

## Role and Remit of the Homes Group

The Homes Group will help us better understand and meet our customers' needs with regards to property repair, maintenance, development and building safety.

### **What is the remit of the Homes Group?**

To receive and review performance information on repairs, void and programme works, building safety and development.

To gain insight from shadowing staff involved in activities relating to the above business areas and give feedback on findings.

To carry out any specific activities as guided to support Orwell Residents Group service reviews.

### **What support will Orwell give?**

Provide ongoing support and training for Homes Group members.

Coordinate activities, meetings, and resources for volunteer requirements.

Provide support with compiling information and producing feedback reports.

### **Is there a Code of Conduct?**

Orwell will provide the Homes Group members with a Code of Conduct that they need to adhere to. This Code of Conduct also covers confidentiality and applies to customers involved in any of Orwell's involvement activities, not only Homes Group activity.

Members are required to sign an agreement regarding Confidentiality.

### **Will there be lots of Meetings?**

Meetings are only organised on a need's basis for specific activities, e.g., to meet with staff.

There are no specific time commitment expectations, members can dip in and out of activities dependant on interest and the time they have available.

### **Who can be a member of the Homes Group?**

All customers of Orwell Housing may apply to join the Homes Group.

Customers will not be able to join or continue as an ORG member if they seriously breach the code of conduct, are no longer an Orwell customer or legal action is being taken against them for rent arrears.

Ideally the Homes Group will consist of 4 to 8 members.

### **What sort of activities are members involved in?**

The Homes group support the service review activity of the Orwell Residents Group through:

- Analysing information from staff or customers and providing feedback.
- Carrying out inspections on work relating to repairs, properties being relet (Voids), programme works, building safety or development.

- Shadowing staff to gain an understanding of work practices and identify good or bad practice.

### **What skills does and Homes Group members need?**

Able to work on own initiative or as part of a group.

The ability to relate to the needs of others.

Ability to formulate and ask questions and put forward new ideas.

The ability to assess and have an attention to detail.

The ability to read and understand information and focus on the task in hand.

A willingness to learn and develop any of the above.

### **What might I gain from being an ORG member?**

Orwell values the contribution of ORG members and will support your involvement through:

- **Incentives:**
  - Members are rewarded for the times they are involved in activities and will receive these in the form of vouchers (please see the rewards?)
- **Development of skills that could help your personal and career development, such as:**
  - Confidence building.
  - Developing organisational skills.
  - Improving communication skills.
  - Increasing knowledge and understanding of the housing sector.
  - Opportunities for training and development.

You will also be able to influence service delivery and its continuous improvement.