

The Onward Newsletter

Autumn 2024

IN THIS ISSUE: How we're keeping your neighbourhoods clean and tips to protect your home as the weather gets colder.

WELCOME.

I hope you had a great Summer and are looking forward to the Autumn. This newsletter will arrive alongside your Customer Annual Report which sets out how we're performing and working with customers to deliver better services.

We know that there are areas where we need to improve and have significant plans in place to do so. We've already made some big changes this year from expanding Onward Repairs and bringing grounds maintenance and cleaning inhouse. We'll continue to listen to your feedback and use this to improve what we do now and in the future.

The colder months can be challenging for many of our customers and over the next few pages we have included information on how we can help you. Whether you need support with the cost of living, want to report a repair, or speak to us about any of our services, we're just a phone call away so please get in touch.



Bronwen Rapley,
Chief Executive



TENANT SATISFACTION SURVEY RESULTS

2023/24

OUR PERFORMANCE.

In September, we will publish different documents on our website (onward.co.uk/reports) that show how we are performing and listening to your feedback to improve our services. This includes our Customer Annual Report, which accompanies this newsletter, and our Annual Complaints & Service Improvement Report. This report shows how we are learning from complaints and working with customers to improve the services you receive.

As well as these reports, we have now published the results of our first survey based on new Tenant Satisfaction Measures (TSMs). The survey will happen every year and the Regulator of Social Housing will publish results from all landlords, which will show how they are performing in lots of different areas. You can view our results and how we are using these to make improvements by visiting onward.co.uk/tsm-results.

The feedback from the TSMs, along with our other regular surveys, will be used to make our services better. Thank you to everyone that took the time to share their views with us.

GETTING WINTER READY.

As the weather gets colder, here are some top tips to protect your home.



Test that your heating works before the cold weather begins and let us know if it doesn't.



Check your pipes and cover them if the temperature drops to make sure they don't freeze.



Find your stop tap in case you need to turn your water off quickly in an emergency.

For tips on how to spot damp and mould in your home, please visit onward.co.uk/damp.

If you need to contact us to report a repair or damp and mould in your home, you can do so by:

- ✈ visiting the [My Onward Portal](https://my.onward.co.uk) (my.onward.co.uk)
- 📞 calling **0300 555 0600** or messaging **07793 795 882** on WhatsApp between 8am-6pm Monday to Friday and 10am-6pm on Wednesdays
- ✉ emailing customerservices@onward.co.uk

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

HELP WITH YOUR FINANCES.

If you need help with your finances, our Money Advice Team offer free, confidential advice about managing household budgets. They can also signpost other support you might be entitled to and provide access to emergency funds.

You can get in touch with the team by emailing moneyadviceteam@onward.co.uk or calling **0300 555 0600**.



Money Advice
Team

OUR ENVIRONMENTAL SERVICES.

With one of the wettest Springs and early Summers on record, we've experienced some delays to our grass cutting services. We apologise for any disruption this has caused and thank you for your patience.

Now that the weather has improved and these delays have been resolved, Onward Environmental has been out delivering cutting services in your neighbourhood. Our grass cutting service will finish in October, before springing back into action from March next year.

To check when we've visited, when we'll next be in the area and photos after services are carried out, you can check the Environmental Tracker. Simply visit onward.co.uk/environmental-tracker and search by your postcode to get the latest updates.

OUT AND ABOUT IN YOUR NEIGHBOURHOODS.

Our Neighbourhood Walkabouts bring together colleagues from across Onward to identify areas where we need to focus our efforts. These Walkabouts also provide you with the opportunity to chat to your Neighbourhood Specialists, meet neighbours and discuss local issues which matter to you most.

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 newsletter.

To find out about upcoming Walkabouts in your neighbourhood, contact your Neighbourhood Specialist or call **0300 555 0600**. You can also find out more about what we're doing in your area by reading the local updates on our website (onward.co.uk/local-updates).



KEEPING YOUR NEIGHBOURHOOD CLEAN.

Please follow the guidance below to keep your neighbourhood clean.

DO:

- ✓ Get rid of unwanted large items by contacting your local council.
- ✓ Report fly tipping using the details below.
- ✓ Put bins out on your collection day and bring them back in once emptied.
- ✓ Only place recyclable items, such as glass, cardboard and plastic in recycling bins.

DO NOT:

- ✗ Leave large items in alleyways, on pavements or in surrounding areas.
- ✗ Keep large amounts of rubbish within your home or garden.
- ✗ Throw away bagged or loose rubbish in alleyways or on pavements.
- ✗ Feed wild animals, such as birds or squirrels.

If you notice fly tipping in communal areas, front or back gardens, please report this to us immediately by visiting the [My Onward Portal](https://my.onward.co.uk) (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.

KEEP IN TOUCH.

When we contact you, it's important that we have the correct details. We also want to make sure we are using your preferred method, such as text message, email, phone call or letter.

You can let us know your up-to-date contact details and preferred contact methods by messaging us through the [My Onward Portal](https://my.onward.co.uk) (my.onward.co.uk), emailing customerservices@onward.co.uk, calling **0300 555 0600** or messaging **07793 795 882** on WhatsApp.

LISTENING TO CUSTOMERS.

Members of our Customer Engagement Community help to improve the services you receive by sharing their concerns, views and ideas, as well as taking part in activities to improve your neighbourhood and local area.

The Community also help to shape our policies and have recently reviewed Mutual Exchange and Tenancy Fraud policies. They have suggested some changes to make these policies easier to understand. We'll be working with customers to make these changes over the coming months.

We have a range of policies available on our website (onward.co.uk/policies) that provide information about how we manage your tenancy. If you need help understanding these policies or want to request a printed copy, please get in touch.

If you are interested in joining our Customer Engagement Community, please email customerengagement@onward.co.uk.

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.

نہگەر پښوښتت به ډارممتی همیه بو تیگهښتن لهم بهلگهنامیه، تکایه په یو منډیمان پښو به ژماره تلهفونی 03005550600، له واتسنهپ په یامیکمان بو بنیره به ژماره تلهفونی 07793795882 یا نیمه یلیکمان بو بنیره بو customerservices@onward.co.uk.

Se necessitar de ajuda para compreender este documento, contacte-nos para o número 0300 555 0600, envie-nos uma mensagem para o WhatsApp para o número 07793 795882, ou envie um email para customerservices@onward.co.uk.