This Week At Orwell | Friday 15th November 2024

Tenant Satisfaction Measures

Thank you to those who completed our first consultations of 2024! Customer feedback is very important to us as you know and we're coming out to you with another consultation which will run until Monday 25th November 2024! 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. For further information, please view the link on the Orwell website here We would be grateful if you would take a moment to follow the link below to take you to My Orwell Voice, we would like you to rank the TSM questions in order of importance to you. Click here

Santa Paws - Fancy Dress Dog Walk

Have a dog? Love Christmas? We'll this might be the event for you. On Sunday 8th December, 11am to 1pm at Christchurch Park in Ipswich, Cancer Support Suffolk are hosting a Fancy Dress Dog Walk! £5 per dog and you can click here to register.

Kind words from Customers

We would love to share some more kind words from customers today. We really appreciate the time taken to give your feedback. First up this week we have some lovely words about Martin Meaney, one of our operatives after a recent call out:

"The operative was absolutely fantastic!! So helpful, understanding and helped towards a solution! He went above and beyond when he couldn't complete one issue and has sent it on to the relevant people! So friendly and polite and respected my property fully. Thanks so much!! "

And next we have a big shoutout to Gary Elvin, our fantastic Caretaker at Whiting Road in Lowestoft:

"I do love Gary, he's always so polite and he did the job efficiently and quickly. He popped into the living room to ask how I was too which I thought was lovely. After he'd gone I saw he had cleared up after himself which is no different, I can never fault him!