

Onward

ONWARD IN AVENHAM.

January 2021

GETTING RID OF EXTRA RUBBISH.

We've been having problems with blocked rubbish chutes in the high-rise buildings. We understand you may have extra rubbish due to Christmas and being at home more during lockdown, but it's really important to dispose of rubbish in a responsible manner.

Blocked bin chutes are a significant fire hazard and create an unpleasant environment for other residents, who are then unable to use the chutes. Unblocking them also creates extra work for the Environmental Services Team, which then takes them away from other responsibilities.

Please remember, it is your own responsibility to arrange for disposal of large items of rubbish. They must not be put down the chute, left on communal landings, or put outside the building.

Preston City Council will remove up to three large items for £20.50, or £14.50 for those in receipt of Housing Support or Council Tax Benefit.

You can arrange this via wastemanagement@preston.gov.uk or 01772 906904.

There are also recycling bins available for all three buildings in the car park for all residents to use. If you have any questions about disposing of rubbish safely, please do not hesitate to get in touch.

IN THE UNLIKELY EVENT OF A FIRE.

We would like to remind you that we now operate a full evacuation policy in the event of a fire, replacing the previous 'Stay Put' policy.

This means that if you hear the fire alarm you should **leave your property immediately and safely exit the building via the stairs.**

If you think you may need extra assistance during an evacuation please get in touch with your Neighbourhood Specialist Lisa Baines on 0300 555 0600 to ensure we have the correct information to get you out safely.



FIRE ALARM SOUNDERS.



There are still a couple of properties in which we have not been able to fit a fire sounder. These alert you and your family in the event of a fire so it is really important for us to access these properties to install one as soon as possible. All operatives will be wearing PPE and follow Onward Safe Systems of Work.

Please call 0151 480 9909 to make an appointment to get yours fitted, and help keep you and your fellow residents safe.



HAVE YOUR SAY.

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

We currently have over 2,600 customers involved across our neighbourhoods, but we want you to have your say too. Get in touch via our website www.onward.co.uk or customerengagement@onward.co.uk for more information.

CLADDING REMOVAL UPDATE.

As mentioned in our last newsletter, Fortem began its preparations to remove the cladding from the three high-rise tower blocks before Christmas.

Starting w/c 18 January 2021 they will begin stripping the cladding, beginning with the lower floors and working their way up. If you have any questions or concerns about the process please get in touch on 0300 555 0600.



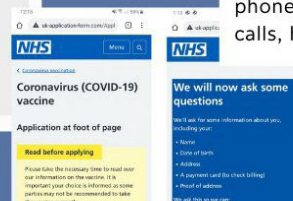
Scam text about Covid-19 vaccine

A dangerous fake NHS text has been circulating, telling people they're eligible to apply for the COVID-19 vaccine. Here's what it looks like.

Do NOT click on links in unknown texts - always check it first

This URL takes you through to an extremely convincing fake NHS website that asks for your personal details

A NHS: We have identified that you are eligible to apply for your vaccine. For more information and to apply, follow here: uk-application-form.com



NEVER give out your personal details.

With the recent approval of multiple vaccines in the UK, these types of scam attempts are likely to continue as fraudsters look to take advantage of the rollout to so many people.

Cold calls regarding the vaccine are also beginning to take place - we've already had reports of scammers asking people to pay for it over the phone. If you receive one of these calls, hang up.



Protect others by reporting incidents like this. If you, or anyone you know, have been affected by this fraud or any other scam, report it to Action Fraud by calling 0300 123 2040 or visiting www.actionfraud.police.uk

Neighbourhood Watch Network is a Charitable Incorporated Organisation (CIO) registered in England and Wales, no: 1173349



GET IN TOUCH.

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