



This Week At Orwell | Thursday 8th February 2024

Tenant Satisfaction Measures

We would just like to remind our customers about Tenant Satisfaction Measures - In April 2023, the Regulator of Social Housing introduced performance measures called Tenant Satisfaction Measures. These measures aim to hold housing providers accountable for their actions and give customers greater access to their performance.

There are 22 Tenant Satisfaction Measures and all social housing providers must report on them. The measures are split into two parts:

- 10 performance measures that we will collect through management performance information.
- 12 customer perception survey measures that will be collected through surveying customers directly.

Orwell employed an external agency called TLF to undertake the survey on our behalf, calling a random sample of tenants on a quarterly basis during the year.

TLF will be undertaking the next round of calls from 9 th February 2024 which will run for 3 weeks . If you do get a call we would really encourage you to have your say !

Suffolk Family Carers - Events

If you are a carer for someone in your family or community, we wanted to share some great events that Suffolk Family Carers have on in the coming weeks.

Suffolk Family Carers work to ensure family carers are visible, valued, supported and connected. For over 30 years they have been helping family carers of all ages across Suffolk get the support they need to live fuller lives.

Over the next few months they are holding such events as free yoga classes, many online workshops on subjects like coping and resilience, as well as their regular drop in events where you can have a coffee and meet other family carers. [For more info click here >>](#)