



## This Week At Orwell | Wednesday 7th June 2023

### 'Orwell's 'Community Conversations' Podcast - Suffolk Family Carers

Our new podcast 'Community conversations' is brought to you by The Orwell Cost of Living Toolkit. You can watch over on Youtube or listen now on Spotify! In this episode we chat to Suffolk Family Carers about how they support our community. [Click here for more info >>](#)

### Orwell Housing App Update

A reminder today 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 >>](#)

### Open Space | wellbeing drop-ins

Open Space are weekly support drop-ins. They provide a friendly and informal environment for discussion and activities to help you better understand and enhance your wellbeing. There's no need to register or be referred. You can attend as often or as little as you like, at a range of locations in the region and you can come and go during sessions.

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

### Orwell Service Standards

We would like to remind our customers that our published service standards can be referred to at any time, via the link below. This page can sometimes be a helpful first step before getting in touch with us and is a handy resource for confirming our commitments to you.

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