

Summer 2025

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

# ORBIT LIFE

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# Meet our guest editor, Kyle Fullilove

My name is Kyle, I am 27 years old and I've lived in my Orbit home since December 2024 with my partner and three young children.

I've worked as a professional chef for almost a decade now. I started working in kitchens when I was about sixteen years old as a pot washer / kitchen porter scrubbing dishes, and instantly I feel in love with the atmosphere in the kitchen. It felt like nothing I'd ever experienced before with the high pressure, craziness and laughter – and working as part of a team that really relies on each other. It's stressful and demanding yet rewarding too. Over time, I worked my way up through the ranks and eventually moved into the role of head chef / kitchen manager. It's been incredible to run my own team and teach others the skills I've learned in my career so far and one day, I hope to open a restaurant of my own!

I took part in a customer photo shoot with Orbit in June; you can read all about it on page three. We even filmed a short video, so be sure to check it out. I put my name forward for the shoot because I've had an amazing experience with Orbit so far, and I wanted to set an example for my kids by giving something back to my community.

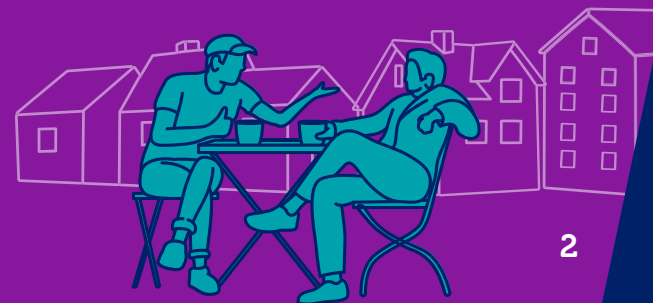
I'm passionate about good food and believe that every plate should be 'Fullilove', so I've pulled together one of my favourite summer recipes for a delicious, simple and cost-effective tuna pasta salad that the whole family can enjoy, see page seven. There's also a special feature on the new Neighbourhoods and Communities team and Orbit's Everyday Excellence journey to improving services for all customers, see pages four and five. As we start gearing up to send the kids back to school, have a look at the 'Staying safe online' article on page nine, so that you can pick up some tips for spotting scams more easily and staying safe on the internet.



## Are you passionate about good service? We want to hear from you!

Help review and shape our services, meet new people and earn **Love2shop** reward vouchers.

Visit Orbit's '**Share your views**' web page to learn more at [orbitcustomerhub.org.uk/shareyourviews](https://orbitcustomerhub.org.uk/shareyourviews)



# Strike a pose!

In the spring edition of Orbit Life, we asked for volunteers to take part in a fun photo shoot so that we could use more photos of real-life customers in our customer information.

We were blown away by the number of responses – over 150 of you got in touch! We're sorry we couldn't choose everyone and will keep everyone's details on file for future photo opportunities.

On 4 June, we invited six customers along to a photo shoot at our office in Stratford-upon-Avon, Warwickshire. We had a makeup artist on hand to make sure everyone looked great, plus a professional photographer to capture everyone at their best. We took loads of photos of everyone taking part in all sorts of everyday activities. Keep an eye out for the photos in our other publications and on social media.

Give us a follow on Facebook **f@orbithousing**



A big thanks for taking part to **Busi Mojaki, Rebecca Mckenzie, Kyle Fullilove, Kath Jones, Harry Banes, Sylwia Lawicka, Freya Smith** and our own **Conor Warburton**, Everyday Excellence Lead and **Katherine Smith**, Brand & Campaigns Manager.

Click here to view Kyle's 'At home with' video



# Everyday Excellence update



Change is happening – and it starts in your neighbourhood



You've told us that you want a more local service from us, so we're making changes to do just that as part of our **Everyday Excellence** programme.

We're introducing new **Neighbourhood Managers** – a friendly face who'll be there to look after you and your area. They'll be a dedicated person you can turn to for anything about your home, tenancy, or community, and this role will replace Property Managers and Tenancy Services Officers.

We'll introduce you to your Neighbourhood Manager in the coming weeks. Right now, we're working behind the scenes to make these changes, but don't worry, we're still here for you. If you have an existing query or case, this will still be in hand. We're on it and will get back to you. You can keep using all our services as usual, and if you need to contact us, you can find out all the ways to reach us on our **customer website**. 

We'll be in touch soon to tell you more about your new Neighbourhood Manager, so keep an eye out for updates. In the meantime, your Neighbourhood Manager will say hello if they're out and about in your community.

## What does **Everyday Excellence** mean for me?

### Looking after your home

We'll be introducing smarter systems to help spot issues early – before they become bigger problems. So your home stays in better condition, for longer.

### More first-time fixes

We're working more closely with our contractor partners – so more repairs are sorted on the first visit.

### Track your repairs online

Want to know what's happening with your repair? We're planning real-time updates – from booking to completion – so you're always in the loop.

### Easier rent and payment management

You'll be able to see what you've paid and what's due – all in one place. Managing your rent or service charges will be simpler than ever.

### New and improved Customer Portal

You'll be able to manage your tenancy online, anytime. Book repairs, check your account, update details – all in one easier-to-use portal.

### Dedicated neighbourhood support

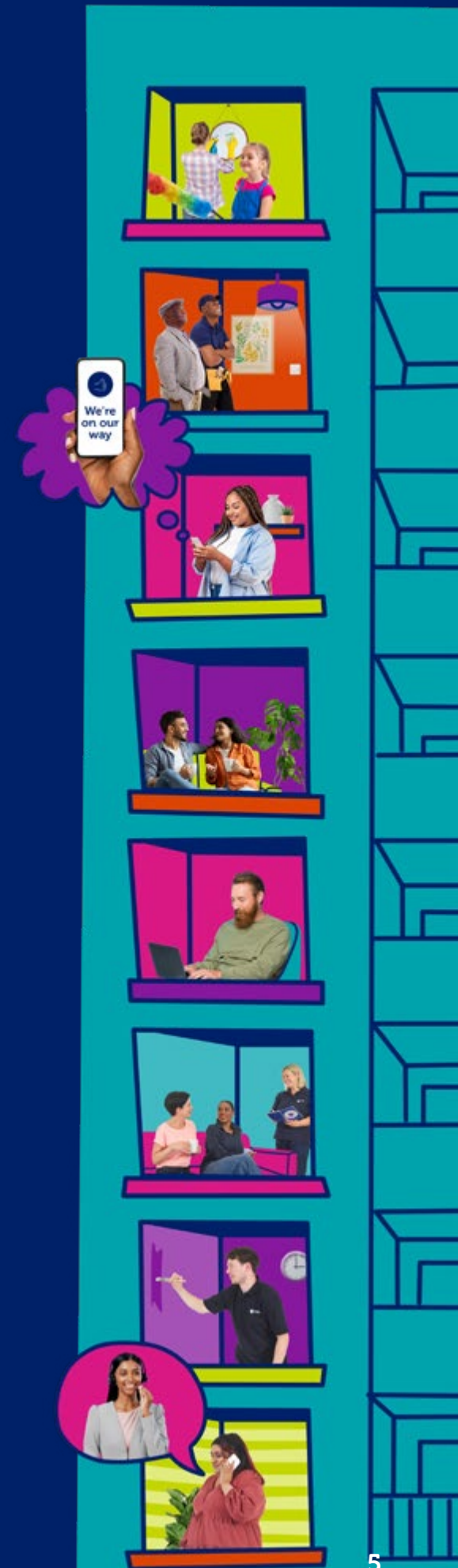
You'll have a Neighbourhood Manager – someone who knows your local area and is ready to help with your home or tenancy.

### Putting things right quicker, when they go wrong

And when something goes wrong, we'll put it right – faster. No need to chase, and no more delays.

### Faster help when you call

No more being passed around. We're aiming to solve your query the first time you get in touch.





# The Orchard Community Hub officially opens in Erith, South London

Our newest Orbit Community Hub located at Orchard House, in Erith, opened on 7 June and provides customers in Bexley access to free advice and guidance on a range of issues such as managing finances, health and wellbeing, employability and skills as part of our Better Days programme. The venue also provides a space for community run events and activities.

Lucy McGovern, Head of Community Investment and Successful Tenancies for Orbit said:

“We’re proud to officially open our new community hub at Orchard House. Having a local presence and being able to offer people the face-to-face support they need to lead happy, healthy and fulfilled lives is really important to us. We hope the residents find that the hub offers a safe and welcoming space where they can access free advice, build connections and socialise.”



## Greener Together:

A big thank you and what's next

As we wrap up the Greener Together campaign, we want to thank everyone who got involved. From sharing stories to taking everyday steps that support nature, it's been great to see how small actions can make a difference.



### Our photo competition winner

Thank you to everyone who shared photos of their favourite outdoor spaces!

Congratulations to **Rozila Hosiene** from Coventry, whose beautiful canal-side photo was chosen as our winner. The image captures a calm, peaceful moment surrounded by trees and nature.

A special mention also goes to our runner-up, **Jill Wilkes** from Great Yarmouth, for her lovely photo.

### Green community

It's been fantastic to see how you're connecting with nature, whether through community gardening in schemes or sharing your green hacks. Check out **our news section** to read more stories from your community and discover easy ways to transform your own green spaces.

### What's next?

Going green doesn't end here. You can continue making positive changes by visiting our **Eco Hub** for activity sheets and tips.

# Every plate is 'Fullilove'!

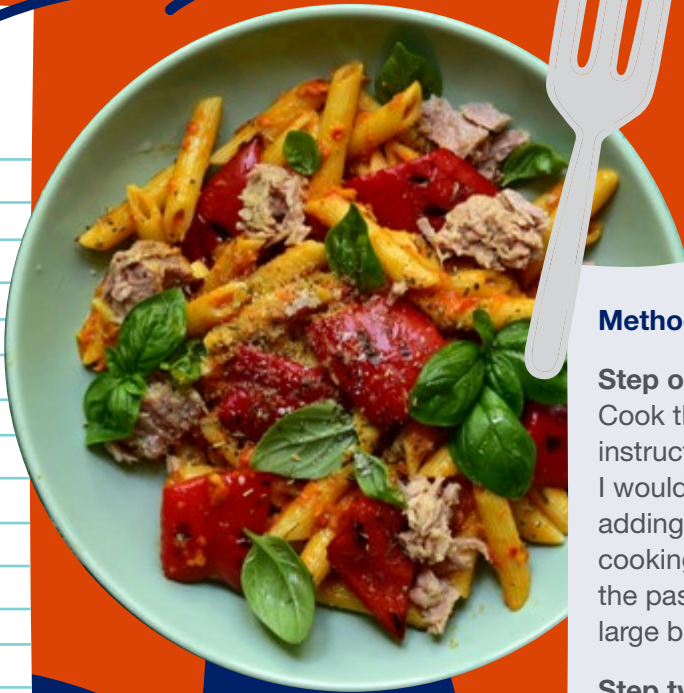
Our favourite chef and customer guest editor of this edition of Orbit Life, Kyle Fullilove, has pulled together one of his favourite recipes for a simple, healthy and tasty tuna pasta salad that won't break the bank!

Kyle hopes to write and release his own cookbook for people like himself, who are on a budget and may not be able to eat in fancy restaurants. He wants everyone to be able to experience great home cooked food with an elegant twist. His ultimate dream is to open his own restaurant and based on what we've seen, we think he'd be rather good at it!

### Kyle's summery tuna pasta salad

#### Ingredients:

- 300 to 400 grams penne pasta
- Juice from half a lemon - more if you want to of course!
- One tin of tuna - in olive oil or sunflower oil
- One yellow pepper
- One red pepper
- Half a red onion
- A large handful of baby spinach
- One teaspoon of cracked black pepper (optional)



#### Method:

##### Step one

Cook the pasta following the instructions on the package. I would definitely recommend adding salt to the pasta while cooking. Once cooked drain the pasta and place into a large bowl.

##### Step two

Slice or dice both peppers and the onion. Any rough size will work so please don't worry about having great knife skills.

##### Step three

Once chopped, add the lemon, peppers, onion and black pepper to the pasta, and empty the entire contents of the tuna can into the bowl (including the oil). Mix gently.

##### Step four

Serve on your favourite plate or bowl and then sprinkle the spinach over the pasta as a garnish.

Kyle said:

“One of my favourite things about being a chef, other than the fact I love cooking, is that you get to be a part of peoples' memories. If someone is celebrating a birthday or an anniversary or even proposing, they will remember that day and the food that they ate. I get to be a part of making experiences special and I love seeing people enjoy my food. It's a great feeling knowing that all the effort, work and dedication you put in is really worth it. I hope you enjoy this recipe, it's a simple and delicious meal for a hot day.”



# Our future plans for managing trees on your estates

We've started work to survey all trees in our communal spaces over the next 12 months and aim to complete this by next year.

Once this initial survey is complete, we then plan to survey these trees once every three years, moving forward. This is because we want to be able to carry out tree works proactively, as and when needed. It will also give us an insight into the general condition of trees across our estates and help us plan and carry out future maintenance work.

If you have questions about a tree that's in a communal space or in your garden, you can let us know about it via our **tree enquiry form**.

We'll carry out tree works for you if we find the tree is dead, diseased or poses an immediate risk to life or a building. When you complete our form, we'll visit to assess the condition of the tree and its branches. We'll then confirm with you if we're able to carry out tree works for you or not.

You can find helpful advice and information about trees on the **Arboricultural Association's website**.

## Top tip!

If a neighbour's tree is overhanging into your home's boundaries, you have the right to prune any overhanging branches back to the boundary line between your home and theirs, although we'd always recommend letting them know you're going to do this first. You also need to check that the tree isn't subject to any restrictions, such as a Tree Preservation Order. You can confirm this by contacting your local council's planning department.

# Staying safe online

The online world offers many benefits, but unfortunately criminals are taking advantage of digital tools and platforms, so it's important to know how to stay safe. Here's some advice around spotting scams, and what to do if you think you've become a victim of one.

## Common types of scams

Phishing scams are where scammers may send you fake emails or text messages, or call you. They may pretend to be a legitimate organisation to gain your trust, such as the government or a housing provider. They may ask for personal details or payment.

Some scammers may call or visit claiming to be our partner contractors, offering "free" repairs in exchange for personal details or a payment upfront. You might also receive unasked-for leaflets, emails, phone calls and social media ads encouraging you to claim for disrepair issues in your home.

## What to do if you think you've been scammed

Act quickly if you think you've been scammed. Contact your bank immediately to stop any transactions and secure your account. Change your passwords and keep an eye on your accounts for any unusual activity. Report the scam to Action Fraud, and tell us about it as well if it involves anything to do with your home.



You can find more advice about **how to avoid scams** on our website, as well as some useful resources for staying safe online.

## Digital resilience: getting online and staying safe

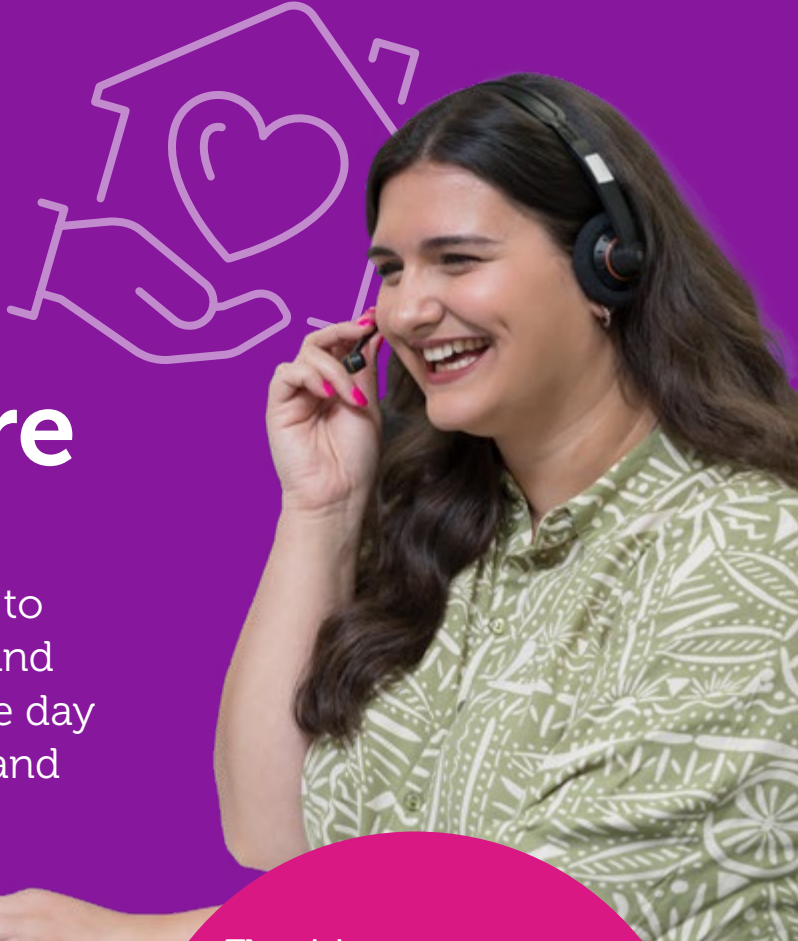
Have you tried any of our free myLearning courses? This beginner's session is about getting online and understanding online safety, so that you can become more confident using the internet. You'll learn important online language, how to setup and connect online and safely browse the world wide web. Find out more on our **myLearning webpage**.





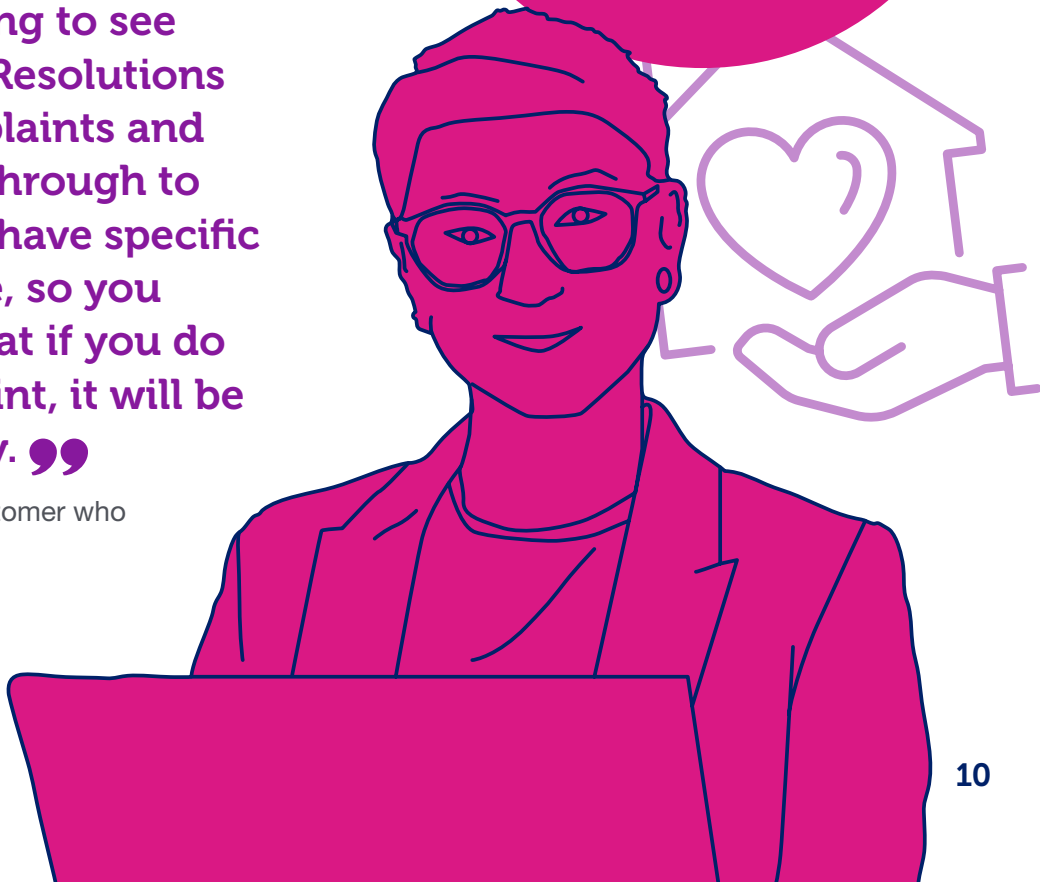
# Seeing the people behind the calls: A Day with Customer Care

A group of our Engaged Customers recently visited our Coventry office to meet the teams in Customer Care and Customer Resolutions, spending the day getting to know how they operate and seeing what a typical day looks like.



“ I found the call listening day well-structured and managed. It was enlightening with regards to how call handlers deal with all sorts of questions or complaints. It was also interesting to see how the Customer Resolutions team manage complaints and the stages they go through to resolve them. They have specific goals for each stage, so you can be confident that if you do ever have a complaint, it will be managed effectively. ”

Tommy Earley, an Engaged Customer who took part on the day.



The visit gave customers a real insight into how our teams support and communicate with customers every day. Plus, these sessions are a great way for us to learn and keep improving the services we provide.



## What Engaged Customers said:

- They praised our frontline teams for staying calm and professional when supporting customers.
- They also loved the strong teamwork and support between colleagues, saying it helps create a positive, caring environment.



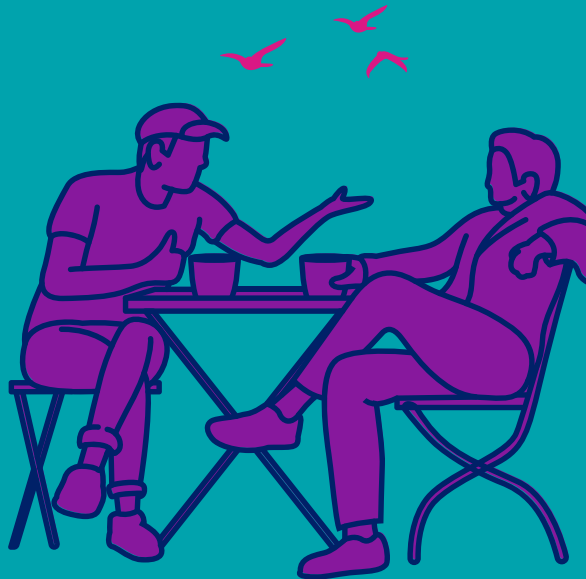
## How to get involved

Interested in sharing your views? Search for our Your Voice Facebook Group for regular updates, visit [orbitcustomerhub.org.uk/shareyourviews](https://orbitcustomerhub.org.uk/shareyourviews) or email us at [customer.engagement@orbit.org.uk](mailto:customer.engagement@orbit.org.uk) to let us know you'd like to participate.

## Have your say: Annual Voice Survey 2025

We're committed to listening to you and using your feedback to improve the services we provide. That's why we launched our Annual Voice Survey – to better understand what matters most to our customers. Last year's results have already helped shape positive changes, and we're looking to build on that progress. We'll be publishing a full report of the first year's findings on our website in early autumn.

Now, we're preparing for this year's survey. We're once again working with independent research company The Leadership Factor, who will be calling around 1,200 customers between **13 August and 17 October 2025**. If you get a call (it will start with 01484), we'd love for you to take part and share your honest views. Your feedback is completely confidential and helps us continue to improve our homes and services for everyone.



# Supporting you to live well at home

We want to make sure your home works for you. That's why we've made it easier to apply for aids and adaptations and introduced a new Reasonable Adjustments policy to better support your individual needs.

If your circumstances have changed or you need additional support – whether that's grab rails, ramps, or bathroom adjustments – we're here to help. We're also working on offering a wider range of ways to communicate with us, including a new accessibility toolbar on our website, powered by *Recite Me*, to make your experience more inclusive.

Let us know if anything's changed. You can update your details by calling us or sending us an email – or via myAccount. You can also get in touch to discuss how we can help you feel safe and supported at home.



Click here to complete our survey.



## Help shape how we connect with you online – Take our quick survey!

At Orbit, we're always looking to understand our customers better, so that we talk to you in the right places and in ways that are convenient to you.

That's why we'd love to hear how you use social media and online channels.

- Do you follow us on Facebook?
- What kind of content would you like to see more of?
- Would you prefer updates on WhatsApp or email?

Take our short survey and let us know how you'd like us to communicate with you and what social media content you'd find useful or interesting.

It only takes five minutes and your feedback helps us improve how we share news, updates, and information.

# Be first in the know: Follow Us on Facebook!



Want the latest updates, behind-the-scenes sneak peeks, and a first look at what's coming up for Orbit customers? Join our Facebook community at **@OrbitHousing!**


From exciting events and community news to helpful tips and exclusive previews, it's the easiest way to stay connected.

Follow us today and don't miss a thing: **@Orbithousing**






# Here to help you juggle family life

Balancing family life can be a challenge, but Childcare Choices is here to support you. If you are a working parent with a child aged between nine months and three years old, you could now get 15 hours of childcare each week. Don't forget, all parents of three and four year olds living in England can already get 15 hours of childcare. To find out more, visit the government's **Childcare Choices webpage**. 

**Apply for your childcare code by 31 August to start using your 30 hours from September.**



# We're here to help too.

Learn about our Better Days money advice service by visiting our **myMoney webpage**. 



# Coming soon!

# Making it your home, together

Your 2024-25 customer annual report



Find out how we delivered on our services to you and how we've performed alongside the Tenant Satisfaction Measures, in our all-new customer annual report, coming out on 30 September.

The report is being produced in partnership with Engaged Customers and covers the areas you told us were most important to you. We'll tell you more in the Autumn edition of Orbit Life, coming out at the end of November.

In the meantime, you can read previous customer annual reports and the new customer annual report from 30 September by visiting our **website**. 





# Get in touch:

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

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

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

Textphone: **18001 0800 678 1221**



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**Take a look on  
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