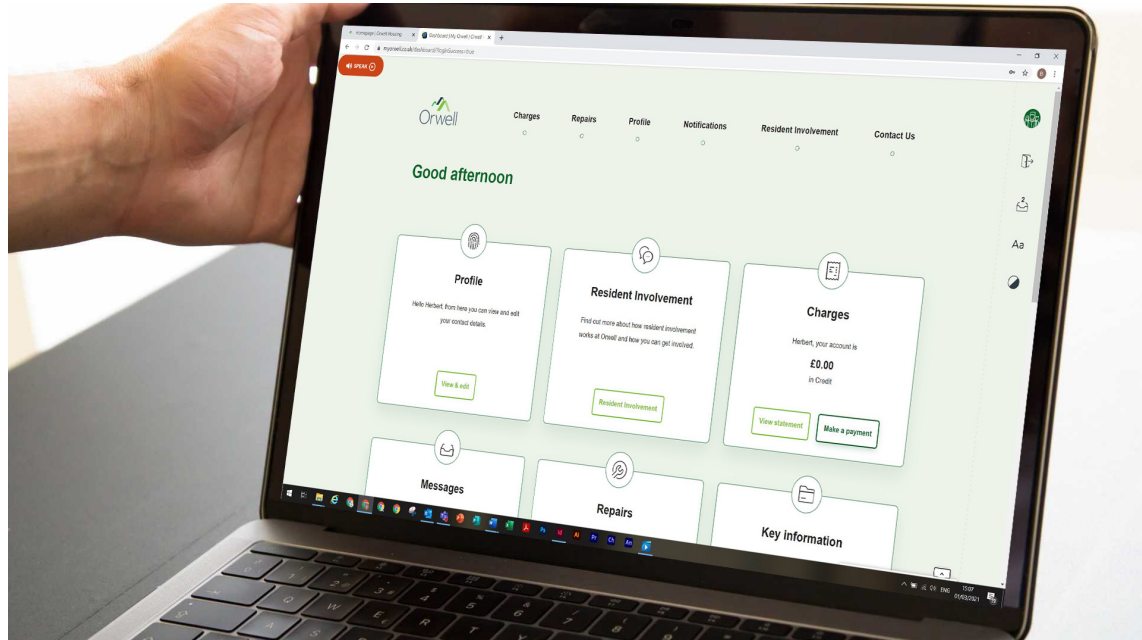


Orwell News

Welcome to the November issue of our newsletter for customers



COMPETITION: Use the MyOrwell portal for your chance to win a Galaxy Tablet in time for Christmas

To enter, all you need to do is sign up to or use the My Orwell portal between the 16th Nov 22 - 14th Dec 22 and you will be in with a chance of winning a Samsung Galaxy Tab A8 in time for Christmas. 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.

Simply, register by visiting myorwell.co.uk. (you will need your agreement reference and not your payment reference to create an account)

Need help using My Orwell? Contact our customer service team on 0345 60 100 30 or by visiting our website below. We also have a video which can help you get started.

[Watch our video](#)

[Contact us](#)



More details and terms and conditions can be found on our website via the link below

[Visit our website](#)



Christmas 2022 opening hours

Thursday 22nd Dec 2022: Open 8.30am – 5pm

Friday 23rd Dec 2022: Open 8.30am – 5pm

Saturday 24th December 2022 – Monday 2nd January 2023: CLOSED

Tuesday 3rd January 2023 – Open 8.30am – 5pm

As always, if you need us in an emergency and our offices are closed, please call: 0345 60 100 30

Don't forget you can use the My Orwell portal to make payments, request repairs, schedule appointments and check your rent account balance.

[Visit MyOrwell](#)

Please note our normal service standards are likely to be affected during the festive period. Letters and emails will be responded to upon our return.



Support with the cost of living

We have created a cost-of-living tool-kit to bring together information on the support, services, benefits and grants available and how to access them.

[Cost of Living Toolkit](#)

If you, or someone you know, need immediate support with the cost of living, please contact us on **0345 60 100 30**.



Reach out, talk to someone, and don't wait until

you are at your lowest, was the message from Ipswich Town's Jason Dozzell to all those working for local construction firms.

Following the success of Orwell's first Mental Health in Construction event in May of this year, we, in partnership with Ipswich Town Foundation, have once again been urging construction workers across East Anglia to talk openly about their emotions and seek help when needed in a bid to improve the industry's alarming mental health statistics.

[Read the News Article](#)



Employment opportunities

At Orwell, we give you the opportunity to learn, develop and grow, so why not have a look at our current vacancies.

[Visit our website](#)



Housing conference focuses on the importance of listening to customers

The event, attended by over 100 board members and customers from Independent East's five Housing Associations, focused on what lies in store for social housing in 2023 and how involving customers will be the key.

The conference, held in Norwich in recent days, brought together board members and customers with experts from across the sector to discuss some of the challenges it is facing and to explore solutions together.

The conference featured keynote speeches from Hilary Burkitt, Director of Housing at IFF Research, Kathryn Eyre, Quality, Engagement & Development Director of the Housing Ombudsman and Kate Dodsworth, Director of Consumer Regulation for the Regulator of Social Housing along with table discussions and opportunities for questions.

To find out more please visit our website for the full article.

[Read the Article](#)



Have a say and make an impact!

We are committed to improving our services, and we encourage our customers to get involved and help us achieve this.

We provide a range of ways for you to get involved, at a level that suits you and the time you have spare. You will never be left out of pocket for your involvement as we will reimburse transport costs where necessary.

To find out more about the groups we have running, please visit:

[Get Involved](#)

If you would like to find out more please email us.

[Email us](#)

Have you had your NHS Health Check?



One Life Suffolk

If you are aged **40-74**, OneLife Suffolk could offer you a **FREE** NHS Health Check, including a blood pressure, cholesterol and if appropriate blood sugar check, to assess your general health and risk of diseases such as stroke, diabetes and heart disease.



FREE OUTREACH NHS HEALTH CHECK ACROSS SUFFOLK

ALL ORWELL HOUSING CUSTOMERS AND COLLEAGUES

Please scan the QR code or call the number below for your **FREE** NHS Health Check at a venue near you!

Subject to eligibility criteria: individuals must be 40-74 years old, Suffolk resident and have no diagnosis of cardiovascular diseases.



onelifesuffolk.co.uk

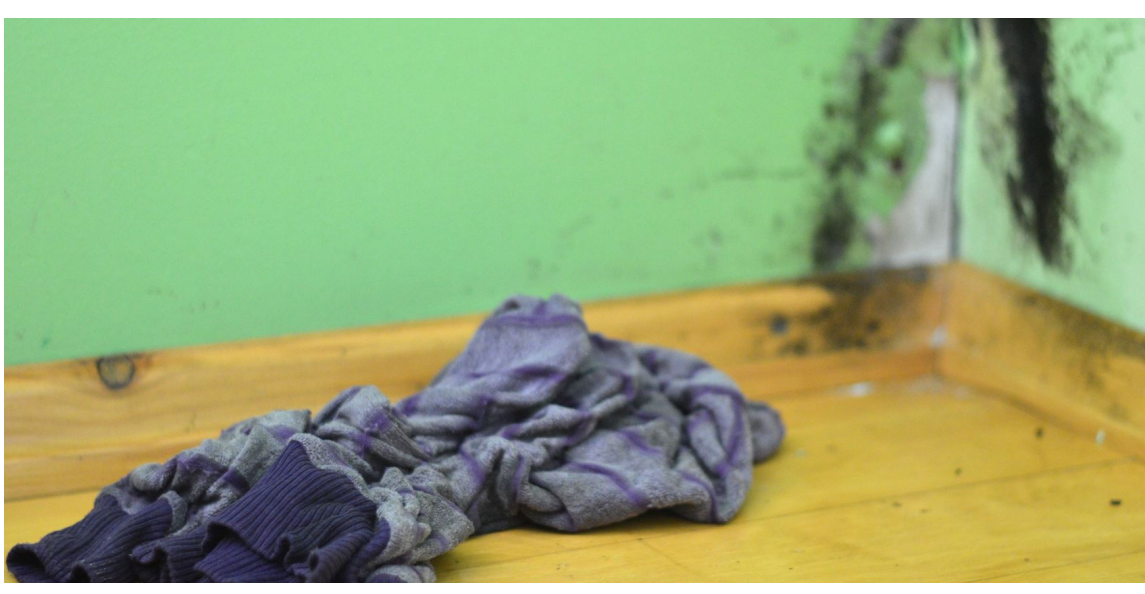


01473 718193

Have you had your NHS Health Check?

The NHS Health Check is a health check-up for adults in England aged 40 to 74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

[Get your Health Checked](#)



Damp & Mould

With increases to energy bills and the wider cost of living crisis we understand that some of our customers may struggle to adequately heat their homes this winter. Unfortunately, this may increase the risk of experiencing damp and mould within your home. We want to help our customers to tackle this issue.

If you have concerns about damp and mould or are currently experiencing issues, please contact our customer services team on **0345 60 100 30**. We would also encourage you to look at our cost-of-living toolkit below which has some really useful support and advice.

[Cost of Living Toolkit](#)

If you want to report damp or mould in your home, you can also email us at

reportdamp@orwell-housing.co.uk

[Report Damp/Mould](#)



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