



This Week At Orwell | Wednesday 10th May 2023

Orwell Housing App Update

We are excited to announce that the Orwell Housing app is now available to download from The Google Play Store (Android phones) and The App Store (IOS, Apple Phones). Just search for 'Orwell Housing'. It is currently being used by around 50 customers with positive feedback received with regards its speed how easy it is to use. On downloading and logging in, the app gives you instant access to your account so that you can manage your tenancy and services at anytime. It also enables you to request or report a repair, check your balance and statements, pay your rent, browse information and a whole lot more. You can find some frequently asked questions at the link below and any problems using the app should be directed to our Customer Services Team in the usual way.

[For more info click here >>](#)

Complaints Handling Assessment Team

We are delighted to say that as part of our ongoing drive to enhance our services we have created an independent group from the Orwell Residents Group to scrutinise a sample of complaints we have dealt within the previous 3 months .

This group known as CHAT (Complaints Handling Assessment Team) will meet quarterly to monitor complaints, identify trends, check response times and scrutinise outcomes. This will help to support identifying trends in complaints and ensure adherence to Housing Ombudsman Complaints Handling Code and will help shape any future changes we make to our process when handling complaints .

All customers of Orwell Housing can join CHAT if this is something you would like to be a part of , just drop us a DM on any of our social media channels. We would also like to take this opportunity to assure all of our customers that any complaints that this team scrutinise has all personal details removed to ensure we comply with all privacy and data protection regulations.



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Dementia Marketplace Event @Trinity park, Ipswich

On Tuesday 16th May 2023 (10:00 - 16:00) Care Development East will be hosting a Dementia Marketplace event at Trinity Park in Ipswich. The event is open to people living with dementia and their carers, those supporting them (in a professional or voluntary capacity) and anyone concerned about their memory. There is great day planned and you'll find full details, as well as how to register, for free, at the link below.

[For full details, please click here >>](#)

#oneminute litter campaign

With Summer on the way, many of us will soon be stocking up on the bangers and looking forward to weekend BBQs with friends and lazy days, outside, playing with the kids.

In readiness for the festivities, we ask that customers take #oneminute when disposing of their household waste, ensuring that it is bagged and left in their allocated bins.

Because no-one wants to be tucking into Dad's legendary burgers when nature's furry friends gatecrash the party, or that the smell of nearby rubbish is so overwhelming that it puts you off your coleslaw.

Let's leave our communities how we would like to find them.



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Orwell Customer Surveys 2023

The Regulator of Social Housing is creating a new system for assessing how well social housing landlords, like Orwell, are doing at providing good quality homes and services. Besides introducing revised consumer standards, this will involve a set of tenant satisfaction measures that social housing landlords must report on. People will use these measures to understand how well landlords are doing.

There are 22 tenant satisfaction measures, covering five themes. Ten of these will be measured by Orwell directly, and 12 will be measured by carrying out tenant perception surveys.

Orwell has commissioned a company called The Leadership Factor (TLF) to carry out this survey on our behalf and from 10th May they will start to call a selection of our customers. Please rest assured that this is not a scam or anything to worry about and you do not have to take part if you do not wish to. But we do really want to hear from you, our customers, to find out what we are doing well and where we can improve.

If you get a call from TLF, it should only take 10 minutes of your time.

Free Online Zumba Sessions

Join Aimee for this free online Zumba class every Tuesday, for all abilities! This event is part of Jumpstart, Suffolk Library's health and wellbeing campaign.

Using a mix of low-intensity and high-intensity moves, you'll have an interval-style, calorie-burning dance fitness party. Suitable for all ages and abilities, Zumba aims to bring everyone together for a fun, energy boosting session.

[For more info click here >>](#)