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Orwell News

Welcome to the Spring issue of our newsletter for customers



Our Estate Services - Trialling battery powered machines

For the last three years, our caretakers have been trialling battery powered machines with brilliant success. We have seen a huge reduction in petrol consumption and, as a result, have decided to use battery powered machines in other areas of Orwell - we have taken delivery of the machines in time for Spring. Not only will this reduce our petrol consumption, but it will help us reduce our carbon footprint too!



Complaints Handling Code Strengthened - Would you like to be part of our Complaints Handling Assessment Team?

The Housing Ombudsman Complaint Handling Code was introduced in July 2020 and sets out good practice that will allow landlords, like Orwell, to respond to complaints effectively and fairly. Following a review one year after it was introduced, it has been strengthened to further support a positive complaint handling culture.

Orwell has established a Complaints Handling Assessment Team (CHAT) comprising Orwell customers who form a complaint hearing panel for this purpose. The CHAT also helps monitor Orwell's complaints processes and outcomes quarterly. Orwell are looking for additional members of CHAT, if you would like to join or find out more about this role email customervoice@orwell-housing.co.uk

To find out more and read the full article, follow the link below.

[Find out more](#)



What you thought of our services in 2021 - 78% are satisfied with the 'service overall' provided by Orwell

In 2021, a survey was sent to all residents who receive a housing, care, or estate service provided by Orwell. The survey was carried out from May to June with an extended deadline to maximise responses. The previous survey was last carried out in 2017 and all residents were surveyed.

- 78% are satisfied with the 'service overall' provided by Orwell
- 74% are satisfied with the quality of their homes
- 77% are satisfied that Orwell provides a home that is healthy, safe & secure
- 74% are satisfied with the repairs and maintenance service
- 74% feel their rent & service charges provide value for money
- 74% are satisfied their neighbourhood is a safe & secure place to live

To read the full article please click the link below.

[Find out more](#)



Social Value Report

Did you know that, despite the pandemic, last year we provided 768 support hours to tenants allowing them to continue to enjoy independence in their own home? Or that we helped 61 homeless people move into permanent accommodation? These and other amazing facts can be found in our Social Value report, which is now available to view and download below.

[Read the report](#)



Repairs and Maintenance and Disrepair

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 are a not-for-profit organisation. All profits are channelled back into our properties and services. Most of our customers are happy with the service provided by our repairs team, but should you feel we haven't responded to your repair appropriately, there are several options you can consider.

To read the full article please follow the link below.

[Find out more](#)



Your Own Place - Tenancy and Independent Living Skills Training

Orwell are currently working with Your Own Place who are offering Tenancy and Independent Living Skills training for Orwell tenants.

This could help you or someone you know!

Your Own Place offer Tenancy and Independent Living Skills Plus (TILS+) which is a range of workshops designed to build on the knowledge and experience of trainees. TILS+ covers many themes to support trainees to feel more confident with managing their tenancy, household bills, budgeting, recognising scams and so much more.

This could be suitable for someone who has never lived on their own before, never held a tenancy or perhaps struggles to manage all the household bills. A tenant who recently attended the course said, 'You understood and listened to me. I have problems and learning difficulties and you are someone who listens to people'.

Do you know someone who would benefit from this course?

To be eligible, they must be an Orwell Tenant or Prospective Tenant and need support with managing a tenancy. For more information, please email the Tenancy Sustainment team below.

[Email us](#)



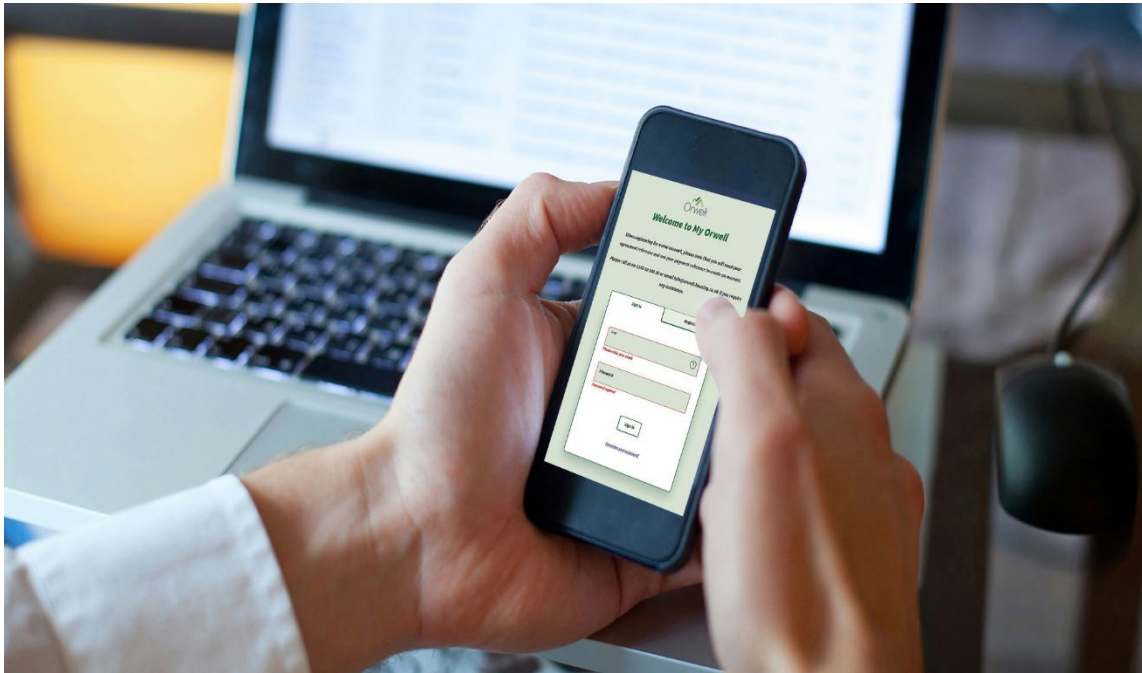
Department for Levelling Up, Housing & Communities

Committee Investigating Social Housing Regulation Wants to Hear From You

A cross-party committee of MPs conducting an inquiry into the regulation of social housing in England is calling on residents to get in contact with them and share their experiences.

The Levelling Up, Housing and Communities (LUHC) Committee has now launched a survey that will ask those who live in social housing about the condition of their homes and the service provided by their landlords. The survey will be open until 14 April.

[Take the survey](#)



Introducing MyOrwell

Did you know? If you sign up to MY ORWELL, you can pay your rent online, see your rent statements, log a repair and MORE! Save time and go online to make a payment or report a leaky tap or whatever you need to do!

Head over to orwell-housing.co.uk and click on 'My Orwell' at the top of the page, then click 'register' to set up an account.

When registering for a new account, please note that you will need your agreement reference and not your payment reference to create an account.

Please call us on 0345 60 100 30 or email us if you require any assistance.

[Email us](#)



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