



This Week At Orwell | Friday 1st November 2024

Changes to our repair standards

We have some important updates to our repair standards today and to launch these updates we have created a page on the website to walk you through everything you need to know. [Click here to check out the information.](#)

Scam Household Support Fund Texts

The Department for Work and Pensions (DWP) have reported a scam SMS text message relating to the Household Support Fund.

The scam message advised that the resident was eligible for £900.00 from the Household Support Fund (HSF) if they clicked on a link, pay £1.00 and give their bank details for monies to be paid. If anyone receives this message, please ensure they report it by forwarding the message to 7726 (NCSC).

The Household Support Fund has to be applied for via the tenant/applicant local Borough or County Council (depending on the application process available in their local area).

Details of Household Support Fund for Suffolk can be seen at:

www.suffolk.gov.uk/community-and-safety/communities/healthier/cost-of-living-support/household-support-fund

This isn't the only scam as there are high reports of scams at this time and if unsure its best to check with a family member or friend.

August & September Customer Satisfaction Survey Prize Winners

The winners of our August and September satisfaction survey prize draw are Deborah Smith, Billy Goodchild & Michelle Loose. Congratulations! You each win a £100 Love2shop voucher!