

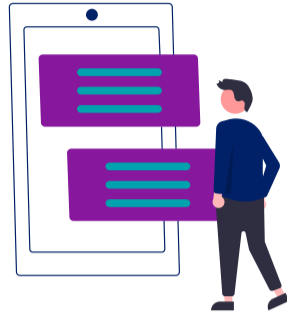
The cost-of-living crisis

The view of customers

In March and April 2023, we asked 800 representative renters and owners about how the cost-of-living crisis is impacting their everyday living, health and finances. We will use this feedback to ensure that we develop our existing support to focus on the areas that our customers are most concerned about.

More than **80%** are concerned about how the cost-of-living crisis will affect them and the people in their area

55% say they worry regularly, most of the time or all of the time about meeting everyday costs



Three times more renters than owners

'worry all the time'

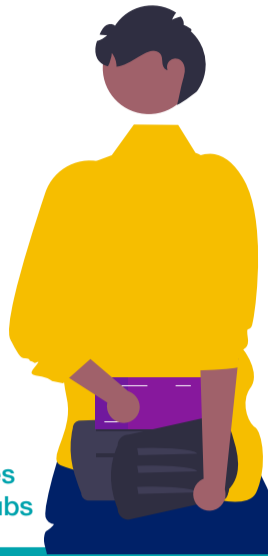
about meeting everyday costs

Cutting back

Nearly a third **(31%)** of customers are skipping meals to reduce costs

72% have switched off their heating

62% have stopped or cut back on children's activities or after school clubs



Finances

61% are living in relative poverty*



*according to the Office for National Statistics (ONS) definition of relative poverty

Impact on health

50% have suffered mental health issues including stress and anxiety

27% have suffered physical issues such as worsening of existing conditions



Pre-payment meters



Orbit has twice as many households (29%) using prepayment meters compared to the UK average (14%) and of these, 32% of customers said that they had been unable to afford to top up their meters at least once over the last 12 months

To the end of March 2023 we supported people through the cost of living crisis by:



£382

potential average saving per customer on energy bills via our partnership with National Energy Action



£1,493,745

customer debt managed with support and advice from PayPlan



£2,172

potential average annual financial gains per customer via our new Welfare Benefits Advice Service



£51,106

uptake in food and fuel vouchers



614

local Better Days support sessions for customers including digital champions sessions, youth clubs, warm hub meetings, holiday clubs and estate walks



312

customers supported into employment or volunteering by our Tenancy Sustainment Job coaches



1,027

customers supported into training

For more information about the support on offer visit:
www.orbitcustomerhub.org.uk/help-support/