



## This Week At Orwell | Thursday 25th January 2024

### Repairs Appointment Update

In November 2023 we consulted over 3500 Customers regarding our current repairs appointment times with a view to offer a more efficient and effective service . We proposed an all-day slot as opposed to the am / pm slot we currently offer to allow a greater flexibility for our operatives and indeed customers as it would allow our teams to complete other necessary jobs that are outstanding , This in turn should cause less frustration if our operatives have been delayed on a previous job .

Over half our customers were happy with the suggestion of moving away from the AM/PM slots , with 63% of customers happy with the suggestion of the evening slots twice a week from 430pm to 700pm which would accommodate those who have daily commitments between 9-5

The current school run option of 930 to 230 will remain in place as before .

From the 1st of February we will be operating the new times and We will offer an all-day slot of between 0800am – 1630pm, school run appointment of 0930am – 1430pm , or an evening slot on a Tuesday and Thursday between 1630pm – 1900pm.

We do of course recognise that the above changes will not be suitable for everyone and we will continue to offer a range of appointment slots based on tenants' preference and what is practicable and reasonable .

### Prize winners

Here at Orwell we really appreciate feedback from our customers and we send out 8 different surveys depending on what service you have used . We do not take for granted how valuable this feedback is to us shaping our future services and are grateful for the time customers take to complete and return the surveys . We do of course offer the incentive of being part of a prize draw monthly to win £100 Love 2 Shop vouchers and we wanted to say congratulations to our most recent winners Mrs Jean Ward, Ms Kim Standen & Paula Oliver

We would like to take this opportunity to thank everyone who has returned a survey as we truly look at each and every one and would encourage anyone who gets a survey to take the time to complete...Don't just tell your neighbour , Tell us !