

ORWELL RESIDENTS GROUP MEETING MINUTES

Monday 23rd March 2026 6pm - 8pm
Crane Hill Lodge

			Action by
1.0	Attendees	Mary Ager (MA) John Burman (JB) Val George (VG) – on Teams Jackie Millar (JM) Maggi Miller (MM) Rob Longfoot (RL) Michelle Lunt (ML) Sarah Parramint (SP) Claire Townley (CT) Ellie Darling (ED) – Tpas Associate	
	Apologies	There were none.	
2.0	Minutes of the previous meeting	The minutes of the meeting held on 23 rd February 2026 were agreed.	
3.0	TPAS – ORG defining where we want to be	ML introduced ED and members of the ORG. ED explained that Tpas is a national organisation specialising in tenant engagement. It provides a fortnightly e-newsletter, policy updates and training. Orwell are members of Tpas and therefore receive a free consultancy half day. ED explained that an inspection is due in the next 18 months and Orwell is looking to refresh and strengthen the ORG to be a customer led, empowered and enabled group. Promotion and recruitment of new members will take place in the summer with training/development identified and delivered after that. The session is designed to get the views of where ORG want to be in an ideal world; what ORG wants more or less of. An in-depth discussion took place around the logical levels of engagement (see Appendix A for full detail):	

		• Purpose - What bigger purpose will we be serving, and for whom? What else will be better or different when we are fully established? • Identity - Who would we be proud to say we are as a group? How would others describe us? (Non-engaged tenants, staff, peers, the sector.) • Beliefs/Values - What will we be known for valuing? How will people tell what's important to us? What will be true for us as a group/individuals in this role? • Capabilities - What skills, processes or resources will we have developed? What we will be able to do that we can't or don't do now? • Behaviours - How would people know we are on this group by what we say and do? What would we be doing more or less of? What would we be doing differently? • Environment - Where and when will we be meeting? When else would we be in this role? Who will we be working with? Who else will want to be joining us? ML thanked ED and explained how the ORG will work with ED in the future in some capacity. One possibility is that ED will provide training on scrutiny work and then take the ORG through their first scrutiny. MM will be taking the chair from April and will meet with staff to design an agenda for the following meetings. MM will discuss with ORG separately for their views.	
4.0	Compensation – Guidance from the Housing Ombudsman Service	ML explained that the old and new Compensation Policies and Housing Ombudsman guidance had been sent in advance of the meeting for members to read and consider what they may need to know. The new recommendations will come into effect from the 1st April. ORG members provided the following feedback: • Comprehensive. • Some of the grammar needs work. • New one was more user friendly, readable. • Flowchart needed. • Why is compensation not paid until the tenant has moved out (page 3)? RL explained that a landlord must provide a basic standard i.e., a functional kitchen but if the tenant wants a better kitchen, they can choose to buy and install this at their own cost subject to Orwell's approval. They can only be compensated for that improvement when they move out.	

5.0	The Safety and Quality Standard	RL introduced the item and said the information attached with the agenda. The Safety and Quality Standard is the first Consumer Standard to be reviewed this year. He has been working with Mike Penman and Steve Crissall to review compliance with fresh eyes. 3 key things have been chosen: 1) Evidence Do we actually do the things we say we'll do i.e., we say we will notify tenants in January of any planned works during the year. What is the evidence to prove this happens? ORG suggested they be notified in January and June and provided with 3 months' notice of any works. 2) Stock condition methodology Orwell has a 5 year inspection programme. Whilst most properties are surveyed, some tenants are not so keen to let surveyors in. How do we do those surveys? How do we bring in other data i.e., damp and mould? 3) Performance data The aim is to make sure we understand and can demonstrate how the data is calculated to provide assurance to the Board and CIC.	
7.0	Any other business	None.	
8.0	Date of next ORG meeting	20 th April 2026 (18:00 at Crane Hill Lodge)	
9.0	Date of next CHAT meeting	ML explained that the future of CHAT will be considered as part of the overall review of engagement and a meeting will not be held in the next quarter.	

APPENDIX A

Logical Levels Exercise

Purpose - What bigger purpose will we be serving, and for whom?
What else will be better or different when we are fully established?

Tenant comments:

- More people. Better organised and led within the group. MM has volunteered to Chair.
- More in control – what we want than what Orwell want – insight into how Orwell is run. How is the money spent.
- Opportunity to understand – finger on the pulse – repairs, complaints, services, policies
- Good landlord but there are still the same issues after 5 years. Change tenants' attitudes as the landlord is a good landlord.
- Evidence that its worth speaking up and getting involved.
- More diverse with different ages and cultures – more understanding and opinions of how people choose to live
- Change of pace
- ORG driving the bus but agendas done jointly

Staff comments:

- More challenge – have become professional tenants
- Looking at things from the tenants' experience
- But to be comfortable with the changes
- Tenants to recognise the power and voice they have that things need to be better
- Critical friend

Identity - Who would we be proud to say we are as a group?
How would others describe us? (Non-engaged tenants, staff, peers, the sector.)

Tenant comments:

- Residents steering group
- Group of tenant representatives (not currently representative)
- Can't please everyone but would like to represent tenants
- Approachable
- Listened to
- Powerful
- Influential
- Proud

- Pleased its positive
- Committed
- Serving all the tenants well
- Peer
- Forward thinking
- Change makers – retaining stubbornness
- Effective
- Reliable by tenants and Orwell
- Coherent

Staff comments:

- Results/success – outcomes

Beliefs/Values - What will we be known for valuing? How will people tell what's important to us? What will be true for us as a group/individuals in this role?

Tenant comments:

- Trustworthiness – amongst tenants and Orwell
- Successful
- Strong
- Outstanding – strong reputation – well known in and outside of Orwell
- Aiming high - support Orwell to be better than other landlords
- Relatable to others
- Empathy
- Efficiency
- Open with each other

Capabilities - What skills, processes or resources will we have developed?

What we will be able to do that we can't or don't do now?

Tenant comments:

- Agenda setting, minuting meetings – tenant chair
- Forward planning
- Access to policies/business plans
- More knowledge – funding/budgets – limitations. How Orwell works.
- Consolidating/expansion – future plans
- Board members attend meetings quarterly – questions from ORG and for them to bring their ideas (not them and us)
- More interactions with Board members, senior managers and staff

- Performance data – KPIs presented at each meeting but we don't know what is being worked on – areas seem to be persistently bad but we don't know what is happening to resolve these issues.
- How to direct frustration appropriately to effect change or provide information

Behaviours - How would people know we are on this group by what we say and do? What would we be doing more or less of? What would we be doing differently?

Tenant comments:

- Respectful
- Turn up on time
- Read papers in advance
- Challenging
- Taking turns to speak – more difficult online
- Disrupting i.e., challenging not talking over people
- Polite
- Everyone has a different pace – some people find it intimidating
- Be welcoming

Environment - Where and when will we be meeting? When else would we be in this role? Who will we be working with? Who else will want to be joining us?

Tenant comments:

- Maybe more than one ORG meeting – smaller discussion groups that can be brought to the main meeting
- Or meeting in other locations
- Face to face meetings – preference for these
- Not adverse to a Teams meeting
- Time of day – traffic can be an issue – evening tends to be more accessible

Summarise - key for the future

- Monday evening suits atm but could be flexible
- Purpose – conversations needed for tenants in between meetings to decide business
- Ambitious about what might be possible, change
- Work with Orwell but need more information to be effective
- More tenants recruited