



This Week At Orwell | Thursday 10th August 2023

Tenant satisfaction measures

We wanted to highlight to our customers this week that we again we will be contacting customers regarding our new tenant satisfaction measures . These calls are being undertaken by a company called TLF on behalf of Orwell and the calls will be taken place between the 10th of August and the 31st of August .

This survey has been commissioned and agreed by the Regulator of Social Housing and requires all registered providers to generate and report TSMs as specified by the regulator. We would be grateful if you are one of the chosen customers who does receive a call that you take some time to give us your feedback 😊 For more info click here >>

Stay and play sessions for Dads & male carers | Chantry Library, Ipswich

Chantry library in Ipswich are welcoming Dads and other male carers to Stay and Play sessions with their children on Saturday mornings, from 10am to 12 noon.

Adults are welcome to enjoy a breakfast at Dyer's Diner at the library whilst watching the little ones play (12 and under).

Orwell Housing App reminder

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 >>](#)