

orbit Life



Summer 2026

orbitcustomerhub.org.uk
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Your energy bill made simple

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You said, we did –
how your feedback is
shaping better service

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Discover what's on
near you this summer

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Summer

is here

Our days have become a little brighter, and it feels like the perfect time to celebrate the people and places that bring us together.

Whether it's a friendly conversation with neighbours, getting involved in local events or simply looking out for one another, strong communities help to make us happier and more connected.

In this edition, you'll find stories, ideas and examples of how we're working together to make positive changes in your neighbourhoods. I hope these features encourage you to discover new ways to get involved, build connections and enjoy the benefits of belonging to a supportive community.

Living well is about more than just our own wellbeing. It's about the relationships we build and the communities we create together. When we share our time, skills and kindness, everyone benefits.

We hope you enjoy this summer edition and find something that inspires you to connect and make the most of the season ahead.

Wishing you a happy summer!

Connecting

through our customer drop-in sessions

Over the past few months, we've been out and about across the country, hosting customer drop-in sessions in Erith, Margate, Hastings and Stratford-upon-Avon.

These events were a chance for you to meet your local teams, ask questions, share your views, and find out more about the support and services available to you. Most importantly, they gave us the opportunity to spend time together and have some great conversations.

We know that thriving communities are built on strong relationships, and that's why these sessions are so important. Whether you came along to discuss your home, raise a concern, or simply say hello, every conversation helped strengthen the connection between you, your community and our teams.

It was fantastic to see so many of you attending, sharing ideas and telling us what's important to you. Your feedback helps us understand how we can continue to improve and support you in the places you call home.

Living well together means creating communities where people feel listened to, valued, and connected. The drop-in sessions were a wonderful reminder of what can be achieved when we come together to share our experiences and support one another.

Thank you to everyone who joined us. If you couldn't make it this time, we'll be creating more opportunities to meet in the future, and we look forward to seeing you there.

See the highlights

Want to see what happened at our customer drop-in sessions?

Watch our short video to hear from customers and colleagues.



Discover your local Community Hub

Did you know we have Community Hubs across our neighbourhoods, offering free support, advice and activities for customers?

Our hubs are welcoming spaces where you can connect with others, get practical support and take part in community events. Whether you're looking for help with your finances, employment and skills, health and wellbeing, or simply want to meet new people, we're here to help.

As part of our free Better Days programme, we work with local partners to provide tailored support that helps customers lead happy, healthy and fulfilled lives. Many of our hubs also host regular activities, workshops and community events, creating opportunities to build friendships and feel more connected to your local area.

Having a local presence is important to us. Our Community Hubs are designed to be safe, welcoming spaces where customers can access support when they need it and get involved in activities that matter to them. Whether you're looking for advice, support or a chance to get involved in your community, we'd love to welcome you.



Find your nearest
Community Hub here.



Thinking about moving home?

If you're looking to settle in a new area or simply need more space, swapping your home with another local resident could be an option for you - and we're here to help.

What is mutual exchange?

Mutual exchange is where two households agree to permanently swap homes with each other. You can swap with another Orbit resident, residents from a different social housing provider or residents housed by your local council.

Join us to find out more

We're hosting a session in Norwich and we'd love for you to join us. It's a great opportunity to meet our mutual exchange teams, ask questions, and speak to other residents interested in swapping.

When?

Saturday 15 August,
11am to 3pm

Where?

St Anne's
Crossroads Church,
Colman Road, Earlham,
Norwich, NR4 7HD



We hope you can join us, but if you can't make it, simply **scan the QR code** to take a look at our web page and check out our video on how swapping homes works.



You said, we did: Improving the services that matter most to you

We've been listening to your experiences of living in our homes and communities.

Your feedback helps us understand what really matters to you - from moving in, to getting repairs done, to feeling supported in your neighbourhood.

Here's what you've been telling us, and how we're making things better for you.

Moving in

What you told us

Your experience of moving home can feel rushed, confusing and sometimes not up to standard.

What we're changing for you

- Clear video guides to make mutual exchanges easier to understand
- Pre-move checks so your new home is ready when you arrive
- Improved standards so homes are cleaner, safer and consistent
- Making it easier for you to manage changes to your tenancy

What this means for you

A smoother, clearer moving experience with fewer surprises.



Keeping your home running well

What you told us

Repairs can take too long, appointment times don't always work for you, and problems aren't always fixed first time.

What we're changing for you

- Better diagnosis so more jobs are fixed on the first visit
- More flexible appointment times
- Easier online booking and tracking
- Working with customers to design better services
- Faster follow-up on incomplete repairs

What this means for you

Quicker repairs, fewer repeat visits, and appointments that fit around your life.

Keeping your estate and shared areas looking good

What you told us

Shared areas aren't always looked after consistently, and it's not always clear who does what.

What we're changing for you

- New estate teams focused on consistent, reliable service
- Specialist services like pest control and tree care
- Clear online information about what's included
- More services delivered in-house for better quality
- A new team checking standards are met

What this means for you

Cleaner, safer shared spaces you can feel proud of.



Customer Care and Complaints

What you told us

You don't want to repeat yourself or chase updates, and you want problems sorted quickly.

What we're changing for you

- A new system to track your case in one place
- Clearer, more regular updates on complaints
- Manage your enquiries and complaints from start to finish
- More colleagues ready to take your call to reduce waiting times
- Better training to improve your experience

What this means for you

Less chasing, clearer communication, and quicker resolutions.

Helping to manage anti-social behaviour (ASB)

What you told us

You want quicker action, clearer communication, and support that reflects real situations.

What we're changing for you

- A new ASB policy designed with customers
- Faster, more local responses to cases
- A stronger focus on supporting victims
- Dedicated case owners for better support
- Improved partnerships and safeguarding

What this means for you

Faster action and better support when issues arise.

Your neighbourhood

What you told us

Support can vary depending on where you live.

What we're changing for you

- Local performance tracking so we spot and fix issues faster
- More investment where it's needed most
- Increased support in priority areas
- More visible neighbourhood teams
- New "You and Your Home" visits for extra support

What this means for you

More consistent support and a stronger presence in your community.

Listening and improving

What you told us

You want to feel heard and see real change.

What we're changing for you

- More surveys at key moments
- A joined-up approach so your feedback leads to action
- A clear process to turn insight into improvements
- A new Customer Voice and Scrutiny Panel

What this means for you

Your voice directly shaping our services.

Moving forward, together

We know there is still more work to be done, but the improvements we've made so far are an important step towards delivering the reliable, high-quality service you deserve.

Through Everyday Excellence, our commitment to making practical improvements every day, we're delivering better services, clearer communication and a better experience for our customers. By focusing on what matters most to you and providing the right support when it's needed, we're working to make every customer experience a positive one.

Find out more about Everyday Excellence and the actions we're taking:



Please keep sharing your views - when you speak, we listen and act.

Summer fun

across our communities

Summer is a great time to get out and about, connect with neighbours and enjoy everything our communities have to offer. Over the past few months, our teams have held local events - and there's still plenty to look forward to in the weeks ahead.

Whether you're looking to meet new people, keep the kids entertained or just enjoy spending time in your community, there's something for everyone.



Free pre-loved school uniforms

We know that the summer holidays and the eventual return to school can be an expensive time for many families, which is why we're hosting two free pre-loved school uniform events in Stratford-upon-Avon this August.

This event is giving local families the opportunity to access good quality pre-loved school uniforms and speak to our Better Days team about additional support available.

Join us on **Thursday 6 August 2026** at either one of two locations:

Ken Kennet Centre, Justins Avenue,
Stratford-upon-Avon, CV37 0DA
From 10am to 12pm

or

Bishopton Community Centre,
Drayton Ave, Stratford-upon-Avon,
CV37 9PB
From 2pm to 4pm

[Learn more about the event here.](#)

Don't miss our summer fun day at Orchard Community Hub

The team at Orchard Community Hub, Erith, are holding a summer fun day on **Saturday 5 September** from 11am to 4pm.

It promises to be a fantastic day for the whole family, with activities, entertainment, food and refreshments and plenty of opportunities to meet your neighbours. Whether you're coming along with children or friends - or simply to enjoy the day, there will be something for everyone.



Free summer fun for families!

Looking for ways to keep the children active and entertained this summer holiday?

We've partnered with Everyone Active at Bridgeway Leisure Centre, Stratford-upon-Avon, to offer free Ninja Tag and Soft Play sessions exclusively for you as Orbit customers.

Where? Everyone Active, Bridgeway, Stratford-upon-Avon, CV37 6YX

When? Every Tuesday from 21 July to 25 August throughout the summer holidays.

Various time slots available and **booking is essential.**

Alongside the activities, our Better Days Team will be on hand with information, advice, support and refreshments.

Spaces are limited, so **[book your place today!](#)**

Catch-up with our Better Days teams

At the heart of strong communities are the connections we build with one another and the support we share along the way. That's why we're inviting you to come along and meet your local Community Coach.

Drop in for a chat about our free Better Days support programme, created exclusively for you as our customer. Whether you're looking to boost your wellbeing, get to grips with your finances, explore employment opportunities, or build your digital skills, we're here to help you take positive steps forward.

You'll find friendly faces, expert advice, and practical guidance - all designed to support you in living well and feeling connected in your community.

[Take a look](#) at the events happening in your area and discover how you can get involved.

Come and say hello, we'd love to see you.

Understanding your energy bill

Energy prices have increased again. A little bit of bill know-how could help you keep control as costs rise.

Our Energy Manager, Daniel Welch, explains everything you need to know.

On **1 July 2026**, the energy price cap increased by 13% for the period July to September 2026. Many households will have seen a rise in their energy costs over summer, but if the cap remains high, or increases again, the real impact will be felt when temperatures start to fall in the autumn. Understanding what you're being charged can help you to stay in control.

Why are prices rising again?

The latest increase is driven by higher wholesale energy costs, particularly gas prices, caused by recent global events.

The price cap is reviewed by the energy regulator, Ofgem, every three months. This last increase happened as it was the first time the price cap had been reviewed since the crisis in the Middle East began.

There could be more energy price increases in the autumn, but a lot will depend on future events in the Middle East.

What's changed and what does it mean for you?

Ofgem confirmed the price cap rise in June, and it kicked in on 1 July. But it won't impact everybody in the same way. Energy suppliers can charge different amounts depending on how you pay. Paying by Direct Debit or on a prepayment meter means you pay less than if you just pay your bill when it arrives.

If you're on a **standard variable tariff**, like an estimated 60% of UK households, your unit rates will have increased from 1 July. Your supplier may have contacted you to increase your direct debit payment.

If you're on a **fixed tariff**, your unit prices won't have changed until your current deal ends.



What you're paying for

While wholesale costs get the headlines, your bill is actually made up of several different costs.

Here's a simplified view of where every £1 on an energy bill goes:

ENERGY STATEMENT

Cost	Typical share of your bill (approximately)	What it covers
Wholesale energy	38–40%	Cost of buying gas and electricity
Network costs	25–30%	Maintaining pipes, wires, and grid infrastructure
Supplier operating costs	15–17%	Billing, customer service, smart meters
Policy / levies	5–10%	Government schemes (renewables, social support)
VAT (5%)	5%	Government tax
Supplier profit	2–3%	Profit margin

Only about two-fifths of your bill is the actual cost of energy itself. The rest covers infrastructure, policy costs, and running the energy system.

Use less, pay less

It's important to remember that the price cap **does not limit your total bill** – it caps the **unit rates and standing charges**, so what you actually pay still depends on how much energy you use. Households that use a lower than typical amount of energy will pay less, whilst higher households will pay more.

What can you do to limit the impact?

Although the higher price cap has already come into play, the most effective thing you can do is shop around to find the best deal for you. Your supplier won't automatically put you on the lowest tariff, so if you don't shop around, you may be paying more than you need to. Fixing now also means, if energy prices do increase in the autumn, you'd be protected against those hikes.

If you'd like help finding the best deals, our **Energy Advice Service** can provide free and impartial advice to help you decide what's best for you. Simply complete a referral here or email your latest bill to energyadvice@orbit.org.uk

We can also help you with energy saving tips, help you understand your bill and even check your water bills too.

What to look out for on your energy bill



Your energy account.

Your electricity tariff.

Prices don't include VAT unless stated.



Electricity

Tariff name	Energy Fixed 18m v10
Product type	Fixed
Payment method	Direct Debit
Unit rate (day)	24.190p/kWh
Unit rate (night)	8.759p/kWh
Standing charge	42.587p/day (£155.44/year)
Price guaranteed until	23 May 2026
Early exit fee	None
Estimated annual usage (day)	1455.3 kWh
Estimated annual usage (night)	132.5 kWh

Your estimated cost for the year.

£545.04 a year for electricity

£359.45 a year for gas
This is an estimate based on your expected annual energy usage, and your current tariff rates, charges and discounts, including VAT. Actual bills will vary depending on your usage and tariff selection.

Our **cheapest similar tariff** and our **cheapest overall tariff** is **Energy Pledge Tracker 12m v12** - you could save **£21.00** a year by switching to this. Paying by Direct Debit is cheaper than if you pay when you get your bill. For our cheapest tariffs you may need to change your meter type, the way you pay or when you use your energy.

Legally, the supplier has to outline the unit rates and tariff name. This is helpful for a comparison with other tariffs and suppliers. Contact our energy advisor and we can help you compare these rates.

This section can help you understand the expected cost of your energy, making it easier to understand if your monthly payments are going to be enough to cover your usage.

Legally, the supplier must let you know if there's a cheaper tariff on the bill. Reviewing this section is good practice to understand if you could get a better deal.

Better Days

When Mo moved into his new home in Warwick after a period in temporary accommodation, he was ready for a fresh start – but he also faced some big challenges.

Mo is registered blind, speaks limited English, and needed ongoing support. Together with his support worker and local partners, we stepped in early to help Mo settle safely and confidently.

At first, Mo had very little: no furniture, no essential household items, and limited income while his benefits were being arranged. This could have made it difficult for Mo to feel at home or keep up with his tenancy.

Working as one team quickly made a difference. A hardship grant provided key items like a bed, white goods and basic furnishings, helping turn Mo's house into a safe, comfortable home. Support was put in place to progress Mo's Housing Benefit and start a Personal Independence Payment (PIP) claim, boosting his financial stability for the future.

By working closely with our partners at Citizens Advice Mid Mercia, we've been able to support Mo in a joined-up, practical way, helping him feel part of his community and giving him the tools to live well in his new home.



Learn more about how Better Days can support you [here](#).

Looking out for our communities

Strong communities are built on respect, kindness, and people looking out for one another. However, issues like anti-social behaviour can sometimes impact how safe and comfortable people feel in their homes.

If you're experiencing problems like persistent noise, vandalism, intimidation or other anti-social behaviour, it's important to know that support is available. Reporting concerns can feel difficult but letting us know what's happening helps us take action and support everyone involved.

Keeping a record of what happened, when it happened and how it impacted you can be helpful when reporting an issue. Even if you're unsure, we're here to listen and offer advice.

Remember:

- ✓ **If you or someone else is in immediate danger, call 999**
- ✓ **For crimes that aren't emergencies, contact the police on 101**
- ✓ **To report anti-social behaviour to us, call 0800 678 1221 (option 1, then 5) or visit our [Customer Hub](#).**

We understand that neighbourhood issues can be stressful, but we're here to support you every step of the way. By working together, we can help create communities where everyone feels safe and respected.

Staying safe this Summer

Summer safety checklist

- ✓ Test smoke alarms and replace batteries if needed
- ✓ Keep barbecues away from buildings and dry materials
- ✓ Never leave open flames unattended
- ✓ Store matches, lighters and fuel safely and out of children's reach
- ✓ Avoid overloading electrical sockets and extension leads
- ✓ Keep hydrated and wear suitable sun protection
- ✓ Check on vulnerable family members and neighbours during heatwaves
- ✓ Know your emergency contacts and evacuation routes

Summer is a great time to enjoy longer days, warmer weather and outdoor gatherings. However higher temperatures and spending more time outdoors can also bring added fire risks and hazards. A few simple precautions can help you and your family stay safe throughout the summer.

Barbeques are popular summer essentials, but they should always be used responsibly. Don't use them on balconies; keep barbecues well away from fences, sheds, and dry grass; and never leave them unattended while in use.

Hot weather can also affect electrical equipment. Avoid overloading sockets, keep appliances well-ventilated and check that fans are in good working order.

During periods of extreme heat, make sure you stay hydrated, limit activity during the hottest part of the day and check in on elderly neighbours, friends or relatives who may be more vulnerable to the heat.

By taking a few simple steps, you can enjoy a safe and relaxing summer.

Step back into the spotlight

Did you catch last year's customer photo shoot?
We're doing it again - and this time, you could be part of it.

We're inviting real customers from all walks of life to star in our latest brand shoot. Whether you joined us before or it's your first time, this is your chance to step in front of the camera and be part of something special.

Expect a relaxed, friendly atmosphere and a team there to help you shine, including a professional stylist to style your look on the day. As a thank you, everyone who takes part will receive copies of their photos, a £100 Love2shop voucher, and travel expenses covered.

Fancy it? Simply fill out the **form** and tell us a bit about yourself - don't forget to include a recent photo so we can put a face to your story.

We'll select participants at random and be in touch with everything you need to know about the day.

Your moment is waiting, why not take part?



Contents insurance all wrapped up

Insure your belongings

It's our responsibility as your housing provider to insure your home. However, this doesn't include what's inside, like your furniture, clothes and personal possessions.

As an Orbit customer, you're eligible for an exclusive home contents insurance offer, starting from just £2.18 a month for £4,000 standard cover. There's no long-term commitment and you can cancel at any time.

Having contents insurance can't prevent floods, thefts or fires from happening, but it can help you get back on your feet.

**Call us on 01962 892086
to learn more.**



Terms and conditions apply, contact above. Price includes Insurance Premium Tax (IPT) charged at the appropriate rate. The policy is underwritten by Aviva Insurance Limited. Aviva Insurance Limited, Registered in Scotland Number 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FP.TCI.2024.60.SD

Making it your home, together.

Your 2025/26 Customer Annual Report - coming soon!

Want to see how we've been doing? Our brand-new Customer Annual Report launches on 30 September, giving you a clear picture of how we've delivered our services over the past year. You'll also find out how we've performed against the Tenant Satisfaction Measures.

We've created the report in partnership with our Involved Customers, and it focuses on the areas you told us matter most to you – so it's shaped by your feedback every step of the way.

We'll be sharing more highlights in the Autumn edition of Orbit Life, coming in October.

In the meantime, you can explore previous reports and read the latest one from 30 September by [visiting our website](#).





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

Get in touch:

You can visit our website:

orbitcustomerhub.org.uk

For more information, please contact us at:

orbitcustomerhub.org.uk/contact-us

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

Textphone: **18001 0800 678 1221**

Take a look on social media:

f @orbithousing

Our postal address:

Orbit, PO Box 6406, Coventry, CV3 9NB

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



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