

ENVIRONMENTAL SERVICES UPDATE.

Winter 2024/25

Early last year, we brought our environmental services inhouse, with these moving from contractors over to Onward Environmental.

In a challenging economic environment, where vehicle, equipment, maintenance and waste disposal fees have increased significantly, bringing the services inhouse has enabled us to protect customers from rising contractor costs and ensure value for money in the service charges you pay. It has also meant that we can be more flexible in how we deliver our services and has given us more opportunities to respond quickly to your feedback.

We are responsible for maintaining and managing environmental services across your neighbourhood. This includes waste management, cleaning and window cleaning, grounds and tree maintenance in shared areas, shared gardens and some open spaces.



You will have seen us out and about in your neighbourhood over the year, and we hope you're happy with the services you receive. If you have any feedback about your experience of our services, or suggestions for improvement, please get in touch by emailing customerservices@onward.co.uk or calling **0300 555 0600**.

We also launched our Environmental Tracker last year, which gives you access to the latest updates, including things like when we've visited, when we'll next be in the area and photos after services are carried out. To get started, simply visit onward.co.uk/environmental-tracker and enter your postcode.

Over the next few pages, we'll provide an update on the services we deliver during the Winter period. We'll be in touch with another update in Spring, however if you need to speak to us in the meantime, please do get in touch.

GROUNDS MAINTENANCE.

We are passionate about our green spaces, and we know that our customers are too. That's why we are committed to providing high quality grounds maintenance services to ensure that customers are proud of where they live and can enjoy the outdoors.

From November to February, we visit sites across each of our neighbourhoods every two weeks to carry out Winter works. This includes:

- Hedge and shrub reductions, so that footpaths, roads, windows, parking areas and sightlines are not blocked. We can only deliver these services during Winter months, whilst they are not growing and there are no nesting birds. From Spring, we will continue to tidy up the front of hedges and shrubs.
- Lawn edges being tidied up, with moss removed from footpaths.
- Litter picking.
- Blowing fallen leaves away from footpaths and onto grassed areas. There are plenty of benefits to this method, as the leaves limit weed growth and provide the soil underneath with essential nutrients whilst helping to lock in moisture during cold weather. By limiting the amount of waste removed from sites, this also reduces the service charges you pay and improves our carbon footprint.
- Planting new shrubs in flower beds.

When the ground temperature reaches zero degrees or lower, we deliver a gritting service across Sheltered Schemes and identified high risk sites. Identified sites also have bins for customers to spread grit as needed. This service will continue throughout Winter and we will work closely with contractors to ensure all relevant sites are visited and grit bins are refilled.

TREE MAINTENANCE.

We look after trees across our neighbourhoods and keep them in a safe condition. This includes trees in your garden, shared areas and some open spaces.

In addition to surveying the condition of our existing trees, over Winter, we will also be planting new ones across some of our neighbourhoods in Greater Manchester, Lancashire and Merseyside. We're always keen to get customers involved in tree planting, so if you'd like to take part, please send an email to socialinvestment@onward.co.uk or call **0300 555 0600**.

Please do not prune, remove or try to deal with any damaged trees yourself, or employ someone else to do so on your behalf. Many of our trees are protected and it is a criminal offence to prune or remove them without consent from the local authority.

If you notice any tree related issues or are approached by someone who is offering to cut trees down, remove rubbish or maintain your garden for a fee and things don't feel right, please report this to us as soon as possible by emailing customerservices@onward.co.uk or calling **0300 555 0600**.

FLY TIPPING AND WASTE MANAGEMENT.

We know that litter, waste and fly tipping are important issues for many of our customers. That's why we are committed to working with you and partners across our communities to keep our schemes and neighbourhoods tidy.

Over the Summer, we visited several of our neighbourhoods across the North West where customers told us that their main concerns were litter, fly tipping and communal bins not being used correctly. In response to these concerns, we cleared fly tipping, organised regular litter picks and at some schemes we have also created new bin stores with the help of customers. We've also included some guidance for all customers in this update.

When we receive reports of fly tipping and waste management issues, we will visit to remove it or arrange for communal bins to be cleared. If we are unable to identify the person responsible, the cost of this work will be added to your service charges.

We currently spend around £150,000 to tackle fly tipping each year, which has increased over the last two years. These costs increase the service charges you pay, so please report fly tipping or misuse of bins stores to us.

You can help us to keep your neighbourhood clean and tidy by following the guidance below.

Do:

- Use the correct bin to dispose of or recycle your rubbish, folding large cardboard boxes flat so that they don't take up as much room.
- Only place recyclable items, such as glass, cardboard and plastic in recycling bins.

Do not:

- Leave items on the floor by the bin or over-fill bins that are already full.
- Leave large items in shared areas, alleyways, on pavements or in surrounding areas.
- Keep large amounts of rubbish within your home, garden or shared areas.

- Put bins out on your collection day and bring them back in once emptied.
- Get rid of unwanted large items by contacting your local council.
- Throw away bagged or loose rubbish in alleyways or on pavements.

If you notice waste management issues, such as excess waste in communal bin stores or feel there are not enough bins available in your area, please let us know.

You can also report fly tipping in communal areas, front or back gardens by visiting the My Onward Portal (my.onward.co.uk), emailing customerservices@onward.co.uk, calling **0300 555 0600**, or messaging **07793 795 882** on WhatsApp.

If you notice fly tipping on the street or in alleyways, please report this to your local council. Your local council may also collect large unwanted items for free or a small fee. To apply for the collection of a large waste item, please contact your local council or visit gov.uk/collection-large-waste-items.

CLEANING AND WINDOW CLEANING.

We deliver a variety of services for buildings with shared areas, including internal cleaning and exterior window cleaning.

Most communal areas are cleaned every two weeks, with some buildings and Sheltered Schemes cleaned more frequently. For internal cleaning in shared areas, we use environmentally friendly zero-waste cleaning products and during our visits will:

- Sweep and mop or vacuum floors and stairs.
- Wipe skirtings, banisters and handrails, communal doors, interior windows and windowsills and other surfaces.
- Clean lifts and entrance panels.
- Remove junk mail.

Window cleaning is carried out once every two months on most sites, with some sites cleaned at a different frequency. You can check when your next window cleaning service is booked by heading to the Environmental Tracker on our website (onward.co.uk/environmental-tracker).

We clean all windows at height using a pole reach system that follows a four-step method to ensure they are cleaned effectively. This method includes:

1. Preparation – filtering a tank of water to remove impurities.

2. Scrubbing – a water-fed pole with a brush is then used to scrub the windows and loosen dirt, pollen and other debris.
3. Rinsing – after scrubbing, windows are then rinsed with pure water to remove anything left on the surface.
4. Drying – as we use filtered water, the windows will dry without any spots or streaks.

This method is industry best practice and allows the team to clean windows higher than ground level without the need for ladders or cherry pickers, which would increase the service charges you pay.

For some buildings with more complex window placements, we employ specialist contractors for window cleaning services.

TELL US WHAT YOU THINK.

We are always looking to improve our services with the help of satisfaction surveys, customer feedback, inspections and learning from complaints. If you have any feedback about your experience of our services, or suggestions for improvement, please get in touch.

You can give feedback by:

- visiting the My Onward Portal (my.onward.co.uk)
- emailing customerservices@onward.co.uk
- calling **0300 555 0600** or messaging **07793 795882** on WhatsApp between 8am – 6pm Monday to Friday, and 10am – 6pm on Wednesdays

We don't always get things right first time, so if you do have any problems, please contact us straight away and we will do our best to rectify the issue quickly.

GET INVOLVED.

If you would like to give us regular feedback or work with us to improve our services, why not join our Customer Engagement Community? We offer different levels of involvement to suit different lifestyles and interests, so you can participate as much as you like.

Simply email customerengagement@onward.co.uk or give us a call to sign up.

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07793 795882**, or send an email to **customerservices@onward.co.uk**.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07793 795882 lub wyślij e-mail na adres customerservices@onward.co.uk.

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على customerservices@onward.co.uk رقم الواتس 07793 795882 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন, আমাদের হোয়াটসঅ্যাপ -এ 07793 795882 নম্বরে একটি বার্তা পাঠান বা customerservices@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتساپ به customerservices@onward.co.uk شماره 07793795882 برای ما پیام بفرستید یا یک ایمیل به

如果您在理解本文件时需要任何帮助，请致电 0300 555 0600，通过 WhatsApp 发送信息至 07793 795882，或发送电子邮件至 customerservices@onward.co.uk。

Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, farriin noogu soo dir lambarkan WhatsApp-ta 07793 795882, ama email noogu soo dir customerservices@onward.co.uk.

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ customerservices@onward.co.uk ہمیں واٹس ایپ پر 07793 795882 پر پیغام بھیجیں، یا

Si vous avez besoin d'aide pour comprendre ce document, appelez-nous au 0300 555 0600, envoyez-nous un message sur WhatsApp au 07793 795882, ou envoyez un e-mail à customerservices@onward.co.uk.

ئەگەر پێویستت بە یارمەتی ھەبێت بۆ تێگەیشتن لەم بەلگەنامەیە، تکایە پەیوەندیمان پێوە بکە بە ژمارە تەلەفۆنی 03005550600، لە واتسەپ پەیامێکمان بۆ بنێرە بە ژمارە تەلەفۆنی 07793795882 یان ئیمەیلێکمان بۆ بنێرە بۆ customerservices@onward.co.uk.

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