
- Not very happy with the back door because the glass isn't double glazed.
- Planting a tree in front of your window. Also near to where you park your car. It looks a mess.
- Could the local gardener help us disabled people in the back garden i.e. cutting the grass? If we can pay a little extra I'm sure most of us would be grateful.
- Concerning repairs, there seems to be a lack of communication between departments.
- When it rains it still overflows at each side of the shed, the gutter man when came said it was because of foliage in the guttering, when the man came said it wasn't the case. Yet when I go out with a bucket my next door at No 3, they only a drizzle in the same at the front door the right hand side of the wall is wet through now I've got damp on the ceiling and wall, this is the first survey I have received.
- I have recently moved into a new property, the builders Carters maintain for 12 months. I have chipping paint all down the stairwells and a dodgy window. General paint wear on new build and plastering still needs dealing with to bear in mind!
- Garden services - we understand you are looking for a replacement however we are still expected to pay you the service charge for nothing!
- We have a big issue with cats (which I do not own) and our laundry area is like a big litter tray. Unfortunately me nor any member of my family will touch cat faeces so maybe changing the stone to something more suitable and something that doesn't disguise the cat faeces would be great.
- Provide more private parking.

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- The service charge maybe value for money if you have enclosed communal entrances, security doors etc. - but we don't. 2) To get a repair organised you have to "battle" OHA - we are not all scum or scroungers.
- Would like to know if you have any plans for replacement doors and re-decoration of entrance and stairwells?
- The only thing I am dissatisfied with is my neighbour, who let the rest of Orwell properties down where I live.
- The service charge would be value for money if the maintenance and GRASS CUTTING was increased to keep the properties tidy!
- I think if someone is willing to downsize to a smaller property which could potentially offer to have a family who maybe are in a B&B for example. The process is not straightforward. There used to be a transfer process but no longer. Have had some issues with some families in the area and have not always been resolved. I feel tenants waited so long for new windows as old ones were rotten.
- Our close is full of young kids kicking balls, they run all over your garden, hit your cars with balls. Police are here on a regular basis due to neighbours shouting, swearing and fighting at all hours. Nothing gets done when you complain. And now we have an abandoned blue car opposite our house with 2 flat front tyres!!
- A few years ago the property was painted in a very poor way. I did write to you but never got a reply. The porch is in need of painting and is the worst in the road.
- With regards to question 2, we have had issues with overall quality of the windows around our home. The wooden frames are starting to rot on the kitchen and front bedroom windows. During the winter we have a lot of water on the inside of the glass on all windows and have to have windows open to try and avoid this. This is causing damp around the windows.
- Go and speak to XX Lion Wood Road - Owen DeLacey re: about all my letters to Orwell Housing and our meeting about them.
- Thank you, I'm pretty happy. No idea what the service charges are for, I never see anything being done in the communal areas?
- The trees are overgrown, we haven't seen the caretaker do anything outside our property for some time, have to ask for bushes to be cut back by back gate due to walking difficult in walking. Moss growing on path outside front.
- Since I moved here over 1 1/2 years ago I have to say that the maintenance of the garden has dropped considerably in standard i.e. Trees are not maintenance or outside (back)! I still haven't got full contract?
- Bed linen and towels have disappeared and have been missing for 3 weeks.
- My jobs never get done so I am not happy.
- Was told going to be painted. But the painters have left. Not been painted, looking a little bit shabby and tired.
- Put up sign to say private parking for residents only.

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- Had to chase up repairs, was left over a week without heating. I also find some of the contractors rude.
- Gardening services are exceptionally poor.
- No ball games' sign is not working. Footballs bouncing off your front door all summer.
- Shame the neighbours don't move. We would like our back door to be dealt with as Ashford still have not been. They never turn up for appointments. We stayed in all day. That has happened twice. First time no one returned my call when reported by yourself and another one on show. Also husband has trouble with parked cars on pavements as he has a mobility scooter and most of them who park like that have their own drives or they don't even live here.
- The neighbourhood is a nice place to live when the neighbour's children don't play football outside our house. The "no ball" sign is ignored and when my husband speaks to the children all he gets is abuse. He has had the wing mirror on his car broken off twice now. We are not sure what services our service charge pays for and how we personally benefit from it. We asked for a security camera to be placed in the area beside our house and carpark but it wasn't thought necessary by Orwell. We beg to differ. The drain pipe on No.10 has been snapped off twice now by children. The culprits would have been caught had there been one.
- For weed killing please don't use Round Up (glyphosate). In some countries this product has to have a CARCINOGENIC warning label on it. Could you please notify residents beforehand if you still use it? There are so many cars & big vans parking now it's getting very congested here. It would be better if more spaces were created by removing some of the footpaths and trees/bushes. Also children are running and screaming right under my front window. If the large grassed area were fenced for safety they would be able to play there. That large grassed area is purely ornamental and would be better used for children and even adults recreation.
- The gate that was installed is of no use whatsoever because tenants do not lock it after they go out.
- The car parking areas are not maintained as they are overgrown with weeds and shrubs.
- Taken a while to resolve an issue to do with health and safety regarding front grass area.
- Have mentioned before about the bottle bank and large amounts of garden bark which is left in huge piles for distribution to other locations taking up valuable car parking space on small car park on RH side.
- The light in the ground floor area at the electricity meters constantly stops working which I have reported as needing repair twice last year and has now stopped working a third time.
- I am on the Mallhurst residents group. It seems to us the communication between Orwell and us is very poor at meetings. When we decide to do

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something the group does it on time but Orwell fail 8 out of 10 times to complete what is agreed. I have many examples of this.

- We feel that in the past you have repaired the faults but they are not done to our satisfaction as in the case with our patio doors
- Parking my car is a problem. Cannot get outside No.11A. There is one house that has 4 cars.
- They do not carry out jobs very good as find they do not clean up very well. My path up to my front door is subsiding. They just filled the holes.
- These properties lack storage facilities for gardening tools, bikes etc. Not everyone in a position to erect sheds.
- Get told things need doing by repair team only to be told by bosses that they won't be done i.e. front door and mould amongst other things.
- My neighbour and I pay £10.00 a month for the maintenance of our hedges. So far it only gets cut once a year and they hardly take anything off it. It looks a mess. We pay £240.00 a year between us for this. Not happy at all. I know you don't cut between March & Sept (no excuse).
- It would be good to get new windows as these ones are over 20yrs old. Also speeding vehicles around the estate needs addressing.
- Rarely see any cleaners on the balcony & stairs. Children on fire escape in spite of letters sent out by you.
- Took too long to sort out leaking roof light (over 6 months). Had to have carpet cleaned twice. Once water stain and second dirty footprints & mud from ladder feet. Not enough sockets, could do with singles changed to doubles (reduce fire risk extension leads overloading). POSITIVE - Since Julie Ashton has been permanent (much improved check & care) She is a big asset to the scheme.
- 9th November 2016 new windows were fitted, whilst fitting the glass was broken. It took 3 months to replace the glass (large window). Still awaiting "cracked" frame in kitchen, front door blown at bottom and chain replacement. Also asked for a security light as work nights and extremely dark in winter times - no reply from anyone.
- Maintenance of electric and gas meter boxes is not satisfactory as it is non-existent and the boxes are rotting away. I was not happy to lose the privacy of my front garden after watching two men just kick them all down - not one person responded to my calls prior to this happening.
- Issues with moss in bathroom was reported and sprayed but on-going issue. Bathroom suite and toilet are very old, needs replacing. Aware of plan to change them in 2018 I think. Requested a visitor permit - never received.
- You have people with cats shit everywhere. People above me banging day and night. People doing drugs. Sweet papers all over the grass, I'm fed up with it. And your car park people piss me off, need to do their job right.
- When we move on from hostel to flats do we need to vote - please explain?
- Just wish our front door to the building could be fixed once and for all, you have mended it at least 5 times only to be yanked open by the people trying to get in

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Flat 5, and they pull and pull until they get it open, every time they manage to open it. I feel very vulnerable at times.

- Parking in the area - Cars are still not parked between the lines. I have asked guests of mine and they said that they could not see the lines, especially in the dark. There are also cars parked here which do not live in the houses or flats or visiting anyone in Manor House Court.
- Think when building houses of quality, to reduce the need for repairs and wear and tear. Think how rooms are built where cupboards, fire places, heaters. How would you like it in your home? Think to save money in future instead of cheap at the build.
- The only thing that I am dissatisfied with in regard to my house is: - Been in property since they were built. Wrong size radiators installed to size of rooms. The windows with a constant draught from the vents. I am 2 floors up - open to all the elements. Find it very cold in Winter. Bad design on the windows that were installed. Not taken in to consideration to how much draft there would be.
- There are lots Orwell can do to improve the service. The customer service when calling to report a fault, they can be rude. We work and find the staff expect us to loose pay to send repairs staff. The repairs staff however have been very good when attending our house. The build quality of the house we have is poor, with cheap materials used. Our heating is particularly poor. The air source heat pump, although efficient, doesn't provide much heat or hot water. The windows on the house are poor and allow a lot of heat loss.
- My main issue is that when I have rang to talk to my housing officer in the past, he is not there and never calls back - or rarely anyway. Also when I have spoken to him and he has said he will call me back to follow up on my query, he doesn't. Having said that he is always very polite and friendly, just rubbish when it comes to communication. It would also be nice to be informed of any updates with regards to the floor situation in the property. Apart from that, I'm happy :-)
- I have been with Orwell for less than two years. Repairs aren't always completed on time and the quality to repair things is quite terrible e.g. four carpenters couldn't fix a door. I had to do it and spend my own money completing it!! I love our house/home, our neighbours live like pigs and we have no maintenance man, so most days I clean our area, pick up rubbish and cut down bushes.
- Communication with tenants. Attendance to the repairs and things need to be done quicker. We haven't been able to decorate due to repairs not done!
- The grass is not cut when should be and also they do not cut down the ditch side of the fence, they only cut as far as the side goes and not all the way down to the bottom.
- The service charges are too high.
- We pay for communal window cleaning but have no communal windows?
- The service of the caretaker has improved although he is not on site a lot of times that he should be. Quite often his car has gone when he should be on site

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and he has been seen shopping at B&M store Copdock in work hours. Also we have had persistent problems with a neighbour over the last 7+ years. This is affecting at least 4 of the houses in close proximity. It has taken all this time to sort out and this was only sorted because the higher up the ladder were informed. Our housing officer does not take confidential phone calls into consideration.

- Too much time wasted by Lisa Hart. Money could be better spent but cutting out un-necessary hours.
- I asked for a new door, I still haven't got one. Water running down glass windows.
- So sorry to be late completing this questionnaire, I mislaid it! I do have a few concerns about my care. We are supposed to have 1/2 hour free "care and wellbeing" also 1/2 hour free "activity". I would like to have this personally explained to me. Just what does this represent? It would be nice to have a manager who could talk to us. Thank you.
- Still waiting for repairs cupboard door, doesn't lock for medication.
- I have requested that the indoor stairs be cleaner and maintained but I still have issues with the cleanliness to the building. They said that nobody else complained so the idea was dropped!
- The community garden in our block could do with some TLC. The grass and concrete areas are uneven and there are sharp poles within the patio area where washing lines were fitted and snapped off. The area is far too dangerous for young children.
- My back and front door needs improvement. I.e. Trolley was taken away for no reason, it wasn't in the way it helped with shopping, now nothing!
- I think the voucher you gave for decorating when we moved in should extend to tiles as well as paint as we have just had to pay £110 for tiles to decorate the bathroom.
- Shame about the single mothers having parents living with them claiming being on own. Flat needs new carpets and painting.
- When I had severe mould issues which were due to a poorly insulated roof, I gave up waiting for it to be fixed and asked managers to move flats across the hall with me and my 2 children having severe allergies to mould spores. Someone else even moved into that flat the day I moved out knowing it was disgusting in there. It was finally 4 months before anything was done about that mould. I don't think that is acceptable. Glad I swapped flats when I did.
- We have a problem with Suffolk Housing tenants/guests using resident parking spaces. Suffolk Housing has had new tenants but it makes life difficult after a busy day at work!! Could we have signs stating Orwell Resident Parking Only??!
- I am sorry to say that the garden service has declined.
- My bedroom needs decorating badly. My opinion doesn't seem to count for anything; no-one listens to what I say or what I am able to do by myself. No-one

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listens to me about my wheelchair, the wheels don't work properly they seem back to front, they are worthless.

- In recent years the standard of the garden has fallen. The public areas are kept very clean i.e. halls, landing, lounge etc. Sometimes the repairs are done promptly, sometimes not at all, hit and miss.
- An annual skip so rubbish can be dumped tidily.
- Orwell were unhelpful when I enquired about a fault on the roof of my property.
- My heating. My windows.
- When I first moved here they were pensioner's bungalows. We now have people with cats/dogs and also NOT pensioners. WHY THE CHANGE?
- The gardeners don't seem to know which part of the area they should maintain that belongs to Orwell. The overspill carpark off Culford Terrace/Mill Road has not been maintained for a good few years now; it's absolutely full of weeds and looks unsightly. This matter really does need attention.
- May I pay for my windows to be cleaned as the service you supply is not working? You charge me on my rent and I have not seen a window cleaner for 3 months. Think I missed the deadline for the £100.
- The big problem is the constant shortage of pads. I even had to pay my CPN of 12 to purchase pads. No 3 had pads to use.
- The main lift in old building is continuously in "Break down Mode". Long spells of non-operating.
- The maintenance are useless, nothing gets fixed. If it does it breaks due to poor maintenance. Night noise levels bit noisy.
- With the quality of the home. I would swap the front and back doors. Could use an update, as there are massive gaps under my doors and I keep getting loads of ants. Thank you.
- Slow at fixing repairs or giving other options. Blame the tenants for damage so you don't have to repair it. Not completing repairs fully.
- The amount of work vans using car park. Why wait until things fall apart to replace, why can properties not be refurbished - (doors) still got a faulty toilet from refurb last year.
- Please can you send some letters to the neighbours asking them to keep bins in the garden, NOT on the front of house? We still have a problem with ours, only one space for a car. Visitors of our neighbours park there just like that.
- Overall we are satisfied as we've been living here 31 years! Just our house hasn't got good drainage. The doors all old and stick when they close. My loft still gets wet inside? Apart from that very happy. Oh also outside our front, too big trees are a pain!
- I have a problem in the bath tub panel that wasn't fixed yet, however this has to do with the company that had done the works for Orwell, when the bathroom was refurbished, I was contacted by Fosters (I believe it's the name) but they never attended to the appointment arranged. Also I still have damp in both

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bedrooms, despite Orwell has already tried to fix this problem...If you could do something about these two matters I would appreciate it.

- I do not agree with all the service charge i.e. being charged in regards to the hallways in the properties considering I don't have access to these and I don't use them
- Grounds i.e. gardens, could be better. Water stains left by window cleaner I don't like.
- Garden services irregular, some areas missed. Lightings in doorways have been out for 6-7 months.
- We still get little response from head office.

The positive comments received:

- Happy with the painting of the windows by Orwell workmen
- I moved into Lone Barn Court in 1984 and I can honestly say I have been happy with my flat and Orwell's services - thanks you.
- Excellent attention to emergencies ALL the time, both from the office and the workmen. Well pleased, thank you.
- If I had a choice of where I lived, I would much prefer a much more isolated habitat but I doubt Orwell would have such an abode, so needs must and health needs are a priority at the moment as both hips need repairing. Orwell has always done me proud and I have no complaints.
- I am a very lucky tenant to have such a lovely home to raise my son in. Me and my son love living here and hope to have many more years here. My landlady Michelle Farley is fantastic. If I have any problems I know I can go to her (although I don't get many problems). Michelle has always made me feel comfortable and she always compliments my home when she comes round for yearly checks, which means a lot to me. So just a massive thank you to Orwell for giving me a lovely home for me and my son.
- My experience with Orwell Housing has been excellent.
- Nothing, I am very satisfied, keep up the good work! Very impressed also with Debbie Pryke (Housing Officer) and Gary Elvin (Caretaker) :-)
- I find everything satisfactory and have no reason to be dissatisfied.
- I am very satisfied with Orwell and the way they approach my matters. I received good communication from them when dealing with the property I'm currently renting. Plus when paying my monthly rent arrears, I received great understanding and the worker at Orwell went out of their way to calculate the correct amount I have to pay towards my housing benefit I receive. Thank you.
- Have only been with Orwell for a year but I am extremely satisfied with everything so far
- Thank you for such a lovely flat and nice neighbours. I am very lucky to live here. God bless you all.

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- Would just like to say how pleased we are with the gardening team. Always keeping up the grounds and are very friendly. Thank you. Nothing to improve!
- Very pleased with everything Chris Winter (Housing Officer) has done, he has worked hard to replace the benches that were stolen. Love living here,
- Orwell have always looked after me and if I need jobs doing I thank them for all the good work.
- Happy with everything.
- Just to say thank you very much for all that has been achieved. Also for all the information given. Thank you very much.
- It was just the gardening services that let you down last year. Things got desperately overgrown and I had to chase up several times. It seems a lot better again now and overall I am very happy living in one of your homes.
- Dear Debbie (HO) I am very happy to be living in Whiting Road since 1997 and I am very pleased with the outside steps you arranged.
- I love my bungalow; it has everything I want to live comfortable. The only thing is the car park outside bedroom windows. Could have been better design for future houses. Otherwise lovely. Good neighbours in XXXX. No complaints. Thank you Orwell.
- Thank you.
- Very satisfied with the care received, staff are excellent and very caring.
- All good thanks.
- The last Aaron engineer wore shoe/boot covers, a nice touch if you have light coloured carpets.
- I couldn't wish for a better home environment than Orwell Housing. I'm very grateful for all that's done. A huge thank you. No improvement needed.
- I moved in September 2016 and I have not found any of your services to be dissatisfied with. The flats and gardens are very well looked after and clean.
- Pleased with everything - thank you.
- I'm happy as Larry!
- There is nothing my wife and I would change. It's a nice place to live. We hope we are here forever.
- I am very happy here, couldn't wish to have a better flat to live in, hope to spend the rest of my days here.
- No complaints at all.
- More than happy with Orwell Housing. Thank you. I feel very lucky to live in secure rental housing without the risk of being asked to move on as can happen in private rental.
- We're happy with how things are. People at Orwell have always been helpful and help us when needed. Work has always been done where needed. Staff are there when needed.
- So far, so good!
- Zoe and Val go above and beyond for us all the time and I couldn't have done it without them.

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- Can we have aerials sockets in our rooms? Can we have little table top freezers in our rooms?
- Deben View is a perfect place to live in. We have a wonderful manager, Tracy Robb, who is always professional, caring and has great vision for Deben View in the years ahead.
- Having only recently moved into Pitches View, we are more than satisfied with the standard of everything. The staff go above and beyond to help us in every way and are always cheerful and very polite. The flat feels like home already with everything close to hand. Everyone is so kind and I am certain we will both be very happy here.
- I have been a resident of Drift Court for just over 4 years and I am very satisfied with all that it has to offer!
- Have lived here since 1995 and have been satisfied with the fast efficient service - thank you.
- We are very pleased in our bungalow and the area we live in. We are looking forward to having our bungalow painted and new kitchen in 2018 as promised.
- Emma is great! Very helpful and friendly.
- 100%. With thanks.
- Very grateful - thank you.
- I have lived here for about 2 months and I think this place is amazing I have received good support and haven't had a problem with any residents and I feel safe within my home the staff are always there when I need to talk.
- The team at Mulberry House have been nothing but helpful and understanding. Really approachable people. They have definitely made my time at Hambling House a lot easier than I first thought it would be. Thank you.
- I would like to say that Val and Zoe at the Haven Project have been fantastic, the advice and support they give to me is valuable. They are very kind and caring and without them there is a chance I would have gone back! I cannot thank Caroline enough for giving me a safe and secure home. What a lovely lady she was. Thanks Orwell for having such lovely staff, staff that will never be forgotten for everything they do.
- I'm happy living in my home and location
- I think Orwell Housing do a good job and the caretaker is great
- Satisfied.
- I called Orwell just before Christmas (should have phoned before but I was ill) the lady who took the call said it would be after Christmas due to lack of time and they would have to measure up. But she went to speak with someone and came back to the phone and said someone could come out Friday if I was in. He came armed with multiple rails and sorted it out so I could then get upstairs for Christmas. And since then I have had a long rail on the other side. Another in the wet room. I can't thank Orwell enough for the support and efficiency whenever I need anything. All of the tradesman, gardeners and office staff are at all times very polite and easy to deal with. Sylvia has been doing a good job

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in Julie's absence, obviously it will be nice to see Julie again as and when she is better, she has been very kind to me and I wish her well. Thanks.

- Thank you to your prompt response to maintenance re: toilet, it is so good to know that I can call and you respond quickly. My husband has vascular dementia and it is extremely difficult at times, especially when he gets so uptight if something is broken. Thank you, I know there someone to help! Josie.
- I feel very privileged to be an Orwell tenant, if it was up to me I would be an Orwell tenant for the rest of my days. I get an overwhelming feeling of safety and security it makes me feel there's people looking after my safety. If it was up to me I would stay an Orwell tenant for the rest of my days, it takes the worry out of being a tenant. Orwell makes me feel I have a place in the world to build a safe and secure life, the day I'm not an Orwell tenant will be a sad day.
- We have been very happy with our standard of cleaning that was provided by Mark and Jackie. We look forward to welcoming our new cleaner. Charlie visited recently; it's always nice to see how happy and positive he is. He interacted with the tenants and appeared interested in what we were doing - making a tank for our 1940's party! Lisa. All 3 tenants can't fill this form in themselves we have supported them to do so. Lisa and Gemma.
- Overall I am very happy and privileged to live in this lovely house for the last 3 years. And thank you for making my life so much happier!
- Very satisfied with everything, electrical repair for my boiler was carried out on time and very efficient. Staff are very good when you phone the office. Julie and Viv have been very helpful. I'm pleased with the neighbourhood and my neighbours have made me very welcome.
- Satisfied.
- XX is unable to rely appropriately to the questions on this survey so as her sister I will just comment and say:- From my perspective XX is very fortunate to have such a pleasant home with caring staff that do their best to give support in all areas of work at all times.
- I am happy here. I have some friend and people to talk to. I get on well with the staff. I enjoy doing my gardening; making the garden look nice and growing plants.
- We find Orwell provides a wonderful service and repairs are always carried out quite quickly which is awesome. Our house is so lovely and thanks you for allowing us to live here, we so love it here. The neighbourhood is a wonderful place to live, it's in Holbrook where I was born and I know most of the residents that live here :-)
- I love Orwell's homes and am very happy. I would like to say a big thank you for everything. I want to tell you I do not live in Suffolk, Norfolk is right, Thetford, Norfolk, IP24 3PP.
- I am happy with the service that you provide.
- We have been tenants now for 1 year and are extremely happy with our lovely home and landlord. I really hope Orwell can build more homes like mine.

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- I am completely satisfied with the service Orwell provides.
- We are happy with all the services we receive from Orwell, so all good.
- All fine thank you.
- Overall - very happy.
- Everything satisfactory.
- Since living here I have found the services provided satisfactory and repairs done quickly.
- I have always been dealt with well, Orwell have been very kind and understanding.
- I must say Orwell are a good housing association as they leave you alone to enjoy and look after your home. Overall very satisfied *****.
- I have only been here a few weeks but could not be happier or satisfied with queries or problems that I have encountered as response has been exceptionally quick. I would like to say thank you to all staff members who have solved problems with repairs and helped me settle in my new home. Thank you.
- Very happy. It's my TV viewing playing up. Orwell is doing their best just can't find the problem with the aerial. It seems to be a mystery.
- Would like to say was very satisfied when Orwell listened & took action on a survey of repairs done to the doors to our floor and the response was very quick.
- Monthly tenants meetings an excellent idea (& minutes)
- I am very happy with my flat. It is comfy, the gardens round here are kept tidy. I think the window cleaners could do better by starting at the top and working down.
- We would like to thank Orwell for our lovely new windows and doors. Not only do they look good it's given me a chance to have new curtains/blinds!!! Also thank you for keeping the rent affordable.
- How can one improve on perfection?
- It's all good. Thank you.
- I do not have personal care. Whenever I have needed help especially with falls or any other problem I have been very satisfied with the help and concern given.
- I have no reason to complain about anything and feel safe - thank you.
- I am very satisfied with how Orwell looks after his tenants.
- Satisfied.
- I am happy with how everything gets dealt with.
- The garden is a source of pleasure and relaxation. I am very happy but certain improvements are needed in the officers because I think they need support.
- For a period of time we did not have a housing officer who we could speak to about issues, but I must say that Francesca and Joanne were always very helpful in helping and listening to us. Also it would be nice to meet the new housing officer in person to put a face to the name :-)

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Information/Suggestions/Requests received:

- Engaging a window cleaning for all flats (not just communal areas) a couple of times a year would be helpful - surely wouldn't add much onto the service charge?
- The communal stairs could do with a jet wash.
- We are hoping that the new kitchen we were told we were getting next year still happens as our kitchen does need updating. According to the "10 year" plan we received from you informs us of a new kitchen in 2018.
- Although I have ticked fairly satisfied, I had a problem with both my toilets and it took 3 phone calls and 2 appointments to get them sorted.
- Was involved in the residents group but have dropped out of the loop as most meetings are in Ipswich.
- I have been living here 5-6 weeks and at last feel fairly settled. There are amongst the many carers, a few who are quick, sharp, un-smiley, un-friendly and un-helpful. There are a few, who make up for the unfriendly ones. These few have helped me feel happy to be here and feel at peace, I'm glad to be here in my last few years.
- Last form was 2 years ago not 3!
- I am keen to be updated on right to buy.
- Mildly frustrated with unauthorised car park users, but not having a car myself at the moment I can't complain.
- I see we pay £13.22 for services. Is this for gardening? If so we don't have one any longer.
- Choosing suitable tenants before moving them in would be a good idea. This street has gone downhill in the last 5 years. Also heating is very dated.
- Moved in when the house was brand new (1994) Orwell's input to maintenance has been minimal as no change of tenancy. What a way to reward loyalty!!!
- It's a shame that I can't rent to buy my home. I would like some info on house rent to buy through Orwell please. Many thanks P.S. Not sure if a new house in Oulton Broads Bonds Meadow have an offer, what I am looking for.
- I can't answer question 3 - Your neighbourhood as a place to live?
- Housing officer. Neighbourhood.
- Those who look after their homes are more likely to be overlooked than those who don't. Concerned about rumours that the CCTV isn't working?
- I would like to see more communal spirit among the residents.
- Could really do with a bathroom upgrade, no shower, bath in wrong position to fit shower, windows in the way. Bathroom is 23 years old, new bath needed.
- Carpet is dirty and needs replacing. This was not new when I moved in, it was just cleaned, looks old and tatty.
- I know we share a communal courtyard with other flats, but they are very unkempt, with other rubbish on the ground. Not Orwell's fault but Taylor Properties who I believe own that part of the courtyard.

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- It would be appreciated if our views could be given greater credence. Too many rules and regulations get in the way of common sense. Tenants could be allowed to replace pets - they help eliminate depression and stress.
- I need to move to accommodation on one level as my arthritis is getting worse and downstairs toilets are a problem at night. Also a neighbour is difficult for me to deal with. I appreciate nothing can be done about this but time to move.
- I am dyslexic.
- Just to let you know I have already completed this survey and returned it to Orwell.
- I understand in the near future modernisation of these units is planned, I would suggest that a better method of ventilation should be thought of.
- 2 Things, 1, is people using our car parking spaces to go shopping in town, hence the residents cannot park their cars, and some are disabled. 2nd one is, this consistent bird feeding by our neighbour. We have to abide by the rules, why won't this lady. I know you are trying your hardest on this point.
- Not sure if you can help - Ensure some tenants are responsible for looking after the front of their properties, i.e. rubbish out of the bins, furniture, as these impacts on other tenants who have to walk through/past to reach their properties and it will also deter foxes and rats.
- It often appears that the maisonette block gets ignored when it comes to day to day tidiness i.e. walkways, bin area. It is not a very good first impression to the area.
- Overall we love our home, but would like the option to upgrade on fixtures that are replaced (with us paying the additional cost) e.g. when the bathrooms were replaced.
- I am amazed that I haven't had a shower yet? Otherwise Orwell are brilliant.
- Forty years I have lived here, it was quiet with nice people, now it's a tipping ground outside my window and very noisy. But my new bathroom is very nice 10/10.
- I would like to speak with someone about a couple of small repairs which need doing. Please could you telephone ASAP? Thank you.
- On your web page for statements it should provide you arrears.
- As long term plans please can the storage heaters be replaced by central heating. Regular checking of fire/smoke alarms in homes.
- I feel the rent is a bit high for a maisonette flat.
- Unable to use communal garden as it is not screened from the street so neither private nor safe for children. Service Charges for gardeners too much - very little to upkeep and new planting promised but never done, replacement planting not done either (front bed or hedging).
- When you phone me, and you get the answering machine, tell me your name. If I am in I will answer.
- In response to questions: Q4 & Q5) I am very aware of rising costs today even though I live in very sheltered accommodation. I arrived here as the result of a

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very frightening experience. When Trisha Barton visited me I was unable to walk without human support or otherwise the aid of 2 crutches. I was faced with looking after a blind deaf diabetic type 1 daughter, who also could not walk without human support. However after a few weeks I was doing the best I could. My young host and hostess needed to go to work, so I had to try no matter what. With this history we both arrived at Steeple View until she (Petronella) could be housed - the vacancy in Barley Close was a blessing. I helped with her care as and when necessary - 8 years later at 81 years I am still having to. Just finished 3 months of helping to care for her in Ipswich hospital. My duty as her only family. My first 4-5 years in Steeple View I spent a lot of money for care that was not necessary as I looked after most of my needs and paid a cleaner to Hoover the floor and dust. After considering my financial situation I decided to shorten my care hours. Unfortunately the care most of the other residents need - even now - you see, I can cook my own meals, do my own washing, shopping, but I found when I need extra space so I could access things better. So I chose to give up what was classed as care hours to allow me to finance a more spacious flat. Carers were seldom available when I wanted help to reach things or find various equipment/food etc. in bottom cupboards. So this decision was not taken lightly, the money I am having to spend now was meant to be taking care of me later when I am unable to do this much. I tried to prepare for that because I always felt my daughter would not be able to look after me when I need it. So you see, although I feel that the sum of £1,169.14 is rather a large sum of money for a pensioner to be paying out, this is minus other amenities such as food, telephone bills, council tax, insurance on personal belongings, taxi fares when needed, and the other things that still make me feel comfortable. I am not complaining, because I know I am only here because I could not be totally responsible for my adult child but needed to bring her back to access care for her. She worked for 20 years of her short life, I worked for 40 years and planned for my old age but things do not work out to plan at all times. So this is an explanation based on my reasoning. Orwell housing cannot be blamed for my situations. Thank you.

- I feel that Orwell need to look into properties that have original fittings from the house being built and look into replacing them, such as my bathroom, it's the worst room in my house! But on a plus, I am thankful the rotten windows were finally replaced!
- Need a new rotary washing line.
- Windows and door need double glazing updated. Front door gets soaking with condensation, otherwise Orwell are being very good landlords.
- Could do with windows and doors renewing, had energy heat done and losing 40% of heat through them and hopefully would stop the entire dame we keep getting. Once a week I have to spray walls with mould stuff just keeps coming back. Apart from that it's a lovely place to live.
- I would just let you know that a few years ago you put some posts into the small lawn outside our small block of flats to keep people parking cars on it. Really

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these posts were not much good because they were not strong enough and after a while they got knocked down. The grass did grow back and it would be a good idea to replace the posts with shorter, thicker ones.

- It would be very good if Orwell re-instated the quarterly cleaning of the top floor windows.
- I have lived here for over 30 years, so have seen some changes. I think the people who do organise things for the children and the more elderly do a great job. I think Gary (Caretaker) does a brilliant job of landscape areas and is so helpful when needed or ask a question. I only wish that more people took care of there gardens and outside appearance and litter outside was not chucked so randomly. I must say that after being in this house for 32 years I think we could all do with new toilets and bathrooms. I keep mine in good order, deprecated and tiled but the toilet system is cracked and worn. As is the bath, but all other things e.g. kitchen seems to be in quite good order.
- There are quite a few improvements that could make this estate look better like asking the tenants to take in there rotary lines when not in use. We find them an eye sore, also the scruff gardens don't help. When my husband and I moved into our little bungalow nearly 17 years ago we were told we couldn't have rotary lines in the courtyard. Also we couldn't erect any fences or have a shed, now they're all over the place. Another I would like to mention is the amount of dogs and cats that are allowed to the tenants, this used to be a very nice place to live, but I for one can only see it going to the dogs. We have got a very nice caretaker Gary, who works hard to keep it nice and we feel sorry for him, let's see if some of the old rules come back. We once erected a windbreak fence for medical reasons; we were told it could only be 1 foot high which we found very stupid. We were told by the Gordon Road office to take it down or they would remove it by force, so we obeyed the rules. Also we've never had a rotary line or any animals, we obeyed the rules again.
- There was a delay in the repairs (windows, guttering and fascia) being completed as some incorrect parts had been supplied? Hence the delay in responding with the questionnaire. This was explained to us at the time of the repair and wasn't a problem as the workmen made sure all was left in good order until the correct parts arrived.
- The public areas surrounding the homes on Brookwood are very well maintained and are a pleasure to walk through. Sadly some of the outside areas of the homes on Brookwood are in a word disgusting. This is NOT a matter of gardening but of keeping the area tidy, the two outside areas (back & front) either side of me are shameful (how can you live like that) and there are others in the area. Tenants should be held responsible for their outer areas, this should be as important to Orwell Housing as the homes interior maintenance. A regular "tidy up" would only take minutes instead of throwing rubbish on the ground and letting it pile up. It is also not very pleasant for their neighbours.
- Area - is obviously down to preference, for those of us who respect our properties, it's ruined by those who don't as having no respect for neighbours.

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- Problem residents - Require a bit of a sterner dealing with instead of never ending warnings. 3 strikes and your out!
- Repairs and help with moving to suitable sized properties.

End of report