

Orwell Residents Group (ORG)

10.00 am 16th July 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) • Sabrina Duncan (SD) <p>Orwell Staff Present</p> <ul style="list-style-type: none"> • Michelle Lunt (Senior Customer Insight and Engagement Officer) (ML) <p>Apologies: Sharon Cony Liz Morris has decided to stand down due to personal commitments</p>	
2.0	<p>Notes from Last meeting</p> <p>Claire Townley has now been recruited and will be joining Michelle as Customer Engagement Officer. She will be working closely with social media and comms team, revamping all current media, designing new leaflets and a new video for advertising ORG</p>	
3.0	<p>KPI update Wi-fi was unavailable to show figures so verbal run-down of salient points was given. Lettings were down 19% and void periods 52 days for general needs down from 65 previous month. This was due to recruitment of Orwell staff, delayed completion due to supply issues, and obtaining suitable cleaners. Prechecks to be completed as soon as possible after initial notice tenancy end received, tenants to be given the option to do necessary repairs themselves where suitable. In addition, figures looked poor in the Care and Support group, at over 3%, but this is due to the acquisition of two new care homes, and this initial lag will right itself. Repairs. Not all contractors are yet fixed in place as Orwell are currently awaiting return of some tenders for the coming year. They are looking for large contractors who can handle all aspects of the work, though independent local contractors will be given consideration where possible.</p> <p style="color: red;">Unfortunately, ML unable to send copy as link will not attach – Will ensure we go through in September in dept as ML will speak with host what is required</p>	<p>ML to send copy of report as could not see on the day</p>
4.0	<p>Update on Scrutiny / Areas which would be most beneficial</p> <p>It was decided that repairs should be scrutinised by interviewing 15 tenants who have recently had repairs completed, this would be done at the telephone, teams or on a face-to-face basis to establish their satisfaction level. The idea being we would choose as many different customers as possible with different needs and time constraints to understand what we did well and what we need to do better. This piece of work will form part of a bigger project where we do in dept customer mapping for all our journeys.</p> <p>We will then present all our finding to the ORG to review our process and ask for feedback. We expect to present this in October</p>	

5.0	<p>Compliance and Governance – Neighbourhood and community standard and Tenant Involvement and Empowerment Standard</p> <p>A face-to-face meeting to be held in August to discuss and review compliance with Tenant Involvement and Empowerment Standard and Neighbourhood and Community Standard in time for the due date in September.</p> <p>VG/ BL/ MA with ML will review the above with the intention of presenting their finding to board in September and providing feedback or changes to be implemented there after</p>	VG to look at booking a room closer to her for Mid-August to allow ample time to review
6.0	<p>CHAT committee (Complaint Handling Assessment Team)</p> <p>Whilst The housing ombudsman is no longer promoting the service off the tenants' complaints committee Orwell feels it would be beneficial for the ORG to sample 4/5 complaints a quarter. This will give an independent view of how we handle customer complaints and an opportunity to learn ways we could improve.</p> <p>It was agreed that Sabrina and John would work together on this and have feedback ready for the Board in September</p>	ML to send over samples to SD and JB
7.0	<p>Any other Business</p> <p>The gardening competition is still live until the end of August. If you could promote to neighbours to get involved – Would anyone like to be part of the judging committee?</p> <p>WhatsApp group. ML explained this would not be possible but that a Google Chat group could be set up.</p> <p>Update -Have managed to get dispensation and now have this on work phone – Is everyone happy for me to add their number</p> <p>ORG payment Thank you for your patience. As I explained previously there has been some changes in the finance department and this impacted the way we ordered vouchers etc . ML distributed vouchers to all</p> <p>TPAS Training ML confirmed that there is a small budget available for this. MA said that there is some free on-line training on offer. SD asked if there would be funding for CIH courses. ML said this was unlikely this year but would put on future agenda</p>	<p>Let ML know</p> <p>Let ML if you have any objections</p>

	<p>Future of ORG A discussion was held about how we would like the ORG group to proceed. It was felt that a board member would be a helpful presence as a listener and relevant experts to be brought in to explain issues. VG asked how a proposed ORG member is assessed as suitable and ML explained that there is a three-month probationary period at the end of which an unsuitable resident would be advised tactfully that their ORG membership is not working out. It was mentioned that it would be a good idea to try to recruit an ORG member from NEXT STEPS and from other services that Orwell provide. Orwell Comms team have done extensive social media marketing to encourage people to join the ORG . SD also suggested regarding Tenant sustainability in general that it would be a good idea to examine cases where the tenancy is not working well and why this is? It might be a topic for a future scrutiny</p>	ML to monitor responses from social media campaign for new members to the ORG
8.0 9.0 10 11	<p>Google Chrome Books ML's son Roan spent time patiently explaining these and showing how we can send messages and work together as a team on live documents. VG had no access as her allocated password did not grant access Do we want another session in September to see what has been possible?</p> <p>Tenant App still on track for end of August / Start of September. ML to arrange access for those who would like to pilot</p> <p>ORG Social Media Video SD played the video for everyone, so they were aware of what the ad looked like. A big thank you to MA and VG for taking part – They really sold the concept of the ORG and what being part of this group means to them and Orwell</p> <p>Date of next meeting – There will be no August meeting due to holidays and separate items that ORG are supporting with for September. It was felt by those who attended they would like to use the venue again in September as it was a nice space. ML agreed to speak further with St Johns to clarify the correct WIFI details as this did prevent the group from reviewing the KPIS at the level they would have preferred. Provisional Date for September meeting 10th September @St Johns in Saxmundham</p>	ML to get VG's password changed ML to ring SG to arrange return of her Chromebook INFO only ML to book hall and confirm details for WIFI
