



## This Week At Orwell | Friday 14th February 2025

### Tenant Satisfaction Measures

Today we'd like to remind our customers about our Tenant Satisfaction Measures Survey that will be conducted by TLF from 10th February to 10th March 2025. Orwell have been working with TLF for a few years now to conduct their Tenant Satisfaction Measures Survey on our behalf.

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. TLF call a random sample of tenants on a quarterly basis during the year. If you get a call please do take the time to let us know how you feel and help make a change for everyone!

A quick reminder, TLF Research makes calls from an 01484 number. Further information is available on our [website](#).

### Fun for all the family this half term at Suffolk Libraries

The team at Suffolk Libraries have a whole host of activities for all the family this half term! With events such as "Little Explorers", "Stay & Play", "Lego Club" and "No-tech Games Club" there really is something for everyone. With many of the activities free or for a small donation, and events happening across the region in Ipswich, Framlingham, Felixstowe, Haverhill and Shotley, to name but a few, [click here](#) for more info or ask at your local library.

### This Week's Kind Words

This week we have kind words from our customers which celebrate two of our colleagues in our LD and Gardening teams here at Orwell. The first is for Lisa Graver, a support worker in one of our Learning Disabilities schemes; "I appreciate the way my personal issues have been dealt with and not to have been made to feel a burden"

And the second is for Amanda Webb and Jensen Wagstaff who did the gardening at Deben View, one of our Extra Care schemes; "may I compliment the two members of the gardening team who are at present power washing our paths, patios and benches to remove the moss and algae and doing a really thorough job".