

ORWELL RESIDENTS GROUP MEETING MINUTES

Monday 20th October 2025 6pm - 8pm
Crane Hill Lodge

			Action by
1.0	Attendees	Mary Ager (MA) John Burman (JB) Val George (VG) (TEAMS) Jackie Millar (JM) Maggi Miller (MM) Michelle Lunt (ML) Sarah Parramint (SP) Claire Townley (CT)	
	Apologies	Mary Ager	
2.0	Minutes from last meeting	<p>The minutes from the last meeting were agreed.</p> <p>Updates</p> <ul style="list-style-type: none"> Still looking for members for Independent East. Waiting for group to come back with recommendations after Awaabs law. SP will be sending out 4 infographic for each estates in 3-4 weeks from roadshow <p>Thank you to those who came to go through the standards</p>	
3.0	Complaints action plan	<p>So far the ORG have given input into customer journey map, the action plan links with this, which is why its structured slightly differently to other action plans.</p> <p>This action plan and any plan will be going to CIC and reviewed quarterly by SP and her report will go to board.</p> <p>SP gave the draft action plan to the ORG to add comments.</p> <p>4 Stages of Complaints Journey</p> <ul style="list-style-type: none"> Report Investigation Decision & final response Post complaint tracking 	

This includes the measures of success, target and completion date.

Key points

Staff workshop for complaints- Education for all Orwell staff on how to report and follow processes properly. Stops anyone dismissing a customer's complaints and the complaint not being recorded. We want them to try to understand the logistics but need to decide where to hold it and whether or not to mark this workshop mandatory.

Changes

- The same team member deals with and completes the complaint fully.
- When all works are done following the complaint, a letter will be sent to the customer to declare this. This gives the customer a chance to contest.

Support & Care

Complaints are complex and currently sit with the Care & Support Team as currently we don't have the knowledge that they have. We aim for these to sit with The Customer Resolutions Team with consistency and empathy built in.

We need to make sure all processes are followed properly to be in line with the ombudsman, this will be guided by the S&C Teams knowledge. Letters are being sent without our knowledge, so we are currently unable to monitor them, which is important. We are aware that this is definitely an area that we need to bring in line as if the Ombudsmen queries anything and we don't have the record or the processes haven't been followed correctly, this is not good. We also currently don't know to what extent there is a problem

Compensation is difficult with support and care as its very emotive (e.g dignity) and we are trying to understand if guidance can be put in place to identify the amount of compensation. This is already in place for other complaints.

Suggestion from J.M- CQC for advice

Compliments

We're working closely with Comms to improve;

- App
- My Orwell Voice
- Website
- Workvivo (our internal social media page)

		<p>One of the features will be the staff compliments as they're not always shared fully around the organisation. There will be a hall of fame displaying and they will be tagged too.</p> <p><u>Clarification</u></p> <p>Customer Experience Team- ML explained that the Customer Insight & Engagement Team and Complaints Team have merged into the Customer Experience Team, Complaints are now The Customer Resolutions Team.</p> <p>Dynamics- Bringing Customer systems together to collate information and give us a dashboard of complaints. Will be across the business for most things in the future.</p> <p>Abbreviations changed to full wording in document</p> <ul style="list-style-type: none"> • TSMs- Tenant Satisfaction Measures • CEM- Customer Experience Manager • HOCC- Head of Customers and Communities • SCRO- Senior Customer Resolutions Officer 	
4.0	Damp and Mould review policy	<p>ML gave the Damp, Mould & Condensation Policy that is up for review in January to the ORG to review with the questions;</p> <ul style="list-style-type: none"> • How easy was this policy to follow and understand • Is there a better way to present this policy & procedure • Do you feel the process matches the purpose • Do you feel we have captured everything we should • What would make this better <p>Next month will be Awaabs law as it goes live from 27th Oct and this will be the last scrutiny. Steve C will come and review with the ORG.</p>	
5.0	TPAS Involvement Week- 10th – 14th Nov	<p>CT spoke about TPAS Involvement Week 2025</p> <p>A FREE 5-day programme open to all, book now to not miss out!</p> <ul style="list-style-type: none"> • 10 Free online events • Case studies • Social media prompts • Free social media assets • Community empowerment • Tenant-led Impact Showcases <p>ML explained that we pay to be part of TPAS for all customers to share their views and get involved. We will be working closely with them for our focus groups, there has been really good stuff already.</p>	Involvement pack to be added to the minutes

6.0	KPIS	<p>ML went through the KPIs with the ORG</p> <p><u>Key points</u></p> <p>Void days are nowhere near target, We will be going external with our voids, so we hope this frees up our repairs team from voids to improve repairs.</p> <p>ASB is slightly rising which is a national issue and we can see this from TSM calls. We recently went through our ASB processes with the other associations that ours is quite low, in Q1 ASB will be our first scrutiny.</p> <p>Tenancy Sustainment success is not within their control as its down to the customer following the programme and remaining, unfortunately it gets difficult for some and they drop out. There is no timeline for this.</p> <p>Complaints are quite low in comparison to others, only 2 complaints are with the Ombudsman as some are rejected as we have followed all processes.</p> <p>ORS right first time is due mostly to a breakdown in communication when it comes to measurements as usually the customer would be asked to send measurements. On the day they would be under the impression that ORS are fitting but they are only there to measure, which can leave the customer annoyed and frustrated. We need to make the decision to either ask for measurements and trust them or be honest with the customer that the first visit will be to measure up. We have trusted measurements from the customer and they have been completely wrong.</p> <p><i>M.M questioned if there is a way to send text of what they're doing and not just operative coming</i></p>	To query with I.T
7.0	Vouchers	The ORG informed ML of voucher choices	
8.0	Any other business	There was none.	
9.0	Date and venue of next ORG meeting	Monday 17 th November 2025 6-8pm CHL	
10.0	Date and venue of next CHAT meeting	Saturday 8 th November 2025 10-12pm CHL	