

**ORWELL RESIDENTS GROUP MEETING
MINUTES**

**Monday 28th October 2024 6pm - 8pm
Crane Hill Lodge**

			Action by
1.0	Attendees	Mary Ager (MA) John Burman (JB) Val George (VG) (TEAMS) Maggi Miller (MM) Michelle Lunt (ML) Sarah Parramint (SP) Claire Townley (CT)	
	Apologies	Mike Warr (MW) Jackie Millar (JM) Michael Barnard (MB) Carl Dunnett (CD)	
	Sylvia has resigned from the ORG	For health reasons, she unfortunately has resigned, we wish her well and we hope she will be able to be involved with Orwell in the future.	
2.0	Minutes from last meeting	<p><u>An update from the last meeting</u></p> <ul style="list-style-type: none"> • Repairs service standard now going through board and executives • Consultations are now on My Orwell Voice <p>The minutes of the meeting held on 23rd September 2024 were agreed.</p>	
3.0	Housing Management results and action plan	<p>SP ran through the Housing Management Findings & Action Plan with the ORG and noted any additional comments.</p> <p><u>Survey background</u> Between August and September This survey was sent to 3,763 customers via text as the first methodology, followed by 2.4% via email and 200 sent out by post.</p> <p>All schemes except Extra Care and Housing for over 55s were sent this survey and it ran for 3 weeks and on completion, they were entered in prize draw to win one of three £100 Love2Shop vouchers. 370 surveys were returned (9.8% response) this is lower than the Estate Services return (14.9%). There was an issue with the survey as a question was multiple choice on problems but as there were none</p>	

		<p>they couldn't proceed and flagged this with Emma Lally. This survey was rectified quickly but this may have affected the results due to the error.</p> <p><u>Positive comments for staff</u></p> <p>Over half of respondents stated they have had a positive experience when contacting their Housing Officer. The words used to describe Housing Officers included helpful, kind, patient, understanding, friendly, approachable, easy to talk to, polite, courteous, professional, listens, welcoming, positive, constructive and supportive.</p> <p>Respondents value the speed and efficiency of the response received from their Housing Officer citing numerous examples of where they have resolved neighbourhood issues, outstanding repairs, tenancy management issues or provided support with personal issues.</p> <p><u>Neighbourhood champion</u></p> <p>55 people were interested in being a neighbourhood champion. CT called all people to thank them for agreeing to taking part and to notify them that they will be contacted Jan/Feb time with more information.</p> <p><u>Planning for Neighbourhood Champion</u></p> <p>At the start of Feb, the HM team will be asked what would be really helpful for those to do on the estates and what would they like to add to the role.</p> <p>A job description will be found from this. We do need to manage their expectations, budgets have been discussed but we will need a middle ground where its adding value to their estates.</p> <p>The ORG will be given the opportunity to pilot this for 3-4 weeks.</p>	
4.0	Voids Process	<p>We were originally going to go through the void process with the ORG but we're not sure it would add value, as the void knowledge isn't there to highlight any changes required. We'll have an idea in November on what we decide to do.</p>	
	VOIDS- St Catherines Court	<p>On 31/10 CT, SP & MA will be attending a property to carry out a customer experience interview.</p> <p>We want to know more about how it felt and how they were impacted by being more emotive and asking them what we could have done better.</p>	
5.0	Communications update	<p>Communications is our last scrutiny and originally we were going to investigate how customers felt when they were being passed from pillar to post.</p> <p>Due to the many surveys we have carried out recently, every survey has this information and therefore SP will be pulling data and themes</p>	

		together to bring them to the ORG and sharing recommendations and findings, this will possibly be in Dec/Jan.	
6.0	KPIs	<p>The KPIs haven't really changed and we will go over these at the next meeting.</p> <p>Today we were with the Programmed Works Team. This is for scheduled jobs such as kitchens, bathrooms and doors)</p> <p>Every 6 months SP will gather up info and produce an OWL with learning recommendations, communication was brought up</p> <p><u>Questions for the ORG</u></p> <p>1) If we were replacing your bathroom and told you were on list for this year, what level of contact should we do?</p> <ul style="list-style-type: none"> • Tell you potentially on a list • Not say a thing until we knew <p><u>ORG responses</u></p> <ul style="list-style-type: none"> • Potentially on list then letter when moving up the list. • Want to have the option of refusing • Rather not know, due to being let down • Rather not know <p>SP informed the ORG that if it's still fit for purpose and in good condition for another tenant that it doesn't need to be changed and you can refuse.</p> <p>2) How often would you want us to contact you with updates?</p> <p><u>ORG responses</u></p> <ul style="list-style-type: none"> • 12 weeks prior to works • Quarterly • Would rather a definite date x2 <p><u>More suggestions</u></p> <ul style="list-style-type: none"> • Should we be doing a reminder of timescales • Week before start <p>3) When we have trades in, how should we keep customers up to date?</p> <p><u>ORG responses</u></p> <ul style="list-style-type: none"> • Timeline (list of jobs) 	

		<ul style="list-style-type: none"> • Leaflet with contact details • You need to know what they are doing with their time, no communication as sometimes they go out. • Some customers will need more info than others, you're not going to please everybody <p>SP stated that in reality, a contractor isn't going to do a timeline.</p>	
7.0	<p>Confirmation of those attending the Independent East conference</p> <p>Discuss vouchers</p>	<p>ORG notified of conference attendance. All ORG members in attendance stated what vouchers they wanted.</p>	<p>ORG members not in attendance to notify Michelle of vouchers</p>
8.0	Any other business	There was none.	
9.0	Date and venue of next ORG meeting	<p>18th November 2024 6-8pm CHL</p>	
10.0	Date and venue of next CHAT meeting	<p>Saturday 2nd November 2024 10-12pm CHL</p>	