



Annual Report to Tenants **2018**



Welcome

The Resident Steering Group (RSG) was formed in 2018 following a recruitment drive to find resident volunteers to work alongside Orwell staff to help monitor and scrutinise all aspects of the organisation.

In our first few months, one Task and Finish Group review exercise has been completed and a report was presented to Orwell's Board. Most of the recommendations for changes in the report were approved for implementation. Our aim is to carry out three Task and Finish Group exercises involving as many different residents as possible each year.

It has been very interesting and a steep learning curve. Orwell Staff and members of Orwell's Board have been very open and welcoming to our input and many of our recommendations have been accepted. As we move forward it would be an advantage if some more residents who feel they have the time and commitment would join us in some capacity.

This is very easy to do just contact Diane Piperno (diane.piperno@orwell-housing.co.uk) who is the tenant involvement officer. I do believe what we are doing is worthwhile and will in the long term make the Orwell organisation better for us all.

Keith Fairweather
(RSG Chair)



Message from our Chief Executive

Welcome to our 2018 Report to Tenants.

The format has changed this year as we have been working with the Resident Steering Group to make sure we are including information in the report that is of interest to tenants and provides you with more information about our performance as your Landlord.

Also new this year is the information on the checks we make to your home which I hope provides you with assurance that we take the safety of your home extremely seriously.

I hope you find the new format and information useful and interesting but please let me know if you think there is anything else that should be included in future reports.

I am always pleased to hear from our customers and tenants, especially, where we can improve our services or hear about things you think we have done well. If you would like to get in touch, my email address is wendy.evans-hendrick@orwell-housing.co.uk

Kind Regards

Wendy Evans-Hendrick



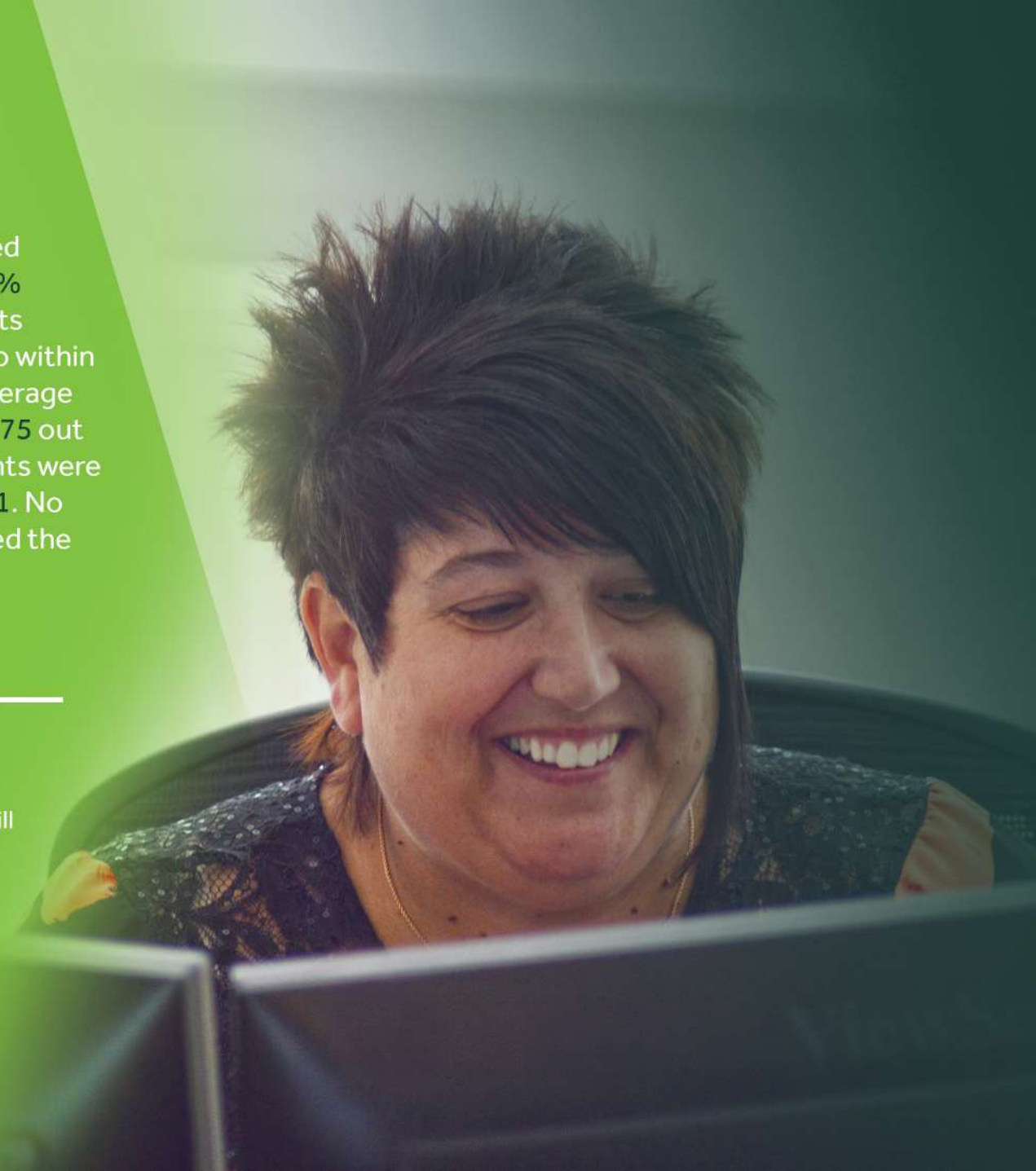
Improving our services

Our Resident Steering Group continue to review performance and took 13 recommendations, identified through scrutiny reviews, to Orwell's Board. 11 of these have been implemented, 2 required no further action.

In 2018 we received 82 complaints. 94% of these complaints were responded to within 10 days with an average time of 5.51 days. 75 out of the 82 complaints were resolved at stage 1. No complaints reached the Ombudsman.

Learning and changes that have been made resulting from these formal complaints

- 6 - Staff training/refresher courses delivered to upskill staff in both care and support and housing roles.
- 10 - Improvements or changes to current procedures put in place.
- 1 - Change of contractor or agency has been made.
- 1 - Health & Safety risk assessment carried out or change of procedure made.
- 2 - Improvements in quality in many areas of the services we provide.



Repairing your homes

Orwell aims to maintain properties to the best of our ability. In order to keep our properties at a high standard we rely on you to help us by reporting faults as soon as you are aware there is a problem.

We require reasonable access to carry out repairs.

If you need to report an Emergency or an Urgent Repair please dial 0345 60 100 30

All emergency repairs were completed within 6 hours

We typically complete 200 emergency repairs a month (2,400 per annum) and 950 a month on non-emergency (11,400 per annum)

88%
of tenants think that our repair service is good to excellent.

Tenant Quote

"Very happy with the new home. Lovely staff and the repairs were dealt with very quickly."

Orwell

Together we make a difference



Investing in your home

During last year Orwell completed the following:

98%

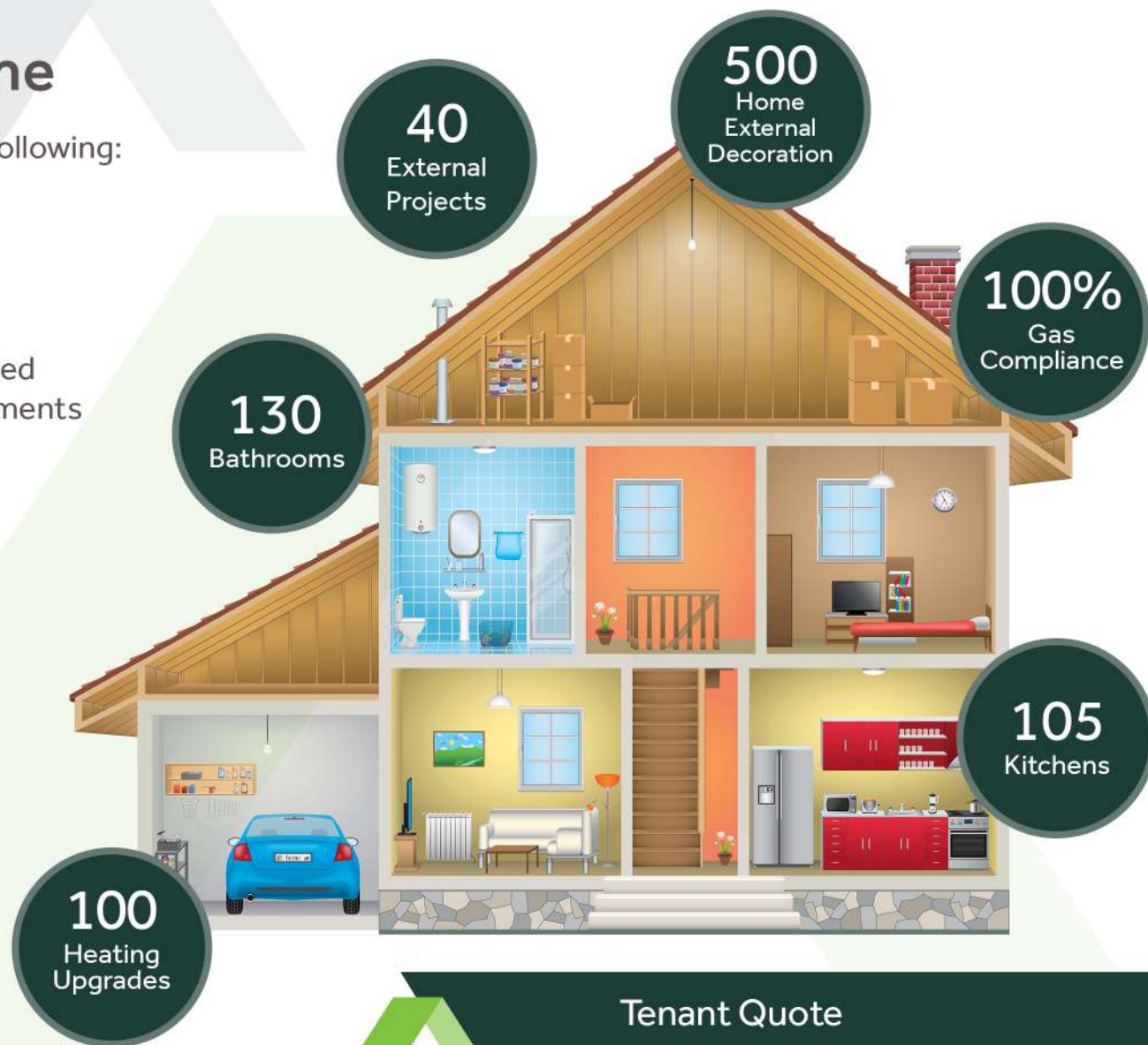
of tenants were satisfied
with planned improvements

£2.9M

was invested on making
internal and external
improvements

82%

of customers were satisfied
with the quality of their homes



Tenant Quote

"The contractors were very good and considered the needs of the tenants and were very clean workers."

Safety in your home

In 2018 we carried out...

675 

Electrical Safety Tests

61 

Legionella Tests

1621 

Air, Oil and Gas Heating
Services Tested

253 

Asbestos Tests

132 

Fire Risk Assessments

124 

Sites had Fire Emergency
Equipment Tests

Tenant Quote

"The new external doors and windows that were fitted are fantastic!"

Collecting Rents

In 2018 we...

...had

509

Tenants on Universal Credit and we manage and keep in contact with

100%

of them

...collected over

£97k

owed by former tenants

...unfortunately evicted

11

tenants who would not engage with our help

...collected

97%

of rent due





Supporting our residents

We spent almost

£100k

on general adaptations
in your homes

We provided over

178 Adaptations

to make your homes easier
to live in

We provided safe and
secure accommodation for

326

households and
out of those we
housed

46

homeless people

Tenant Quote

"The staff presented incredibly well and showed
real caring, warmth and dedication to their role"

Providing Value for Money

We are proud that **42p**

in every £1 tenants pay in rent is spent on improving and repairing your homes and building new homes

88%

of tenants are satisfied they receive good value for money from their rent.



How each pound of your rent is spent

(Average social rent per week = £88.66)

The service you receive

We answered
12,100
calls for customer
enquiries

On average it took us

12seconds
to answer a phone call
received at customer services

We answered over

97%

of incoming calls, only 2% calls
dropped and 1% queued for
callback

We have been expanding our
social media channels...



872 likes



909 followers



691 followers

In 2018 we sent out
e-newsletters to

2,036
tenants.

March
Newsletter
600 opens

July
Newsletter
706 opens

December
Newsletter
422 opens

October
Newsletter
574 opens

Supporting our communities

We granted up to
£5,668 from the
Community Investment
Fund to support our
resident groups, sheltered
and extra care scheme
communities.

our staff helped
deliver **12**
different community
events attended by
517 residents

Through a successful grant
application, we ran wall art
workshops to give

18 young
people
the opportunity to gain
new skills.

During our Let's Talk
roadshow we visited
993
properties in 16
different areas and
spoke to 441 residents.

13 Year Old Resident Quote

"The wall art was really fun and different and something
you would not normally get the chance to do"



A young family enjoying themselves at a Community event in Adastral Close, Felixstowe.



Whiting Road Residents Association Oulton official opening event for the new play area they supported Orwell to fund.



Если вам необходим перевод какой-либо информации пожалуйста, пошлите запрос в Orwell Housing Association. Если вам необходима помощь переводчика, пожалуйста, пошлите запрос на:



Aby uzyskać przetłumaczenie dokumentów z Orwell Housing albo gdy potrzebna jest pomoc tłumacza na żywo, proszę wysłać następujące dane :



Se precisar de traduzir qualquer informação da Housing Association Orwell ou caso necessite da ajuda de um(a) intérprete envie os seu detalhes para:



如果你需要任何有關Orwell 房屋協會的資訊翻譯版, 或需要傳譯員協助的話, 請把以下資料送回



যদি আপনি ওরওয়েল হাউসিং অ্যাসোসিয়েশনের কোন তথ্যের অনুবাদ চান অথবা কোন অনুবাদকের সাহায্য চান নিচের অংশটি লিখে এই ঠিকানায় জানান: কাক্সটার সার্ভিস টিম, ক্রেন হিল লজ, ৩২৫ লন্ডন রোড, ইপসউইচ। আই পি ২ চকিউ জে।



نمگس پئویستیت به هس جوره یارماتیک هابه یو تس جومه کردنی هس جوره زانیاریک له لاین (Orwell) هوه یان پئویستیت به یارماتی موتس جیم هابه، تکلیه نم رشتانه ی خوار هوه بنیر هوه یو نم ناو نیشانه ی خوار هوه:

Customer Services Team - Orwell Housing Association, Crane Hill Lodge, 325 London Road, Ipswich IP2 0BE

You can also contact Orwell by mail or visit us in Ipswich or Lowestoft:

Orwell Housing Association
Crane Hill Lodge
325 London Road
Ipswich IP2 0BE

Orwell Housing Association
22 Gordon Road
Lowestoft NR32 1NL

How to Contact us

If you need to contact Orwell Housing Association, or if you need help with any part of this document you can call us on:
0345 60 100 30

You can also contact us via our website and social media:

www.orwell-housing.co.uk



Orwell's members of the Resident Steering Group

Keith Fairweather
Mary Ager
Debbie Thorpe
Sofia Leite
Stuart Appleby
Mr Anonymous
Mrs Sylvia Izzard

There are currently resident Orwell Community Representatives (OCR) in these areas:

Whiting Road Oulton, Berners Field Holbrook, Mallard Close & Hurst Road Chedgrave, Oak Crescent Eye, Lincoln Court Kessingland, Robert Hitcham Alms-houses Framlingham, Millwrights Way Norwich, Barley Close Stowupland, St Catherine's Court, Magpie Close, Newnham Court & Kildare Avenue Ipswich, Pipers Piece Bressingham.

Any Orwell community with 10 or more households can have their own OCR.