ORWELL RESIDENTS GROUP MEETING
MINUTES

Monday 30th June 2025 6pm - 8pm
Crane Hill Lodge

			Action by
1.0	**Attendees**	Mary Ager (MA) John Burman (JB) Jamie Hopkins Jackie Millar (JM) Maggi Miller (MM) Alice Moore (AM) Michelle Lunt (ML) Sarah Parramint (SP) Claire Townley (CT)	
	Apologies	Val George (VG) Mike Warr (MW)	
2.0	**Minutes from last meeting**	ML highlighted the following: • Only 1 customer has shown any interest in the Net Zero project so we may choose another scrutiny for this year.	
3.0	**Paypoint and portal**	**PayPoint** JH reminded the ORG that we're changing payment providers. He explained that the aim is to provide a better service to customers and create internal efficiencies. We also need to make sure that we're PCI compliant with people working in an agile way. The only drawback will be that customers won't be able to make card payments to staff over the phone. However, there will be an automated phone number. Bank payments can be set up as a recurrent payment. A survey was sent out to 641 tenants who don't currently pay by DD. There were 115 replies giving a 17.9% response rate. There were a number of common barriers – accessing and using the Orwell App; preferring to speak to a person; lack of knowledge/understanding of digital options and connectivity issues. 18 customers wanted help setting up a DD. There are lots of legal/banking requirements we need to meet prior to launch. However, we're expecting changes to be implemented in late July/early August. There will be communication to all customers, tailored to how customers currently pay.	

		The ORG shared their concerns about older customers getting forgotten about. Communication will be important to make sure it's clear what the options are. Teams will be trained and can visit customers if needed. JB raised the issue of safeguarding for rent arrears. It has been acknowledged that arrears could increase but housing officers will monitor and take action if this occurs. Next steps for the scrutiny: • ORG to review draft letters to customers for payments advice. • Carry out a follow up survey 3 months after implementation to understand the impact on customers and close the scrutiny.	
		App/Portal The App/Portal are currently being upgraded and we are hoping to go live in Mid-August. Amongst other features/functionality, customers will be able to update their vulnerabilities. Looking further into the future, customers will have access to their tenancy agreement, programme works information for their property and property safety certificates. Next steps: JH is looking for volunteers to test the App along with customers from MOV.	
4.0	**Chromebook Workshop**	Claire demonstrated on the Chromebook how to screen shot, attach a file, search, CAPs lock, bookmark a webpage, pdfs and have multiple windows open side by side. The following needs to be added/changed in the manual: • Screen capture – how to paste it into an email • Amend CAPS lock information	**CT**
5.0	**KPIs**	AM talked through the April to May performance as follows: • Arrears – 3% target – performance is below target. Care and other charges – 9% target – just under target in Feb. • Void days – not meeting any of the targets for any tenure type and particularly high for Extra Care. The dynamic of people in EC has changed. Have been unable to recruit staff within repairs. Only 1 off having a full team – high turnover. • ASB – 10 cases is low. • Tenancy Sustainment – 85% target – colours are the wrong way round. • Complaints/compliments – no targets. Complaint numbers have dropped since earlier in the year. We've had 1 complaint to the Housing Ombudsman. Changed the structure so complaints now falls within the Customer Experience Team. There will also be some training for all staff. May involve customers in this. • Customer satisfaction for repairs above target but programme works below – due to one customer being neither satisfied nor dissatisfied	

		• Asset compliance – all 100%. • Repairs service – lots of work being done in the background to improve the service. Some formatting issues with the ORG KPI sheet were noticed – some data was shown in red but should be green and vice versa.	**ML to discuss with RW**
6.0	**Any other business**	Consumer standards – possible dates are 14th/30thJuly and 11th/14th august. MA can't do 14th July and afternoon only on 30th July. All to confirm exact dates after the meeting. Roadshows – although these aren't being held on ORG estates, ML invited the ORG to attend as a way of recruiting new members. ML will share dates after the meeting. IE Residents Voice – 5 housing associations meet and we need 1 or 2 people from Orwell to join. TPAS are running it, the group meet every 6 weeks and meetings are held on Teams. Community Champions – customers are cancelling each week and it's difficult to bring everyone together. CT is sending out information about times for contact.	**ML** **ML** **ORG** **CT**
6.0	**Date and time of next meeting**	ORG Meeting Monday 28th July at CHL 6-8PM.	