

Onward

ONWARD IN AVENHAM.

April 2021



NICE TO SEE YOU.

A big thanks to all the residents who joined in our Skip Day on 16 March. It was a great success and will help to alleviate incidents of fly-tipping around the blocks. All of our three skips were full to the brim by the time we closed them off to be collected.

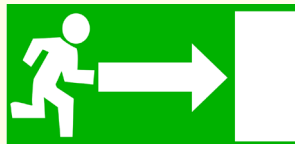
CLADDING UPDATE.

Cladding removal works are progressing well. You may have noticed the different kinds of machinery around the blocks - please take care around them.

If you have concerns or queries about the works, please contact Fortem at the site office situated on the ground floor of Richmond House. You will also find notice boards on the ground floor of all blocks which are updated weekly and contain key contact details should you need them.

EVACUATION.

We are still operating a full evacuation policy in the event of a fire alarm.



If you hear the alarm going off, please make your way out of the building and do not enter again until you are told it is safe to do so.



SAFETY FIRST.

To maintain social distancing, we advise that residents and their visitors only share the lifts with one another.

Please leave plenty of room for others to exit the lift before you enter.

PARKING.

While the important cladding removal works continue, parking spaces will be limited. We apologise for any inconvenience caused and ask that residents continue to park responsibly.

Please consider your neighbours, visitors and the contractors who are carrying out the crucial works to your home.

WINNER.

Congratulations to Miss Powroznik who won the Customer Engagement Community (CEC) Prize Draw in February.

When asked about her Onward experience, she said: "Onward is the best association in Preston! Whenever I need advice, I have great contact with them!"

CALL FOR ARTICLES.

Do you enjoy reading this newsletter? Do you have any interesting stories or news to share with your neighbours?

Please submit your articles to the post box on the side of the Onward office, or email customerservices@onward.co.uk and it could be featured in the next edition.

GET IN TOUCH.

If you have any questions or concerns about your tenancy, or feedback on the newsletter, let us know at customerservices@onward.co.uk, 0300 555 0600 or the Onward portal at www.onward.co.uk

DON'T BE RUBBISH.

Please remember, it is your responsibility to arrange for the disposal of waste and household items.

If you notice your bin chute is full, please don't add to the waste. Separate your rubbish into smaller bags or take it back to your property until the chute has been cleared – do not dump it next to the chute or elsewhere. Not only is this an eyesore, but it could cause a health and safety risk to your neighbours.

Residents who are found to be dumping rubbish may be fined. Preston City Council can provide support to remove household or bulky waste items for a small fee. For more information, visit www.preston.gov.uk or contact 01772 906900.

YOUR LOCAL RECYCLING CENTRE:

Tom Benson Way, Preston, Lancashire PR2 1SG

BECOME AN INFLUENCER.

At Onward we want to make sure our customers' voice is at the heart of everything we do, so we're inviting you to join our Customer Engagement Community and become a service influencer.



The Community is a group of customer volunteers who work with us to help make our homes and neighbourhoods better places to live.

We have over 2,600 customers involved across our neighbourhoods, but we want you to have your say too.

Find out more at www.onward.co.uk or chat with us at customerengagement@onward.co.uk.