

**ORWELL RESIDENTS GROUP MEETING
MINUTES**

**Monday 25th March 2024 6pm - 8pm
Crane Hill Lodge**

1.0	Apologies	<p>Apologies were received from:</p> <p>Cheryl Greig (CG) John Greig (JG)</p> <p>Claire Townley (CT)</p>	
	Attendees	<p>Mary Ager (MA) John Burman (JB) Val George (VG) Jackie Millar (JM) Maggi Miller (MM) Mike Warr (MW) Michelle Lunt (ML) Sarah Parramint (SP) Simon Bennett (SB) – for item 6.0</p>	
2.0	Minutes from last meeting	The minutes of the meeting held on 26 th February 2024 were agreed.	
3.0	Review of repairs service standard	Not discussed at this meeting.	
4.0	KPIs	<p>Updated on the website monthly.</p> <ul style="list-style-type: none"> • Rents below target apart from care. • Voids – within target for EC and sheltered. 48 days for GN but has increased. • ASB – 7 cases in total, 2 of which are high risk. • Tenancy sustainment – 100% in February. • Complaints – 90% resolved at stage 1. • Repairs satisfaction – not quite hitting target. • Compliance – property availability affects figures. • Repairs timescales – contractors better than ORS. • Increase in disrepair claim – 4 in 2023 but 8 in 2024 so far. <p>A new Complaints Code of Conduct, Awaabs Law and Regulatory Standards all come into effect on 1st April 2024.</p>	

5.0	TPAS courses	A list of courses was shared with the ORG and they were asked to select their top 5. The information will be collated and then a decision taken about which courses would be offered.	Sarah Parramint/ Michelle Lunt
6.0	Voids scrutiny	<p>SB explained that properties are left in a range of conditions i.e.,</p> <ul style="list-style-type: none"> • with full contents (have to keep contents for 28 days, personal belonging for longer). • Drug use (sharps, hidden drugs) • Hoarding • Cuckoo homes • Brothels <p>He explained the void process as follows and said the aim is to complete the process as quickly as possible:</p> <ol style="list-style-type: none"> 1. Tenant provides one month notice. 2. Pre-void inspection undertaken. 3. Void planner estimates how long the void will take to return it back to a lettable standard. 4. Work then completed. 5. Visit halfway to assess progress. 6. Check letting standard. <p>SB explained that there is a Voids Team, but they are flexible and do other day-to-day repair jobs. However they are kept on one void from start to finish for consistency. There is 1 person in the North (above Diss) and 5 in the South (below Diss) at all times.</p> <p>A discussion took place as to whether Orwell should leave carpets in situ. SB said he would value tenants' input on whether to clean carpets and offer them to the incoming tenant or remove.</p> <p>SB would like the ORG to consider whether when we're renting properties, we should offer an incentive (previously £500) for keeping the property in good condition (accepting there will be some wear and tear).</p> <p>VG said she knows of another housing provider who offers tenants any left furniture and asked whether Orwell could do the same.</p> <p>ML explained that we will select a variety of properties in different locations that reflect the stock. This scrutiny may run into a longer period and alongside the next scrutiny. ORG will be asked to review policies/standards/process at the next meeting in April. Focus groups with housing officers, ORS voids team, Anne/Adam and Ian Ferguson will be undertaken as part of the scrutiny.</p>	

		Photographs of the voids would be useful for the final report to bring it to life as part of the case studies.	
7.0	Chromebooks	<p>The Chromebooks haven't been used much so far. Now the ORG/CHAT information is available on My Orwell Voice, they will be utilised for sharing further information.</p> <p>All ORG members checked they could access My Orwell Voice.</p>	
8.0	Any other business First consumer standard review	<p>The new Consumer Standards will be issued on 1st April and a meeting will be set up in April to review the first standard ad Orwell's compliance.</p> <p>A list of dates will be circulated for the ORG to select their preferences from.</p>	Michelle Lunt
9.0	Date and venue of next ORG meeting Date and venue of next CHAT meeting	<p style="text-align: center;">Monday 22nd April 2024 6-8pm Crane Hill Lodge</p> <p style="text-align: center;">Saturday 13th April 2024 10am – 12pm Crane Hill Lodge</p>	