

Orwell Residents Group (ORG) Zoom Meeting

6.30pm 6th June 2022 Meeting Notes

No	Agenda item	Actions
1.0	<p>Residents Present</p> <ul style="list-style-type: none"> • Beryl Latania (BL) • Mary Ager (MA) • Val George (VG) • John Burman (JB) <p>Orwell Staff Present</p> <ul style="list-style-type: none"> • Michelle Lunt (Senior Customer Insight and Engagement Officer) (ML) • Alice Moore (Customers and Communities Manager) (AM) <p>Apologies: Sabrina Duncan,(SD) Liz Morris(LM) Sharon Cony (SC)</p>	
2.0	<p>Introductions – New Senior Customer Insight and Engagement Officer Michelle Lunt</p>	
3.0	<p>Notes run through from last meeting – Revisited a couple of topics from 09/05/22 as attendance low</p> <p>Future of Engagement – Interviews are currently under way for a Customer Engagement officer to join ML to expand team to enhance the way Orwell engage with customers going forward – Candidate likely to be chosen by 14/06/22</p> <p>Your own place – 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>06/06/22 AM explained this again to ensure all were aware and encouraged to promote</p> <p>Compliance with the Home Standard – 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>06/06/22 AM explained the next governance review was due in September and the topics due were likely to be easier to assess than above. They are tenant involvement and empowerment standard and neighbour and community standard and asked for volunteers. AM confirmed the process of doing a review with the support of ML or Jonathan Cox to understand format etc and they would decide if they found it to be compliant. Also required to attend the governance meeting in September to discuss their findings.</p>	<p>ML will share details in July</p> <p>ML to send more info with minutes for people to read</p> <p>ML to speak with Amanda to get the documents to access criteria and arrange meeting with volunteers to review</p>

	<p>VG MA and BL volunteered to undertake this task</p> <p>ORG membership –Revisited 06/06/22 Please see section 5</p>	
4.0	<p>ORG KPI Report – Please see minutes from 09/05/22 as AM ran through same figures for those who had missed previously (May figures had not updated due to Jubilee Bank Holidays) AM noted that planned works had not been updated at all and one to chase</p> <p>AM checked again if people thought this was a worthwhile section to keep monthly and all agreed</p> <p>AM checked to see if there were any questions or comments regarding the KPIS -</p> <p>VG asked if anyone was ware of an initiative, she had heard through TPAS where tenants were given the option of an increased rent for instance and in return would have carpets etc provided in the property when they moved in and whether that was something Orwell would consider offering their tenants this in the future and gave a couple of examples of grants etc that could be applied for but not always immediate or accessible . AM confirmed Orwell do not now but agreed to take this forward as a suggestion / future idea</p> <p>MA confirmed having lived in private where some do provide furnishing etc the difference this made was huge and wondered even to offer a flexible scale to accommodate all</p> <p>VG enquired about the process regarding a deceased tenant and enquired if Orwell provided a support worker following a person being a victim of ASB or indeed mental health issues in general and the need of our elderly residents also and whether Orwell would consider providing such support workers</p> <p>AM confirmed Orwell does have the Tenant Sustainment Officers and explained what services and advice they supported tenants with, accessing grants and support by signposting mainly. AM spoke of the consequences of funding cuts previously and was not top sure of all the grants available, but the Tenant Sustainment Officers had access to many 3rdparty agencies</p> <p>VG spoke of her local church and the great work that Silent Hands does through the rector there and suggested that perhaps the housing and tenant sustainment officers could connect more with local churches and food banks to get more help for tenants</p>	<p>ML to get this uploaded to website and chase planned work figures</p> <p>AM/ML to look at further and pass on as potential ideas</p> <p>ML send suggestions to HO/SO</p>

5.0	<p>ORG New Membership – ML explained due to personal circumstances we had seen some of our current ORG members stepping down. Having reviewed the previous recruitment on the website ML suggested Orwell would try something different and had started to work with the social media team to comply an ad. This ad will be posted across all our media channels, on our main website and feature in the E Newsletter due at the end of June. Ideally looking to recruit to full capacity of 10 which will allow higher participation even in months of lower attendance.</p> <p>ML asked for volunteers to take part in the ad as part of a video which has proved popular in recent advert of board members</p> <p>MA has offered to come to Crane Hill Lodge to be filmed whilst VG has offered to send in a video clip.</p> <p>AD to be live across all channels end of June 22</p>	<p>ML to arrange for Ross to contact MA</p> <p>ML to see if LM or SD would like to do and reminder to VG</p>
6.0	<p>Scrutiny Reviews – One of 3 undertaken ASB – AM – We wanted to discuss what further 2 topics you would like to scrutinise this year and thought we could do it one of 2 ways –</p> <ol style="list-style-type: none"> 1) You could have a think and let us know what you would like – not necessarily now! or 2) We can send you a list of potential topics and you do could a poll and pick that way? <p>What are people's thoughts?</p> <p>VG suggested doing one on repairs as this is a key area and others agreed. It was noted that last year a review was undertaken on Planned works but a more extensive review on emergency and responsive repairs would be a great. Also, VG wondered whether this would need to be split in two parts as a big subject.</p> <p>AM agreed that was a relevant point and shared another couple of initiatives we are starting to look at</p> <ol style="list-style-type: none"> 1) Following a repair from the time it is logged to the time it is completed. Going out on the job with the engineer and observing how that is happening etc – All felt this would be a great insight to understanding more about any issues 2) Meeting with Mike where kit (Taps , Doorhandles etc) would be standardised eventually so engineers would have items on the van and work could be carried out there and then rather than having to access and come back – One for review <p>VG another topic perhaps is Common Grounds Maintenance as different places seems to have different people and timescales etc ?</p>	<p>Agreed AM/AL to speak with Mike to understand in dept what areas of repairs would be most beneficial for the group to scrutinise</p>

7.0	<p>Tenant App – AM undertook a demonstration of the new app and went through the features – Rent account, keeping track of arrears, making payments, and logging repairs AM asked for volunteers to pilot the app . BL VG MA volunteered. JB to consider as getting smart phone soon. It was a queried whether the tenant portal was still live to which AM advised yes but there would be a big launch to promote both the app and the portal towards the end of the year</p>	ML to check with SD and LM if they would like to volunteer ML to pass volunteer details to Jamie
8.0	<p>Google Chrome books discussed usage and agreed that people do want some further training and will access then whether they are needed going forward. Struggling to get a time SG is available to collect Chrome book and agreed MA would bring hers To CHL when she comes in</p>	ML to remind AM
9.0	<p>AOB</p> <p>Whats App Group VG raised as did BL prior about a whats app group as it would be very helpful to arrange lifts etc . ML /AM to check if Orwell policy allows this app on work devices. If not, a member can set up</p> <p>CHAT Committee (Complaint Handling Assessment Team) ML This had been discussed previously as an independent source to go to prior to The Housing Ombudsman however we have seen this will not be required going forward but we would still like to have this in the capacity of reviewing complaints that Orwell has dealt with. We propose 4 quarterly which should not be too onerous and will send out a poll to see how you would like to undertake</p> <p>Gardening Competition – ML confirmed this will run from July 1st until end of August and details will be across social media channels and in the E newsletter. There will be posters and leaflets for schemes and people who we know previously were interested who may not have access to social media</p> <p>ORG Payments – ML asked for confirmation on how these were received previously and was assured people were happy as before to receive in the post at their risk as could not allocate twice. There was a form previously that required a signature and to be returned. BL was not sure about the incentive as not explained and ML agreed to speak offline</p>	<p>All to send numbers to ML if happy to be on whats app</p> <p>ML to create poll and send</p> <p>Info only in case you got enquires</p> <p>ML to call BL</p> <p>ML working with FD to get payments sorted</p>

	<p>Due to the change over from DP to ML the finance department were having to do things a little differently, so we ask that members bear with us regarding timescales</p> <p>Shared ownership JB had raised in a previous section and it was agreed that ML/AM would try and find out more information about the numbers of SO within Orwell and whilst we didn't believe it feasible to have a separate group like the ORG , one off focus group could be considered</p> <p>TPAS Training for ORG -VG asked if there was any support or funding for this as she had seen a course .AM confirmed that there is at times and to send request to ML to review further</p>	<p>ML to research further and confirm</p>
<p>10</p>	<p>Date and time of next meeting ML shared the results of the poll on this topic and the general view was that the 1st Monday of the month at 630pm generally worked. However, it was noted that some people did want to do them face to face every 3 or 4 months as nice to see everyone. VG has sent through a suggestion of using a hall in Saxmundham as thought it would be a halfway point for most to get there.</p> <p>I will send out a poll separately requesting preferences for July meeting ie</p> <p>A Saturday morning in July in Saxmundham and preferred date – Waiting on venue to confirm availability or Next meeting 04/07/22 on Zoom at 630pm with a view to arrange face to face in August</p> <p>Could I please ask for a speedy response once sent as will need to give notice for venue – Thank you</p> <p>Please note if you had a meeting date in your diary for the 18th of June at Crane Hill Lodge in Ipswich this is now cancelled as we are sponsoring Pride as an Organisation and this takes place on the same date</p>	<p>ML to create poll and book hall if necessary</p>