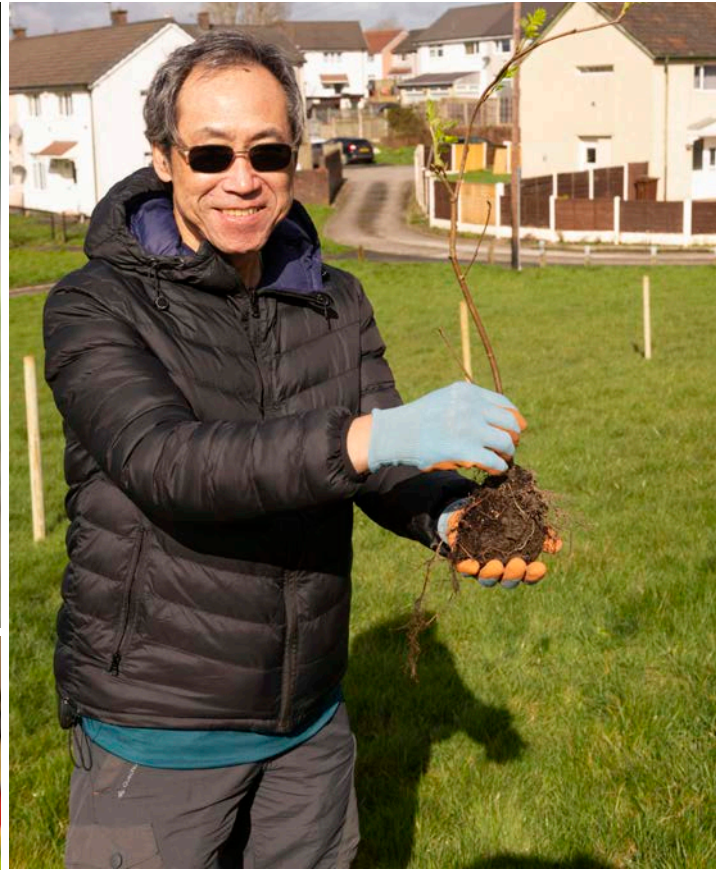


Onward

The Onward Newsletter

Summer 2024



IN THIS ISSUE:

Changes we've made following your feedback, an update from the Onward Scrutiny Board and stories from across your neighbourhoods.

WELCOME.

Welcome to the summer edition of your Onward customer newsletter. We've got a jam-packed summer planned with activities taking place across your neighbourhoods. Over the next few pages, we'll explain more about the work that we are doing in your area and how you can get involved.

Customer feedback is important to us and means we can continue to improve our services. In response to your feedback, we've made some big changes this year expanding our Onward Repairs team into Greater Manchester and Onward Environmental taking over all grounds maintenance, cleaning and waste management services.

There are lots of other examples of how customers are shaping our services and we set out examples of these later in this newsletter. If you would like to get involved, or share your thoughts about how we're doing, please get in touch.

We also know that the cost of living crisis can be especially challenging during the summer holidays. Our Money Advice Team provides free, confidential advice to thousands of customers every year around money, budgeting and emergency support.

Whether you need help with your finances or have a problem you want to report we're just a phone call away. I hope you all have a safe and relaxing summer.



A handwritten signature in blue ink that reads "Bronwen".

Bronwen Rapley,
Chief Executive



SHARING YOUR VIEWS.

Your voice is at the heart of everything we do. We regularly carry out surveys with our customers to understand their views about what we're doing well and how we can improve our services.

Last year, we asked some of our customers to complete a new annual Tenant Satisfaction questionnaire covering areas such as repairs, anti-social behaviour and complaints. Our results will be shared with the Regulator of Social Housing and published on our website.

We may contact some of you to take part in this year's survey and will be in touch with our results from last year soon.



YOU SAID, WE DID.

Getting the basics right and listening to you, your priorities and aspirations remain the foundation for everything we do.

Our Customer Engagement Community is made up of over 3,400 customers and there are lots of ways you can get involved from shaping policies to reviewing how we deliver services. Here are just some of the ways customers have helped us to make our services better this year. To find out more, please email customerengagement@onward.co.uk.

You told us that you wanted better visibility of the environmental services we deliver.

We worked with our customers to develop a quick and easy way to track the work carried out by Onward Environmental to give you just that. To check when we've visited, when we'll next be in the area and view photos after services are carried out, please visit onward.co.uk/environmental-tracker.

You told us that you wanted to see more updates about the changes we've made, as well as examples of how we are making The Onward Difference in your local area.

Following your feedback, the newsletter now includes a link to a page on our website with local updates for each area which will be refreshed regularly. And when we send the newsletter out by email, you'll only receive updates about the changes we've made for all customers and things that have happened close to where you live.

To access these local updates, please visit onward.co.uk/local-updates.



Before



After

You told us that you didn't know how to access the accessibility and translation tools on our website.

With the help of our Customer Equity Forum, we have updated the button on our website and have created a guide on how to use the tool. To access this guide, please visit onward.co.uk/accessibility. If you need help accessing information online, please speak to any Onward colleague who will be happy to help. Alternatively, please contact us by emailing customerservices@onward.co.uk or calling **0300 555 0600**.

SCRUTINY BOARD UPDATE.

The Onward Scrutiny Board has 13 customer volunteers from across the North West. The Board meets regularly to review the services you receive and provide us with valuable feedback and recommendations on what we can improve. Most recently, the Board met to review repairs and service charges.



Using their feedback on our plans for the new Onward Repairs service in Greater Manchester, we have improved text message updates with customers now able to see when operatives are on the way, giving more certainty about when we'll turn up and complete the job. Whilst this is only available in Lancashire and Greater Manchester at the moment, there are plans to roll this out across other regions in the future.



The Board also asked questions on your behalf about service charges and energy costs for communal areas. They have decided to review how costs are calculated and how these are communicated to customers in more detail and will make recommendations to us later this year.



REPAIRS.

If you need to report a repair to us, you can do so by:

- Visiting [My Onward Portal](#)
- 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, please call us as soon as you can on **0300 555 0600**. Our emergency phone line is available 24 hours a day, 7 days a week.

If you notice any damp, mould or high levels of condensation in your home, please report this to us straight away by using the details above. For guidance on how to spot it, and details on how we will deal with damp and mould, please visit onward.co.uk/damp.

TAKING CARE OF OUR TREES.

It's important that we look after trees and keep them in a safe condition. Onward Environmental is responsible for the management and maintenance of trees growing on our land. This includes your garden, open spaces, or shared areas.

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.

To learn more about how we take care of our trees, please visit onward.co.uk/trees.

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**.



UNDERSTANDING YOUR NEEDS.

To help us tailor the services you receive, it is important to let us know if you or someone you live with need any additional support.

You can let us know by:

- ✦ Visiting the [My Onward Portal](#)
- ✉ Emailing customerservices@onward.co.uk
- ☎ Calling **0300 555 0600**
- 💬 Messaging **07793 795882** on WhatsApp



HELP WITH EMPLOYMENT AND TRAINING.

Need help getting into work? We can help you onto a career path and provide free help support with:

- Training courses
- CV writing and job applications
- Job searches and interview practice
- Work experience and volunteering opportunities
- Career development
- Funding

For more information, please email socialinvestment@onward.co.uk or visit onward.co.uk/employment. If you live in Accrington, Hattersley, Preston or Bolton, please contact our 1st Call Team by emailing 1stcallreferral@onward.co.uk.

AN EASIER WAY TO PAY: PAY BY LINK.

A quick and easy way to make payments is now live! When your rent and/or service charge payment is due, or if you miss a payment, we might send you a link to pay by email or text message.

Pay By Link makes things much quicker and easier. Simply follow your unique link to our payment portal, where you can make a secure payment with your credit or debit card. There is no need to enter your tenancy number or 19 digit AllPay reference number.

You may have already seen these links in messages from Onward. If not, you may start to see them in the future. If you ever feel worried or unsure about an email or text message from Onward, you can check this with us by emailing customer.services@onward.co.uk or calling **0300 555 0600**.

If you need help with your finances, please get in touch with our Money Advice Team who can offer free, confidential advice. You can do so by emailing moneyadviceteam@onward.co.uk or calling **0300 555 0600**.



IS CLUTTER GETTING IN THE WAY OF YOUR EVERYDAY LIVING?

Feeling overwhelmed? Unsure where to begin? You're not alone.

We understand that getting started can be difficult and it may be hard to let people into your home. Our team is always here to work with you at your own pace.

For more information on how we can help and our Hoarding Support Peer Groups, please visit onward.co.uk/hoarding

If you need help from us, you can get in touch by emailing hoarding@onward.co.uk or calling **0300 555 0600**.

#The Onward Difference

Our Corporate Plan, The Onward Difference, is all about enabling you to be your best, in a home you love and place you are proud of.

Here are some examples of the work we've been doing across the North West. To explore how we are making The Onward Difference in your local area, please visit

onward.co.uk/local-updates

ENABLING PEOPLE TO BE THEIR BEST



Hundreds of local people from Hattersley joined our 1st Call Team, Tameside Council and Standguide at a recent job fair to explore employment opportunities at the new Hawthorns School which opens in September.



We have supported Sustainability Learning CIC to deliver their annual Lancashire Schools Sustainability Conference through a grant from the Onward Community Fund. The conference encouraged environmental learning outside of a classroom and raised awareness of local career opportunities.



Through our Digital Connectivity Fund, we provided our customer Katey with a free laptop and six months' free data so she could access training and education. Katey from Liverpool said: "Thank you so much Onward, this has been a game changer for me. I can now start my new job with better pay, better hours and I can work from home too!"

PROVIDING HOMES OUR CUSTOMERS LOVE

In Little Lever, Bolton, we are building 110 new homes on the former site of Creams Mills in partnership with Watson Homes. Affordable Rent homes will be available through Homes for Bolton (homesforbolton.org.uk) alongside a mixture of Rent to Buy and Shared Ownership through Onward Living (onward-living.co.uk) to help local people get onto the property ladder.

The development will also see a section of the Manchester, Bolton and Bury Canal restored and over 4,000 new trees planted to create woodland areas with walking trails for the local community to enjoy together.





LANCASHIRE

In Hyndburn and Ribble Valley in Lancashire, our energy efficiency project is making homes warmer, quieter and more comfortable for customers. Working with our contractor, Equans, we are installing a range of measures in 126 homes that will increase their Energy Performance Certificate (EPC) rating to level C.

MERSEYSIDE

Over in Wirral, we're building 13 new Rent to Buy homes in Wallasey using modern methods of construction to reduce long-term environmental impact. To reduce customers' energy bills, these homes will be highly insulated, heated by renewable air source heat pumps and powered by solar panels.



CREATING PLACES PEOPLE ARE PROUD OF

Customers from The Pewfist neighbourhood in Bolton alongside colleagues from Social Investment and Onward Environmental recently came together with City of Trees at a planting day, which saw native tree species planted to create a more attractive, greener environment for the community to enjoy.



GREATER MANCHESTER

LANCASHIRE

Our Social Investment, Neighbourhoods and Older Persons Teams recently worked with contractor Equans to transform the communal gardens at Showley Court in Ribble Valley. Customers also got involved at the planting day, which saw hundreds of flowers planted across the scheme.



We worked with local partners Liverpool City Council, Novus and Community Shop to deliver a series of events in Kirkdale for Big Green Week. The local community came together to create a cleaner, greener Kirkdale through a garden competition, litter pick, skip day and bin consultation.

MERSEYSIDE

To find out more about what's happening in your area and support that might be available to you or local community groups, please visit onward.co.uk/community-fund or email socialinvestment@onward.co.uk.

MAKING A COMPLAINT.

We know that we don't always get things right the first time. If you feel our services haven't been up to standard and you wish to make a complaint, you can do this by:

- visiting the [My Onward Portal](#)
- calling **0300 555 0600**
- emailing customerservices@onward.co.uk
- writing to **Onward, Renaissance Court, 2 Christie Way, M21 7QY**

You can also contact The Housing Ombudsman by calling **0300 111 3000**, emailing info@housing-ombudsman.org.uk or writing to **Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.**

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.

نہگہر پیویسنتت به یارممتی همیه بو تیگهیشتن لهم بهلگهنامیه، تکایه پهیوهندیمان پیوه بکه به ژماره تلهفونی 03005550600، له واتسنهپ پهیامیکمان بو بنیره به ژماره تلهفونی 07793795882 یان نیمهیلنیکمان 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.