

**ORWELL RESIDENTS GROUP MEETING  
MINUTES**

**Monday 20<sup>th</sup> May 2024 6pm - 8pm  
Crane Hill Lodge**

			Action by
<b>1.0</b>	<b>Attendees</b>	Mary Ager (MA) John Burman (JB) Val George (VG) (TEAMS) Jackie Millar (JM) Maggi Miller (MM) Michelle Lunt (ML) Sarah Parramint (SP) Claire Townley (CT)	
	<b>Apologies</b>	Cheryl Greig (CG) John Greig (JG) Mike Warr (MW)	
<b>2.0</b>	<b>Minutes from last meeting</b>	<ul style="list-style-type: none"> <li>• To follow on from last month's minutes, there has been a bit of an issue and delay with void picking, ML will work with Jon Cox and Lynda Seagroatt to sort dates and properties. We will soon be giving you all some dates to choose where you will either be going with CT, ML or SP. We would like if you were free on both the pre and post void dates for consistency but if this is not possible it can't be helped.</li> <li>• Regarding the question about paint vouchers at the last meeting, ML enquired and vouchers aren't given regularly but can be considered on an individual process.</li> <li>• We haven't had any interest in the training courses that were offered through TPAS so we will put this on hold until something of interest comes up. There will be a tenant's meeting with other associations in September and MA joined. MA- found beneficial.</li> </ul>	ML to ask AM if aware of shared ownership void property in capel st mary
<b>3.0</b>	<b>HUG Review - Michelle</b>	The ORG reviewed the document and answered the survey	
<b>4.0</b>	<b>Standard Review – Sarah</b>	The ORG reviewed the Planned Works document and answered the survey	

**KPIS- Michelle**

- We are pleased that Rent Arrears are at 2.4%, this has continued to be at a good amount.
- The results for Care & Support haven't been updated but we usually expect a slow update on results.
- Average Void Days for Extra Care are within the timescale of 60 days, this period is allowing for adaptations and bigger jobs but this may not have been needed.
- Average Void Days for General Needs are slowly creeping up again (59) because of resources, high turnover of staff (currently 3 or 4 down) whilst trying to have one team dealing with voids to fix the issue for good.

*Question from JM- Could office people work on Voids?*

*ML- We need to look at H&S and liability as this requires training.*

- Average Void Days for Sheltered and Alms Houses are only at 4 days
- ASB Complaints are on the back of the Ombudsmen and staff are being encouraged to put through as ASB rather than a normal complaint, this is On 17 cases with 2 high risk cases. As courtesy we will speak to customer about report, any ASB issue needs a timeline and evidence.
- We have 100% with Tenancy Sustainment which means that tenants are engaged through the programme with us.
- Complaints- 94.4% solved at stage 1.
- Repairs Satisfaction has gone up to 91.2% in the green for the first time this year. There is a lot of work going on in the background for this.
- Planned Works Satisfaction has gone down to 75%, this is down to a particular contract that we are currently in
- We are lower than 100% on Compliance except for on fire risk assessments. As always, this is due to no access but if it's for safety and we need to get into a property we will. Sometimes calling the police if drastic but as with everything there is a process.
- Average Repairs Response Time is at 42 days with ORS. This is down to timescales, right first time and through retirement we have lost some of our ORS team and the newly employed people don't have the years of experience.

		<ul style="list-style-type: none"> <li>• <u>Disrepair Claims</u> have been sat at 8 for the last 3 months, after Awaabs law and damp &amp; mould we hope it will be less.</li> </ul>	
<p>6.0</p>	<p><b>Housing Management Scrutiny -Confirm survey questions – Michelle</b></p>	<p>This scrutiny will be starting soon alongside the voids, and we need to think about what we would ask on the survey.</p> <p>SP- 10 questions MA- 6 would be better.</p> <p>ML- We will go into HM meeting and will ask them to put up on wall as we want to understand what is taking up their time. We will then be able to decide what the questions in the survey will be.</p> <p>We hope that the housing officers concentrate on what’s important to them and that once this info is in we hope that customers will be able to self-serve and know where to report rather than their H.O</p> <p>This could be a good opportunity to introduce Neighbourhood champions, we can look to run a pilot on this in the summer.</p>	
<p>7.0</p>	<p><b>TSMS – Update - Sarah</b></p>	<p>The Tenant Satisfaction Measures Standard requires all registered providers of social housing to collect and report annually on their performance on a core set of defined measures to provide tenants with greater transparency about their landlord’s performance.</p> <p>The TSMs comprise 12 tenant perception measures, to be obtained through tenant surveys carried out by providers, and 10 landlord management information measures. The measures include keeping properties in good repair, maintaining building safety, effective complaints handling, respectful and helpful tenant engagement, and responsible neighbourhood management.</p> <p>Orwell employed an external agency called TLF to undertake the survey on our behalf, calling a random sample of tenants on a quarterly basis during the year. They have completed the first year of phone calls.</p> <p>Our scores will be submitted to the social housing regulator in June who in due course will publish national league tables showing how we compare to all other social landlords and local authorities across the country.</p> <p>We are currently following up the comments received from customers about our service and prioritising the areas with the lowest level of satisfaction.</p> <p>This is for everyone in social housing and the local authority and introduced by the regulator. All organisations have the same questions but different methodology and can be in-house or out-house</p>	

		<p>We have had 511 tenants, which is a representative sample of customers and is also on My Orwell Voice. Our overall satisfaction is 76.2% which compares well with other providers, and we also compared with other members of independent east.</p> <p>The regulator will be publishing with league tables and next year will be asking more questions about complaints and will be looking in more detail.</p> <p>To improve satisfaction, we need well maintained homes and also ensuring that the landlord acts on the information given.</p> <p>If you've had a repair in the last 12 months this increases satisfaction if it's gone well. Over a quarter of participants have made a complaint so the score is lower.</p>	
8.0	<p><b>My Orwell Voice – 2-month Review –Claire</b></p>	<p>Claire showed the MOV data and asked for any ideas on how to bring more people to the website.</p> <p>Forums &amp; chat rooms were suggested but this cannot be monitored and anything that is missed could be detrimental to Orwell.</p> <p>JB- Enquired about the garden competition and ML stated that we were no longer doing this but are looking to launch a young reporter of the year competition during the 6 week holiday in July with 3 categories of ages, we want them to know what is important on your estate.</p>	
9.0	<p><b>Any other business</b></p>	<ul style="list-style-type: none"> <li>We will confirm the July dates for the consumer standards which are .....</li> </ul> <p><b>Compliance with The Transparency, Influence &amp; Accountability Standard ..... 8<sup>th</sup> July CHL 11am – 1pm</b></p> <p><b>The Neighbourhood and Community Standard .....15<sup>th</sup> July 11am – 1pm</b></p> <ul style="list-style-type: none"> <li>For the CHAT meeting Becky and Ian from Freebridge want to join us on 3rd August as she's interested in our processes and would like to observe our next meeting to carry out with her own customers.</li> <li>We will be reviewing two standards on 8<sup>th</sup> July and 15<sup>th</sup> July 11am- 1pm at CHL.</li> <li>Distribution of vouchers completed</li> </ul>	

10.0	<b>Date and venue of next ORG meeting</b>	Monday 17 <sup>th</sup> June 2024 6-8pm CHL	
11.0	<b>Date and venue of next CHAT meeting</b>	Saturday 3 <sup>rd</sup> August 2024 10-12pm CHL	