

# Customer annual report

for year ending 31 March 2024

Continuing to drive positive  
change together



[orbitcustomerhub.org.uk](https://orbitcustomerhub.org.uk)

# Contents

A welcome message from your Customer Engagement Strategic Committee	3
Welcome from Phil Andrew, our Chief Executive	5
Where our communities are located	6
What you think of your home and our services	7

## You

Our commitment to you	9
Helping you have a successful tenancy	10
Creating Better Days and building thriving communities	12
Customer voices driving positive change	15
Keeping you up-to-date	18
Providing you with great customer support	20
Improving your digital experience	21
Supporting you to manage and maintain your tenancy	22
Helping you manage your rent	24
Learning from your feedback when things don't go as they should	25

## Your Home

Your service charges	29
Welcoming you into your new home	30
Caring for your home and estate	32
Understanding your changing needs	34
Making sure your community looks great	38
Keeping you, your home and community safe	39
A home to be proud of – about your repairs service	40
Investing in your homes to make them more energy efficient for the future	42

## Our planet

Caring for our planet	44
-----------------------	----



### Navigation controls

Use the document controls located throughout the content to help you navigate through this report.

Page navigation

Go to contents

URL  Hyperlink



# A welcome message from your Customer Engagement Strategic Committee

The Customer Engagement Strategic Committee exists to make sure that customer voices are heard and listened to at all levels of Orbit's operations and as part of the Social Housing (Regulation) Act 2023. We have worked closely with Orbit again this year and are pleased to introduce this year's customer annual report.

Significant progress has been made with reviewing performance information and we have supported the introduction of the new Tenant Satisfaction Measures (TSMs). To make that information more visible and accessible, Orbit has created a new performance area on the [customer hub website](#) and this will be updated quarterly to clearly show how they are delivering on services for all customers.

Throughout this report, you'll see how Engaged Customers are helping to shape positive change. A focus on improving delivery of Estate Services resonated with Engaged Customers and this was reflected in the significant number of participants attending online discussions. The Customer Engagement Strategic Committee has requested that Orbit deliver firm proposals, with an associated timeline for implementation to demonstrate that customer voices have been heard and acted upon.

You told Orbit you weren't happy with how they managed complaints and repairs, so we were heavily involved in making changes so that you receive the service you expect the first time you contact Orbit. There are plenty of other examples, so please read on to find out more.

By communicating openly and working closely with customers, we are optimistic Orbit will continue driving a customer-centric culture that values and responds to your input, ultimately improving your overall experience.

If you are passionate about good service and want to share your experiences of being an Orbit customer, we'd love to hear from you. Visit Orbit's [Share your views page](#) or the [Your Voice Facebook Group](#).

Yours sincerely,  
**Your Customer Engagement Strategic Committee**



In April 2023, the Regulator of Social Housing introduced new performance measures for all housing associations called Tenant Satisfaction Measures. They help demonstrate Orbit's commitment to being more open and showing their progress on improvements you've told them you want to see. You can find the results on Orbit's new Tenant Satisfaction Measures webpage.

**Click here**



## Your Customer Engagement Strategic Committee



John Bennett



Gavin Shiers



AnneMarie Groves



Roz Hosiene



Phil Sampher



Jo Helsden

Photos missing for Rola Eldahouk, Grenville Bingham and Caitlin Leigh





## Welcome from Phil Andrew, our Chief Executive

At Orbit, we have a clear ambition: to provide amongst the best experience of any housing association in the country. We know we have a lot of work to do before we can achieve this, but I want to reassure you that we're committed to putting our customers at the heart of our operations and ensuring you have a home you can afford in a place you're proud to live.

In this report, we want to be open and transparent with you about where we know we need to do better, whilst also updating you on some of the great work we're doing to support our customers and improve our services.

The year that this report covers (2023-24) represents a turning point for Orbit. At the end of the year, we launched our [2030 Strategy](#) and I wrote to every customer to let you know we've committed **£24 million** to improvements to the customer journey. Of course, change will take time, but we're making progress and we have a team of committed colleagues at Orbit who are driven to make sure our services are up to the standard you deserve. This because it's the right thing to do as a socially driven not-for-profit business set up to serve you.

Finally, I want to say a huge thank you to all of our customers for your continued support, patience and understanding. Your feedback is incredibly important to us, and I would urge you to take a closer look at the many ways you can share your views through our customer engagement programme – and help us shape and improve your experience as an Orbit customer.

Kind regards,  
**Phil**



We're always looking for customers who are happy to share their experiences with us. To find out how, please visit our 'How to share your views' webpage.

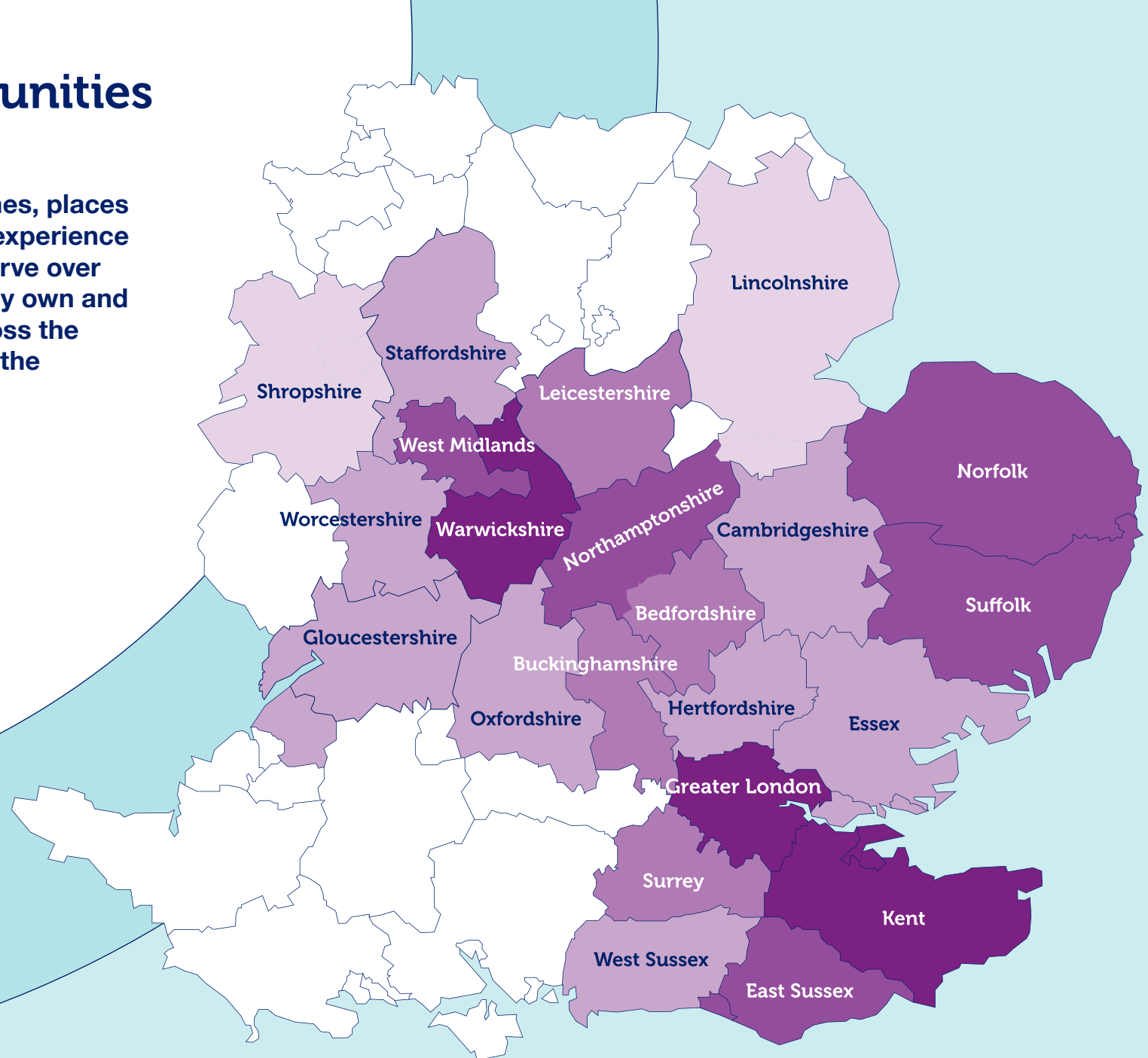
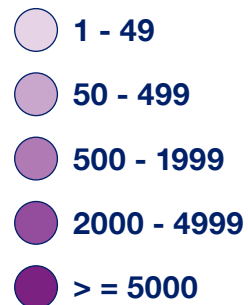
[Click here](#)

Watch Phil's recent [video](#) to learn more about our plans for improving services for you.


# Where our communities are located

Our aim is to provide better homes, places and services that improve your experience of living in an Orbit home. We serve over 100,000 customers, and currently own and manage over 46,000 homes across the Midlands, the East, London and the South East of England.

## Number of homes



# What you think of your home and our services

We measure our performance in a number of different ways and you'll see this throughout the report. This includes the new **Tenant Satisfaction Measures**, customer surveys and internal measurements.



**65.4%**

overall customer satisfaction for renters and **49.3%** for shared owners\*



**81.6%**

of renters feel safe in their home, compared to **80.5%** for shared owners\*



**78.6%**

of renters say we treat you with fairness and respect, compared to **65%** for shared owners\*



**71.4%**

of you say your home is well maintained\* (shared owners are responsible for maintaining their homes)



# What we've delivered from 1 April 2023 to 31 March 2024



**7,683** customers supported through our free Better Days programme (compared to **5,059** the previous year)



**£119.4 million** investment in existing homes (overall) (compared to **£88.8 million** the previous year)



**£22.4 million** social value\* delivered (compared to **£19.2 million** the previous year)



**870** new homes provided (including **409** rented homes, **313** shared ownership homes and **148** market sale homes).

This compares to **1,257** homes provided the previous year, including **436** rented homes, **441** shared ownership homes, **285** market sale homes and **95** homes built for others



**85.55%** of homes are EPC Band C or above, meaning that those homes meet energy efficiency requirements (compared to **83.5%** the previous year)

\* 'Social value' is how we measure the value we create in our daily activities, both financial and non-financial, for the wellbeing of people, communities and our planet

# You

## Our commitment to you

To identify the improvements we can make to help you access our services more easily, we completed an independent review of our existing customer journey.

Customers have shared their current experiences with us and helped us shape our design principles, which will be taken forward to create a future customer experience that will be delivered as part of our new 2030 Strategy.

Every element of the strategy has been created through the lens of the customer and outlines our ambitions for the next six years.



# Helping you have a successful tenancy

We want you to have a successful tenancy, so we offer a wide range of free support services to help you along the way...

## myLearning

Here's what a customer who took part in our free myLearning confidence and self-esteem sessions had to say:

**"It was very informative and definitely helped me a lot with learning how to improve my low confidence. I'll certainly take on board some of the confident behaviours I can slowly, but surely, teach myself to do. I will also begin writing a diary to keep track of my daily life and achievements, as well as separate journals for my creative and academic interests in order to keep my mind healthy, positive and focusing on what I love to do in life. This course is so important for everyone. Thank you all for your support."**

Sometimes in life we need a positive change. You may want to learn something new for your own personal development or you may want to gain some skills to help you move forward in life. It's not always easy to know where to start, so we've created a number of free and short online sessions where you can learn work or life skills, such as building your confidence, raising your self-esteem and starting a new job. You can take as many of the free sessions as you like - all of them are fun and relaxed. Find out more on our [myLearning page](#) 🖱️

Did you know?

Last year, we delivered **198** sessions to **1,291** customers

David from Rushden in Northamptonshire





## Extra support for those who need it

For those of you who want a bit of extra support, we've got that too. Our Tenancy Sustainment Triage team can work with you to understand any challenges you may be facing, so that they can offer the right support. Whether that's a referral to one of our Better Days offers, one of our trusted partners, or to our Tenancy Sustainment Job Coaches or Skills Trainers, we're here to help if you need it. Customers who are referred to a Tenancy Sustainment Job Coach receive coaching on a range of topics, including employment and money management, to improve their chances of successfully managing and sustaining their tenancy.

At the start of each new tenancy, we review your circumstances with you, and for the first six months, we provide a coach for those who may need a helping hand. This helps those customers settle into their new home more easily and gives them the best chance of maintaining a successful tenancy.

**If you need extra support, complete our handy form and we'll get in touch**

[Click here](#) 

Here's what two customers said about the support they received:

**"The Triage Officer was great, really helpful and gave me advice, help and support about an issue I was having and signposted me to other people who have since contacted me to help me in other areas that I need help in. Fantastic service, very friendly and genuine too."**

**"My coach really helped me out of a dark place. After a traumatic event, I was suffering with PTSD and fell into a rut. I found it hard to cope with day-to-day things and everything just got to be too much to handle. My coach helped me realise this and set up a plan of action that would help. She also supported me in getting a management move to get me out of the property that was the root of the issue. I am so glad to have moved and can start afresh."**



### Making a difference:

- 9,842 customers referred into Tenancy Sustainment and a 97% customer satisfaction rate with the service
- 99% of customers who need additional help maintaining their tenancy and who engaged with the service successfully managed their tenancy for 18 months
- 63% of customers we helped had an improved rent balance 12 months after the support finished
- 1,598 customers were supported into employment related training or volunteering
- 191 customers moved into employment and were an average of £667.93 per month better off as a result.

# Creating Better Days and building thriving communities

“Thank you for helping me with my mental health, the referral for Breathing Space has really helped me with what I’m going through right now. It’s just nice to talk to someone who isn’t family or friends,” said a customer who received mental health support from our Better Days myWellbeing programme.

Our Better Days support programme helps thousands of you every year. Whether it’s managing your money, trying something new, finding happiness with work or improving your digital skills or your overall wellbeing, we’ve got free expert advice and support to help you exclusively as an Orbit customer. Before the increased cost of living put additional pressures on households, we were already helping customers with over **5,000** support interventions each year. Over the last year, that number has increased to **7,683**.

You said

We did

As demand for our support has grown, we’ve found new ways to bring our services directly to you in your communities. We’ve increased the size of our Thriving Communities team so they that can spend more time meeting you face-to-face through special events, door-to-door visits and taking part in wider community events. The team won a ‘Team of the Year’ award at this year’s Housing Heroes Awards for the work they do to bring you our free and exclusive Better Days advice service.

**BETTERDAYS**<sup>®</sup>  
have a good day, every day

In this video, residents share their first-hand experiences with our Better Days services and how it has made a difference in their lives. Take a look here

Click here 



## Helping you have a Better Day

“The Better Days Debt Advice Service were very caring and understood what I was going through, took time to listen to my needs and found ways to help me out,” said a resident who received free Better Days myMoney support.

- Our Community Connectors and Place Area Leads provided 2,813 support interventions at 520 face-to-face events in your communities
- We helped customers increase their collective household income by an estimated £3.1m and helped them manage over £1.5m in debt through our Better Days myMoney support.

Meet your local Orbit team and get to know your neighbours at our free Better Days events. Find out more

[Click here](#)

We've updated the Better Days information on our customer website, making it easier for you to find what you want, when you need it

[Click here](#)



A Better Days event at Glebe Road in Coventry



## Better Days Community Hubs

“It's very useful speaking to Orbit in person near my home. I needed some advice on my energy bills and was able to get it today,” said a customer who received in-person Better Days myMoney energy advice.

We've been fixing up underused community buildings and creating Orbit Community Hubs where you can meet with us and our partners in person to learn more about the free support and advice we have available. They're also being used as places where communities can come together to socialise and run other activities. We've currently got hubs in Gorleston-on-Sea in Norfolk and Newmarket in Suffolk. We plan to open hubs in Daventry in West Northampton, Bexley in South London and Norwich in Norfolk, and are exploring opportunities to open hubs in Kent and Sussex too. We've just started a pilot mobile hub to help us reach residents in our more rural communities, and this has been well received so far.



## Better Days ahead for Gorleston-on-Sea

A former scout hut in Gorleston-on-Sea has been transformed into a new Orbit community hub. The hub also hosts sessions by local organisations including Cliff Park Community, a womens' wellbeing group, and Camerados, an organisation which hosts 'public living rooms' across the country to encourage people to meet and enjoy each other's company.

We've worked with social enterprise, Volunteer It Yourself, to re-vamp the community space and enlisted the help of young local residents to gain hands-on work experience in trade skills to give the building and garden a new lease of life. Thanks to a successful application for Arts Council England funding, we've been able to work with local residents and street artists, Represent Project, to design and create a series of murals inspired by the history and diversity of the local area for display at the hub's outdoor areas.



Want to find out more about our free Better Days support programme, available exclusively to you as an Orbit customer?

**Just visit our Better Days help and support page.**

[Click here](#)



# Customer voices driving positive change



Roz Hosiene, an Engaged Customer and member of your Customer Engagement Strategic Committee, said:

**“There are plenty of opportunities for you to share your view on the services**

**you receive. Whether it’s taking part in surveys and polls or sharing opinions on the Your Voice Facebook page, you can give your feedback, both good and not so good. You can also review policies, share ideas and challenge managers too. I love that as a group, we encourage and support one another. It’s also great that our voices are valued and we can earn Love2Shop vouchers for our time.”**

We also operate several customer-led diversity groups, including LGBTQ+, disability and future voices groups, to help us capture more specific feedback on how we can offer our services fairly to all customers.

We not only encourage you to share your views, we’ll reward you for it too. You can take part in activities that you choose to get involved with and earn reward points that can be exchanged for Love2Shop vouchers. Last year, we held **150** activities and awarded over **£4,500** in Love2Shop vouchers, so please get in touch if you’d like to learn more! Find out more by visiting our [share your views](#) page.

**Join our  
Your Voice Facebook  
group! Take part in  
surveys, polls and other  
activities to earn reward  
points. Find out  
more here**



**Click here**

**“After saving up the reward points for the year, I was able to redeem them for Love2Shop vouchers that I put towards a new computer. I attended a couple of online meetings a week and replied to all the polls and surveys on the Your Voice Facebook group, along with my Customer Engagement Strategic Committee commitments. I was finally able to pension off my 11 year old iMac for one that runs quicker than I do!”**  
said AnneMarie, an Engaged Customer and member of your Customer Engagement Strategic Committee.



We encourage as many of you as possible to engage with us and share your views. You can participate in our regular Your Voice activities, including live streams, polls, surveys and Facebook discussion forums. You can attend meetings, bite-size evening sessions, special events, or one of our conferences.

All of our customer engagement work is overseen by our Customer Engagement Strategic Committee (CESC), which was created with Engaged Customers to help develop the strategy and delivery of our Your Voice customer engagement programme. Acting as an invaluable and critical friend, the Committee meets every quarter to review progress and ensure the customer voice is heard, represented and delivers meaningful change. Since the formation of the Committee in 2023, we've made good progress on our three key aims:



### 1. Improve our relationship with customers

- We've worked closely with customers to create a [new performance area on the customer website](#) which gives you more transparency on how we're performing and includes our Tenant Satisfaction Measures scores.



### 2. Broaden the voice of our customers

- More of you have wanted to share your experiences with us and that helps us better understand what you want and need from the CESC
- We're working with more people from a wider variety of backgrounds and who live in different areas, so that we can listen to views based on a broad range of experiences to improve services for everyone
- Using digital communications, such as our customer hub website, social media and text messages, has helped us hear from new customers and made it more convenient for you to give feedback
- Through regular surveys on topics you've told us are important to you, such as repairs and service charges, we've received over 1,000 responses that have informed many of the service improvements you see throughout this report. We've also been delivering bite-size online sessions in the evenings, so more people can participate.



### 3. Demonstrate the value of engagement

- The Committee has influence throughout our operations, from recruitment panels to strategy days and by working with the Housing Regulator to make sure that the voice of the customer is at the forefront of everything we do. It also helps us review costs when we look at re-tendering contracts for goods and other services
- Engaged Customers have helped shape key policies and how we deliver services in a number of areas, including complaints, repairs, service charges and animal ownership
- The Committee invited key leaders from Orbit to attend the annual Your Voice customer conference, to discuss topics that are important to residents. These included service charges, the Customer Support Hub callback system and Estate Services.



# Congratulations to AnneMarie!



We're delighted that AnneMarie Groves, an Engaged Customer since 2023 and member of your Customer Engagement Strategic Committee, was shortlisted in the 'Board/Committee Member of the Year' category at the annual Women in Housing Awards. One of only nine people shortlisted across the country, AnneMarie has been a strong voice for customers and supported us to make meaningful change. Never afraid to challenge or question, her approach is always well-balanced and constructive. **Congratulations AnneMarie, your shortlisting is well deserved!**

## Highlights

	2021-22	2022-23	2023-24
Number of Engaged Customers via Your Voice, our customer engagement programme	571	929	956
Engaged Customer satisfaction for activities (A 'Net Promoter Score' calculates customer satisfaction. Anything above 70 is considered good and that indicates that the people giving us that score would recommend our services to others)	+59	+61	+76
Number of service improvements made	33% of 79 identified	34% of 140 identified	58% of 99 identified



# Keeping you up-to-date

We're here to provide you with advice and support, so it's important that we provide you with information that is helpful, clear, timely and delivered in the right way. Our Customer Communications team works closely with our frontline teams to provide you with a regular flow of information, whether it's on or offline. This helps our frontline teams to spend more time providing you with face-to-face support, whether it's at a Better Days event or an estate inspection.



In Orbit Life, our customer magazine, we feature a different customer guest editor in each edition. They review the magazine to make sure that it includes the topics that matter to you and clearly show you where to find help or additional information. On our customer hub website and on social media, we use opportunities like Debt Awareness Week to make you aware of our free Better Days support such as our myMoney advice service.

You said

We did

**Engaged Customers have helped us create new standards for text messages and emails. You should start to see more clear and consistent messages from us and that additional information is easier to find.**

**Each year, we work closely with Engaged Customers to check that our rent and service charge letters are clear and address any issues that you may be facing. Engaged Customers said it would be helpful if we provided information on how to submit a Housing Benefit letter to your local authority and a better explanation of how the cap on rent increases works, so we updated the letters and shared details on how to find more help if you need it.**

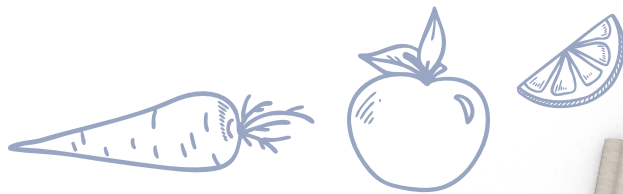
You told us our complaints letters didn't go far enough to explain issues and help resolve your complaint when things go wrong. Working with customers, we've created new standards for complaints responses backed up by increased training of our Complaints team. We've also developed a suite of 'best practice' letter examples and included regular reviews, to make sure that complaint responses are clear and provide the complete information that you need.

For all the latest updates, follow us on @OrbitHelp on Facebook. You can also get the latest news by visiting the [news page](#) on our customer hub website



## Helping you manage the cost of living

The increased cost of living is still affecting many of us and we want you to know we're here to help. That's why it's been more important than ever for us to let you know about our free Better Days support and the services offered by our Tenancy Coaches. We continue to improve and update our **customer hub website** with the latest resources and information about free support.



With a little know-how, you can make great tasting meals and keep track of how much you spend on food. Whether you live on your own or need to feed a family, we've got you covered in our free recipe book. Get your hands on some delicious recipes and food affordability tips by downloading your copy [here](#).





# Providing you with great customer support



Fiona Wilkinson, an Engaged Customer and part of the working group that reviews our Customer Support Hub, said: **“The Hub is the first point of contact most**

**customers have with Orbit and it’s often this experience that forms their opinion of the service they receive. Customer wait times when calling the Hub are sometimes long, so customers suggested the idea of a callback service, which has now been introduced. We’ve also worked with Orbit to change the way incoming repairs requests are managed so that they can be resolved more quickly and easily. There is still more to do, but everyone is working hard to make the first contact with Orbit a good experience.”**

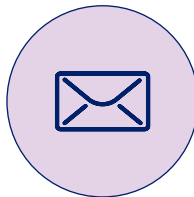
## Highlights

Our aim is to provide an excellent customer experience and we’re continually looking at new ways of doing so.

Our Customer Support Hub:



**Managed 227,856 customer phone calls (almost 20,000 through our new callback service)**



**Responded to 62,510 emails**



**Managed 3,377 live chats with Celeste, our friendly website chatbot.**



We know it’s frustrating when you call us and you have to sit in a queue for a long period of time. Addressing this is a priority, so Engaged Customers worked with us to introduce a new callback system with our phone lines so that if there is a queue, you can hold your position and not have to wait for your call to be answered - we’ll call you back.

The reason you contact us most often is to request repairs to your home and last year, we made changes to how we manage incoming repair calls, emails and myAccount requests. To move repairs along more quickly, we introduced a new way of working that allows us to book repair appointments when you contact us and not have to wait a week for written confirmation. This allows another, more specialised team to manage more complex repair issues directly with you and our two main repair contractors, MPS and Fortem.

We’ve also introduced a new team in the Hub that makes welcome calls to new customers, checks in on those who may need ongoing support and speaks to those of you who may have been unhappy with our services so that we can learn from and improve on those experiences.



## Improving your digital experience

Improving our digital services is an ongoing and important area of focus for us and our aim is to ensure it's easy for you to contact us and manage your tenancy in a way that suits you. You can find out more about our plans for the future in our new [2030 Strategy](#).👉


- Over 26,000 of you now use myAccount, our online customer service area, to manage your account with us
- Celeste, our virtual assistant chatbot, has a 93% recognition rate, meaning it's easier for you to find what you need
- To help get important information to you more quickly, we've sent a total of 280,000 SMS text messages in the last year.

**Do you  
use myAccount?**  
With myAccount, it's  
all online, so anytime and  
anywhere, you can view your  
rent balance and transaction  
history, raise a repair, set  
up a Direct Debit and  
even make a payment.

**Find out more**

**Click here**👉





## Supporting you to manage and maintain your tenancy

**60.4% of customers surveyed as part of the new Tenant Satisfaction Measures,  are satisfied with our approach to anti-social behaviour and 65.2% say that we make a positive contribution to your neighbourhood. We know we need to do more improve customer satisfaction and are making changes to deliver a better service to you.**

Our Tenancy Services team helps care for your community by investigating suspected issues of tenancy fraud, reports of anti-social behaviour (ASB), hate incidents and domestic abuse, and leads on safeguarding those of you who may be at risk. The team also manages hoarding cases and carries out visits to new customers.

In 2022, we changed the way our Tenancy Services team works so that our frontline officers can spend more time working directly in communities with you and our partners, such as the police. This has help us resolve your queries more effectively and last year, **80%** of your queries and reports were managed when you first contacted us.

We've launched a new anti-social behaviour strategy, which puts a greater focus on our teams having an increased presence in communities to offer support and help prevent and reduce incidents of ASB. In addition to those of you who rent homes with us, we also now offer our ASB service to leaseholders and shared owners.




You  
said

We  
did


You told us you want us to tackle ASB, and we've continued to deliver on our promise of being more proactive by spending more time in areas with higher levels of ASB. We've seen a 50% overall reduction in repeat ASB cases in these areas.

To find out more about how we manage ASB and how you can report it, please visit our customer hub website

Click here 

We've received our third accreditation from [Leaders in Safeguarding](#),  which is awarded to organisations in recognition of their practice and commitment to keep children, young people and vulnerable adults safe. We've also implemented a new hoarding support package for customers who may have hoarding tendencies.

## Highlights

	2021-22	2022-23	2023-24
<b>Domestic abuse cases supported</b>	<b>362</b>	<b>280</b>	<b>611</b>
<b>Customer satisfaction with approach to handling ASB</b>	<b>74%</b>	<b>77%</b>	<b>60%*</b>
<b><u>*New Tenant Satisfaction Measure</u></b> 			
<b>ASB cases resolved</b>	<b>1,719</b>	<b>1,664</b>	<b>1,455</b>
<b>Safeguarding concerns managed</b>	<b>3,567</b>	<b>3,800</b>	<b>4,619</b>
<b>Supported customers (next of kin) after the death of a customer</b>	<b>518</b>	<b>480</b>	<b>467</b>

# Helping you manage your rent

“I really felt like I could be open and I got off the phone feeling so much more hopeful about the future.

Things have been pretty dark lately, so that is huge,”  
said a resident who received our free Better Days myMoney advice.

We've been attending Better Days events to meet more of you face-to-face and provide you with free debt advice if you need it

Find out more about our free Better Days myMoney support, available exclusively to you as an Orbit customer. Visit our my Money webpage for more information

Click here 

## Highlights

- We're always looking for ways to help customers settle into their homes, especially those who may need a helping hand. We now make welcome calls to all new customers, so that we can better understand your circumstances and offer you extra support and advice early on. We'll also discuss different ways you can pay your rent, to give you more control and flexibility
- If a new customer falls behind on their rent, we'll offer support to help arrange a payment plan or provide additional support before sending out a rent arrears letter. We want you to know help is available and we're happy to work with you to find a solution, so if you're struggling, please contact us
- To help those who do need extra support, our Income team works closely with our Tenancy Coaches, to make sure any customers who are in rent arrears and have a coach have the opportunity to engage with their coach before rent arrears letters are sent out
- Members of our Income team work closely with our Customer Support Hub advisors when dealing with more complex rent enquiries, so we can resolve them more quickly when you first contact us
- To prevent delays with people receiving Universal Credit payments, we sent out text message reminders to customers about reporting rent review changes to the Department for Work and Pensions.

# Learning from your feedback when things don't go as they should

— 66 —

John Bennett, Chair of the Customer Engagement Strategic Committee, said:

**“Complaints are an important way for customers to tell their landlord how they are performing and are critical in building a positive relationship between customers and their landlord.**

**“From the launch of the first Housing Ombudsman’s Complaint Handling Code in July 2020, customers have been involved at every level. We worked with Orbit to take in and understand the Code on a line-by-line basis and used it to develop the Complaints and Customer Care Policy. We’re proud that customers were involved in completing and co-signing the year end self-assessment.**

**“This partnership approach has continued each year and means that Orbit was well positioned to meet the requirements of the Code when it became a statutory requirement in April 2024.”**

— 99 —



When things go wrong, how we respond to put them right matters and we know that the way in which we handle complaints doesn’t always deliver the experience you expect.

We’re aware of the areas where we need to improve and the complaints information below is an accurate view of how we performed last year. We’re determined to put that right, by giving you a smoother pathway to getting issues resolved more quickly and to a higher standard. We hope that in time, you’ll see that with ongoing improvement, we’ll deliver in our mission to offer amongst the best customer experience of any housing association in the country.

As part of the new Tenant Satisfaction Measures, **33.8%** of rented customers and **19.1%** of shared ownership customers felt satisfied with how we manage complaints. It’s important that we use the opportunity to learn, improve and rebuild your confidence in our service.

The volume of complaints we received this year has increased compared to previous years. Our figures show, at stage one, we received **85.2** complaints per thousand rental customers and **34.6** complaints per thousand shared owners. We know that this is higher than other similar sized housing providers.

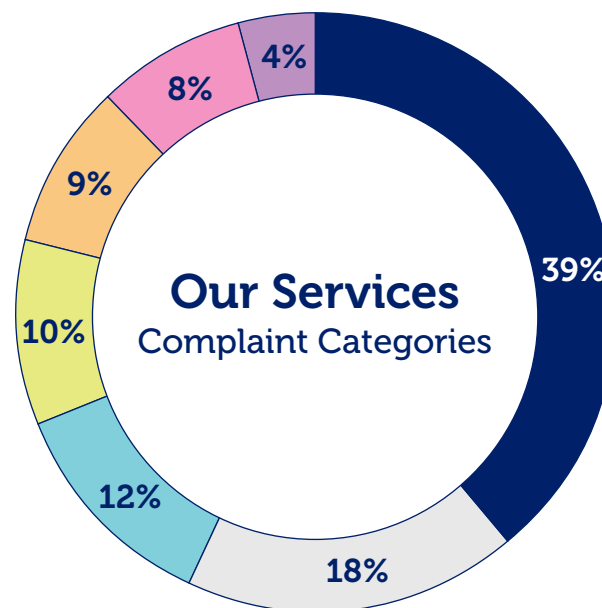
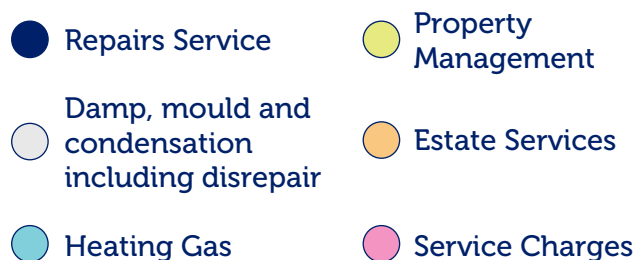
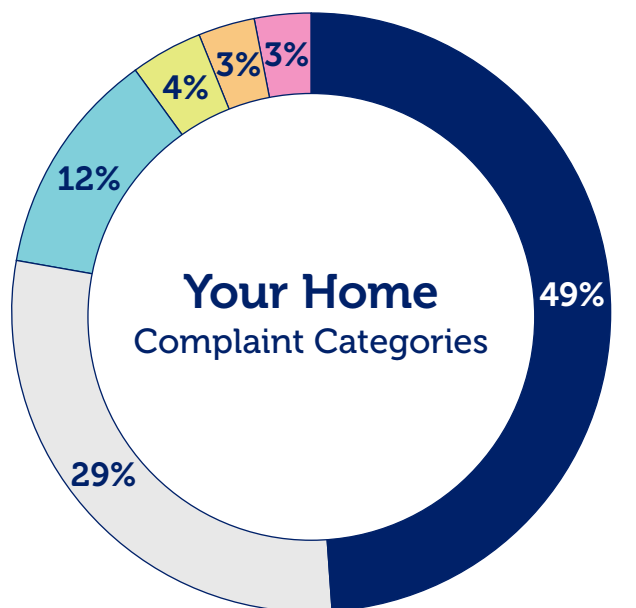
Number of complaints

	2021-22	2022-23	2023-24
Stage one formal complaints	1,961	3,789	3,969
Stage two formal complaints	204	538	542



## Reasons why you raised complaints

Last year, **82%** of the total complaints we received related to your homes and neighbourhoods including our repairs service, estate services and how we manage your home. Of the complaints received about your homes, **49%** were about our repairs service, **29%** were about complex disrepairs or damp, mould and condensation, and **12%** related to gas servicing checks or repairs.



## Outcomes

Of the stage one complaints closed in 2023-24, **56%** were upheld or partially upheld, and **44%** were not upheld. The main reasons for upholding complaints were service failures related to repairs, damp, mould and condensation, and heating services.

Of the stage two complaints closed in 2023-24, **72%** were upheld or partially upheld, and **28%** were not upheld. The main reasons for upholding customer complaints at stage two related to the handling of repair-related complaints; failings related to damp, mould and condensation or disrepair cases; and how we handled heating complaints.

## Housing Ombudsman complaints and outcomes

	2021-22	2022-23	2023-24
Investigations	37	34	69
Maladministrations	5	11	24
Severe maladministrations	0	1	16

To learn more about how we've managed complaints in the last year, you can read our [Annual Complaints Performance and Service Improvement report](#).👉

## Learning from complaints

Barry Slasberg, an Engaged Customer and a member of our complaints working group, has worked with us to help shape our new complaints improvement plan. He said: **“Being part of the complaints group and supporting Orbit to help improve the system has been most enlightening. I am impressed by the honesty, optimism and enthusiasm of Orbit staff and those customers I've been working with. The reality is that there's a long way to go before things get to where they should be, however the determination to get there makes me confident that in time, they will improve the overall service.”**



You  
said

We  
did

We are listening and working with customers to learn more from the complaints we have received in order to tackle the root cause and our new complaints improvement plan and [2030 Strategy](#)👉 puts customer service improvement at the heart of our actions. So far, we've:

- Conducted an independent review of our damp, mould and condensation (DMC) approach
- Increased colleague training to better understand those who may need additional support
- Launched a 'You and Your Home' customer check-in pilot, allowing us to discuss any work required and how we can best support you
- Revised our complaint handling quality programme
- Introduced an owner satisfaction review programme.

# Your Home

We serve over 100,000 customers from a variety of backgrounds and in differing stages of life, from those seeking their first home to others who may be looking for enhanced supported living as their circumstances change. We currently own and manage over 46,000 homes across the Midlands, the East, London and the South East of England. These include homes for affordable rent, shared ownership, independent living, supported housing and private market sale. Last year, we delivered 870 new homes and secured legal completions of 299 shared ownership homes and 163 market sale homes.

You've told us that your home is the most important part of your relationship with us. We work hard to build, maintain and modernise your home so you have a place you're proud to live in. However, customer satisfaction scores tell us that we need to do more to improve your experience when you deal with us. We're committed to doing just that.





# Your service charges

If you live in a home with the use of a communal area or where we deliver additional services to the building or your community, you'll be paying a service charge for those services. We understand how important it is to get these charges right.

## Number of service charge customer enquiries

Period	2022-23	2023-24	Volume	Percent
Q1	1,093	997	-96	-8.8%
Q2	807	983	+176	+22%
Q3	1,149	1,084	-65	-5.6%
Q4	1,584	2,302	+718	+45%
Total	4,633	5,366	+733	+15.8%

We have seen an increase in the number of service charge queries from customers, especially in Q4. These were largely because of higher costs due to the increased cost of living, plus this is when service charge letters for the next year are issued.

We are working to give you earlier access to your service charge budgets and costs, including more proactive budget setting and by working more closely with Engaged Customers.



Last year, Engaged Customers worked with us once again to review our service charge policy and the statements we send to all customers. They also suggested we reduce the amount of information in cover letters and service charge statements to make them shorter and simpler to understand, and include information on how to submit a Housing Benefit letter to your local authority.

For additional information about your service charges, please visit our [customer hub website](#). You can also view the service charges costs on your account and make payments online by logging in to [myAccount](#). If you have any further questions, please email us directly at [servicechargeteam@orbit.org.uk](mailto:servicechargeteam@orbit.org.uk).

# Welcoming you into your new home

Last year, we reduced the number of empty homes from 474 to 348.

Our Lettings team is the first contact most of you will have with us as we welcome you into your new home. The team reviews applications for housing and, once approved, offers homes to people who need them. As part of the application review, we identify new customers who may need a bit of extra support to get settled and refer them to a Tenancy Coach for life skills coaching. Last year, we introduced a new online lettings application system that allows us to review and progress applications more quickly and match people to homes sooner.



To provide clearer guidance on mutual exchanges, we worked with Engaged Customers to create a new mutual exchange policy. We’re now digitising our mutual exchange applications to help provide a smoother experience for those wishing to swap homes with other people who live in affordable housing.

To help more people move into our homes, we look closely at the number of empty homes we have, along with the amount of time it takes to re-let a home after a customer moves out. Sometimes homes are left in a poor condition and need repairs, while others benefit from an update (new kitchens, bathrooms and/or windows etc).



Annabel and her son Ethan, from Great Blakenham in Suffolk

## Lettings in 2023–24

	2021-22	2022-23	2023-24
Number of lets – re-lets and new lets	2,529	2,577	2,330
Number of mutual exchanges	383	403	378
First impressions regarding our lettings service and your experience of being welcomed to Orbit (your score out of five)	4.12	4.09	4.21
Homes occupied	98.15%	98.57%	98.93%

# Investing in your homes

We aim to provide you with safe, quality, affordable homes you are proud to live in. As part of our £119.4m investment in your homes, last year we spent £51.8m on home improvements, from new bathrooms and kitchens, to internal and external insulation (as part of our drive to make your home more energy efficient).

We've just agreed a new five-year programme of planned home improvements, and by working more closely with customers and our partners, we'll be able to carry out more local estate-based improvements. This year, we're going to pilot this approach at three of our estates: Desmond Drive in Norwich, Ambleside Gardens in Sutton, Surrey and Deepdene Gardens in Hastings. By completing similar work at the same time, we'll be able to replace things like windows, bathrooms and kitchens all in one go instead of individually. This means overall improvements can happen more quickly.

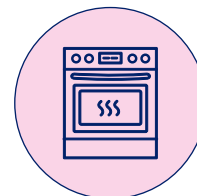
The average customer satisfaction score for Property Improvements dipped slightly from **4.25** out of five for 2022-23, to **4.22** in 2023-24 and we're working hard to turn that around this year. All of your feedback is taken on board and reviewed, so we can continually improve the service you receive.



**“All the work that has been done is wonderful. What a transformation! The workers were all pleasant and hard working (real grafters) and we are absolutely delighted with the outcome. Thank you very much for arranging for the work to be done around the needs of my son, so he had an alternative place to stay. It made life so much easier for him and also for me.”** says a customer who had a bathroom replacement completed in their home.



## Last year we completed:



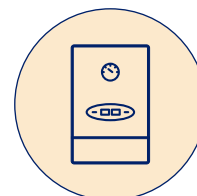
**448**

**New kitchens**



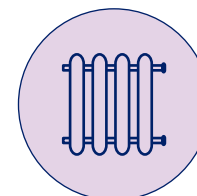
**428**

**New bathrooms**



**1,052**

**New domestic boilers**



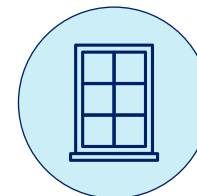
**141**

**New storage heaters**



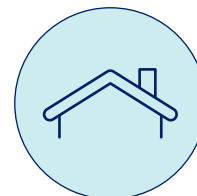
**183**

**Loft and cavity wall insulation works**



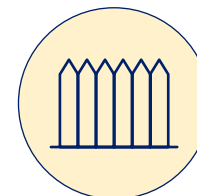
**1,258**

**New windows and doors (including communal doors)**



**143**

**Roofing improvements**




**1,820**

**External decoration**



# Caring for your home and estate

71.4% of customers surveyed as part of the new [Tenant Satisfaction Measures](#)  felt their home is well-maintained and 61.7% are satisfied the communal areas are clean and well maintained. We know we need to do better in these areas and are making changes to deliver the improvements you want to see.

You  
said

We  
did

## Making improvements you want to see

We've introduced new communal cleaning contracts across all regions, and grounds maintenance contracts in the East and South. Over the next year we will be reviewing our grounds maintenance contracts for Midlands Central and North. We've also put in place a new IT system to allow us to monitor service delivery more closely. [Visit our new webpage to learn more.](#) 

## Spending more time in your communities

In last year's report, we told you about how we reviewed the way we deliver property management services in your community and our plan to update our **Property Management Operations Model**. We know we've still got work to do and have continued this journey by making changes based on that review, and are spending more time in local communities speaking with you. This is to make sure that the standards you expect are being met and that our estates are safe, well-maintained, clean, tidy and sustainable.

Roxy and Aaron from  
Wellingborough in  
Northamptonshire





Sarah, with her Property Manager, Josh



## 'You and your home' visits

In addition to our yearly home condition surveys, we introduced a pilot project that saw us complete **40** 'You and Your Home' visits with customers at their homes last year. We're looking to expand this project to include more customers in the future. At these visits, we have a look at the outside of your home, including your garden (if you have one), then look around the inside of your home. We'll speak to you about any repairs or improvements you feel are needed. We'll also have a conversation about any challenges you may be facing, so that customers who could benefit from our free support services are given information on how to do so.



**"Emma, our Property Manager, came round and completed a home survey last November. She looked around the property and listened to my concerns. There were a few areas which had problems and she arranged for these repairs. I wanted to thank her as all the repairs following this home survey have now been completed and I am feeling more secure and happy at my property."** said Elaine, a customer who received one of the first 'You and your home' visits.





# Understanding your changing needs

It's important we understand what customers need from us, so that we can make sure our homes remain safe and comfortable for you as you get older, whether it's in one of our rented homes or in one of our Independent Living or supported housing schemes.

Last year, we surveyed over **800** rented customers over the age of 65 to learn more about what you think of your current and future housing requirements, what you think of our Independent Living services, and your overall health and wellbeing.

**If you're aged 55 or over (or know someone who is) and you'd like to learn more about our wide range of Independent Living or supported housing schemes, just visit our website**

**Click here** 

## Key findings include:

- 20% of the rented customers we surveyed don't believe their home will continue to meet their requirements as they age
- Over half of the customers we surveyed are not aware that we offer retirement homes and expressed interest in exploring what these schemes can offer
- 60% of the rented customers we surveyed wish to remain in their current home. Nearly a quarter of these customers will need adaptations made to their home or additional support.

Sandra and Christine, who live at Rene England House in Leamington Spa, Warwickshire





You  
said

We  
did



Left to right: Ray Winney, Regional Managing Director, Orbit Homes; Leader of London Borough of Bexley Council, Councillor Baroness O'Neill of Bexley OBE and Joe Brownless, Chief Customer Officer for Orbit at an event to celebrate the completion of refurbishments at Bushey Court

You told us you didn't feel we invested in schemes and that you wanted to feel proud of your home. So last year, we started a new three-year programme to transform our Independent Living services, including investing **£4m** to refurbish **50** existing Independent Living schemes. Starting with pilot schemes at Melville Court in Stratford-upon-Avon and Bushey Court in Erith, South London, feedback from customers on colour palettes and furniture has helped shape the new and improved look and feel of the communal living areas. We're refurbishing **eight** more schemes this year.

## Making your home yours

To help you live in your home independently for longer, we can make adaptations to your home. We recently worked with a couple to install a new ramp that allows them to safely exit and enter their home. The new ramp can be removed easily, so not only does it make the home safer for the couple, it can also be reused again in the future. The customers expressed their happiness with the new ramp, as it allows them to continue living on the street where they first met as children and remain part of their local community.



Also at Bushey Court in Erith, South London, we converted **12** empty bedsits into **eight** one bedroom apartments. We offered these homes to customers who may want to downsize to smaller homes that are easier to manage, so that their current, larger homes can be made available for families.

**Our aids and adaptations service continues to help rented customers remain living independently in their homes for longer. When we receive requests for adaptations such as grab rails, level shower access and stairlifts, we also have conversations about overall wellbeing and what free Better Days support we have available.**

[Click here](#)

## Promoting digital skills

Our research shows that older customers are less likely to have access to or feel confident using the internet. We know that internet use and digital technology have so much potential to bring people together, create connected communities and allow people to maintain relationships and be confident in their homes. That's why we're developing new ways to help older customers get online.



### Using digital technology to support wellbeing

**Over 100 Independent Living customers took part in a research project that looked at how digital technologies can provide health and care services to people over the age of 55. The research, led by the University of Sussex and in partnership with Appello, our digital warden call alarm system partner, will lead to innovative new solutions for healthy ageing and digital wellbeing, while protecting the environment at the same time.**

**Key to creating a positive experience is providing choice, control and help with digital technologies. To encourage this, we've introduced 14 Digital Champions in our schemes to help us do some of this work. We'll also be keeping a close eye on new technologies and constantly testing out new products and services to see how best we can support you as new devices and systems become available.**



## Supported housing

We have **700** supported housing homes for people in unique situations, including those in need of a domestic violence refuge or who may have been homeless. We also offer homes to people with learning and/or physical disabilities. Our aim is to provide supportive surroundings that allow customers to live as independently as possible.

Some of these homes are temporary, whilst our support providers equip people with the skills to live on their own, and others are permanent homes, as some customers will always need some form of care and support.



Kirsty, a customer who lives in one of our supported housing schemes said: **“My Orbit home allows me to live independently, but also makes me feel safe and secure. I know my supported housing officer understands me and my needs and makes sure I get all the support I need to live by myself. It means I have my own safe place where I can be myself and I know what to expect.”**



Specialist partners such as Mencap, Action for Children, Mind, Salvation Army and the Richmond Fellowship provide customers with health support, daily living skills, community access, everyday budgeting and home management support.

We assist with all tenancy and property-related matters and monitor services delivered by our partners to make sure that they meet the standards you expect.



At the opening of the refurbished Wheelock Close garden, two residents, Emma and Simon, were presented with trophies for their excellent work in helping make the updated garden a reality.



Supported housing community in Erith celebrates new-look garden

**At Wheelock Close in Erith, one of our schemes designed for adults with learning or support needs, we worked with Southern Land Services to create a colourful outdoor space for residents to enjoy.**

**The team provided new garden furniture, cleared weeds, spruced up flower beds and fitted a watering hose along the vegetable patches and wildflowers to make the garden easier to care for. Neighbours of the scheme kindly donated plant pots, seeds and solar lights.**

**The makeover was welcomed by Orbit residents, who now have volunteers caring for the garden with a daily watering rota and meetings in place to encourage residents to contribute ideas to help improve communal spaces.**



# Making sure your community looks great

You've told us it's important that we keep your communities clean and well-maintained at a fair price. To make sure we're delivering the best service for you and providing good value for your money, we work closely with Engaged Customers to review our contracts at the end of their term to make sure that the service charges you pay are fair and reasonable. Last year, Engaged Customers reviewed our communal cleaning and window cleaning services and the partners we use, as well as our grounds maintenance services in the East and South. They also worked with us to consult customers who may have been affected by any changes that were made as a result of these reviews.



Engaged Customer and member of your Customer Engagement Strategic Committee, Phil Sampher, said: **“It was good to see that with advice from Engaged Customers, Orbit is working hard to improve communications for all customers, as the lack of communication around Estate Services is a frustration to a lot of customers.”**



You said

We did

Bringing Better Days to estates

**Our Property Management team worked with our Better Days team to make improvements that you asked for, including:**

- The installation of solar powered car park lighting to provide better night-time lighting
- The installation of parking bollards to prevent parking on footpaths at Barn Close in Stratford-upon-Avon
- Removal of bin store structures at Grange Road and Swan Lane in Coventry
- The installation of additional dog waste bins at Northiam Rise in Hastings.

# Keeping you, your home and community safe

As part of our commitment to health and safety and safety regulations, we've completed 100% of all required gas safety checks, fire risk assessments, asbestos surveys, Legionella risk assessments and passenger lift safety checks.

Keeping you safe in your home is our number one priority and we have a team of experts and specialist partners dedicated to this important mission. For the sixth consecutive year, we've been awarded a RoSPA Gold Medal Award for excellence in health and safety. We're also the only national affordable housing provider in the country to achieve 'BS 99997 fire safety accreditation', which means we meet all British Standards in fire risk management.

## Safety work completed

	2021-22	2022-23	2023-24
Compliance with statutory health and safety requirements	100%	100%	100%
Risk assessments carried out	4,127	4,876	4,387
Number of services carried out on life safety equipment such as fire alarms, warden call systems and lifts	23,435	38,487	43,057
Gas safety checks completed	31,731 (100%)	33,313 (100%)	33,204 (100%)
First-time access to homes to complete gas safety checks	76.6%	81.13%	87%



For more information about safety in your home, please visit our customer hub website

[Click here](#)

Christine (left) and her scheme officer, Kuldeep, at Rene England House in Leamington Spa, Warwickshire



# A home to be proud of – about your repairs service



**We’ve been working closely with Orbit to improve customer satisfaction with their repairs service. They’re making significant changes to how repairs are handled and delivered, with a keen focus on getting it right the first time.”**  
said John Bennett, Engaged Customer and Chair of your Customer Engagement Strategic Committee.

We know how important repairs are to you, and we want to work with you to make sure you have a home you are proud of. We’ve listened to your feedback and we’ve been working hard to deliver a better service for our customers.

Over the last two years we’ve worked closely with Engaged Customers to make some important changes to the way we manage repairs. This includes:

- Improving our systems so we can register, assign and manage repairs better, including introducing a new appointment booking system for two of our main contractors, where we can agree an appointment with you when you first report a repair
- Providing our Customer Support Hub team with targeted training and improved processes to equip them with the knowledge they need to deliver a ‘right first time’ service
- Introducing Customer Support Hub specialists to handle more advanced queries and provide direct routes to our contractors
- Updating our repairs policy so it is clearer and easier to understand
- Updating our policy for homes we can’t access to complete essential safety checks
- Providing helpful information so you can carry out maintenance tasks that aren’t included in the repairs service

- Reviewing, shaping and approving policies on topics such as service charges, disrepairs, repairs and property improvements
- Completing a self-assessment and developed an action plan for managing damp, mould and condensation.

We know there’s more to do and our focus on improvements is ongoing. However, since we made these changes, we’ve seen a reduced number of complaints, a stronger working relationship with our partners, a reduction in the number of repair changes and cancellations and a greater visibility of the repairs journey for you.



You can find out more about our repairs service and how to raise a repair by visiting our customer hub website.

**Click here**

	2021-22	2022-23	2023-24
<b>Total number of repairs completed</b>	<b>141,280</b>	<b>137,780</b>	<b>147,372</b>



## Our approach to damp, mould and condensation (DMC)

We know our response to DMC is not where you expect it to be and we're working hard to make it better. Last year, we completed an independent review around our response to damp and mould repair requests, to make sure that if you report it, we respond as an absolute priority. The review confirmed that our processes and systems have improved and made further recommendations that we've now put into practice, including:

- The implementation of robust case management to track your case through to aftercare
- The introduction of a new approach to complaints handling, with customer resolution at the heart of what we do
- Increased case management/technical team resource and better repair diagnosing, with surveyors taking a more detailed approach to identifying root causes
- To improve your experience of reporting these cases, raising service issues and making formal complaints, all of our colleagues have received training to increase their knowledge and awareness of DMC
- Continuing to promote 'Press for Action', a reporting tool we use to raise and prioritise issues relating to homes and customers, where safety is a concern and an immediate response is required
- Introducing new arrangements with our main repair partners to monitor and improve their performance to ensure you receive an excellent service.

To find out more about how to manage DMC, visit our website

Click here 



# Investing in your homes to make them more energy efficient for the future

We know how important it is to invest in your homes so that we protect you, your home and our planet. We want to do everything we can to make your home more comfortable and energy efficient. This can include using energy-efficient doors and windows, improved insulation, and low carbon heating. A home with an EPC (Energy Performance Certificate) C rating has either been built using energy efficient building methods or upgraded to be more energy efficient with products like loft insulation or double glazing. This helps reduce the amount of energy you need to run your home.

Investment in improving the energy efficiency of our homes has brought 85.5% of our properties into EPC (Energy Performance Certificate) band C or higher. By 2030, we plan to reach 100%.

99.69% of our homes meet the Decent Homes Standard.



John, and his dog Coco, have benefitted from the retrofit works carried out to his home in Warwickshire. John told us that following the works, *“It literally felt warmer as soon as it was done”*. To find out more, watch our video

[Click here](#) 



## Energy efficiency improvements

In our last annual report, we told you about the Government's Social Housing Decarbonisation Fund (SHDF), where we delivered a pilot project in partnership with Stratford-on-Avon District Council to upgrade the energy efficiency of 69 homes.

Since then, we have been awarded two additional grants from the same fund. These grants have allowed us to complete energy efficiency upgrades on a further 141 homes in the West Midlands as part of SHDF Wave 1. Customers have told us about some of the benefits that they are already experiencing following the upgrades, including consistent temperature levels throughout their home and a reduction in their energy use.

We are now underway with our SHDF Wave 2.1 project to upgrade an additional **212** homes in the West Midlands, with **60** homes already completed. This project is due for completion by the middle of 2025.



At Caesar Court, one of our Independent Living schemes in Deal, Kent, we ran a pilot project to install solar panels. In the first three months, they generated over 1,500 kWh of energy. As an example, a 100 watt light bulb would take ten hours to use just one kWh. We'll take the findings from the pilot and use them to inform our approach moving forward.


Find out more about how we are working to improve the energy efficiency of your homes here

Click here 



# Our planet

## Caring for our planet

We are proud of the improvements we've made to reducing our carbon footprint so far, but we recognise that it's something we all need to keep working at. That's why last year we once again worked with Engaged Customers to update our [Sustainability Strategy](#),  to address the increased cost of living, the impact of climate change and recent world events, and how they may affect you.



## Climate action to become net zero carbon

We are committed to reducing our greenhouse gas emissions. To help us reach our target of becoming net zero carbon in our own operations by 2050, we have reduced our carbon footprint by **39.7%** since we established a baseline in 2018. This is due in part to our use of clean and renewable electricity and use of biofuels at our construction sites.

## Navigating the path to net zero carbon homes

In 2023, we published our latest report, [2,500 Days - Navigating the path to net zero carbon homes with our customers](#), which revealed the challenge of achieving net zero carbon goals at a time when we've seen an increased cost of living. A net zero carbon home is one that doesn't increase the amount of carbon dioxide in the air, which is the main cause of climate pollution from housing.

We talked to over **700** households so we could understand how the cost of energy was affecting you:

- **80% of the customers we spoke with spend more than 10% of their income on energy costs compared to 71% in 2021**
- **There's been a 50% increase in the number of people who told us they were going without heat to save money in the past 12 months**
- **Concern regarding climate change has increased, with 38% saying that they were 'very concerned' compared to 30% in 2021.**

We understand that this isn't an easy fix and have put measures in place to support you in different ways. Please see our cost of living webpage to find out more

[Click here](#)





At eleven of our Independent Living schemes we replaced the fluorescent lighting with LED lighting technology, so that customers would benefit from reduced energy use. We anticipate that this improvement will generate an estimated electricity saving of around **60 to 70%**, depending on the scheme.




**“Thank you so much for our LED lighting - it’s so much improved the appearance of the building and my wellbeing. In the past when you came in from outside feeling very happy, the more you got into the building the darker and dingier it got, which immediately deflated you. Now it’s so light and bright, especially when the lift doors open. The brightness keeps you feeling good - not to mention the fact it’s saving us money.**

**Well done.”** Pam, Queensway Court customer  
(Leamington Spa, Warwickshire)





## Helping you save energy

Costs are rising and it's affecting all of us. We want you to know that you're not alone and we're in this together. To find out more on how to save energy, visit our ['Your energy, our support'](#)  webpage.

Through our energy savings initiatives we have helped generate over an estimated £1 million of added value for customers, including:

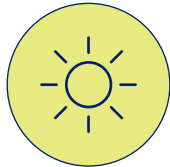


**922** customers supported through our partnership with National Energy Action collectively saving an overall **£557,000** on energy costs



We helped **331** Independent Living customers apply for the Energy Bills Support Scheme, saving **£132,000**

Through energy saving projects delivered at different schemes across the country, we expect to generate estimated overall energy savings:



Between **£2.4k** and **£8.9k** per year from solar panel projects, depending upon the scheme



**£61k** each year from renegotiating non-tariff prices with utility companies



**£168k** each year from LED lighting upgrade projects

**We've got helpful tips on how to reduce your energy usage. Visit our cost of living webpage to find out more**

**Click here** 

## Green Spaces Stewardship Model


In partnership with six other housing providers, we developed a 'habitat assessment tool' as part of a new and first-of-its-kind 'Green Spaces Stewardship Model.' It's a practical tool to help housing providers like us better understand our outdoor spaces. This is so we can create a tailored plan to improve green spaces in our communities, not only for you, but for local wildlife too.

## Progressing towards '30by30' to support nature's recovery




**“This morning, when I was watering the hedge planting, there was a robin already hopping among the branches – how thrilling is that? I would be super chuffed if the robins were to decide to come and spend more time here with us. How quickly nature returns, given the chance. Thank you all, again, so much for giving us all this wonderful gift to enjoy and share with our wildlife and one another.”** said a customer of the improved outdoor space at their scheme.




To provide you with access to better outdoor green spaces that can improve your wellbeing, customers and volunteers planted trees, hedgerows and wildflowers across six of our estates this year as part of our commitment to ensure that **30%** of our outdoor spaces support nature's recovery by 2030 in line with the [\*\*Wildlife Trusts' '30by30' campaign\*\*](#). This included **15** trees, **5,000m2** wildflowers and **3,000** hedgerow which were planted in five estates across the London Borough of Bexley with around **20** colleagues from Orbit, MPS and Southern Land Services volunteering their time to lend a hand. As part of this, we held a tree planting ceremony to mark the completion of Park East in Erith, one of our major regeneration schemes. Customers also worked alongside volunteers to plant over **1,000** UK native hedge plants at one of our estates in Clifton, Rugby.




If you found the information in this report helpful and would like to share your experience with us, we'd love to hear from you. To find out how, please visit our [How to share your views webpage](#) 

## Get in touch

You can visit our website:  
[orbitcustomerhub.org.uk](https://orbitcustomerhub.org.uk) 

Or to talk to us, please call:  
**0800 678 1221**

For more information, please contact us at:  
[orbitcustomerhub.org.uk/contact](https://orbitcustomerhub.org.uk/contact) 

Textphone:  
**18001 0800 678 1221**

If you need information in a different format please contact us on **0800 678 1221**

Take a look on social media:  
**f /OrbitHelp** 

Our postal address:  
**Orbit, PO Box 6406, Coventry, CV3 9NB**



Orbit Group Ltd and Orbit Housing Association Ltd are registered societies under the Co-operative and Community Benefit Societies Act 2014 and are exempt charities registered with the Regulator of Social Housing.