



Customer voices driving positive change

Our annual report to customers 2022 to 2023



orbitcustomerhub.org.uk

Customer welcome message

A welcome message from one of our Engaged Customers, Lisa Phillips



Welcome to this year's customer annual report, where Orbit looks back at how its performed over the last year and shares its plans to improve services for customers this year and beyond.

Our role as Engaged Customers is to look at how Orbit delivers services and feedback on how we see these services from our view as customers so that overall improvements can be made. This helps ensure that customers are at the heart of everything Orbit does.

As a transgender woman who relocated to the UK from Zimbabwe, I've always been grateful for the new life I've created here and am passionate about giving back to my local community. Over the years, I've worked with Orbit to review the purchase of land for new homes, made suggestions relating to improvement works for kitchens and reviewed maintenance contracts with Orbit's contractors.

My proudest moment was getting involved in Orbit's LGBTQ+ Diversity Group, which looks at how Orbit offers services to LGBTQ+ customers and how we can make it easier for everyone to access support and services. Orbit communities are no place for hate and this important work helps make sure that everyone is treated fairly.

Be sure to read about Orbit Earth on page 56 and how Orbit has reduced its carbon footprint by 38.5% since 2018. Last year, Engaged Customers worked closely with Orbit to develop a new sustainability strategy. This looks at Orbit's impact on customers, the environment and how transparent and accountable it is.

One of our biggest projects this year was supporting Orbit with the repairs transformation project. Engaged Customers were involved every step of the way through focus groups, surveys, meetings with Orbit employees and feeding back on plans for improvements. We look forward to using our customer voices to drive even more positive change this year.

We're always looking for customers who are willing to share their experiences with us



To find out how you can get involved, please visit orbitcustomerhub.org.uk/get-involved



Welcome from Paul

Last year was challenging for everyone and the increased cost of living put extra pressure on household budgets. A cold winter and greater awareness of damp, mould and condensation saw us receive a record number of repair requests. A UK-wide shortage of materials and contractors meant that some repairs were delayed. As a result, we received more complaints than we expected.

We care strongly about delivering an excellent customer experience and are genuinely sorry if our service has been impacted by any of these factors. Rest assured we're working hard and getting back on top of these issues. We've made great progress in reducing our repairs backlog down to normal levels and we continue to work closely with our Engaged Customers to transform our repairs service. We've already introduced several improvements, including being able to make repair appointments when you first contact us (without the need for our contractors to call you back). We've also introduced text messaging to keep you updated about your appointments. As a result, overall satisfaction levels have remained consistent with previous years and have even improved in some areas.

You told us you needed more support with the increased cost of living, so we've created a new [cost of living hub](#) with the latest advice and practical information to help you. We've made improvements to our customer website, myAccount and our online chatbot, so that you can find the information you want, when you need it. We're also reaching out to customers who aren't online by holding more local, face-to-face events in our communities, including our Winter Wellbeing events where we gave out expert energy advice from our new partner, National Energy Action.

We've expanded our free [Better Days](#) programme so that more of you can access advice and support; whether it's managing your money, finding work, improving your digital skills or caring for your wellbeing. There's something for everyone, so have a look at what's on offer and if you need to, please reach out to us. We're in this together and we're here to help.

Your opinion about Orbit matters to us as well, so we've made it easier for you to share feedback by moving Your Voice to [Facebook](#). We've also launched a new [rewards scheme](#) which allows you to collect points towards shopping vouchers when you share your experiences with us.

Despite the tough year, we've remained focused on continuing to progress the improvements that are important to you, so that we can better serve you and your community.

Kind regards,



Paul Richards
Group Director of
Customer and Communities

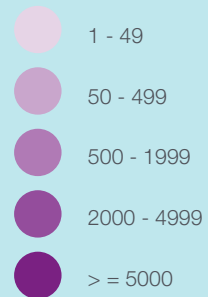


Where our communities are located

Our aim is to create thriving communities, by providing 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 47,000 homes across the Midlands, the East, London and the South East of the UK. Last year, we invested £88.8m in our existing homes.

Orbit properties by county

Number of properties



Our promise to you

Two years ago we introduced our Customer Promise, and since then, we've been working hard to deliver it to all our residents. Throughout the report, we've included icons alongside those sections that demonstrate how we've delivered it for you.

To find out more,
check out our Customer
Promise video.



Helping our customers and their communities to thrive

Delivering
an excellent
customer
experience



Providing
high quality,
safe and
sustainable
homes



Bringing
positive
change to
places and
communities



Working
together for
a better day



Contents



You

- Helping you manage and sustain your tenancy 9
- Creating Better Days and building thriving communities 11
- Having your voice heard 15
- Keeping in touch with you 19
- Providing you with a great quality service 22
- Learning from your feedback when things go wrong 24
- Additional complaints information 27



Your home

- Helping you manage your rent 29
- Your service charges 31
- Welcoming you into your new home 33
- Investing in your homes 35
- Investing in your community 37
- Ensuring communities look great 40
- Keeping you, your home and neighbourhood safe 41
- Repairs to your home and within your community 43
- Investing in your homes to make them more energy efficient, safe and sustainable 45



Your community

- Our Supported Housing schemes 48
- Our Independent Living schemes 49
- Supporting our customers to manage and maintain their tenancies 52



Your planet

- Working towards a more sustainable future 56

Navigation controls

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



Back/forward one page

[Go to Contents](#)



2022-23 highlights



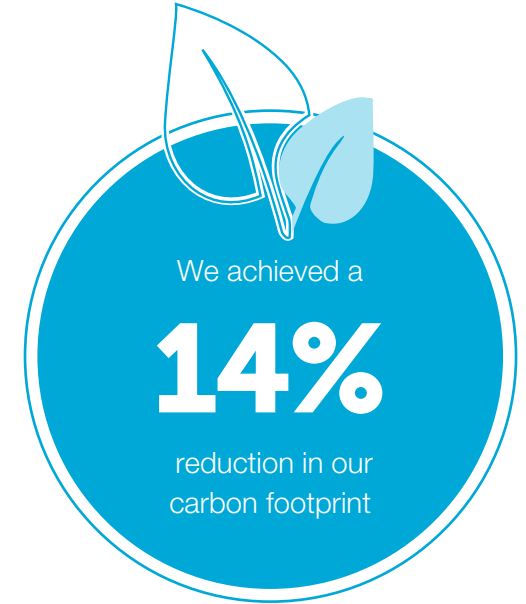
**for overall customer satisfaction
(a slight decrease from
4.3 in 2021-22)**



**including 1,257
brand new homes**



**including repairs, home
improvements, customer
safety and heating/electrics
(up from £64.2m last year)**



**bringing the total reduction
in our carbon footprint since
2018-19 to 38.5%**



2022-23 highlights



and helped 403 customers
swap homes with us through a
mutual exchange



We also helped 312 of
you find employment or
volunteering opportunities
and supported 1,027 of you
into training



through our local
Better Days customer
engagement events



Social value is a measure of
the positive social impact
we create through our
daily activities, such as
community projects





Helping you manage and sustain your tenancy



Last year, we delivered **3,111 coaching sessions** and helped over **9,502** of you to sustain your tenancy. We also helped **312** of you find employment or volunteering opportunities and supported **1,027** of you into training.



Our Tenancy Sustainment team works closely with you on a number of subjects, including; how to look after the rights and responsibilities of your new tenancy, managing the unexpected, budgeting skills, understanding benefits, improving motivation and trying new things (including looking for work or training opportunities). They work closely with our Thriving Communities and Customer Support teams. On average, those who found work with support from our coaches were £606 a month better off than they were before.

Many of you reached out to us last year due to the increased cost of living and because of this, we've increased the amount of support available and the size of our team so we can help even more of you. We issued emergency food and energy vouchers and made referrals to our Better Days support programmes.

Highlights

- **9,502** of you were referred to our Tenancy Sustainment team, an increase from **6,737** the previous year
- Of those customers, **1,368** were 'House with Support' customers. These are new customers who receive extra support for the first six months of their tenancy. Our job coaches help settle those customers in so that they can learn how to look after their home, resulting in a more stable and successful tenancy
- We're proud to report that **99%** of new customers have successfully sustained their tenancies for at least **12 months**



Helping you manage and sustain your tenancy



Supporting customers into employment and training



“The team was supportive and helped me find so many schemes and support that I didn’t know I could access. I particularly appreciated the support in helping me make my desire for a new career a reality. I’d give the team a 5* rating over and over again.”

a customer who received our employment support



Plans for this year

- Work closely with our maintenance partners to create several more **‘fix it’ videos** for testing stop taps or changing a toilet seat
- Following positive feedback from you, we’re employing new coaches to meet the increased demand for services



Creating Better Days and building thriving communities



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. Last year we delivered 5,059 support sessions through Better Days, including help with money advice, employment and training guidance, and mental health and wellbeing support - resulting in 91% overall customer satisfaction.

You told us you wanted to see us out and about more often, so we brought our Better Days support directly into your communities. We held local Better Days sessions for customers, including digital champions surgeries to help customers get online and local community activities such as youth clubs, holiday clubs and estate door-knocking events. 1,344 of you were supported through these events, with 51% of you being new to Better Days. We also funded 17 local community events delivered by our local partners which helped 581 of you access additional help and support.

We've currently got hubs open in Gorleston in Norfolk, Newmarket in Suffolk and Leamington Spa in Warwickshire. Later this year, we're going to open three more hubs in Erith in South London, Daventry in Northamptonshire and Stratford-upon-Avon in Warwickshire, plus a mobile hub we'll be taking out into communities that are a little harder to reach. To find out more, visit our events webpage.



“I'm so lucky to have people that really care about me, I really can't thank you enough. You'll never know how much this means to me”.

a customer after they had received Better Days support.



Our BetterDays programme

You can learn more about Better Days by viewing our [video](#) or visiting our [website](#).



Creating Better Days and building thriving communities



Cost of living support

The increased cost of living has affected all of us. We want you to know that you're not in this alone and we're here to help. We found the most relevant and well sourced information and put it into our new [Cost of living hub](#). If you haven't already had a look, be sure to bookmark the page so that you can easily find helpful tips on how to save money, care for your wellbeing, get energy advice and learn how to access extra support if you need it.

This past winter was especially cold, so we sent teams out into your communities to host a series of 'Winter wellbeing events'. Along with our new partners, National Energy Action, we offered expert advice to 635 of you on how to manage increased energy bills and tips on how to reduce your energy usage (with an average annual saving of £382 per household on energy bills due to advice and grants we've provided). We also gave out free 'Winter warmth support packs' with items worth £87, to help make managing the colder weather a little bit easier.



"What you have done here for me, it's been fantastic. It's the best thing I ever got done, because if I hadn't got it done, I'd be sitting here freezing now. I'd have no money in the bank, and I would probably owe (my energy supplier) a fortune. You've been fantastic. It's made my life a whole lot better,"

a customer who received advice and support from National Energy Action



"I'm so grateful that I feel important to someone and there are people here to help me."

a customer who accessed Better Days support



For those who needed an extra helping hand, we awarded grants to 290 of you totalling £108k to help with essentials, such as clothing and bedding. We also supported 1,283 of you with food and fuel vouchers totalling over £51k.



Creating Better Days and building thriving communities



Helping you move forward with your life



Our Welfare Benefits Advice Service helped 501 you to identify unclaimed benefits. Those of you who received this support saw an average yearly increase in income of **£2,712**.

Last year, through our partner, PayPlan, we provided **676** of you with money advice to help manage a combined debt of **£1.5m**, which works out to an average of **£2,300** per customer.



“PayPlan is so reassuring and efficient.”

a customer we supported with debt advice from PayPlan



Sometimes we may need extra support, especially when it comes to something as important as our mental health. We have a wide range of free and confidential support services exclusively for you. Togetherall is our online mental health and wellbeing partner, and they can provide you with immediate, free access every day of the year. The service is managed by healthcare professionals around the clock and includes access to a range of online courses, tools, trackers and self-help resources.

You can also access free one-to-one support from Breathing Space, which aims to prevent problems from happening or getting worse. You’ll learn how to tackle the causes, rather than dealing with the outcomes and be in control. This will help you to build connections, learn new skills and improve your wellbeing.

We helped **1,120** of you with mental health support last year and of those who received this support, **88%** saw an improvement in your mental health.



“I finally feel like I am making progress with my mental wellbeing. I know I will always have mental health challenges, but I have learnt that there are things I can do to feel and cope better.”

a customer who received advice through Breathing Space, our wellbeing programme



Creating Better Days and building thriving communities



Last year we launched Skillzminer, our new, free digital tool that helps match you to potential jobs and training opportunities based on your skills and interests. **281** of you received employment and skills support from us last year.



Barclay's 'Digital Wings' is our free online tool that provides you with easy-to-use tutorials so that you can maximise the benefits of using your smartphone, tablet or computer.



"The training was great and the trainer was really patient. I'm now able to get online to complete forms, do my banking, visit different websites and read the news!"

a customer who accessed our digital skills support



Having your voice heard



Customer engagement for me means both listening to residents and Orbit, as there are always two sides to a story, and understanding both. I look forward to being a go-between for as many projects as possible. As residents, we are part of the bigger Orbit community. Let's do all we can to make our home experience a pleasant and safe place to live.



Chris Phillips, member of our Customer Engagement Strategic Committee



Your views are important and we're committed to listening carefully to them, helping you and others to have a better day, every day. We're proud to offer a range of opportunities for you to share your experiences with us, so that we can improve our services for all our customers.

You can make a real difference to your community by getting involved and helping us shape our services. You don't need to have any experience or to take part in every activity - you give as much of your time as you choose and decide what interests you. Just visit our [website](#) to find out more.



Our new rewards scheme for Engaged Customers

We launched a new rewards scheme which allows Engaged Customers to collect points when they provide feedback. The points earned can be exchanged for Love2shop vouchers. Find out more [here](#).



Highlights

	2021-22	2022-23
Number of Engaged Customers	571	929
Customer satisfaction for engagement activities (Net Promoter Score*)	+59	+61
Number of service improvements implemented	33% of 79 identified	34% of 140 identified

*A net promoter score measures how likely it would be that you would recommend our services to a friend or neighbour.



Having your voice heard



Working with Engaged Customers

Following your feedback, we set up our Customer Engagement Strategic Committee to shape and govern our Customer Engagement programme. Committee members help shape future decisions and connect with other Engaged Customers. They also network with other housing professionals so they can help identify ideas to better engage with you and learn more about what's worked well for other housing providers. If there's a gap in our services or an issue that needs addressing, the committee looks for ways we can engage with more of you and champion your involvement in finding solutions, making sure that what's important to you is better understood and acted upon.




**Customer
Engagement
Strategic
Committee**



I was drawn to this fresh approach to engaging customers, which will provide more dynamic opportunities for customers to help shape, influence and improve services.

Eileen Stent, member of our Customer Engagement Strategic Committee



Having your voice heard

Our new rewards scheme for Engaged Customers

We launched a new rewards scheme which allows Engaged Customers to collect points when they provide feedback. The points earned can be exchanged for Love2shop vouchers. Find out more [here](#).



Getting out in your community

We're proud allies of our LGBTQ+ community all year round. Last summer, we enjoyed attending the 2022 Warwickshire Pride event. It was great speaking directly with customers to showcase our customer engagement offer and our Better Days support services. We're attending more events across all our regions this year, so we hope to see you soon. Check out our [events page](#) to find out more.



You said

We did



A new Your Voice Facebook page

You said that it would be easier to connect with us through Facebook rather than our website, so we created the 'Your Voice' group page. Here, you can provide your feedback in various ways, including registering for upcoming engagement opportunities, taking part in polls or joining discussions about things that matter to you.

Just log into Facebook using your regular login details, then request to join our [group](#).

We can't wait to hear from you! 




Everyone is welcome!

Having your voice heard



Congratulations Phil!

Phil Coldicott, one of our Engaged Customers, was shortlisted for a prestigious West Midlands Combined Authority (WMCA) 'Mental Health Star Award'. Phil founded the first-ever 'Men's Support Group' in Stratford-upon-Avon, which meets regularly at the Lifeways Centre on Albany Road. The group aims to help support men's mental health issues through listening and running wellbeing activities.

Phil said:

"I'm proud of what I've achieved with the group and it shows if you keep trying to do positive things,

you can achieve and give back to your community"



Keeping in touch with you



Improving your digital experience

We've been making it easier for you to communicate with us at a time and place that is convenient for you by developing our digital services, including your customer hub website, [myAccount](#) and @OrbitHelp [Facebook](#) and [X](#) (formerly Twitter) accounts.

By investing in new tools to give us a clearer understanding of your journey on our customer hub website, we've been able to make improvements that give you a better overall experience. This includes making sure that you can easily access the site and once you do, the information is quicker to find and simpler to understand.

We're also working to provide you with the information that you need to not only manage your home better, but to also to help you get on with your busy day-to-day lives. In the last year, we've added a [Cost of living hub](#) to our customer website to provide useful information and guidance for those facing challenges due to the rising cost of living. This dedicated area on our website links to the many free and exclusive support services we offer as part of our [Better Days programme](#). It allows you to find self-help advice and guidance or, if you need extra assistance, you can contact us and we can support you individually. Read more about Better Days on pages 11 to 14.

We've also been keeping in touch with customers who aren't online by supporting our Orbit colleagues who hold face-to-face events in your schemes and communities, by writing invites, letters and SMS messages, and putting up posters on your scheme noticeboards.



Keeping in touch with you



Championing customer voices

We know that we're stronger together and more successful when we support each other, combining the unique perspectives, talents and wisdom that our different life experiences give us. This is why the voice of the customer is at the heart of all our customer communications and why we'll continue to focus on telling your stories. We want to make sure that our communities are no place for hate, so we have worked closely with customers to create a series of [films](#) and [blogs](#) featuring real life customer stories to help create closer connections throughout our communities.



Last year we made improvements to Orbit Life, your customer magazine. You told us you wanted to read more real-life customer stories, so we've increased the number of articles about people who are truly making a difference in your communities.

The introduction of a customer editor also helps guide us on the articles you want to read about most, whether it's managing the increased cost of living or taking care of your wellbeing. We've also changed how the magazine looks, so that it's easier for you to read and understand.

Our Customer Engagement Scrutiny Group makes sure that the work of the Customer Communications team continues to be shaped by you and reflects your priorities. Customers have offered positive feedback about the progress made by this group over the last year. Would you like to **get involved? We'd love to hear from you!**



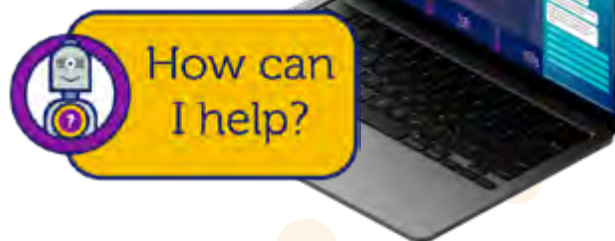
Keeping in touch with you

Improvements made by customers

Working with Engaged Customers, we've updated our guidance on how to manage damp and mould, including what to do if you're experiencing issues and how we will help. Available on our [website](#), the information is also handed out by our contractors when they make home visits. We've also developed clearer communications that are sent to customers at every stage of their damp and mould case, from initial report to completion – keeping you informed and updated on what is happening throughout.

Chatbot updates

We constantly review our website 'chatbot' to support you when you ask us questions on our [customer website](#). We monitor the chatbot closely and add up-to-date topics and information relating to customer enquiries that we see on our other channels. In the last year, our correct responses have increased from **64%** to **83%**. If our chatbot can't find the information you need, you can always join a live web chat with our team through the chatbot between 9am and 5pm, Monday to Friday.



You said

We did

You told us that you wanted to see more empathy and support when we write to customers who have fallen into rent arrears. We worked with our Engaged Customers to agree principles for a new set of early stage arrears letters. We also surveyed customers who had recently received an arrears letter to get their feedback. We redesigned our early stage arrears letters to be more customer-friendly, showing empathy and signposting to the support services we have available for customers who may need a helping hand.

Providing you with a great quality service



“Because of the kind and personal way my call was handled, I got really emotional because of a difficult family situation I was facing. Your team member brought me back to a place where I was okay. I can’t thank her enough.”

a customer who called Customer Support team



Following your feedback, we made changes to our teams based in our Customer Service Centre in Coventry, now called our Customer Support Hub. When you call or email us, our Customer Support team is your first point of contact. They’ve had additional training to make sure they ask the right questions, so that they can better understand your query and help resolve it quicker. Sometimes situations are a little more complex, so we’ve introduced a second team of specialists who can provide additional support if it’s needed.

The Customer Support team also makes outbound phone calls, including welcome calls to those of you who have recently moved in or to check on the quality of a more complex repair. We also follow up if you’ve had an ongoing issue or been dissatisfied with our services, so we can learn and make changes.

We know that waiting times when you call us are sometimes too long. As part of our improvement plan which started in May, we’re beginning to turn that around. If we see that you’ve unsuccessfully tried to reach us, we’ll be alerted so that we can attempt get in touch to answer your query.

Once again this year, we’ve improved the training we give all new colleagues who join Customer Support, so that they truly understand that delivering an excellent customer experience is the most important part of their job.



Providing you with a great quality service

Improving myAccount

More than **21,700** of you use our online customer service area, myAccount, to manage your account with us. It's all online, so anytime and anywhere you need access, you've got it. You can view your rent balance and transaction history, raise a repair, set up a Direct Debit and even make a payment.

Using your feedback, we've made additional improvements to how myAccount works. We've made it easier to find information and we've made it simpler for you to ask for help if you have specific questions or need additional support.



"It's a great benefit to be able to raise repairs without having to wait on the phone" and "It's helpful to be able to see my balance and make payments without waiting" are what two of you told us about using myAccount.

Did you know?

You can update your contact details without spending time on the phone and keep on top of what's happening in your community by selecting 'opt-in for the latest news and offers' on the myAccount homepage. If you don't already use myAccount, find out more on our [website](#) or have a look at the new guidance we've created to help get you [started](#).

Learning from your feedback when things go wrong



Customer complaints

Like most other housing providers, we saw an increase in the number of overall complaints last year, and there are a number of reasons why. Last April, the [Housing Ombudsman](#) (the Government body who investigates and helps resolve disputes between residents and landlords) released a new ‘complaint handling code’ to make it easier for residents to make complaints directly to their landlords.

One of the key changes to the code was the removal of the ‘informal’ stage of our complaints process, which means that anytime you let us know you’re unhappy with our services, it automatically becomes a formal stage one complaint and undergoes a more detailed review. The number of overall complaints affected by this change only increased slightly (see table below).

A stage one complaint is the first step in telling us when something has gone wrong, and we investigate to help resolve the issue. A stage two complaint is when you’re not satisfied with the investigation or outcome of a stage one complaint, and we conduct an independent review. You may contact the Housing Ombudsman at any point during the management of your complaint.

Number of complaints

	2020-21	2021-22	2022-23
Informal complaints	2,960	4,259	2,690
Stage one formal complaints	1,490	1,961	3,789
Stage two formal complaints	111	204	538



Learning from your feedback when things go wrong



Plans for this year

We know that over the colder months, the amount of time we took to respond to complaints didn't meet your expectations or the standards we set ourselves - and we're determined to make that right. As part of our review to make sure we're following the new complaint handling code, we're making changes so that you can be confident your complaint will be responded to quickly.



We've identified key areas for improvement:

Making it easier to raise a complaint – By working with customers that have recently been through our complaints process, we've gained a better understanding of the services you value the most and where we can speed up the process at our end. We've recently introduced real-time feedback, which means that you will be surveyed right away after your complaint is closed. We're focusing on acknowledging your complaint more quickly, speeding up how we collect information and keeping you updated by introducing quicker ways of communicating with you (such as by text message).

Improving the quality of our communications – We're working with Engaged Customers to make sure our communications and final response letters are human, make sense and get to the point.

Learning from your experiences – We'll continue to use customer feedback to drive improvements, truly understand your priorities and learn from our mistakes so they aren't repeated.

Housing Ombudsman complaints and outcomes

	2020-21	2021-22	2022-23
Investigations	39	37	34
Maladministrations	10	5	11
Severe maladministrations	1	0	1



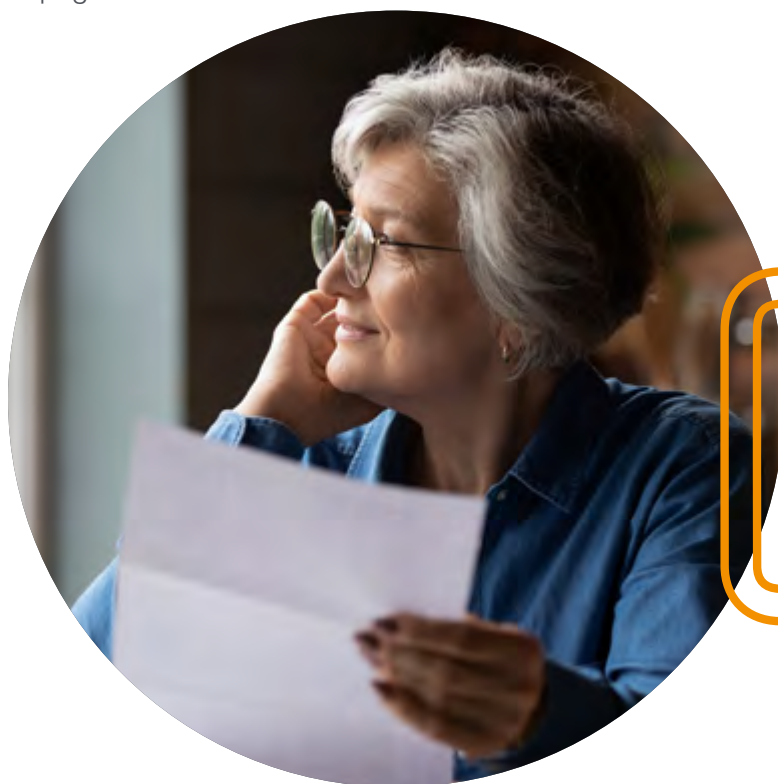
Learning from your feedback when things go wrong



Learning from complaints

Many of the complaints we received last year related to our repairs service and we're committed to turning this around by resolving complaints more quickly and ensuring past mistakes are not repeated. See page 27 for more information.

We've also worked closely with Independent Living customers and scheme colleagues to improve the clarity of our service charge statement letters, so that they are able to answer any questions customers may have. We arranged customer meetings at schemes prior to budgets being finalised, to give customers the opportunity to input on the layout and content of these letters, so that they provide the information you need. Find out more on page 31.



Did you know?

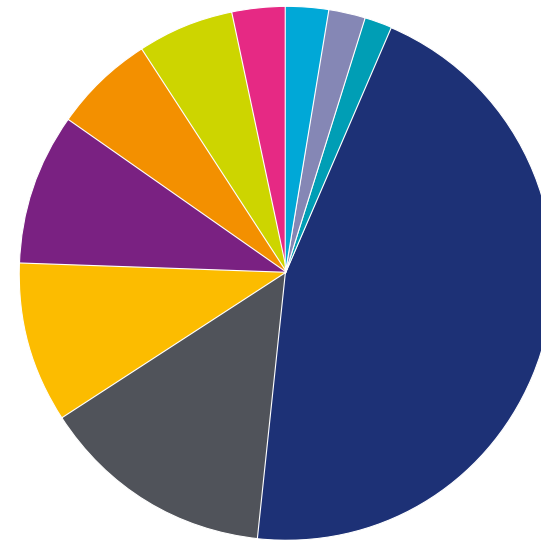
We regularly publish information on our [website](#) about complaints and how we are using them to improve our services. Please visit the website to find out how we are learning from your experiences or how you can get involved to improve our services.



Additional complaints information



Top ten complaints



Outcome of complaints

Stage one complaint outcomes	Percentage
Duplicate*	5%
Not upheld	39%
Partially upheld	10%
Refused**	1%
Upheld	42%
Withdrawn***	4%
Overall total	100%

Stage two complaint outcomes	Percentage
Duplicate*	1%
Not upheld	23%
Partially upheld	20%
Refused**	1%
Upheld	51%
Withdrawn***	4%
Overall total	100%

*This is when there's already an investigation taking place on the same issue

**Refused is when we may decide not to investigate an issue

***Withdrawn cases are when they have been withdrawn by the customer





Helping you manage your rent



“They listened in detail to my financial situation, which was important as it wasn’t a case of just struggling for money. There were medical reasons behind it also. They were incredibly helpful and informative. More importantly, they were understanding about my situation.”

a customer who spoke to us for support with her rent arrears



Highlights from last year

- We’ve continued to support those who fall into rent arrears and explored solutions so that evictions for rent arrears are avoided wherever possible. This focus has reduced evictions from **248** during 2018-2019 to **118** during 2022-2023
- We’ve continued to work with our local authority partners to help make sure we support customers at an early stage to try and prevent evictions
- We’ve reduced the amount of debt owed by those who move out of their homes and still have money owing to us. This is the lowest figure for six years, which allows us to focus on supporting you and other customers to maintain your tenancy
- We’ve also reduced the amount of arrears owed by those of you who live in our homes currently and achieved the lowest percentage of arrears for eight years
- We’ve introduced a welcome call for customers two weeks after you’ve moved into your Orbit home. During this call, we chat through the support we can provide, from setting up a Direct Debit to our free Better Days support programmes
- For those of you who receive extra support for the first six months of your tenancy (something we call ‘House with Support’), we started a new work programme which focuses on helping you sustain your tenancy and working with you to avoid any rent arrears



Helping you manage your rent



**You
said**

**We
did**

We held a focus group with our Engaged Customers and our Customer Communications team to look at our income policies and communications and to discuss improvements to customer letters and our rent collection policy. This resulted in a review of our rent arrears communication, as mentioned on page 32.

Plans for this year

- We've identified a way to improve our refund process and we're currently setting this up on our systems
- We'll explore the option to deliver income letters via email for those customers who opt into this service



Did you know?

Through our Better Days programme, we offer a free independent debt advice service for customers who would like help managing their finances. Visit our website and fill in our [contact us](#) form, or you can text 'contact me' with your name to 07869 017 857 or call 0800 678 1221 and press option 1, then option 4.



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. We know that getting these charges right is important.

We've been working hard to ensure our budgets are more accurate and easier to understand, which has helped to reduce customer queries (down by **28%** from the previous year). Plus, we've only had to re-issue **2.26%** of budgets, compared to just under **5%** last year.

We know there's still work to do, but these results show that we're getting things right first time more often.

To find out more about how we calculate your service charges, please visit our [website](#).



We're here to help

For additional information about your service charges, what is included and how they are calculated, please visit our [customer 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, just email us directly at servicechargeteam@orbit.org.uk.



“Thank you so much for your reply email and resolving all the outstanding raised service charges queries. It's much appreciated by all concerned.”

a customer who made an enquiry on behalf of their community

Your service charges



Working together

Whenever possible, we share copies of draft service charge budgets with a selection of you who live in our Independent Living schemes for you to check before we issue the final budgets to remaining Independent Living customers. Last year, we shared these with **2,906** customers across **59** schemes as our on-site teams arranged meetings where customers could review the costs in person.

We also continued to involve Engaged Customers when selecting businesses to carry out communal services, such as window cleaning. Customers gave feedback on the brief we sent to potential suppliers, and we invited them to review the proposals. This means that the final supplier we select is customer approved.

Number of service charge related complaints

Period	2020-21	2021-22	2022-23	Volume 2022-23 versus 2021-22	Percent 2022-23 versus 2021-22
Total	7,588	6,397	4,633	-1,764	-28%



Plans for this year

- Continue to focus on involving you when setting budgets and reviewing year-end costs
- Install more SMART meters in our communal areas, to make sure costs are more accurate. Around 40% of our communal areas now have SMART meters



Welcoming you into your new home



“Everyone has been so helpful and quick to get us into our new home. The team members we spoke to are a credit to the company.”

a new customer who recently moved into their new home



Last year we welcomed **2,577** people into a new home with us. We also helped **403** customers move into a new home through a mutual exchange (a home swap with someone who also lives in an affordable home).

Behind the scenes, we introduced an updated digital lettings service to simplify lettings for new customers. This means we gather all of the key information needed in one go, making the process smoother and ensuring that the home and any additional services match the requirements of customers moving in.

We also gave our team further training to make sure they can support customers with understanding utility readings and bills when welcoming you into, or helping you leave your home.



Welcoming you into your new home



Lifetime tenancies

We know how important it is for you to feel safe and secure in your home. That's why we're working hard to offer lifetime tenancies to thousands of our existing customers. This type of tenancy means that, providing you're up-to-date with your rent payments and haven't breached the terms of your tenancy, you can remain in your home for as long as you wish.

At the end of February 2023, **22,000** of our existing customers were on lifetime tenancies and we expect this to increase to around **30,000** customers over the next three years.

Making your home your own

To help new customers* moving into empty homes get settled, we've introduced decorating packs. They contain hints and tips, as well as an exclusive discount to purchase decorating materials, making it easier for new customers to make their home their own. (*this doesn't include mutual exchanges).

Number of lettings-related complaints

	2020-21	2022-23
Number of lets – re-lets and new lets	2,529	2,577
Number of mutual exchanges	383	403
First Impressions score (out of five)	4.12	4.09
Homes occupied	98.15%	98.57%

Plans for this year

Our focus remains on reducing the total number of empty homes and improving the average time taken to re-let them, so that more people who need affordable homes can access them quicker. We're going to increase the number of new customer visits (1,225 in 2022-23) and audits (1,480 in 2022-23) to make sure every customer is matched with the right home and has access to the right services.

Following your feedback, we are also continuing to review our mutual exchange service, which involves working closely with our local authority partners.



Investing in your homes



“Everyone was friendly and helpful. They carried out the work to a high standard. It’s so nice when people coming into your home make what could be an ordeal a pleasant experience. The new doors and windows have made a huge difference to my home and to my life. Thank you so much!”

a customer who spoke to us for support about her home improvements



Last year, we invested **£88.8m** in our homes. As part of this, we invested in everything from new kitchens and bathrooms to roofing improvements and insulation. This was less than the previous year, due to a backlog of works and contracts. We’re working hard to clear this backlog and have hired more team members to keep our programme of improvements moving smoothly.


We were proud to have improved our average customer satisfaction score for home improvements from **4.12** in 2021-22 to **4.25** out of five for 2022-23. All of your feedback is taken on board and reviewed with our contractors, so we can continually improve the service you receive. We also carried out **350** health and safety/quality checks, to make sure our contractors are delivering works to the standard you expect.



Investing in your homes



Kitchen and bathroom installations

We've worked hard to improve the experience for those of you having a new kitchen or bathroom installed. These improvements include the introduction of a pre-visit checklist, additional tips and advice to help you feel more prepared and an automatic texting system to update on progress. If you've got a kitchen installation booked, watch our new [video](#) here to learn more. We're also working to increase the energy efficiency of your homes by adding more insulation to new kitchen installations. 



Last year we completed:



314

New bathrooms



842

New kitchens



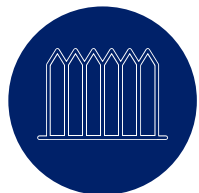
792

Boiler installations



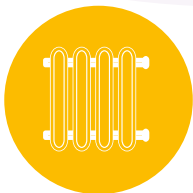
119

Insulation works



1,454

External decorations



56

New storage heaters



338

New doors and windows



70

Roofing improvements

Plans for this year

We're aiming to invest more than £40m in home improvements this year. We'll achieve this together with you and our trusted contractors, so that the quality of your home is improved and you can live more comfortably. We will write to you directly if your home is to benefit from improvements this year.



Investing in your community



“You have been brilliant with every concern I’ve raised with you. It’s so reassuring knowing I could email and get a quick and competent reply. I can’t overstate this enough. Thank you!”

a resident at Clements Close provided feedback after speaking with our Property Management team



Last year, we carried out a detailed review of how we deliver property management services in your communities. We’re currently making changes based on that review, with an increased focus on making sure we work closely with you to keep any communal areas of your buildings looking great. Later this year we’ll be rolling out a refreshed property management model, with a clearer estate standard and monitoring programme to help ensure your estates are safe and well maintained.

Your feedback allows us to continually improve our services and create communities where you are proud to live. It was great to welcome customers to participate in our estate inspections last year. Thank you to everyone who took the time to get involved.

We’d love you to join us at your next estate inspection, everyone is welcome. Details of estate inspections and how to contact your Property Manager can be found on the noticeboard in your scheme.



Investing in your community



Your views about your estate matter

We continue to focus on having an increased presence in our communities and giving you the opportunity to speak with your Property Manager regularly, so you can have a voice when it comes to shaping the priorities that matter for you and your community.

Estate inspections

	2021-22	2022-23
Number of estate inspections planned and completed	99.9% (4,324 out of 4,328)	92.5% (3,769 out of 4,074)
Estate inspections where customers participated	23% (1,013)	33% (1,274)

Last year we positively changed places and communities through our Estate Improvement Programme. This delivered 55 improvements across 55 estates, including landscaping, new storage solutions, fencing, paving and bin/bike store improvements.



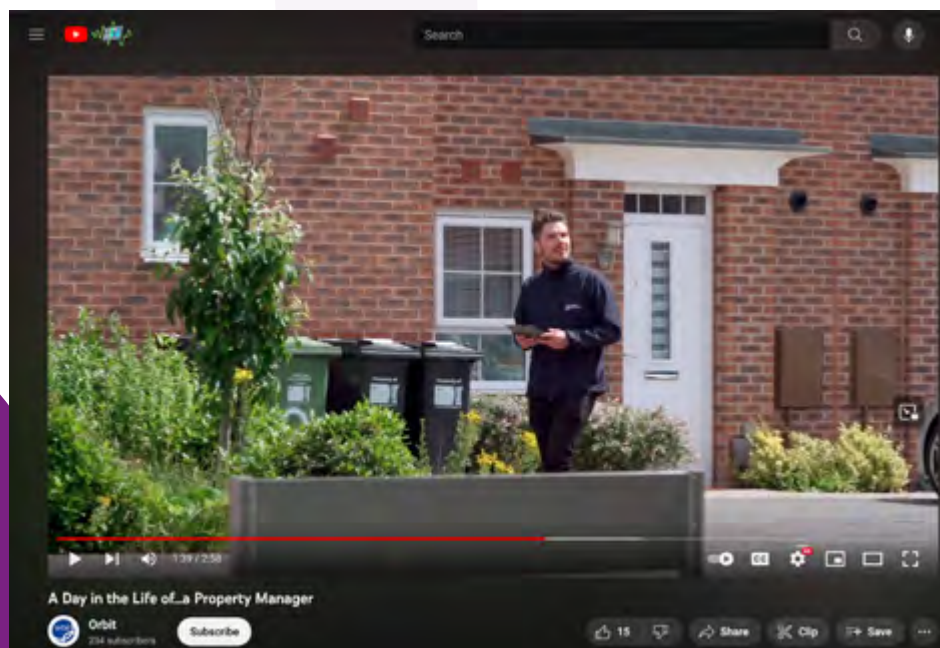
“The new bike store got lots of use over Christmas, and everyone is really pleased. Thank you so much!”

a customer who provided feedback following a recent bike store installation





View our video about a day in the life of a Property Manager here.



Plans for this year

- Deliver a £100,000 Estate Improvement Programme, providing support to our growing community of over a thousand customers who regularly provide feedback to us
- Introduce 'real time' customer feedback to support the four-year planned improvements in each of our estates
- Continue to share advice on the part you and your neighbours can play in keeping your community thriving and looking good. To find out more, visit our [Good Neighbour hub](#)



Ensuring communities look great


We know how important it is to keep your communities clean and well maintained. Last year, our Estate Services Managers continued to work closely with you, our Property Managers, Independent Living Scheme Managers and other partners to deliver the services you want to see in your communities and make sure you receive good value for your service charges.

At a time when costs are increasing, we're looking carefully at the services we deliver to see what we can do to keep your service charges as low as we can, whilst making sure the work gets completed to the high standard you expect.

Last year, by working closely with Engaged Customers, we developed a new scoring system to monitor the work being carried out in estates. This helps us manage the performance of our contractors better. Between October 2022 to March 2023, we made 2,435 quality monitoring visits for cleaning sites and carried out **2,439** grounds maintenance inspections using the new scoring system.

Plans for this year

- Continue to work closely with the Property Management team to develop an ongoing improvement programme, taking customer feedback on board at all stages
- Agree new contracts for cleaning across all three regions as well as grounds maintenance contracts for the South and East regions. These new contracts are due to begin in June 2024
- Review our approach to grass management by reducing levels of green waste and considering options such as grassland meadows (where appropriate)



Did you know?

We want you to be able to fully understand the services we deliver. You told us you wanted more information about your community's grounds maintenance and cleaning schedule. We're now in the process of installing information on noticeboards in many of our schemes and making these details available on myAccount.



Keeping you, your home and neighbourhood safe



“I am pleased to see that Orbit is continuing to prioritise the safety of customers. I’ve seen how hard the team work to improve the way they operate, and it’s reassuring to see that other organisations such as the West Midlands Fire Service and RoSPA have given their seal of approval.”

Jake Boomhauer – Orbit customer and Orbit Housing Association Limited board member, from Bexhill-on-Sea in East Sussex



You said you wanted more visibility around building safety work, so we welcomed two customers onto our Building Safety Steering group. We’ve enjoyed more face-to-face contact with customers, thanks to the team attending coffee mornings across our Independent Living schemes. We chatted to customers about overall safety and the more complex equipment used on site, such as warden calls and fire alarms.

We are leading the way when it comes to keeping our customers safe. It’s our number one priority and we have a team of experts and specialist contractors dedicated to this important mission.

One of our focuses has been working closely with those of you living in our tallest buildings. We have started our Building Information Modelling (BIM) project, which has, so far, allowed us to gather important safety information about three of our 18m or taller buildings with communal areas, enabling us to understand the building in greater detail. The purpose of this work is to keep those who live there safe by assessing exactly how the building has been constructed. It also provides us with specific information about each individual home.

Within the next 18 months, we aim to create a BIM model of the remaining 20 buildings. If you live in one of these buildings, we’ll be in touch to let you know what will happen and when.

Additionally, in line with new regulations, we’ve begun inspecting the fire doors on our buildings that are 11m or taller. We’ve also introduced safety information boxes into our buildings, which contain valuable information for the fire service in the unlikely event of a fire.

Keeping you, your home and neighbourhood safe



Awarded for our approach to keeping you safe

We're the proud winners of seven industry awards and have been nominated for another two. Winning these awards demonstrates our commitment to customer and property safety.

Estate inspections

	2021-22	2022-23
Compliance against statutory health and safety requirements	100%	100%
Risk assessments carried out	4,127	4,876
Number of services carried out on life safety equipment such as fire alarms, warden call systems and lifts	23,435	38,487



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

Plans for this year

- Report the findings from our BIM project so far to the Building Safety Regulator and investigate the remaining 20 buildings within the next 18 months
- Continue our inspection of fire doors in our buildings that are 11m or taller. We plan to inspect 79 buildings by the end of March 2024
- Set up more than 30 new partner contracts to further improve the services our contractors deliver for customers, such as lift safety/maintenance, emergency lighting and communal water systems



Repairs to your home and within your community



We know that our repairs service is important to you, and our dedicated team remains focused on delivering the best customer service experience. We've achieved so much in the past year while facing the ongoing challenges of a UK-wide shortage of skilled labour and materials, as well as working through a backlog of **12,000** repairs.

We've reduced the number of active repairs to **6,000** over the last 12 months, meaning that we're getting more repairs completed in your homes more quickly. But we're not stopping there. Our Repairs team is halfway through a three-year 'transformation' project, which aims to further improve the responsive repair service we offer you.

Highlights from last year

- Completed a record 120,000 repairs to keep your homes maintained to a good standard
- Thoroughly reviewed our repairs policy, which importantly takes your feedback on board
- Restructured our team to create a dedicated repairs team within our Customer Support Hub and provided colleagues in Customer Support with additional repairs training. This helps make sure the repair you report is correctly prioritised and we collect the information needed to help our contractors get your repair right the first time they visit
- Trialled and had positive feedback on a new system which allows us to offer an appointment when you first call us to report a repair. This saves you from having to wait for our contractors to contact you at a later time
- Introduced an SMS text message service, ensuring you know when contractors are visiting so that you can be available to grant them access to your home. We also worked closely with Engaged Customers to develop the wording for these text messages

Learn more about what you can expect from us, depending on the type of repair you report, [here](#).



- Our 28-day standard for non-urgent repairs has now been reintroduced, reassuring you that we will respond to your repair requests as quickly as possible. Read more [here](#)



Repairs to your home and within your community



“The Customer Support person I spoke with was friendly and supportive. She assisted quickly when I reported an issue with my heating and even arranged for an engineer to visit my home on the same day.”

a customer who recently completed a repair request on the phone with our Customer Support team



Keeping you safe

Thanks to you, we’ve been able to complete important annual gas safety checks in 100% of our homes, helping to keep you and your loved ones safe. We’ve also seen an increase in the number of homes we’ve been able to access the first time we contact you.

Repairs and gas safety checks

	2021-22	2022-23
Total number of repairs completed	141,280	137,780
Gas safety checks completed	31,731 (100%)	33,313 (100%)
First time access to homes to complete gas safety checks	76.6 %	81.13%

Plans for this year

- Continue our repairs transformation journey, which will continue to improve the way we help identify issues, book appointments and complete your repairs
- Launch our new repairs policy, ensuring that our service offer and responsibilities are even easier to understand
- Introduce further improvements to our direct booking system to allow even more appointments to be made during your first point of contact with us
- Continue to train our team and make more surveyors available when we are handling more complex repairs



Investing in your homes to make them more energy efficient, safe and sustainable

We aim to provide high-quality, safe and sustainable homes. We do this by continually investing in your homes to ensure they are regularly updated and well maintained.

Our home condition survey programme checks your home to review its condition. Last year, we recruited more people to our team that specialises in surveying homes to plan for improvements.

When we are due to visit your home we will let you know; in the first instance, you'll receive a letter and then we'll communicate with you via phone/text message to keep you fully updated.



Investment in improving the energy efficiency of our homes has brought 83.5% of our properties into EPC (Energy Performance Certificate) band C or above, meaning that a higher number of your homes are more energy efficient through improvements we've made.

Sustainability

We've been caring for homes for over 50 years and know how important it is to invest in them for the next 50 years and more, to protect you, your home and our planet.

We want to do everything possible to make your home 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 and/or double glazing. Our investment programme supports the achievement of minimum EPC C in 100% of our homes by 2030, in line with the target set by the Government.

Not only does this help reduce the amount of energy you need to run your home, it also helps the planet by releasing less carbon into the atmosphere.

Investing in your homes to make them more energy efficient, safe and sustainable



Find out how one customer, John, is enjoying real-life benefits, thanks to the free energy efficiency improvements we've made in his home. Check out his video here.



As part of the Government's Social Housing Decarbonisation Fund, we have undertaken a pilot project in partnership with Stratford-on-Avon District Council to upgrade the energy efficiency of 69 homes. This work is now complete and we have been awarded a further **£3.5m**, which we are matching, to upgrade an additional **348** homes in the West Midlands through to 2025.



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



Innovation

We know that the property and construction industry is always on the lookout for the best ways to make homes more energy efficient. Our 'Innovation Hub', formed by colleagues across the business, works to find great products that are the best value for money and genuinely fit for purpose.





**Your
community**



Our Supported Housing schemes



“We are happy with the Independent Living Scheme Officer, who is always happy and smiling! She also supported us to get weekly bingo set up, which has been successful!”

a customer who lives in one of our Independent Living schemes



Last year we successfully rolled out our Relief Officer pilot scheme in the Midlands, designed to offer those of you who live in our Independent Living schemes a consistent service when your usual on-site Independent Living Scheme Officer is on holiday or poorly. Relief Officers are employed directly by us and have been trained to provide a seamless service, so you can feel reassured that help is always there if you need it. We’re rolling this scheme out to the rest of our Independent Living schemes this year.

Our Handy Person service was expanded in the Midlands, offering the same service that residents in the East and South already enjoy. Last year, **9,848** handy person jobs were completed for you across our Independent Living schemes. That’s **820** every month, including everything from putting up photo frames and shelves to installing doorbells. We recorded a satisfaction score of more than **90%** and will continue to strive for improved customer satisfaction.

We’ve also worked hard to support you with the increased cost of living. In addition to the wider support provided through our [Cost of Living hub](#), we’ve given extra training to some of our team members on energy awareness, so that they can support you with one-to-one energy advice in your scheme. This includes working with you to help you access additional Government support for managing your energy bills.

In addition to the lifeline alert service we provide in our Independent Living schemes, we provide an additional **715** lifelines to those of you who don’t live in one of these schemes or are a non-Orbit customer. The lifeline gives comfort and confidence to those who may have health issues, knowing that if they pull their pendant this will alert a call centre who can send help if it’s needed.

We organised more than **1,200** resident activities across our Independent Living schemes. These activities are designed to reduce isolation and loneliness and promote independence, and can include armchair exercise, healthy eating and memory clubs. We also offer a greater range of preventative health services, such as ongoing coaching sessions on nutrition, fall prevention and mindfulness.



Our Independent Living schemes



A customer is supported to get online by one of Orbit's Digital Champions

You said We did

We know how important it is for you to get online. Whether it is to stay connected to family and friends, or to do shopping, banking or accessing myAccount, you asked us to provide more support. In response, we've introduced 12 Independent Living Digital Champions to provide face-to-face support to residents in our Independent Living schemes.



"Being able to use my laptop and access the internet is helping to keep my brain active. If I've got a question, I can find the answer online and it also keeps me in contact with my friends and family."

an Independent Living scheme customer who worked with one of our Digital Champions



Our Independent Living schemes



Did you know?

In supported housing, we provide a range of services including temporary accommodation for people in a variety of situations including those in need of a domestic violence refuge, those that have been homeless and homes for people with learning and physical disabilities. Some of these homes are temporary whilst our support providers equip people with the skills to live independently, and others are people's permanent homes, as they will always need some form of care and support.

Where we have partners who deliver support services at these schemes, we've introduced better monitoring tools to make sure they deliver services that meet the standards you expect.

This year, we're taking a closer look at these services to ensure that they also deliver good value for money.

Read about Kieran, an inspirational young man who turned his life around thanks to his own determination, as well as support from Orbit and Bridge, a substance misuse programme. Hear his story in his own words by viewing his [video](#).



Our Independent Living schemes



Highlights

Customer activities in Independent Living schemes (includes five extra care schemes where we have dedicated activity co-ordinators)	1,200 (average of 100 per month)
Customers attending activities in the five Independent Living schemes where we have activity co-ordinators	8,700 (average of 725 per month)
'How are you?' calls to customers, to check on your wellbeing	182,070 (3,570 each week)
Referrals to Better Days support programmes from Independent Living	99



Plans for this year

- Begin our new three year programme to transform our Independent Living services, including investing £4m to refurbish 50 existing Independent Living schemes. This program will begin with pilot schemes at Melville Court in Stratford-upon-Avon and Bushey Court in Erith, where feedback from residents on colour palettes and furniture will shape the new and improved look and feel of their communal living areas
- Relaunch our Independent Living customer engagement programme to actively involve even more of you in decisions about your services and homes. This will include an increase in face-to-face, individual and group customer meetings. During these sessions, we will gather your feedback on decisions about topics such as our policies and service charge budgets



Supporting our customers to manage and maintain their tenancies



“The team were quick with their responses and always kept me up to speed with what was going on. The person I spoke with was always empathetic, kind, efficient and professional in all areas. It’s fantastic and I thank them for all the help.”

a customer who was supported by our Tenancy Services team



Our Tenancy Services team helps care for you and 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.

Last year we continued to focus on improving customer service and satisfaction. Our new Tenancy Services Triage team was set up in mid-2022 and they’ve already made a big impact by ensuring 80% of all enquiries are resolved the first time that you contact us. This means that our local teams are able to be more proactive and have a greater, more visible presence in your community.

Highlights

	2021-22	2022-23
Domestic abuse cases supported	362	280
ASB satisfaction	74%	77%
ASB cases resolved	1,719	1,664
Safeguarding concerns managed	3,567	3,800
Supported customers (next of kin) after the death of a customer	518	480



Supporting our customers to manage and maintain their tenancies



A focus on reducing anti-social behaviour

You told us we need to respond quicker when you report ASB to us. Our new dedicated Tenancy Management Triage team responds to all ASB reports within 48 hours.

More proactive and visible in our communities

ASB satisfaction feedback showed that you wanted us to be more present in the communities where ASB was a frequent issue.

Last year, we launched a new programme where each Tenancy Services Officer was allocated a scheme and tasked to reduce the ASB on that particular estate. This involves a high level of face-to-face work with the local community and our partner agencies.

We saw a **40%** reduction in ASB and Breach of Tenancy cases in these areas, including Coventry and Bexley, for example.

Over the last year, we've seen a 5.59% reduction in the number of repeat ASB cases and a 7.8% reduction in the number of Breach of Tenancy cases at addresses where we'd received reports in the past.

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



Supporting our customers to manage and maintain their tenancies



Increased face-to-face contact

You told us that you wanted to see us out in your communities more often. Our local Tenancy Services Officers were able to complete an additional **223** tenancy checks last year (we completed **1,596** in 2022-23 compared to **1,373** in 2021-22). The purpose of these visits is to ensure your neighbours are who they say they are and helps us prevent tenancy fraud.

We've introduced specialist Legal Officers who manage legal cases around anti-social behaviour and breach of tenancy. Not only does this allow our Tenancy Services Officers to focus on their case work, we've already seen an **84%** reduction in the use of solicitors for legal cases. We're also completing all new customer visits with you in person again.

Our Safeguarding team



We know that some of you may be at risk and we're here to quickly help you get the support you may need. Last year, our dedicated

Safeguarding team investigated **3,800** reports from colleagues of potential safeguarding issues, to help ensure that those customers who were most at risk got the help they needed sooner. **100%** of our safeguarding cases were opened within 24 hours and resolved within 3.5 days, meaning those customers received support quickly.

Once again, we've been reaccredited by 'Leaders in Safeguarding' who review our approach to safeguarding. This means that we have effective procedures in place for managing safeguarding and are helping more of you stay safe.

Plans for this year

- To focus on supporting customers reporting ASB and resolving cases by continuing to be proactive in our communities. We will also continue to strengthen relationships with partner agencies such as local authorities, the police and social services
- To improve your experience by putting plans in place that help ensure we can respond even more quickly to you and provide further support when you need it
- To continually review our services, listen to your feedback and learn from complaints. This involves launching a real-time feedback system that collects customer feedback, so that we can quickly action any learnings as they happen





Your planet



Working towards a more sustainable future

Through our Orbit Earth programme we are actively improving our environment, and creating and improving places and spaces for communities to thrive.



Creating our plans together

Over the last year, we've worked closely with Engaged Customers to develop a new Sustainability Strategy. We created the strategy to make sure that everything we do includes plans for reaching our net zero carbon goals and brings positive change to places and communities. It's been themed around four key areas;

- You (our customer) - Work with you to shape our services and involve you in the decisions that affect your home and community, and support you to maintain your tenancy and fulfil your potential and invest in our communities to deliver social value
- Quality homes and places - Provide high quality, affordable homes and safe, sustainable and healthy places to live, and invest in the energy efficiency of our homes
- Our planet - Drive positive change to become net zero carbon by 2030 by reducing our carbon footprint, improving biodiversity in our outdoor spaces, and sustainable consumption to reduce waste
- Our people – Create inspiring leaders and maximise our colleagues' career satisfaction; provide high quality, safe working environments; and create a diverse and inclusive workplace



Working towards a more sustainable future



Navigating the path to net zero carbon with you

In the past year, we have reduced our carbon footprint by 14%, achieving a total 38.5% reduction since we started recording this information in 2018-19. We've done this by making energy savings in our offices, our use of vehicles, and the new homes we build, and by making improvements to communal areas in your buildings.



A recent survey revealed that more of you understand what 'net zero carbon' means, compared to when we last talked to you about this in 2021. We've also used the survey results to help shape our [Cost of living hub](#), where you can find out more about how to manage the increase cost of energy bills, advice on how to save on energy and details about Government support.

We recruited an Energy Lead to provide energy advice and training to 200 colleagues so that they can pass that knowledge on to you. Working alongside our Thriving Communities team, we also brought in National Energy Action to help provide energy support and advice to customers.

We're now looking at further energy efficiency and renewable energy opportunities that will reduce your energy bills. This includes things like solar panels and improving building controls and how we use them.

We upgraded the communal lighting at Ladywell Court in Wellingborough. The fluorescent lighting at the scheme of 36 homes lacked controls and was always turned on. We put in sensors to detect movement and natural daylight, and installed more energy efficient LED lighting.

Electricity use has been reduced by 85% and customers have seen a reduction in their service charges.



Working towards a more sustainable future



Plans for this year

- Extend our National Energy Action energy support for customers for another year
- Continue to improve the quality of green spaces in our communities, and make sure that at least 30% of our total outdoor green spaces supports nature's recovery by 2030
- Publish our updated Sustainability Strategy and annual sustainability report, to bring together in one place all the work we've completed so far and provide you with details of what's to come

Our commitment to green spaces

As part of our commitment to improve the quality of green spaces in our communities, we're aiming to make sure that at least 30% of our total outdoor green space supports the recovery of nature by 2030. This aligns with the goal of the United Nations Convention on Biological Diversity and the Wildlife Trusts' 30 by 30 campaign.

These improvements will give you greater access to nature and recreational spaces, such as wildflower meadows or hedgerows, small, wooded areas, seating and play areas. Last year, we delivered improvements to four estates and will build on this number in the coming year. As part of our commitment, these changes we'll not increase your service charges. [Learn more here.](#)

Marking the King's Coronation

To celebrate the coronation of King Charles III, we held a tree-planting event for the children at Wellesbourne CE Primary School in Warwickshire. It was a great opportunity to introduce young people to the importance of nature and help them learn more about our environment.



Working towards a more sustainable future



Our Greener Together campaign brings together advice and support to help you enjoy the benefits of a more energy-efficient lifestyle. We've created an Eco-hub where you can find plenty of tips on how to live a greener life and help make your home more energy efficient. [Be sure to download our free Orbit Earth eco-pack!](#)



Get in touch:

You can visit our website:
orbitcustomerhub.org.uk

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

For more information, please contact us at:
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 **✕ @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.

