

ORWELL RESIDENTS GROUP MEETING MINUTES

Monday 22nd September 2025 6pm - 8pm
Crane Hill Lodge

			Action by
1.0	Attendees	Maggi Miller (MM) Mary Ager (MA) Jackie Millar (JM) Val George (VG) (TEAMS) Michelle Lunt (ML) Sarah Parramint (SP) Claire Townley (CT)	
	Apologies	John Burman (JB)	
2.0	Minutes & Further updates	<ul style="list-style-type: none"> We said goodbye to Mike and wished him luck. The Neighbourhood Champion project will not be continuing for a number of reasons including attendance to meetings, although we are looking at doing something similar but will inform the ORG in Nov after running by the housing officers Thank you for those who joined the roadshow SP went through the complaints scrutiny and swot analysis and collected feedback from the ORG TPAS will be looking at our ORG recruitment campaign in Oct CIC rescheduled- we will come back to you with dates 	
3.0	IEVRP	<p>We're looking for 2 members to join our Independent East Voice Resident's Panel due to current members either not being available or having issues at home that they cannot attend.</p> <p>These members need to attend every meeting as we need consistence on representing Orwell. Next meeting is 08/10 on TEAMS but may be face to face in the future.</p> <p><i>Maggi interested</i></p>	

4.0	<p>Complaints update and review templates - Sarah</p>	<p>SP went through the Customer Journey Map for Complaints, detailing the customer goals, touchpoints for customer experience as well as the customer voice.</p> <ul style="list-style-type: none"> • Stages of journey • Reporting complaint • Investigation • Decision & final response • Post complaint tracking <p>From customer complaints, transactional surveys and the TSMs, the results are as follows;</p> <p>57.1% (customer service from staff) 54.5% (keeping customer informed) 63.6% (all points addressed) 35.3% (approach to complaint handling)</p> <p>Sarah went through the KPIs for;</p> <ul style="list-style-type: none"> • Number of complaints in the month, either referred to the ombudsman and the new cases logged • The percentage of complaints resolved at Stage 1 <p>SP highlighted that within this time there have been 2 referred to the Ombudsman.</p> <p>Internal pain points were detailed (difficulties to staff) as well as the ideas for improvement</p> <p>TSMs</p> <p>ML explained that TLF contact 130 customers via phone on a quarterly basis on behalf of Orwell to understand our customers satisfaction with repairs, ASB etc. This is a government instruction, and they make sure all demographics are contacted so the results are fair and represents our customer base, rules state you can only contact a customer once a year.</p> <p>SP- Our satisfaction is lower, but this is on par with most housing associations</p> <p>ML- The big takeaway from this is that customers are telling us that they've spoken to us, but they haven't been logged, as we only have 6 as a formal complaint but 23 people who we have no track of and 10 who are anonymous.</p> <p>Now we have the CRM system we can track if a complaint has been made again but not all teams use CRM so this is another training opportunity.</p> <p>VG highlighted that it could have been a customer simply mentioning it to a gardener and thinking that the staff member will log it, in which all agreed as just because someone says it every year, doesn't mean their dissatisfaction isn't valid.</p>	
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		<p>KPIs around repairs- ML</p> <p>We have noticed repairs have improved with good stuff coming through. We now have a full team, Meghan is the second complaints resolution officer, and we hope that when we get together for the next CHAT that there will be big changes. All complaints throughout the business are being slowly ran through the complaints team.</p> <p>We hope that a lot of this will be in an action plan. Biggest thing is complaints that we can't find- that's what training will include</p> <p><i>The ORG reviewed templates</i></p> <p>Stage 1 acknowledgement and end Stage 2 acknowledgement and end</p>	
5.0	Strategy review – Customer Experience and Housing	The ORG reviewed the documents and made notes	
6.0	Update from Roadshows	<p>ML ran through the summary of the roadshows</p> <p>Our Strategic Plan 2025-2030 contains an objective for 2025 to “put customers at the heart of what we do”.</p> <p>A one-page summary has been shared internally.</p> <p>We conducted four roadshows within our communities to improve our understanding of customer concerns and needs.</p> <p>Leaflets were posted 2 weeks beforehand and a week before SP sent emails or texts and knocked on the morning of the event. We chose the summer holidays because we thought kids were there but maybe what we shouldn't have done as most seemed to not be home.</p> <p>For a few roadshows, the fire service and police attended, and it was well received.</p> <p>We changed the engagement questions after the first event at Brookwood to focus more on customers' views of where they live.</p> <p>ML covered the following for all estates</p> <ul style="list-style-type: none"> • Engagement rate • What customers talked to us about (SP put in categories of Tenancy Support, Repairs, Programmed Works, Housing Advice, Estate Services, Complaints, ASB/Nuisance and anything else) 	ML to send doc

		<ul style="list-style-type: none"> • What customers value (as we usually focus on the negative) • What they would like to improve <p>From these roadshows, we got a lot from them. We noted how many jobs that were done on the day, this has given the teams an idea to do an estate visit for jobs more often, as some jobs had been booked in previously and not gone any further (mostly around fencing).</p> <p>As well as this, colleague relationships have improved as prior to roadshows Zoe may be chasing Luke etc, but since the roadshows this has changed. At the events, people saw them as people and not just colleagues, this is going to improve for the customer communication and process wise.</p> <p>We will look to do this on a smaller scale next year and to target the areas that need us the most.</p> <p>ML explained the next steps that were ran by the teams and we were pleased that from these steps that we were able to tick loads off for being in progress or completed. Some things such as bins are beyond Orwell's control (SP is putting together information tailored to each estate to signpost them)</p> <p>We got what we wanted and more from these roadshows</p>	
6.0	KPIS	No time for this, will be shown at the next meeting	
7.0	Any other business – Consumer standards – The tenancy Standard (Confirm Date) First week in October	<p>These need to go to the CIC, from room availability ML stated the following dates for this meeting.</p> <p>Monday 13th October- 10am -11:30am Thursday 16th October- 2pm- 3:30pm</p> <p>Dates will be sent.</p>	<p>ML to send through dates</p> <p>CT to put on MOV for review</p>
8.0	Date and time of next ORG meeting	20 th October 2025- Mary not able to attend	