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Orwell News

Welcome to the autumn issue of our newsletter for customers



Additional Services

A huge thanks for all the responses to our Customer Satisfaction Survey, we particularly appreciate your expressions of interest for additional services, and suggestions for potential additional services such as painting, gardening, and specialist cleaning. We have recently written to over 500 households to invite further customer input to help us understand the level of demand and how we can ensure value for money is delivered. If you would like to join or learn more about our customer consultation on additional services, please email:

[Email us](#)



Gardening Competition

As we head into autumn, it's time to look back on our annual garden competition, which was judged by local gardener, Paul Davis, also known as The Garden Warrior. With five categories to judge and some exceptional entries, Paul had his work cut out. With entries for small gardens, communal areas and from some young gardeners Orwell residents really did embrace the great outdoors with their creations. Find out more and see the winning gardens here:

[Find out more](#)



Feedback on the design of Orwell Homes

Our development team are responsible for building new homes available for affordable rent and/or shared ownership. These homes are built using contractors and architects who design and build to our own design specification, set out in our design guide. This guide is due for a refresh, and we'd like to know what you think. The way we use our homes has changed significantly following the pandemic and regulations have been updated so this is a timely opportunity to hear your views. Access the survey following the link:

[Take the survey](#)



Tenancy Sustainment

In 2021 we introduced a new Tenancy Sustainment service offering free support, advice, and information to assist new and existing tenants. Viv and Kirsten offer a wealth of experience and understanding with a range of issues including overcoming money worries, dealing with clutter, struggling to cope, benefits, employment, training, loneliness, and isolation. They have been able to help new and existing tenants access funding to get essential items for their homes.

Feedback from a person Viv was able to support recently:

“From the beginning of support, I have been helped with a cooker and vouchers. This was a great help, thank you. I have also had help with my rent and council tax. Hopefully everything is looking up. I have done several online trainings such as self-esteem and building confidence and found it interesting. This is the right time for me, so I applied and was accepted for a job and waiting for my DBS”

[Find out more](#)



Orwell Residents Group (ORG) are a panel of residents that monitor performance and coordinate scrutiny of our services

Since spring they have been helping to:

- Create our Customer Engagement Strategy**
- Scrutinising Orwell's Planned Maintenance Service**
- Review our pet permission policy and guidelines**

Orwell are committed to an increased role for tenants and residents in influencing and monitoring what we do. We want to invite more of you to understand the power and the benefits of working alongside Orwell. Scrutiny is simply looking closely at what we do, reviewing evidence, making recommendations, and presenting the findings back to us. If you're interested in scrutinising services and monitoring Orwell's performance but aren't sure what's involved, you are invited to join TPAS led training sessions.



Training - Introduction to scrutiny

Saturday 4th December 2021 10:00-13:00 at Crane Hill Lodge

Places available on this course and subsequent courses:

Understanding performance information

Effective challenge and questioning

Report Writing

To find out more please email: customervice@orwell-housing.co.uk or call 0345 60 100 30

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