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Orwell News

Welcome to the winter issue of our newsletter for customers



Message from our Chief Executive

I hope you are keeping safe and well and coping as the pandemic looks set to continue into another year. 2021 will have had a massive impact on many of you and it's fair to say it hasn't turned out quite as we hoped.

I want to make sure you know that if you are experiencing any difficulties, we will always do what we can to help you. Please get in touch; we want you to feel safe and well in your homes. Even if we are unable to help, the chances are, we will be able to suggest someone that can.

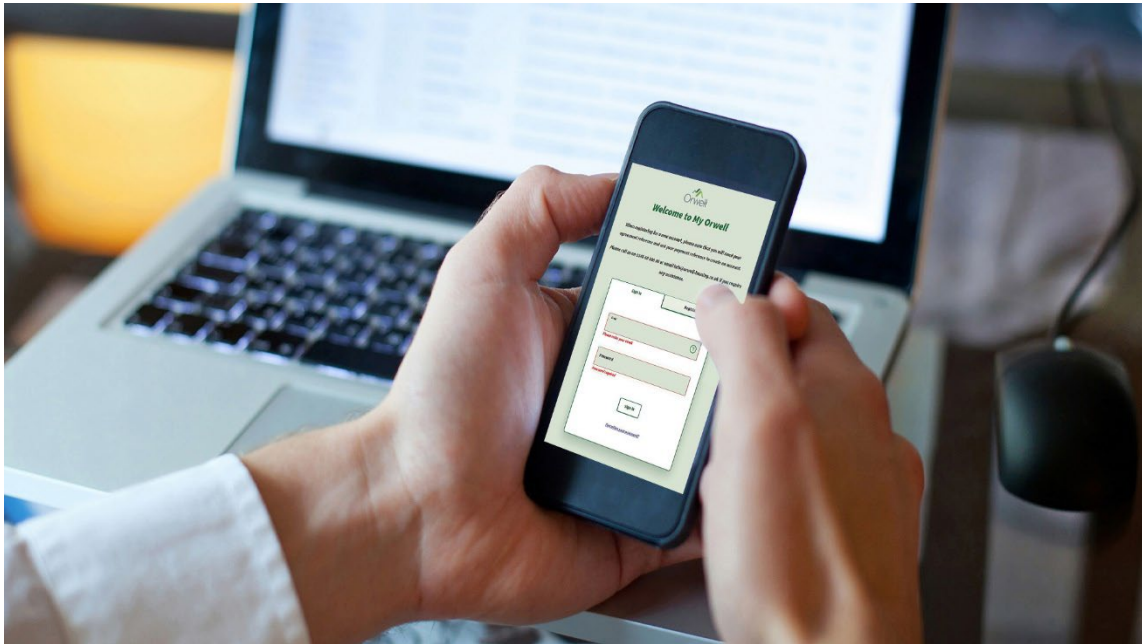
Just to reassure you, the latest restrictions, announced last week, will not affect the services we offer you. We will continue to test regularly, wear personal protective equipment, and observe social distancing measures (where required and able) in your homes or while caring for our residents.

All our staff have adopted safe working practices to stop the spread of coronavirus and keep you as safe as possible.

I hope you all have a wonderful time over the festive period and, whilst I know things are still a little different again this year, I hope that it will bring a little joy and happiness to you and your loved ones. Here's hoping that as the winter comes to an end, spring brings new hope that we finally get to see the light at the end of this pandemic tunnel.

Best wishes, and a Happy New Year to you all.

Wendy Evans-Hendrick



Have you tried MyOrwell yet?

The My Orwell solution, which launched in 2020, allows you to register and log in to see your tenancy and rent account details. You can:

View the up-to-date account balance

View and save an account statement

View previously reported repairs

Report a new repair

View and update contact details

My Orwell provides you with a much more reliable and modern approach to accessing your key tenancy account information, and we have some exciting developments planned for 2022.

Please keep checking back regularly to see our latest updates and features. If you would like to register for the My Orwell service, please follow the link below.

[MyOrwell Login](#)



Orwell Customer Service – our year in numbers

The Customer Service Contact Centre are primarily your first point of contact at Orwell, and you can contact us regarding a wide range of enquiries and requests. We have compiled some stats from our services and would like to share those with you. Follow the link below to our website and find out what our team has been doing in 2021.

[Find out more](#)

Holiday Opening Times

Friday 24th December - 12:00 Closed

Saturday 25th December - Closed

Sunday 26th December - Closed

Monday 27th December to
Monday 3rd January - Closed

Tuesday 4th January - Open at 08:30



Customer Services - Christmas opening times

Over the holidays our offices will be closed. But, if you need to report an emergency repair during this time, please call...

0345 60 100 30

*Local rates may apply, please check with your mobile phone provider for prices.

24th December 2021 12pm – Closed 4th January 2022 08.30am - Open



Repairs and maintenance

Our repairs team works hard to keep your homes safe, warm and in good repair. We continue to deal with emergency repairs without any impact on timescales. We are, however, currently experiencing a few challenges with routine repairs, the majority of which are beyond our control.

We have an update to share with you on our website which you can read through the link below.

[Find out more](#)



Resident Voice

The Resident Voice Index™ has just launched its second survey, titled 'Community Support & Life after Lockdown' and we would love you to take part. The project seeks to collect information from social housing residents, like you, on what could be done to improve their homes, communities, wellbeing, and prospects.

We have more information available on our website if you would like to find out more about the results.

[Find out more](#)



An Introduction to Scrutiny

On Saturday 4th December members of ORG (Orwell Residents Group) received training from TPAS (Tenant Participation Advisory Service). The training was: An Introduction to Scrutiny and is part of a series of training sessions for residents all about measuring the performance of your landlord.

These sessions are open to anyone who wants to attend. The next training session is Tuesday 11th January, 6pm at our Head Office in Ipswich. For more information or to register an interest to attend, please email: customervoice@orwell-housing.co.uk

[Email us](#)



Domestic abuse

For most of us, the festive season is a happy time. It allows us to spend time with our families and friends and take a well-earned break from work. But for others, it is the most feared time of the whole year.

Domestic abuse rises significantly during the festive period.

We wanted to highlight this so we can share what can be done and hopefully help anyone in need. We have some handy information on our website and we are also a member of Safe Spaces for secure browsing and peace of mind. Read more on our website through the link below.

[Find out more](#)



Local Food Banks this winter

It has been another incredibly tough year for many with an ever-increasing number of people unable to afford the food they need to feed themselves and their families. If you need support, as many will this winter, please make use of the links below.

[Citizens Advice](#)

[Fareshare Article](#)

[Suffolk Food Banks](#)

[Norfolk Food Banks](#)

[Cambridge Food Banks](#)

[Essex Food Banks](#)



Please share your views: Consultation on the introduction of tenant satisfaction measures

The Regulator of Social Housing seeks views on its proposals for tenant satisfaction measures. They want to know what satisfaction measures you think they should use to effectively assess social housing landlords' performance and the quality of their services.

Click on the link below to find out more and participate in the consultation.

This consultation closes at 6:30pm on 3 March 2022

[Find out more](#)



FOLLOW US ON
facebook

3 reasons to follow us on Facebook

1. Because you are part of our community

If you are interested in health, family, charity, local events, etc., following us on Facebook is an easy way to stay current and share in our excitement as we experience all that our communities have to offer.

2. Because you want to Interact with Us

As a business, we feel it's very important to listen and respond to everyone. Following us on Facebook creates a channel where you can interact with us easily.

3. Because you want to get to know us

- Read reviews from other tenants.
- See what we are up to in our office and in our schemes.
- Be the first to know when we add new technology or services.
- See the faces and personalities of our friendly team.
- Get current information about our location, opening times, services, and more.
- Get a behind-the-scenes look at our services.

Please take the time to follow us on Facebook today. We are sure you'll be glad you did Click here to visit our Facebook page:

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