

ORWELL RESIDENTS GROUP MEETING
21 April 2020 6.30pm Video Conferencing meeting

Present

Liz Morris

Sharon Cony

Mary Ager

Stuart Appleby

Claudia Landim

Arthur Clarke

Staff

Claire Monk

Diane Piperno

Georgia Mecoy

Apologies

Sabrina Duncan

The role and remit of the ORG

The ORG to plan Scrutiny projects. The ORG will use tenant surveys and KPI's to plan future Scrutiny Projects and/or monitoring and planning objectives. The group will have a good relationship with Orwell staff and Board to gain information on Orwell's performance to understand what parts of the business need to be scrutinised/ monitored. The ORG will help in the creation of surveys to residents which will also indicate where services could be monitored.

The ORG will work with other resident involvement groups and oversee the scrutiny projects run by other groups. The group will also have the opportunity to undertake training prior Scrutiny projects. The ORG will create a scrutiny report to go to board upon completion of the project

The ORG will work with the Tenant Involvement team to write their own terms of reference

The next scrutiny project will investigate planned works and the ORG will work closely with the Orwell Staff and the homes group to co-ordinate this project.

Resident Involvement reward system

The ORG will receive a Chromebook with an Orwell email address and access to Google Workspace to communicate to engaged residents and staff. The ORG are able to use the Chromebook for leisure purposes.

The Orwell Residents Group will also receive £1,200 payment per year in monetary payment and will be paid bi-annually. As a part of the rewards package residents will be able to undertake paid training that will aid future development.

The group discussed the format for rewards for the Think Tank (survey group). It was agreed that instead of paying all participants a very small amount per survey, there would be multiple large prizes draws per year. The more surveys residents complete, the higher number of entries they are entered into the draw.

The 2020 Annual Report to Tenants

The 2020 Annual report to tenants is currently being produced by the Tenant Involvement Team and the Communications team. The information has been collected and is in the process of being designed.

A survey went out to residents investigating which section of the annual report were most important. Using this information, a smaller infographic could be created for the two most important sections. This would then be presented in communal areas and posted to social media. The two highest scoring sections were Improving our services (Learning from complaints and resident service reviews) and Home Repairs.

The Journey to Net Zero Carbon

Mary Ager attended multiple workshops concerning the journey to Net Zero. With TPAS Mary participated in the "Residents' voices in the UK's Net Zero Carbon journey" session. The paper that came from this created suggestion for social Housing landlords that would help engage residents into the journey to Net Zero Carbon. This included:

1. Motivation and engagement – the motivating factors that social landlords can use to engage residents with the net-zero carbon agenda.

2. Communication – how social landlords can effectively communicate with residents to demonstrate the benefits of decarbonisation and their ability to deliver low carbon homes.

3. Trust – how social landlords can work with residents to integrate the net-zero carbon agenda into day-to-day service that delivers on sustainability and satisfaction.

Negative wording such as “fuel poverty” had failed to engage residents and had offered “Healthy Homes as an Alternative”. Additionally, housing associations should draft a roadmap which shows residents how they can meet the 2050 goal. Orwell could also look at recruiting environmental ambassadors to oversee environmental projects on their estate and talk honestly about the environmental impact in their area.

Next meeting set for 12th May 2021 6.30pm