

## Orwell Residents Group (ORG) Zoom Meeting

### 6.30pm 9<sup>th</sup> May 2022 Meeting Notes

No	Agenda item	Actions
1.0	<p><b>Residents Present</b></p> <ul style="list-style-type: none"> <li>• Beryl Latania (BL)</li> <li>• Sabrina Duncan (SD)</li> </ul> <p><b>Orwell Staff Present</b></p> <ul style="list-style-type: none"> <li>• Michelle Lunt (Senior Customer Insight and Engagement Officer) ( ML)</li> <li>• Alice Moore (Customers and Communities Manager) (AM)</li> </ul> <p><b>Apologies:</b> Val George, John Burman . Mary Ager, Liz Morris and Sharon Cony Sherill Green has decided to stand down due to personal commitments</p>	
2.0	<p><b>Introductions –</b> New Senior Customer Insight and Engagement Officer Michelle Lunt</p>	
3.0	<p><b>Notes from Last meeting</b> Outcomes from the last meeting to be covered under agenda item 6.0.</p> <p><b>Pet Policy</b> All items raised to be implemented as suggested and will update website when final document agreed</p> <p><b>Future of Engagement –</b> New Senior Customer and Engagement officer now in place. New advert going live for a customer engagement officer this week –</p> <p><b>Your own place –</b> Partner agency to offer support with tenancy. Great for people with no experience with new tenancy or struggling presently. It is a very positive experience with lots of interaction helping to build skills they already have, demonstrating how they budget already, increasing confidence in their own abilities.</p> <p><b>Compliance with the Home Standard –</b> In the last session with Mike Penman he talked through how they reviewed this. It was felt that people were still not confident to say if Orwell was compliant as they did not have enough background etc. Beryl was to come to meeting however it was then changed to teams. Upon reflection the consensus was that more people were needed for more accurate feedback rather than just one as could not realistically get the tenant stamp of approval. As only 2 residents in attendance add to next agenda</p> <p><b>ORG membership –</b> AM checked if Diane had circulated the poll which was confirmed by SD and BL confirmed her membership had been approved 6 weeks ago. Discussion regarding future members as due to some residents resigning (work and personal commitments), we currently stand at 6 with the capacity for 10. It was agreed we would like to recruit to 10 as will be helpful if members are unwell or absent due to holidays etc.</p>	<p>Keep updated ongoing and update the website</p> <p>Will email out to ORG -if you know of someone</p> <p>Let people know about it and pass to ML/AM to support</p> <p>To be discussed 6/6</p> <p>To be discussed further 6/6 following separate email sent</p>

	<p><b>AOB</b> – Session with chrome book going forward would be helpful which all agreed. ML to arrange additional training etc</p> <p><b>ASB WS</b> – Discussed in more detail in Section 5</p>	ML to liaise with IT on content
4.0	<p><b>ORG KPI Report</b></p> <p>AM explained the document line by line and visually shared with SD and BL Explained it will be on website soon and will send them to you and have on agenda monthly for feedback going forward.</p> <p><b>Rent arrears</b> a positive story even in this current economic climate <b>Avg Void Days</b> 3 different schemes: Extra care which reflect having carers on site (highest) with General needs , sheltered and alms houses all better. Key purpose is to avoid time empty as losing potential rent and do not want people waiting longer than required. The key issue is with resources now across the whole sector. Trade men shortages means it is taking longer than we would like to turn around properties</p> <p><b>ASB (New KPI)</b> We suspect that this is not entirely accurate as new system and think this will increase as people not recording correctly so expect figures might change. High risk cases are score based depending on the impact on the victim and require more monitoring of these cases.</p> <p><b>Tenancy sustainment</b> We currently have a team of 2 officers with our target 85% sustainment. We are still looking at how we report and want to further define what does it mean to sustain a tenancy as it not as simple as the figures suggest as some tenants might not have wanted to engage with us and should that be reflected. We are revisiting how we look at this</p> <p><b>Complaints</b> – We have no target for this as ideally, we would like to have none but are pleased to say we have not got huge numbers .AM talked through % of First responses and highlighted at present the ombudsman complaints are at zero</p> <p><b>Customer satisfaction</b> There are 3 lines all with a target of 90% <b>Repairs</b> are good, but we are conscious that these figures relate to those who took the time to reply so may have others who might not be Aware not so good with overall in January but good for rest of the months</p> <p><b>Asset compliance</b> which relates to being compliant with all gas, electricity etc . We want to be 100% of course but mindful we have access issues at times preventing us.</p> <p><b>Repairs service</b> Unfortunately there a lot in red now – nonemergency on time should be 85% but in the low 60% with right first time doing better against its 90% target. Unfortunately, as we discussed previously repairs are suffering due to lack of resources which we are trying to address by using additional outside contractors</p> <p><b>Disrepair</b> This is likely to increase as people are being targeted to make claims even when there may not be a case to do so.</p> <p>AM : Hope that was helpful and you found interesting. Has anyone got questions or thoughts on this?</p>	

	<p>BL:I have a question on the difference between ASB and complaints as I was told it was different for those in shared accommodation (ie with communal areas etc ) and those who have do not share a communal space . When I reported some issues before I was told nothing could be done as its their communal space as well. No one would listen to me and was told Orwell was aware and they too had confirmed that nothing can be done</p> <p>AM talked through some scenarios and assured BL that of course there was certain behaviours that fall in ASB regardless of whether in was in communal areas or not and encouraged BL to contact AM/ML if she felt it necessary.</p> <p>AM – Finished by asking if it would be a good idea to keep the KPIS as a monthly feature on the agenda and both SD and BL felt it would</p>	<p>Ask feedback from all members</p>
<p>5.0</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p>	<p><b>ASB Review Workshop Report</b></p> <p>AM Shared document confirming 8 people attended with Sylvia from board and Jonathan and Lynda from my team and Sabrina attended</p> <p><b>Recommendations from the Workshop</b></p> <p>Top level information on website needs to be reviewed. Residents want to know:</p> <ul style="list-style-type: none"> <li>• What is classed as ASB?</li> <li>• How to report ASB</li> <li>• Other sources of help</li> <li>• Diagram / flowchart of the ASB process</li> </ul> <p>Article that contains the information highlighted in recommendation 1.0 to circulated in E- Newsletter</p> <p>When sending out annual statutory letter e.g., rent increase letter. Produce and enclose a 2-sided newsletter for all Orwell resident to include an article on ASB as above</p> <p>Staff to offer copy of ASB policy when residents ring up to report ASB</p> <p>Housing Officers and repairs operatives to carry fridge magnets with customer service number / key contacts and numbers</p> <p>Residents to be reminded of different contact details for different services e.g., Customer Services – This is all the same number and only additional service would be Individual Housing Officers mobile which would not be the preferred option as people and numbers can</p>	<p>ML liaising with Brett</p> <p>ML to be involved going forward</p> <p>Idea to be embedded</p> <p>ML to pick up with CS Team</p> <p>AM/ML to look how to source</p> <p>ML/AM to discuss further</p>

7	<p>change and calls could be missed due to holidays etc . Much safer to use current number as available 24/7</p> <p>Introduce the use of suggestion boxes – It was suggested that this may be a different way for tenants to voice their suggestions or concerns and different schemes might benefit and be more receptive</p>	AM/ML check with HOs etc
8	<p>Amend Customer Service Standards to say that Staff will ring residents back within 2 working days. AM clarified that this was already the standard, and it was felt that different people had different expectations so would be helpful to clarify response times for different services etc communication around this to make clearer.</p>	AM/ML to check further feedback
6.0	<p><b>Any Other Business – SD – No BL NO</b></p> <p>None from ML SD or BL</p> <p>AM – <b>The future of ORG</b> – As above in Section 3 Increase up to 10. Any suggestions on how to attract others to join, let us know?</p> <p>SD – Suggested that people she has spoken to have not got internet and BL suggested that it would be good to different people ratios, some from other schemes, this would give a better representation from all different areas and would be good to recruit for different gaps we could highlight</p> <p><b>Feedback on google chrome book</b> – Wanted to understand why ORG uses zoom as opposed to Google meets or teams. It was felt that’s people were not familiar with other platforms and Chrome training would help with this going forward. Further training may encourage people to check emails 3 times a week and use chrome book more often</p> <p>BL suggested setting up What’s app group as thought people would find it helpful to connect and remind each other of meeting dates etc –</p> <p><b>New tenant app:</b> AM : Orwell have a tenant portal where you can go on line like internet banking. You can log in and see rent account, log a repair, pay rent etc</p> <p><b>App due to launch</b> – Download My Orwell app on smart phone, it will be easy to use. When asked last year tenant feedback was extremely high and we hope that Apple pay could be a feature!</p> <p>We want testers and SD and BL has kindly volunteered -Thank you but we need others, If anyone else interested let us know.</p> <p><b>Annual report</b> – AM : checked what Scrutiny as a group has been completed this year and confirmed so far only ASB</p> <p>We need to do 3 a year as a group and want to know any other policies you would like review. One that might be interesting and one I am working on personally is Challenging behaviours towards Orwell when dealing with staff. We are continuing to see people being abusive to staff. what would /could we put in place, why is it happening? could be due to additional issues etc .</p> <p>Have you any you would like to see?</p> <p>Finally</p>	<p>AM/ML to check if Orwell staff could join</p> <p>ML to send sperate email with some suggestions asking for suggestions and maybe a further poll if needed</p>

	What topics would you like on the agenda next time?	Send to ML by 01.06.22
7	Date and time of next meeting  This was something we thought we could some feedback on to see if the day and time still work or of there is a better time doing forward. I have put the suggested time etc for now. Further email to follow	06/06/2022 630pm  ML to send poll
8.0		