

Orwell News

Welcome to the Autumn issue of our newsletter for customers



A NEW RESIDENTS VOICE FOR NORFOLK AND SUFFOLK – WIN £250 FOR YOUR VIEWS!

We would love to know what you think about a proposed new Residents Voice for housing association residents in Norfolk and Suffolk. This is part of our work with the Independent East partnership, to help people across the region share ideas and approaches to common issues (for example, cost-of-living pressures or improving housing services). To give your views and for the chance to win up to £250 in Love2Shop vouchers, just use the link below or scan the QR code on your phone camera:

[Visit our website](#)



Closing date for responses is 5pm on Sunday 30 October 2022. The survey is being carried out on behalf of Independent East by Creative Bridge Limited. If you have any queries, please contact ian.hembrow@creative-bridge.com Thanks for your interest.



Help for households through the ongoing cost of living pressures

The rising cost of living pressures can affect any one at any time. If you, or someone you know are struggling financially, there is support and advice out there that can help.

We have created a Cost-of-Living Toolkit to help you find information on ways to claim money and to share money saving ideas you may not already know about.

[Visit our website](#)

You can also find lots of information in this leaflet from Suffolk County Council:

[Visit the SCC website](#)

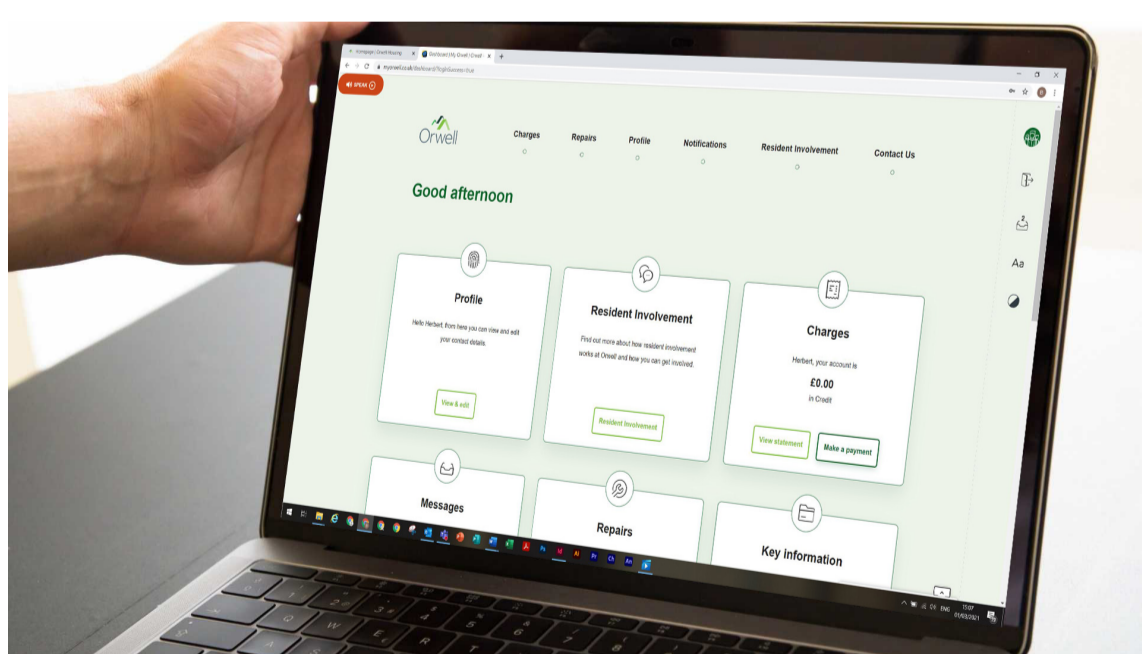
Looking after yourself:

Your mental health may suffer if you are worried about the cost of living pressures. Suffolk County Council have advice and guidance to support you through the challenges on Suffolk Infolink.

[Suffolk Infolink](#)

It is important that you do not feel alone, and continuing connections in your local community can be helpful. You can find groups, activities and support in your local area by adding your postcode in to Suffolk Infolink

- **Meet up Mondays, Rural Coffee Caravan visits near you and Coffee and Friends events (CAFE)**
- **Suffolk Libraries** - often the heart of a community, there are lots of reasons to visit your local library



Have you tried My Orwell?

At Orwell we are always looking for new, easy, and convenient ways for our customers to engage with us. We live in a digital world and while we will always make sure we cater for our customers who prefer to pick up the phone and talk to us, we do recognise that digital communication channels continue to be popular.

A few years ago, we introduced My Orwell. My Orwell is our real-time online portal where customers can:

- **Make payments.**
- **Request repairs.**
- **Schedule appointments.**
- **Check your rent account balance.**

If you discover something that needs to be repaired outside of our office hours (or any time!) you can simply login and request the repair, instead of having to wait until we are open.

To register or login, all you need to do is click on the link below and visit <https://myorwell.co.uk/>

[Visit MyOrwell](#)

Need help using My Orwell? We have a couple of videos below which can help you get started.

[Introduction to MyOrwell](#)

[How to report a repair](#)

COMING SOON! The My Orwell App! We will let you know more details closer to launch.



Join #TeamOrwell

When our CEO Wendy Evans-Hendrick stood to announce this year's long service recipients, we really did have something spectacular to celebrate this year.

This month, we held our Long Service Awards to honour 75 colleagues who have spent 5, 10, 15, 20, 25, 35 and even 45 years in service for the organisation.

Yes, you read that right. 45 years!

As a token of the Orwell's appreciation, colleagues were presented with a letter and gift by the CEO, Wendy Evans-Hendrick and some congratulatory words from each person's manager were read out to the audience.

Reflecting on the evening, Wendy Evans-Hendrick, CEO of Orwell Housing Association, said "This month, we honoured and recognised colleagues who have been with us for periods of 5 all the way up to 45 years - 18 people had over 15 years' service – what a testament to their commitment to Orwell and our customers' and what an extraordinary achievement".

"Orwell Housing Association was formed in 1963, employing no people and managing only a handful of properties. Today, Orwell provides a range of services including housing and care and support services. We employ around 700 people whilst managing approximately 4,000 homes for 7500+ customers. Throughout these changes our organisation has always been about supporting the communities in which we live and work. Everyone here has a part to play, and our continued success is all down to our people – including our longest serving members – and I cannot thank them enough".

If you would like to consider a career with Orwell, be sure to get in touch with Jackie Piacenti to learn of all the exciting opportunities we have currently, across the organisation. We are inclusive. We are supportive. We are Orwell.

[Email our recruitment team](#)

[Watch our Long Service Video](#)



Reflecting the diverse communities, we serve in rural housing

Recently, our Chief Executive, Wendy Evans-Hendrick was asked by the National Housing Federation to write a guest blog about the diverse communities we serve here at Orwell. You can check out the article below.

[Read the Article](#)



Our Pledge

We're really proud to be an organisation who champions inclusion within the workplace and this is why we were excited to work with our partners from Independent East on our #flourish campaign.

Independent East, an informal alliance of five community-focused housing associations in the East of England – Broadland Housing, Freebridge Community Housing, Havebury Housing Partnership, Saffron Housing Trust and Orwell Housing Association, launched the #Flourish campaign designed to promote equality, diversity and inclusion in their workplaces and communities so that everyone can be themselves, where they can grow and flourish.

The campaign concept is based around the idea that just as every plant needs a different environment, treatment, and conditions to thrive, so do we as individuals.

Since inception, the five housing associations have worked collaboratively to raise awareness about the importance of inclusion through surveys, training and events, as well as each organisation committing to scrutinise their internal processes to see how they could be improved.

And to mark the last day of National Inclusion Week, we launched our #flourish pledge. A pledge which shares our commitment to our colleagues and customers, that we want to make our organisations a place for everyone.

We are also inviting our customers & colleagues to take the pledge themselves, in order to share your support, which you can do so below.

[Our Pledge](#)



Suffolk Business Awards 2022

What a night! Here at Orwell, we were honoured to have been shortlisted as a finalist for 'Employer of the year' at the Suffolk Business Awards 2022.

And while we didn't win, we are still incredibly proud to be a finalist and would like to thank all our colleagues, our customers & our partners.

Together, we really do make a difference & we're just getting started.



Smoke alarm regulation change

In accordance with recent regulation changes it is now a legal requirement to have at least one smoke alarm on each storey of your home where there is a room used as living accommodation.

Orwell already has a programme of replacing or installing smoke alarms within our properties. We check your alarm(s) when we check the condition of your home (stock condition survey). We also check your alarms when we carry out our electrical tests, which we do every 5 years. It has also been our policy for a number of years for all our new properties and at a change of tenancy to have smoke alarms installed.

In the unlikely event of you not having smoke alarms in your home, contact us on 0345 60 100 30 and we will issue the relevant order to carry out this work. Your property may also require a carbon monoxide alarm if it contains a fixed combustion appliance typically powered by gas, oil, coal wood etc (for example a Gas or oil boiler). Again, we have had a programme of identifying the need for a carbon dioxide detector from Stock condition surveys, 5 year electrical test or gas testing. In the unlikely event of you not having a carbon monoxide detector in your home if you do have a gas or oil boiler please again contact us on 0345 60 100 30 and we will issue the relevant order to carry out the work.

We advise you to test all your smoke alarms or carbon monoxide detectors weekly by pressing the test button for a few seconds. If the detector beeper makes a continuous load sound the detector is working properly. If you find that your smoke alarms are not in working order, we advise you to replace the batteries which you are responsible for. If the alarm still does not work after replacing the batteries you should report the fault to us and we will ensure the relevant repair is carried out. We advise that you replace your batteries at least once a year and the detector usually requires the following types of 9v batteries; ever-ready long life or duracel type PP9.

[Contact us](#)



Orwell Garden Competition Winners 2022

Orwell Housing Association held its annual gardening competition again this year and received an outstanding selection of entries.

The standard from all our budding gardeners shows just how much time and effort our customers put into making their gardens and communities so attractive.

Having virtually judged the competition, we have visited some of our prize winners in person to present certificates and vouchers.

The winners were:

All-round garden - Dave Brame

Community garden - Karen Randall

Sustainable garden - Nelson Curtis

Use of small spaces/indoor garden - Barbara Tatam & Tracy Spall

[Dave Brame | All round garden winner | Video](#)

[Barbara & Tracy | Use of small spaces winner | Video](#)

