

## ORWELL RESIDENTS GROUP MEETING

### MINUTES

6pm - 8pm Monday 18<sup>th</sup> December 2023

Crane Hill Lodge

1.0	<b>Apologies</b>	Cheryl Greig Beryl Latania John Burman	
	<b>Attendees</b>	Mary Ager (MA) Mike Warr (MW) Jackie Millar (JM) Val George (VG) Maggi Miller (MM)  Claire Townley (CT) Ross Dean (RD) Michelle Lunt (ML) Sarah Parramint (SP)	
2.0	<b>Minutes from last meeting</b> (not recapped at the December meeting)	<ul style="list-style-type: none"><li>• Dawn and Liv from Development brought in different versions of the Home User Guide and asked the ORG to review for the standardised document released next year.</li><li>• Sarah spoke of the Development &amp; appointment times survey results and spoke of next steps</li><li>• Michelle ran through the KPIs</li></ul>	
4.0	<b>Engagement</b>	<p>Currently our engagement is manual but next year we will be starting a new project with the company “Bang the table” which is an engagement platform and will expand our horizons and bring Orwell up to date with the world of engagement, exclusively for Orwell customers. Freebridge currently use it and it has been a positive experience and a great step for their company. Our first meeting is the 4<sup>th</sup> January and our team are very much looking forward to getting started.</p> <p>We hope to gather more input on our services through this platform but the ORG and CHAT groups are still required for valuable input and insight.</p>	

	<b>Repairs Satisfaction Survey</b>	The repairs satisfaction survey for November had 277 replies and created great insight for improvements in 2024.	
	<b>Christmas Quiz with Claire &amp; Ross</b>	CT : Thank you for taking part in the quiz, some of the questions were tricky but you all did so well!	
	<b>Scrutinys</b>	<p>This year we have made great progress with our Comms, Estate Services and Development team’s processes following our scrutinys and its all thanks to you all for your hard work and input this year!</p> <p>In 2024 we want to concentrate on improving the KPIs, so we recommend that we concentrate on</p> <ul style="list-style-type: none"> <li>• Voids- We can’t have 80 properties sitting empty</li> <li>• Complaints</li> </ul> <p>Repairs is also requiring improvement but as we have already worked on this, this will not be revisited for a while, please be assured that we are still working on this in the background with the repairs team.</p> <p><u>What would you like us to scrutinise?</u></p> <ul style="list-style-type: none"> <li>• General communications in all departments</li> <li>• Housing Officer- expectations from customers</li> </ul>	
	<b>A final note from Michelle, Sarah &amp; Claire</b>	<p>Thank you for all your help this year, you have all worked so hard and made such a difference!</p> <p>Have a lovely Christmas! And we will see you in the new year!</p> <div data-bbox="692 1323 987 1619" data-label="Image"> </div>	
7.0	<b>Date and venue of next meeting</b>	<p><b>Monday 29<sup>th</sup> January</b></p> <p><b>6-8pm Crane Hill Lodge</b></p>	