

ORWELL RESIDENTS GROUP MEETING

MINUTES

6pm - 8pm Monday 27th November 2023

Crane Hill Lodge

1.0	Apologies	John Greig Cheryl Greig Beryl Latania Maggi Miller	
	Attendees	Mary Ager (MA) Mike Warr (MW) Jackie Millar (JM) John Burman (JB) Val George (VG) Claire Townley (CT) Dawn Edwards (DE) Liv Bileisyte (LB) Michelle Lunt (ML) Sarah Parramint (SP)	
2.0	Minutes from last meeting	Welcome back Val, nice to have you back. Last week we <ul style="list-style-type: none">• Welcomed Cheryl officially• ML went through KPIs• Dawn joined us and is also here today• SP went through Estate Services report• Rementioned job description for board member• SB went through action plan for Estate Services• CT gave a TPAS refresher with video	
3.0	Development Scrutiny – Review Home user guides with Dawn	<ul style="list-style-type: none">• Discussed what might be helpful to scrutinise and decided on the home user guide which is given to each new property that development have built.• This includes information including how to most efficiently navigate as it can be daunting in a new home, so hopefully it gives guidance and useful hints and tips.• We currently tell our contractors what is needed that meets the brief and this is then handed out, we would like to produce a standard document. We want to review and check this is the best information for our customers.	

		<ul style="list-style-type: none"> • SP ML & CT have ran a survey for us • Liv has pulled together 5 examples of hugs that we have used to be reviewed, it's a benefit to the customer and Orwell as a business to cut down the queries we have. • We have 5 examples and a questionnaire for each, any feedback is a benefit for us. When the customer gets them they're paired with manuals etc but we have shown just the structure. 	
<p>4.0</p>	<p>Update from Sarah re Development Scrutiny survey to customers</p>	<p>82 customers who had moved into their new homes were identified for consultation. Surveys were sent electronically via SMS and email on 13th November with a reminder sent on 22nd November.</p> <p>In total 7 surveys were received representing an 8.5% response rate.</p> <p>71.4% (5) had used the Home User Guide for information on</p> <ul style="list-style-type: none"> • <i>Extractor fan and heating</i> • <i>General info.</i> • <i>How to get efficiency from air source heat pump</i> • <i>How to work the heating and watch</i> • <i>Paint used and information on heating</i> <p>2 people hadn't used the HUG as they'd been in an Orwell property for 15 years previously</p> <p>The sections that people found the most useful were:</p> <ul style="list-style-type: none"> • Introduction (could also be called "Welcome to your new home" or "New home information") (5) • Services (this contains information about servicing, equipment, facilities, home utilities, or service and equipment) (5) • Looking after your home (could also be called "Keep your new home in good condition" or "Caring for your home") (5) <p>The sections that people found the least useful were:</p> <ul style="list-style-type: none"> • Local amenities or local information (4) • Waste, recycling, refuse (contains information about recycling and waste and responsible purchasing, or refuse disposal, or waste and recycling (3) <p>2 people also found the following useful:</p> <ul style="list-style-type: none"> • Finishing schedule (this may be within new home information, or keeping your new home in good condition) 	

		<ul style="list-style-type: none"> • Transport (could also be called "Travel and transport information", "Public transport", or "Transport network") <p>71.4% (5) of respondents wanted the HUG in hard copy. 1 wanted it electronic (available to download from the website) and 1 electronic (emailed directly to you)</p> <p><i>I was given a second chance with my new home. It's been nearly a year of freedom & safe, thank you. Make sure it's updated before it's given out, but very useful to refer to.</i></p> <p>We thought a year was a good timeframe to settle in</p>	
	<p>ML- Next Steps</p>	<p>A standardised document for next year (Dawn) Before the final draft it can be brought to the ORG for a final look. June is the due date.</p>	
<p>5.0</p>	<p>KPIS Update – Michelle (Time Permitting)</p>	<p>Rent arrears 2.7 in oct, Care & other charges hasn't been updated yet but they are still where they should be.</p> <p>Average voids EC is currently on 125 days but SB and team look to bringing back to 60 days (80 properties waiting for resources and we're now down to 46)</p> <p>ASB 12 in Oct and 2 high risk cases, high risk is how the person is affected by it. SP been doing surveys since June and has received very few back, but its understandable due to a likely traumatic experience for the customer.</p> <p>Tenancy Sustainment There are no sustained cases, this is not a negative but shows that the customer has decided that they no longer want to interact with us, most of the time this is because we've done all we can for them and they don't want to continue with the programme. They do sometimes return, Bella has now started and is getting on quite well.</p>	

		<p>Complaints Total number of complaints resolved at stage 1- 79 1 has gone to the ombudsman which could take up to 12 months to resolve.</p> <p>Compliments 33 staff compliments were raised in Oct.</p> <p>We may be reviewing the wording of Stage 1 and Stage 2 as it still needs to be responded to correctly.</p> <p>Customer satisfaction Repairs service- 95.6% Lettings 75% Asset compliance- Sits around the 100% mark, this is where we can't access a property</p> <p>Condition of home- 75%</p> <p>They are asked if they're happy to move into the home before jobs are done.</p> <p>Repairs response time ORS- Currently 28 days, target is 21 days Contractors- good all year round (11 days for Oct) Right first time- 87%</p> <p>SB- wants to be more efficient and an all-day appointment will give the customer a chance to have other jobs done and save the extra journeys. The customer will be asked if there's anything else outstanding that they will try and complete on the day.</p> <p>In the last 3- 4 months SP & ML are seeing small things changing for the better since working with the Estates Team.</p>	
	<p>Appointment times</p>	<p>Came back as a split between staying as it is for Monday- Friday between</p> <ul style="list-style-type: none"> • Morning • Afternoon • School Run <p>and</p> <ul style="list-style-type: none"> • All day appointment (8-4) <p>Hoping to trial this in January for approximately 6 weeks and see what we get from this, to be displayed on our website.</p> <p>If they weren't happy with these times, a 4:30pm – 730pm appointment will be offered.</p>	

<p>6.0</p>	<p>Any other Business</p> <ul style="list-style-type: none"> • December Board Meeting – Scrutinises to be talked through (anyone want to join) – TBC if time on agenda • Director of Customer & Communities interview invite • Vouchers distribution 	<p>(ML) Every year when scrutinys are done, an in-depth report is produced. Myself and Alice will be doing a presentation in which the ORG are invited to join for a 5 minute slot, which may not be practical for you all for the short time (no interest from attendees)</p> <p>Our Director of Customer & Communities is leaving soon and Wendy has asked if the ORG would like to sit in on the candidate interview as a representative of our members, which will be a presentation. (11th December) May be all day MA- interested</p> <p>Not all are available but they agreed is a nice gesture from Wendy.</p> <p>The vouchers were given out to the ORG members, the amount received is based on attendance to meetings.</p>	<p>ML to send interview invite to absent members</p>
<p>7.0</p>	<p>Date and venue of next meeting – Food and planning for 2024</p>	<p style="text-align: center;">18th December 2023</p> <p style="text-align: center;">6-8pm Crane Hill Lodge</p> <p>We will be using caterers for sandwiches, sausage rolls etc and we look forward to seeing you all.</p>	