

Orwell Residents Group (ORG) Zoom Meeting

6.30pm 4 April 2022 Meeting Notes

No	Agenda item	Actions
1.0	<p>Residents Present</p> <ul style="list-style-type: none"> • Mary Ager (MA) • Sherill Green (SG) • John Burman (JB) • Liz Morris (LM) • Valarie George (VG) • Beryl Latania (BL) <p>Orwell Staff Present</p> <ul style="list-style-type: none"> • Diane Piperno (Tenant Involvement Officer) (DP) • Alice Moore (Customers and Communities Manager) (AM) <p>Apologies: Sabrina Duncan, Sharon Cony, Richard Barber and Arthur Clark who has decided to stand down from the ORG due to work and other commitments.</p>	
2.0	<p>Notes from Last meeting Outcomes from the last meeting to be covered under agenda item 6.0.</p>	
3.0	<p>Pet Policy Review</p> <p>AM confirmed that following a discussion with the Head of Housing, all seven recommendations from the pet policy review are considered suitable for implementing. Relaxing some of the existing pet ownership restrictions and moving to a case-by-case process for assessing pet ownership was agreed would be adopted. Also, the development of a more robust application process as well as providing comprehensive information and signposting guidelines on pet ownership available through a range of different media, was confirmed.</p> <p>Information on reporting issues concerning pets and the owner's responsibility for damage from pets was considered should remain in the ASB policy rather than adapting tenancy agreements.</p> <p>The recommendation regarding developing support from volunteers for walking/ looking after pets if owners were unable to was felt to need further consideration. Signposting to services such as the Cinnamon Trust and Borrow my Doggie could be included in guidance information.</p> <p>Orwell are setting up a working group to move forward the implementation of the pet policy review recommendations.</p>	<p>AM to update the ORG on progress at a future meeting.</p>
4.0	<p>Future of the Orwell Engagement Team</p> <p>AM explained that Claire Monk and Georgia Mecoy leaving the Engagement Team provided Orwell with the opportunity to reconsider the structure of the Engagement team. The result of this is that Orwell are currently recruiting a Senior Customer Insight and Engagement Officer. Also, to be recruited are a Customer Insight Officer who will</p>	

	<p>look to understand Orwell's customers base, and an Engagement Officer whose role will be to support the ORG, scrutiny, and satisfaction measures.</p> <p>As DP is retiring at the end of April there will be a hand over to AM who will support the ORG until the new officers are in place. Dates for ongoing ORG meetings will be confirmed.</p> <p>ORG members expressed interest in circulating the advertisements for the new posts to people they know.</p>	<p>AM to forward advertisements when available</p>
5.0	<p>Your Own Place</p> <p>Independence East have commissioned a piece of work called Your Own Place to support those in need to help manage their tenancies.</p> <p>As a member of Independence East Orwell can refer up to 100 tenants for this training which can be accessed online via a loaned iPad, or face to face. Those wishing to access the course need to be referred, this can be done through emailing tenancysustainment@orwell-housing.co.uk</p> <p>All agreed this was a positive project and MA suggested it would be beneficial to let Citizens Advice know about the project.</p>	
6.0	<p>Compliance with Home Standard.</p> <p>Members reported that being involved in assessing compliance with the Home Standard to date had been very useful. It had provided them with both information on the Regulatory Standards and how Orwell evidences their compliance with the Home Standard. The overview of Orwell's compliance with the Home Standard given by the Property and Construction Manager was felt particularly useful as it had brought into focus all the work that is being carried out by the responsive repairs and planned works teams.</p> <p>It was confirmed the ORG want to continue to be involved in the work of the Governance Committee reviewing the Regulatory Standards.</p> <p>AM reminded the group they were invited to attend the next Governance Committee meeting on 27 April.</p>	<p>ORG members to confirm to DP if they wish to attend</p>
7.0	<p>ORG Membership</p> <p>The process for voting on potential ORG members following completing the 3-month probationary period was discussed. It was agreed that ORG members should vote on new members via an email poll.</p>	<p>DP to circulate a poll.</p>
8.0	<p>Any Other Business</p> <p>Members confirmed that a session where they could get together to explore using their Chromebooks more effectively would be beneficial.</p> <p>Members were reminded to attend the ASB Workshop that is to take place on 9 April at the Kesgrave Community Centre bowls pavilion</p>	<p>DP to organise</p> <p>All to look to attend.</p>
8.0	<p>Date of next Meeting TBC</p>	

