

orbit Life

Spring 2026

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Caring for your
estate, one
season at a time

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of brighter days
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“Home isn't where you're from, it's where you find light when all grows dark”

What home means to me

It is a real privilege to serve as guest editor for this issue of Orbit Life.

Having a place to call your own can be central to our sense of self. And of course, 'our home' does not begin and end at our front door, it's also the wider community of which we feel a part of.

In this edition, we're thinking about what home really means, because while our homes reflect who we are and how we live, they're also part of something bigger.

This is where Neighbourhood Managers and local teams play an important role.

They are often familiar faces within our communities, helping to connect customers to relevant services, supporting the safety and upkeep of our buildings and estates, and ensuring that concerns can be raised and addressed appropriately. Knowing that there is someone local to turn to for guidance or support can provide genuine peace of mind.

As you read through this edition, you'll find stories and information about the support available to you, updates on estate management, and examples of how customers and Orbit work together to build strong, connected communities. I hope this provides reassurance that you are not alone, and that your home is supported by people who care.

For me, home is both a personal sanctuary and a neighbourhood in which we can all feel safe, secure and, most importantly, belong.

Dave Wilson

Keeping your home running smoothly: a guide to repair responsibilities

From a dripping tap to a boiler on the blink, problems at home can happen when you least expect it – and when they do, it's not always obvious who should sort them out. Keeping your home safe, secure and comfortable is a shared effort, and understanding who is responsible for what helps everything run smoothly.



What Orbit is responsible for

We look after the essentials that keep your building safe and functioning properly, such as:

- **The building structure**
- **Roof, walls and outside doors**
- **Internal structures like ceilings and doors**
- **Key services, including gas and electricity supplies, heating systems and drainage**
- **Shared areas, including stairways, lighting and communal areas**
- **Kitchen and bathroom fixtures that have been installed by us.**



What am I responsible for?

Looking after smaller, everyday tasks in your home is part of your responsibility as a customer. These are normally things that you can look after yourself, such as:

- **Changing lightbulbs, toilet seats, plugs or showerheads**
- **Clearing minor blockages like hair in sinks or baths**
- **Repairing or replacing items you own, that weren't installed by us**
- **Decorating your home. If we carry out a repair, we will only make good the areas directly affected by the repair.**

Reporting problems early helps to stop small issues from becoming big ones. Damage caused by misuse, neglect or avoidable accidents may lead to repair costs being charged.

Not sure?

Check out our repair responsibility tool

Our repair responsibility tool is here to help you. Simply select the area of your home and the type of problem, and the tool will explain who's responsible, along with what to do next.

The repair tool also helps you when raising a repair, guiding you so you can provide the right details when you talk to us – meaning we can put your issue right faster.

Ready to see what's possible? [Dive into the tool here.](#)

How do I report a repair?

If you have a repair that is Orbit's responsibility to fix, getting help is easy.

Emergency repairs

- For urgent issues that could impact health, safety or security, such as major leaks or dangerous faults, **call us on 0800 678 1221 immediately.**

Non-urgent repairs

Routine problems can be reported by:

- Logging into **myAccount**
- **Contacting us** by phone, email or live chat

After reporting a non-urgent repair, we will usually contact you within two working days to arrange an appointment, or a partner contractor will get in touch within seven working days.



What timeframes can I expect?

If a permanent fix can't be completed immediately, we'll make the situation safe and return to complete the job.

Emergency repairs – we'll visit within four to 24 hours

Routine repairs – completed within 28 calendar days

Major repairs – more complex work may take up to 60 calendar days.

Keeping your home in good condition is a team effort.

By using the repair responsibility tool, reporting issues when they come up and allowing access when needed, you can feel confident you're doing the right thing, helping repairs happen faster and keeping your home safe, comfortable and looked after for the long term.



Spaces that matter: how the Estates team keep homes thriving

We want you to feel safe and proud where you live.

Fly-tipping (dumping rubbish) is illegal and can make shared spaces unpleasant for everyone – plus, the cost to remove fly tipping can impact your Service Charge, which nobody wants. Please help us keep your neighbourhood clean and tidy by getting rid of waste properly and reporting any dumped rubbish.

If you see someone throwing things away illegally, or you find rubbish dumped somewhere it shouldn't be, please tell us about it [via our online form](#).

We just need to know what's been left, exactly where the rubbish is, and - if you know it - the date it happened and who was responsible.

If you have something that's too big for your black bin (bulky waste), you may be able to arrange a collection with your [local council](#). You can also contact the [Environmental Agency](#) for free advice.

Encouraging you to be pest-savvy as we head into a new season.

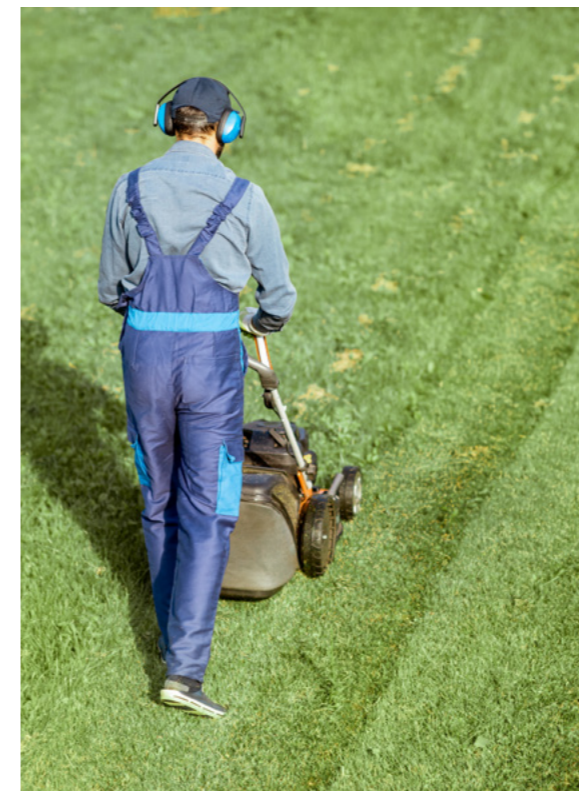
Spring's here and it's lovely to see everything coming back to life.

But the last thing you want is unwanted visitors making themselves at home indoors. Here are a few easy ways to help reduce the risk of a pest problem in your home.

- Store food in airtight containers and avoid leaving it out uncovered.
- Clean up spills and crumbs straight away.
- Keep indoor and outdoor bins shut and try not to leave full bin bags sitting next to them.
- Feeding the birds is a great way to welcome wildlife, just put out small amounts of seed, as too much can attract pests
- Treat your pets for fleas regularly and wash their bedding often.



We've got plenty more advice about pests, including what to do if you think you have a pest problem, on [our website](#).



A fresh approach to grass cutting

This Spring, we'll be moving from collecting grass cuttings to mulching when we next cut the grass across your neighbourhood.

What is grass mulching?

Mulching is when grass is cut into tiny pieces by a mulching mower. It's left on the lawn and then breaks down naturally and nourishes the soil.

By switching to mulching, your green spaces stay healthier and greener, helping them thrive naturally while contributing to our [30x30 project](#).

You can find out more about everything we're doing to improve biodiversity by visiting our [sustainability web pages](#).

Estate services through the seasons

From tidy, communal areas to safer, well-kept green spaces, our in-house team and trusted partners work together to look after your neighbourhood. This includes grounds maintenance, communal cleaning, window cleaning and tree maintenance.

Season by season: what to expect

From **April to November**, we carry out our summer grounds maintenance work, which includes:

- Grass cutting and mulching
- Maintaining hedges and shrubs so that access routes are kept clear
- Removing weeds
- Collecting litter

Then, from **November to March** we move to our winter grounds maintenance work:

- Winter pruning, including trimming shrubs and hedges
- Grass edging
- Moss control
- Clearing litter and leaves



To find out more on how we maintain your areas, [visit our Customer Hub.](#)

Feedback

Your views on how we deliver estate services in your neighbourhood are really important to us. Understanding your experiences and expectations helps us improve our services.

You can share your feedback through [myAccount.](#)



Time to begin a new chapter!

Recently the Gunton Estate in Lowestoft said goodbye to a familiar face as Frank Bennet, Estates Operative, retired after an incredible 32 years with Orbit.

During his time Frank became a recognisable face in the community. Living on the estate himself, he could regularly be found helping fellow residents out with tasks that they struggled to do themselves - like changing tyres and moving furniture - on top of his normal work maintaining the estate.

Now he's retired, Frank is looking forward to spending time travelling, renovating the home he has bought on the North Coast, and continuing his work with the Church.

Thank you, Frank, for all your hard work over the years – you'll be missed!



Stretching into wellbeing

We've been busy in Thanet with a brilliant collaborative project across our Later Living schemes, teaming up with Thanet District Council and Active Kent & Medway to offer free Aging Well classes.

They're open to anyone over 55, as well as people with long-term health conditions or disabilities – and the feedback has been truly heart-warming.

At Cherry Court, our Thursday yoga and sound sessions are already making a real difference.

Beverly told us, My knees are much better... the sessions have been hugely beneficial,

while Sharon shared, It has been absolutely brilliant... I hope more classes will be put on.

It's amazing what a little movement, mindfulness and community spirit can do!



Flying the flag for inclusion and belonging

As part of our commitment to inclusion, we are signed up to the HouseProud Pledge – a scheme that helps social housing providers show meaningful support for LGBTQ+ residents.

By joining, we're strengthening our promise to make our services welcoming, inclusive and supportive for everyone in our communities.

But that's not all. We were proud to receive LGBTQ+ Housing Pledge Pioneer status last year. This recognition highlights the ongoing work we're doing to create safe, inclusive environments and our efforts to lead the way across the housing sector.

It's a milestone we're genuinely proud of, and a reminder that inclusion and belonging are at the heart of everything we do.



Your home, your space

Home is more than just four walls. It's where we feel safe, and meaningful moments happen every day. For many of our customers creating that sense of home takes time, support and sometimes, a fresh start.

Across our communities, we're proud to support people at different stages of their journey, whether that's moving into a new space, rebuilding confidence, or finding a home that truly meets their needs. Today, we're proud to share the stories behind some of our customers' experiences.



A fresh start: Susan's story

“When I moved into a mother and child supported housing scheme with my two-year-old daughter, I was having a tough time. Living with anxiety and depression, and carrying the weight of a difficult past, I needed more than just a place to stay.

With the support of the on-site team, I began to take small but meaningful steps forward. I joined group sessions, gradually building my confidence and self-esteem. At the same time, I took real pride in my home, decorating it to reflect my personality and working closely with the housing team to keep both my space and the communal areas in good condition.

The team quickly recognised my ambition and encouraged me to take the next steps into education. With their support, I enrolled in higher education to work towards my qualifications.

Today, I've created a home filled with stability, hope and pride, where both my daughter and I can thrive.”

Turning a house into a home: Becca's story

“When I moved into my new home, I arrived with very little. Living with both physical and mental health challenges, the empty space felt overwhelming.

With limited income while waiting for my Universal Credit claim, I was introduced to a Community Coach who worked with me to explore how Better Days could help.

Through grant funding, I received essential items including an oven, washing machine and fridge freezer – the basics I needed to turn my house into a home.

But the support didn't stop there. I was introduced to a local Community Hub officer and started attending community events, where I met some of my neighbours. From shared conversations to offers of furniture, I began to feel part of something bigger.

Encouraged to get involved in local activities, I'm now building connections and becoming part of a welcoming community – transforming not just my home, but my sense of belonging.”



Making our Later Living schemes even better

We're making improvements to our Later Living schemes, making sure they are welcoming, comfortable and supportive for the people who call them home. From refreshed communal areas to improved accessibility and brighter shared spaces, these changes are all about helping you feel proud of where you live.

These improvements are already making a real difference, creating places where it's easier to relax, connect with neighbours and enjoy everyday moments together.

Here's what you've been saying:

“It's so much nicer now – I love sitting down for coffee with friends in such a beautiful space.”

“I'm so proud to show our lounge off when visitors come. Everyone comments on how lovely it is!”

“I use the lounge most days, watching TV in the comfortable chairs and making myself a cuppa in the communal kitchen.

The lounge is now family-friendly, it's lovely to see friends and family playing pool and having a chat.”



Spring into a *fresher home*

Spring is the perfect time to give your home a lift, and it doesn't have to cost anything! As the days grow brighter, a few simple changes can make your space feel fresher and ready for the season ahead.

We're working to create greener, healthier places to live through our Orbit Earth sustainability programme. This includes cutting carbon emissions, reducing waste, and improving our green spaces. All these efforts are designed to support you and help our communities move towards a more sustainable future.

[Head over to our Eco Hub](#) for advice, updates, and ways to get involved.



Let the light in

Start with a quick declutter and clean to let the sunshine in. Dusting surfaces and opening windows will instantly make your rooms look and feel brighter. If you want a bigger change, try rearranging furniture – even small changes can make a space feel different for spring.

Add a touch of nature

Bringing some greenery indoors is one of the easiest ways to brighten your space. Fresh flowers, houseplants or a small pot of herbs on a windowsill can add colour and life – plus, they can be useful for cooking too.

Spruce up your outdoor spaces

Whether you have a garden, balcony or a doorstep, a little attention goes a long way. Sweep away leaves and debris, wipe down garden furniture and add a few potted plants. Upcycling old garden furniture is a fun, low-cost project, and it helps reduce waste too.

Create a space to relax

Longer days are perfect for slowing down and enjoying your surroundings. A comfy spot by a sunny window, a cosy reading nook, or a small seating area outside can give you a peaceful spot to unwind.

Refreshing your space is a great way to make more sustainable choices. Reusing what you already have, choosing energy-efficient lighting and planting pollinator friendly flowers all help reduce your environmental impact while saving money.





Your Neighbourhood Manager

– local support, right on your doorstep

When you live in an Orbit home, you're part of a community. And at the heart of that community is a real person whose job is to listen, support, and help things run smoothly: your Neighbourhood Manager.

Think of them as your local link to Orbit. One of the biggest benefits of having a Neighbourhood Manager is that you have a named contact who understands the area you live in, can guide you to support and make sure your voice is heard.

Neighbourhood Managers support you with a range of issues, including:

- Questions about your tenancy
- Concerns about your local area
- Help accessing services
- Getting involved in community activities
- Situations where you'd rather speak to someone face to face

They're here to support you from the start of your tenancy.

Support, guidance and positive change, all in one place

Life at home isn't just about repairs and rent. Sometimes you need a bit of extra support, or someone who can step in and sort things out. Your Neighbourhood Manager will listen, offer advice, and connect you with the right people, so you don't have to chase different teams.

They're also there for the positive stuff. Got an idea to improve your area? Want to share your feedback or get involved? Your Neighbourhood Manager can help turn those ideas into action.

Find them by entering your postcode on our [Customer Hub](#), log in to myAccount, or call us on 0800 678 1221.

Real stories from your community

Support in action:

How one visit made a big difference

When a neighbour raised concerns about garden conditions at a nearby property, Hardeep – a Neighbourhood Manager in Stratford & South Midlands – stepped in, not just to investigate, but to offer real support when it was needed most.

Hardeep learned the family were facing significant challenges. With four children under six, another baby due, no transport and a very tight income, day-to-day tasks had become overwhelming. Rubbish had built up in the garden, and inside the home there were only a few pieces of furniture and no cooker.

During a home visit, Hardeep worked with the customer to create a simple, achievable plan: contacting the council for extra bins, arranging help to clear the garden and applying for essential household items. She also linked in with the family's social worker and support team.

Just two weeks later, the Better Days team confirmed a new cooker, and two children's beds were on the way. With the help of a friend, the family cleared the garden, filled a skip and welcomed new council bins.

This is what local support is all about – being there, building trust and helping families move forward with confidence.



Adaptions that transformed daily life

When one of our customers needed aids and adaptations to stay safe and comfortable at home, Zoe – Neighbourhood Manager in Surrey and Sussex – acted quickly. Just three days later, everything was fully installed by our partners MPS.

The difference was immediate. The customer told us how much more comfortable and confident they felt with the new adaptations in place.

Even the local Occupational Therapist was impressed. After visiting the property, she praised the speed and quality of the service, saying it was "wonderful" to see such a quick turnaround for customers.

Responsive support from a local team can have a real impact, helping people live more safely and independently in their homes.

Here when you need them

When you need local knowledge, personal support or someone to listen, your Neighbourhood Manager is there.

Having a dedicated contact in your community means you're never on your own. Whether it's solving a problem, improving your neighbourhood or simply asking a question, they're here to help make your community a place where everyone feels at home.

Universal Credit updates

A helping hand when it was needed most

“ When I reached pension age in May 2025, I was living alone in my home, coping with severe fatigue and reduced mobility.

Without warning, my housing benefit payments stopped shortly after my 66th birthday. Previously, the payments had gone directly to Orbit, so I had no reason to suspect that anything had changed. As no payments passed through my account, the problem went unnoticed.

By the time the issue came to light, my arrears had grown to more than £2,000.

For someone already dealing with serious health issues, the situation was frightening. The risk of losing my home – the place where I feel safest – caused deep anxiety and left me feeling overwhelmed.

As soon as the issue was identified, a coordinated support effort began to take the pressure off me and tackle the problem head-on. Over the next three months, teams worked closely with me to:

- Confirm the arrears and prevent any enforcement action
- Contact the local housing benefit department to understand why payments had stopped
- Re-establish my benefits payment
- Provide reassurance and regular updates to reduce stress and uncertainty
- Closely monitor my account to prevent further arrears

Most importantly, I didn't have to navigate the process alone.

Thanks to collaboration between Orbit, the local authority and support services, the issue was fully resolved. My housing benefit was reinstated, and the arrears were cleared in full.

The relief was immediate, and with the problem gone, I could focus on managing my health and enjoying the comfort of my home – the place where I feel most at ease.”



Belinda's experience highlights how quickly unexpected challenges can come up, and how the right support can make all the difference. Everyone deserves to feel comfortable, confident and secure in their home, whatever life throws their way.

If you're struggling with finances, wellbeing, or managing day-to-day challenges, you don't have to face it alone.

Better Days is here to help

Reach out for confidential support tailored to your needs – whether it's advice, guidance, or someone to listen.

Get in touch today and take the first step towards brighter days.



Don't let your rent slip at 66

Turning 66? What this means for Universal Credit and your rent

If you're approaching 66, it's worth knowing about one important change: when you reach State Pension age, Universal Credit (UC) stops automatically - even if nothing else has changed.

If your rent is currently paid through UC, those payments can stop at the same time - and that can leave you with a gap before your new income is in place. The good news: a bit of planning now can help you stay on track.

What you need to do

- Look out for DWP letters about your State Pension (often sent a few months before you reach State Pension age).
- Check what you might be entitled to next, such as Pension Credit or Housing Benefit (depending on your circumstances).
- Make sure you have a plan for paying your rent (for example, setting up a Direct Debit or another payment method).

If you're not sure where to start, talk to your scheme officer or Neighbourhood Manager. You can also ask about Better Days - our free, confidential support service delivered with Citizens Advice, which can help with benefit checks and budgeting.

Call us on 0800 678 1221 and we'll do the rest.

Stepping forward with Better Days

When times get tough, our Better Days team is here to help - just ask Marina.

“My name is Marina, I’m 50 years old, and I recently had a stroke. Since then, I haven’t been able to work and have been living on sick pay, which made money very tight. I was feeling stressed and worried about how I would manage my bills while focusing on my recovery.

With support from Better Days, a benefits check was carried out which helped me understand what extra help was available. I was supported to spread my council tax over 12 months, apply for rent support and join social tariffs, saving me around £85 a month on utilities and broadband. We also looked at help with the Bedroom Tax, which could increase my income by £75 a month.

With a little guidance, I’m now exploring claims for PIP and Limited Capability for Work, which could boost my income by up to £835.67 a month and help me feel more secure.

”

Marina’s story is just one example of how Better Days can make life that bit brighter. You can learn more about the support on offer over on our [Customer Hub](#).

Share your experiences with us

Your voice is at the heart of everything we do, and your feedback guides our improvements and helps us deliver services that genuinely meet your needs.

To support this, we’re now using Qualtrics - a tool that lets us track your feedback and quickly spot ways to improve.

You may have already received a short survey after contacting us about key services such as repairs, Customer Care queries, and complaints. Thank you if you’ve responded. Teams review the feedback daily so we can follow up where more support is needed and learn from your experiences.

If you receive one of our new surveys, please take a moment to share your thoughts - your voice really does matter.



Take control of your home, anytime, with myAccount

Managing your home shouldn't feel like a chore. With **myAccount**, you can take care of everyday tasks quickly and easily – whenever it suits you. No waiting on hold, no rushing to call when you have a moment free, and no hunting down paperwork.

Here are five great reasons customers are choosing to go digital and use myAccount.

It's open 24/7 – because life is busy

Whether you're an early bird, a night owl, or fitting things in between work and family, myAccount is always available. You can log in from your phone, tablet or computer and get things done at a time that works for you.

Everything in one place

myAccount is your home hub. It brings all the key services you need together, so you can manage your tenancy without juggling multiple calls or emails. You can:

- Check your rent balance
- Make secure payments or set up a Direct Debit
- Report non-urgent repairs
- Update your contact details
- Manage your communication preferences
- Simple, clear, and all in one place.

Reporting repairs is quick and easy

If something needs fixing, you can report non-urgent repairs in minutes. Just log the issue, send it through and check back for updates whenever you'd like.

Of course, emergency repairs can still be reported by phone – but for everyday issues, myAccount is often the fastest route.

Stay on top of payments with confidence

MyAccount makes it easy to see your rent balance at a glance and make secure payments anytime. You can also set up a Direct Debit for extra piece of mind, helping you to stay organised and avoid missed payments.

Having that visibility means less surprises and more control over your finances.

Update your details instantly

Life changes, whether that's phone numbers, email addresses or personal circumstances. With myAccount, you can update your information whenever you need, so we always have the right details for you.


You can also give permission for a trusted person to speak on your behalf, which can be especially helpful if you need extra support.

Getting started is simple

Registering for **myAccount** only takes a few minutes.

You'll need an email address and some details to confirm your identity, such as your tenancy or account information. Once you've created your login and set a password, you can sign in straight away.

For more guidance about how to register for myAccount, [watch our helpful video guide](#).



New to digital?
We're here to help

If using online services feels unfamiliar or a little daunting, you're not alone – and you don't have to figure it out by yourself. Support is available through our Better Days myMoney service, which offers friendly, practical help to build confidence with technology.

Whether you need guidance to help you get online, use the internet safely, or get started with myAccount, the team can support you at your own pace.

[Find out more about the support on offer here.](#)

Ready when you are

Many customers are already using myAccount to make managing their home simpler, faster, and more convenient. It's all about giving you independence, flexibility and reassurance knowing that support is there if you need it.

So, whether you want to check your balance over breakfast, report a repair in the evening or cross a task off your to-do list over the weekend, **myAccount** is ready when you are.



Managing your heating for summer



With summer approaching, it's a good time to review heating settings so we can save energy – and hopefully reduce bills. We know the cost of living is affecting many households, so we're working to make sure heating systems run as efficiently as possible. One way we do this is by reducing energy use when it isn't needed.

Switching communal systems to summer settings

If we're your energy provider, we'll write to let you know when we'll be visiting your scheme to adjust the communal heating system for summer. Each building is different, but in most cases this means turning the heating down until September. Your hot water won't be affected – the boilers will run as normal.

If your building has storage heaters in communal areas, your scheme staff will adjust these too. If you have any questions, your scheme team is there to help.

Why we do this

Summer settings help prevent buildings from becoming uncomfortably warm and keep homes at a steadier temperature. This also reduces the amount of gas and electricity used by boilers and pumps, helping us manage energy charges and lower our carbon footprint.

We'll continue to monitor systems throughout the summer. If the weather turns colder earlier than expected, we'll return to adjust the settings.

If you control your own heating and hot water

If you manage your own heating at home, summer is a great time to make small changes that can lead to meaningful savings. Here are a few simple tips:

1. Consider turning your heating off completely
If your heating is still set to "on" or timed for winter routines, switching it off will stop the boiler from firing up unnecessarily on cooler summer days.
2. Review your hot water settings
If you have a hot water cylinder, check the timer and reduce heating periods where you can. A good temperature setting is around 60°C.
3. Heat water only when needed
Think about when you use hot water – for example, morning and evening – and set your timer for those times rather than heating water all day.

If you'd like support understanding your bills, exploring different tariffs, or getting practical, personalised energy-saving tips, you can arrange a free call with our Energy Advice Service.

[Click here to arrange to speak to our Energy Advisor for free, independent advice.](#)

allpay is becoming allpayments: what this means for you



How to keep making payments

To continue making payments after 11 May 2026:

- ✓ Update your existing allpay app or download the new allpayments app from your device's app store.
- ✓ Prefer a computer or mobile browser? Sign in at new.allpayments.net
- ✓ Use your existing allpay sign-in details, or set up a new account if prompted.

From **Monday 11 May 2026**, the allpay app and the allpay online payments portal will be replaced as allpay moves to a new service name: **allpayments**.

If you currently use allpay to make Debit Card payments, you'll simply need to switch to the updated app or the new web portal to keep paying as normal.

Does this change affect me?

This change only affects you if you make Debit Card payments, Direct Debit payments won't be affected.

What's changing?

The biggest change you'll notice is the new name and look, including a new logo.



Your usual payment journey should feel familiar, and you can sign in using the same details you used for allpay (or create a new account if you haven't registered before).

If you need a hand with downloading the new app, creating an account or completing a payment, help is available.

Visit allpay.helpscoutdocs.com for guidance and to view helpful documents on the allpayments website. You can click on 'allpayments' and then 'migration FAQ' for more information on the changes from allpay to allpayments.



You can raise a repair, pay your rent, set up a Direct Debit and much more using **myAccount**.

Get in touch:

You can visit our website:
orbitcustomerhub.org.uk

For more information, please contact us at:
orbitcustomerhub.org.uk/contact-us

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

Textphone: **18001 0800 678 1221**

Take a look on social media:
f @orbithousing

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

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



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