

Join the Orwell Residents Group (ORG)



Help shape services. Influence change. Make a difference.

The Orwell Residents Group (ORG) puts customers at the heart of service improvement. The group scrutinises service areas, and helps influence the future of Orwell's services. For more information, read this booklet or scan the QR code below.



If you would like to find out more, chat to our team or register to join one of our groups, scan the QR code here.

www.orwell-housing.co.uk/get-involved
0345 60 100 30

Join the Orwell Resident's Group (ORG)

Why join the ORG?

As a member, you'll help review services, explore customer experiences and make recommendations that can influence positive change. Your insights can help Orwell understand what matters most to customers and where improvements are needed.

This is an opportunity to make sure customer voices are heard, help shape future services and influence improvements that can benefit customers across Orwell.

You don't need any previous experience or qualifications to get involved. What matters most is your experience as a customer and your willingness to share your views and ideas.

You will have the opportunity to:

- Share your experiences and insights
- Influence decisions, policies, and services
- Help shape future developments
- Work alongside others who are passionate about making a difference

Your voice and expertise will play an important role in helping us improve and grow.

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What does the ORG do?

The ORG is a customer panel that reviews and helps improve housing services for Orwell Housing, including scrutiny.

Members look at how services are performing, gather customer feedback and explore customer experiences. The group then makes recommendations to help improve services and monitors progress to make sure changes are delivered.

The group also provides feedback on policies, strategies and proposed service changes that affect customers.

How are services reviewed?

Service reviews can involve:

- Looking at documents and reports
- Gathering feedback through surveys and discussions
- Visiting services
- Speaking with customers and staff
- Reviewing performance information
- Comparing services with other housing organisations

The findings are used to make recommendations that help improve services for customers.

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What support will I receive?

Orwell will provide training, guidance and ongoing support throughout your time in the group.

As an ORG member, you can also receive:

- Training and development opportunities
- A Chromebook or equivalent device
- Reimbursement of reasonable expenses

What's involved?

To take part fully and contribute to the best of your ability, we anticipate a commitment of approximately **50 hours per year**.

Your time commitment

This would typically include:

- **12 monthly meetings** per year (approximately **2 hours** each)
- Around **1 hour of preparation** before each meeting to review documents, policies, and other relevant materials
- Occasional **training and development** sessions to support your role within the organisation

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Payment

We recognise the value of your time and experience. Participants will be paid for their involvement in meetings, preparation activities, training, and other agreed participation work.

Estimated annual commitment: 50 hours

Hourly rate: £15 per hour

Estimated annual payment: Up to £750 per year, depending on participation levels.

Board members and Orwell colleagues may be invited to attend meetings when required or for a specific purpose.

Who can join?

Any Orwell Housing customer can join the ORG.

Membership starts with a three-month probation period. After successfully completing this, membership lasts for three years. Members can apply for further terms of membership.

The group usually has between five and ten members.

Customers may be unable to join or continue their membership if they:

- Seriously breach the Code of Conduct
- Are no longer an Orwell customer

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What skills do I need?

You don't need any previous experience or qualifications to join the ORG.

We're looking for customers who are willing to learn, ask questions and share their views.

As a member, you'll have the opportunity to develop skills such as:

- Working with others
- Reading and understanding information
- Reviewing evidence and identifying improvements
- Taking part in discussions
- Listening to different views
- Presenting ideas and recommendations

Your experience as a customer is one of the most valuable things you can bring to the group.

Code of Conduct

All members must follow Orwell's Code of Conduct.

The Code of Conduct includes expectations around behaviour, respect for others, and confidentiality.

Members will be asked to sign a confidentiality agreement before taking part in ORG activities.

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Being an ORG member

Members are expected to:

Come to meetings prepared, having reviewed any information shared beforehand and ready to take part in discussions.

Treat information shared with the group as confidential.

Let the group know if they are unable to attend a meeting.

Be punctual when attending meetings.

Provide feedback on documents, reports, strategies or surveys, particularly if they are unable to attend a meeting.

Be open-minded, respectful and non-confrontational.

Respect other people's attitudes, beliefs and traditions.

Attend at least 75% of meetings, unless there are exceptional circumstances.

Interested?

If you would like to use your experience as a customer to help improve services, influence change, and make sure customer voices are heard, consider joining the Orwell Residents' Group.

Your views matter.

Your experience matters.

Your voice can help shape future services.



If you would like this leaflet in another language or format, please email
comms@orwell-housing.co.uk or call **0345 60 100 30**

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