

Onward

# YOUR VOICE.

JANUARY 2022  
MONTHLY UPDATE

# HAPPY NEW YEAR.

January 2022 marks one year since we started our monthly spotlight. We hope you enjoy the monthly updates any feedback can be sent over to Leanne at [leanne.baldwin@onward.co.uk](mailto:leanne.baldwin@onward.co.uk)  
Remember to check out our website pages.

## SCRUTINY WELCOMES NEW RECRUITS.

In the run up to Christmas the Customer Engagement Team were busy working with Onward Scrutiny Board (OSB) members to interview prospective new members from the Greater Manchester and Lancashire regions.

Six new customer appointments were agreed by the OSB: three for Greater Manchester and three for Lancashire. These members will join the OSB in January and take part in the group's next meeting to examine Onward's performance in February 22.

At their last meeting the group explored in more detail their recommendation that Onward should better advertise the role of the Contact Centre in resolving customer queries. OSB members also plan to visit the Contact Centre themselves as soon as Covid restrictions allow.

## IS POLICY REVIEW FOR YOU?

We are looking for Customer Engagement Community members to help us review our Adaptations Policy (Supporting people to continue to live independently and comfortably in their homes) Do you have time to get involved and help?

Email Leanne at:  
[leanne.baldwin@onward.co.uk](mailto:leanne.baldwin@onward.co.uk)

## BUILDING SAFETY IN HIGH RISE BUILDINGS.

December saw the start of our journey working with customers to help shape our plans for all things building safety. We held a small focus session with customers and colleagues from our Neighbourhoods, Compliance and Communications teams where we listened to concerns from residents and discussed our next steps together.

No one knows more about life in an Onward high rise than our customers who live there, so if you do and would like to get involved going forward, please email Samantha at:  
[Samantha.Amis@onward.co.uk](mailto:Samantha.Amis@onward.co.uk)



# HOME OWNERSHIP.

The Onward Leasehold Team has had a makeover and they are now known as the Home Ownership Team. We recently met with Onward leaseholders and the new team to discuss our plans around home ownership engagement and there will be lots of opportunities to get involved over the coming year, so watch this space.

**Festive thanks to our contractors Axis, Fortem, Liberty and Onward Repairs who added a big smile to the faces of our wordsearch competition winners...**

