

Onward

ONWARD IN AVENHAM.

SEPTEMBER 2020

AVENHAM ACTION DAY.

We held a really successful estate clean up action day in June – a big thanks to everyone who got involved! We placed three skips around the estate, including the high rise blocks, to encourage residents to get rid of any rubbish they may have accumulated during any lock down clear-outs. It was a great day, with skips almost full by 10am. We hope you found it useful.

Off the back of this we've already seen a reduction in fly tipping. Please remember if you have any large items of rubbish it's your responsibility to arrange for them to be disposed of in the correct manner.

Rubbish on the high rise landings poses a fire risk, and takes Onward staff away from their other tasks. It could also lead to an increase in the weekly service charge.

If you have anything you want to get rid of that won't fit down the bin chute, please contact Preston City Council on **01772 906904** or via their website.



HEATING & HOT WATER SYSTEM SERVICING.

We're currently running a programme to service everyone's heating and hot water units (HIUs) to ensure the units are running correctly and are fully safe. Please be aware we will need access to your property to do this.

We know you might be nervous about letting people into your home due to the risk of COVID but our operatives are fully trained in our Safe Systems of Work and will take all the necessary precautions. Please allow them access when they contact you.

We've just revealed our plans and aims for your neighbourhood over the next 12 months. Download the plans from www.onward.co.uk now and see what great things we have in store for Avenham.

FIRE ALARM SOUNDERS.

We are also currently in the process of fitting new fire alarm sounders in each property. This will help keep you safe in the unlikely event of a fire in the building, so you can hear the alarm in your property and know you need to evacuate.

Whilst we appreciate these sounders can be very loud when triggered, please do not remove or tamper with the sounders, as it compromises the whole system.

If you haven't got a sounder in your property yet, please contact us as soon as possible to make an appointment. It is imperative that we gain access to every property to get them installed.

Again, the operatives are fully trained in Safe Systems of Work and will take all necessary COVID precautions.



NEW PARKING PERMIT SYSTEM.

By now you should have had a letter explaining the new parking permit system we have introduced which went live on 7 September. If you have had a permit before you should have received a new one. Please ensure permits are displayed in your vehicle before 7 September.

We have tried to ensure this system is as efficient and fair as possible. Please remember to contact Onward Customer Contact Centre if you have a new vehicle, or if you require a 'virtual' visitor permit.

SAY HI TO CROWN SECURITY.

You may have noticed staff from Crown Security patrolling the blocks in recent weeks. They have been employed by Onward to give you an extra layer of fire safety until we have safely removed all the cladding. Work to remove cladding will begin shortly and we will keep you updated throughout.

Crown will be regularly patrolling to ensure there are no fire risks in or around the blocks. They are also there so, in the unlikely event of a fire, they can make sure everyone in the building is alerted and evacuates as efficiently and safely as possible. Feel free to say hello when you see them carrying out their patrols.



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