

HOME OWNERSHIP MATTERS

Spring 2024

Welcome to the Spring edition of Home Ownership Matters. We are excited to update you on the development of two new systems; a portal for managing your accounts and reporting repairs; and a tracker where you can access information about the cleaning, window cleaning and grounds maintenance at your scheme.

Our new repairs contract with Liberty went live in April, and we have made some changes to improve the service you receive in this area.

We have also launched a new area of our website dedicated to leaseholders where you will find information on subletting, extending your lease and paying your rent and/or service charges.

Over the past six-months, we have welcomed some new colleagues into the team, and we are currently reviewing the schemes that the team cover. You may notice a change in the person who carries out your scheme inspection over the coming months, but the frequency of visits and what we do on those visits will not change.

We are continuing to make improvements to our service, from developing policies, procedures and customer guides, to reviewing the way we work to ensure we're delivering an efficient service. Please keep an eye on our website and the portal for updates.



Natalie Glasier,
Head of Home Ownership

WE'RE GOING DIGITAL



Our website has now been updated and includes helpful information for leaseholders and shared owners, such as understanding your leases, rents and service charges. Head to onward.co.uk today to start exploring.

We are continuing to develop the website and will be adding more useful information over the coming weeks and months. If there's something you'd like us to add, please let us know by emailing homeownership@onward.co.uk.

You can now access the My Onward Portal to check your account balance. To set up an account and access the instruction video, please visit my.onward.co.uk. We're making improvements to the portal, so you will also have the ability to report communal repairs soon. We will be in touch in the next few weeks to let you know when this is live.

Please note, you won't be able to set up an account if we don't have your correct date of birth on file. If you need help getting started, or need to update your date of birth, please contact us or visit the [website](#).



A NEW WAY TO TRACK YOUR ENVIRONMENTAL SERVICES

We've now launched a quick and easy way to track the work carried out by Onward Environmental. Through our new Environmental Tracker, you can now search by your postcode to get the latest updates from Onward Environmental, including things like when we've visited, when we'll next be in the area and photos after services are carried out.

To start exploring, please visit the leaseholders and shared owners section on our [website](#) or log in to the [My Onward Portal](#).



WE ARE HERE TO HELP

If you need to speak to us, you can do so by visiting the [My Onward Portal](#) or the [website](#), emailing homeownership@onward.co.uk or calling **0300 555 0600**.

When contacting us, it's important that we know we are speaking to the right person. This helps us keep your personal data safe, we won't be able to respond to your query without the following information:

- your full name
- full address (including the postcode)
- phone number
- date of birth

Don't forget, if you're contacting us by email, please provide details about your query along with any relevant reference numbers using the email address that you have registered with us.

If you have received a S20 notice for major works and wish to speak to us, please email section20@onward.co.uk.





OUR REPAIRS SERVICE

From time to time, you may need to report a communal repair in your scheme. It's our top priority to get these fixed as quickly as possible.

For routine repairs that can be completed in one visit, we will offer you an appointment and carry this out within 20 working days. Sometimes, we might need to carry out complicated repairs that take longer to complete. For these types of repairs, we will agree a time with you and carry out the work within 90 working days.


Urgent repairs include things that require attention quickly but will not put you, anyone else or the property in immediate danger. This includes things like a water leak that can be easily contained, minor roof leaks, or a partial

loss of power. We aim to attend an urgent repair within five working days. If we cannot complete the repair in that time, or need to order parts to complete it, we will ensure the situation is safe or undertake a temporary repair and tell you when we will return to complete the repair.

An emergency repair includes things which put the health and safety of you or anyone else at immediate risk, or that can affect the structure of your home or nearby properties. For example, a flood or leak that cannot be contained, dangerous structures including wall or ceiling collapse, or a broken lift. We aim to attend to an emergency repair within four hours. If we cannot complete the repair in that time, we will visit to make it safe and tell you when we will return to complete the repair.

You can report a repair to us by:

 Emailing customerservices@onward.co.uk

 Calling **0300 555 0600** between 8am – 7pm Monday to Friday and 10am – 7pm on Wednesdays

If you need to report an emergency, please call us as soon as you can on **0300 555 0600**. You can do this 24 hours a day, 7 days a week.

When you contact us to report a repair, we'll provide an order number and a target date for the repair to be completed. If you need to speak to us about a repair that has surpassed its target date, it's important to quote this order number, so please make a note of it and keep it somewhere safe.

Please note, we are unable to chase repairs that have not yet reached the target completion date.

SUBLETTING

Your lease specifies whether, with consent from Onward, you can sublet your home, which means renting it out to someone else. Some leases may use the word 'underlet' rather than sublet.

Some leases will allow subletting with the written permission of the landlord. If your lease allows and you would like to sublet your home, you will need to request permission and pay a fee. If you currently sublet but have not had permission from us in writing to do so, you can ask us for retrospective consent.

Many leases completely prohibit subletting, meaning that you are not allowed to rent out your home, must live in it and use it as a private residential property. If your lease prohibits subletting, we will not grant you permission. If you illegally sublet your home, we will take appropriate legal action.

To find out more about subletting and to access the permission request form, please visit the [website](#).

PETS

Irresponsible pet ownership can cause nuisance to your neighbours and the wider community, so it is important that we ensure no one is adversely affected.

Your lease will specify whether pets are allowed in your home.



If your lease allows and you would like to keep a pet in your home, you will need to request permission and pay a fee. You will also need to request permission if your lease does not mention pets. Please note, we can withdraw permission to keep a pet at any time and will always withdraw permission where pets cause a nuisance.

If your lease prohibits pets, we will not grant you permission. If you already have a pet, you will need to rehome it; for which we will allow a reasonable amount of time.

To access the permission request form, please visit the [website](#).

VIDEO DOORBELLS AND CCTV

If you wish to install video doorbells or CCTV, you will need to request permission before doing so. We will not give permission to install video doorbells or CCTV where your door leads onto an internal communal area, will be intrusive to neighbouring homes/communal areas, or is deemed to be causing a nuisance.

If you have already installed a video doorbell or CCTV without our permission, we ask that you remove it until a permission request has been approved.

To access the permission request form, please visit the [website](#).



GET INVOLVED

We want to make sure that your voice is at the heart of everything we do and our Homeowners Forum helps us do just that.

Our forum is made up of over 15 leaseholders from across the North West who help make our homes and neighbourhoods better places to live. You can join them and have the opportunity to review our performance, customer communications, documents, policies and procedures, providing constructive feedback to ensure they address the needs of our customers.

This year, our members have helped us develop subletting procedures and service standards, as well as guides for homeowners.

Looking ahead, members will be scrutinising our performance and will look closely at the repairs and environmental services you receive.

Want to get involved?

Please email customerengagement@onward.co.uk or visit the [website](#).