



This Week At Orwell | Wednesday 21st August 2024

Housing Management Service Survey

Here at Orwell we are committed to providing the best service possible that suits the needs of our customers.

Alongside our Orwell Residents Group we continually review our services and we would love to hear your thoughts about our Housing Management Service who look after everything from rent arrears recovery, anti-social behaviour, letting our properties and day to day management of tenancies.

We will be sending out a survey to our general needs customers this week and we would really encourage you all to have your say. The survey will be sent via SMS, email or hard copy in the post. We ask that you return your completed survey to us by Friday 6th September 2024. All completed surveys will be entered into a prize draw to win one of three £100 Love2shop e-voucher.

After we have heard back from you, we will review the results and feedback these together with any changes or improvements we make.

Heating Checks

With the end of the Summer now in sight, we would like to request that our housing customers start to check their heating systems with a quick check to ensure that radiators and heating are working as expected. Should you experience any issues, please get in touch with Customer Services. This enables us to be ahead of the game with any required maintenance.

My Orwell Voice | £100 voucher winners

Thank you to everyone who joined My Orwell Voice during August. We are pleased to say that the winners of our August campaign have been selected. Congratulations to Julie from Lowestoft and Francesca from Bury St Edmunds who have each won a £100 Love2Shop voucher!