

Onward

WHAT'S HAPPENING IN YOUR AREA

Spring 2023

An update from Onward.

Supporting residents to find a new home.

Over the past few months, we have been working with residents to support them through the process of finding a new home.

Over fifty households have found a new home either a new Onward property or with another housing association, and some have decided to buy their own home.

For those who have not moved yet, we are here to help make this as smooth as possible so please get in touch with us if you haven't already.

We can help you to get registered on Select Move and provide support around finding you a new home. Using Select Move is the easiest way to find another home that meets your needs.

More information on how we can help is provided later in this newsletter.



Moving forward with Carlisle House.

Lots of residents in Richmond House have or are in the process of finding a new home. We also know that many residents in Carlisle House have moved or would like to do so. As such, from 1st April, all residents from Carlisle House will get Band A status on Select Move.

At this stage, we are taking a phased approach rather than adding both Carlisle and Lincoln Houses to Band A.

This means that we are able to manage demand on Select Move and we will look to add residents from Lincoln House to Band A as soon as possible.

For those residents who are still looking to find a home please get in touch and we can help you with every stage of the process.

Your questions answered.

Do you have date for when I need to have moved out of my home?

No, we don't have any fixed dates, but the initial demolition notice that was served in July stated that the tower blocks must be demolished by July 2029. If you haven't already, we would encourage you to start the process of looking for a new home. Please get in touch to discuss how we can help.

I have a repair that needs fixed. Will you still come and fix this for me?

Yes, we are still providing a repairs service for all residents and this will continue to be the case. You can report a repair to us by calling **0300 555 0600** or through the My Onward portal.

I have lived in the tower blocks since they were built. Why am I not entitled to more compensation than someone who has only been here for a couple of years?

The Home Loss payment is set by the Government. The payment is set equally for all residents and does not change depending on how long you have lived in a property.

Are there cases where compensation payments can be made before we move?

In most cases compensation will be paid once you move into your new home. However, we can pay part of your compensation earlier if needed, for example for a deposit on a new property or as part of a mortgage offer.

It takes around 10 days for payments to be processed and be in your account. We may need to see proof that you need the money sooner. Please come and speak to us about this before you commit to anything.

I've viewed a potential new property, but it needs some small alterations to make it just right for me. Can you help?

We may be able to help with some small alterations, depending on what this is for. For example, we may be able to put a shower over the bath if there isn't one there already or we may be able to offer you some decorating vouchers. You can discuss this with the neighbourhood specialist during the viewing.

Please note that we can only do this for Onward properties. If you are moving to a different landlord, they will have their own policies on what they can do before you move in so please do check these.

How we can help.

Some residents have asked us about the types of help available to make the moving process easier. Here are some details on some of the practical help that we can offer.

Moving companies.

We have a list of moving companies in the local area who may be able to offer you additional support. We are not able to recommend individual companies, but your neighbours may also be able to recommend companies they have used. Each company will offer a different level of support from just moving your belongings to helping you pack the boxes.

Organising your belongings.

Our tenancy support team is able to help you sort out belongings if you don't feel able to do this yourself. Please contact us and we will make a referral to the team.



Our skip days are always really well attended, so we will be hosting another one of these on Friday 21st April.

Skips will be available at each of the tower blocks from 10am to 2pm. The office will be open, so if you've not yet spoken to us about your rehousing needs, please come along and have a chat.

We can start the process of getting you registered on Select Move, if you've not done so already and answer any general questions you may have about the rehousing process.



Involved customers forum.

Our Customer Involvement Team recently held a session with some of our engaged tenants to get feedback from tenants about how the rehousing process was going. The tenants who attended really enjoyed the opportunity to speak to us, and we learned a lot from listening to their feedback.

They agreed that they would like to continue to meet on a regular basis. To find out more about how you can get involved please contact Leanne Baldwin, Customer Engagement Specialist, at leanne.baldwin@onward.co.uk or call **07738 885190**.

There are lots of different ways to get in touch.



If you need to contact us you can:



Call us on **0333 555 0600**



Email us at preston@onward.co.uk



Visit the office on a Tuesday or a Thursday between 10am and 3pm