

# The Onward Newsletter

Autumn 2023

Enabling you to be your best, in a home you love, and a place you are proud of.

## YOUR AUTUMN UPDATE.

I hope you had a great summer and are looking forward to the Autumn, whether it means back to school, back to work, or anything else that the next few months will bring.

This newsletter arrives alongside your customer Annual Report. You will see that it includes lots of information on how well we are performing as your landlord and the action we are taking to improve your home and services. I hope you find it helpful and please do let us know what you think of it by sending us an email or giving us a call.

The Autumn brings colder weather and we know this is difficult for many of our customers. The cost of living also continues to rise, with prices remaining stubbornly high for so many of the things we rely on daily. In this newsletter you will find information about how to contact us for support and help.

We are here and ready to listen, so please contact us if you have any problems with your home, the services we provide, or your finances.



Bronwen Rapley,  
Chief Executive

## HELP WITH THE COST OF LIVING.



We are here to help if you are worried about the cost of living. We have a dedicated Financial Inclusion Team that offers free, confidential advice around managing your finances.

The team can help in lots of ways from guidance around managing budgets through to emergency support. To find out more, please visit our website or give us a call on **0300 555 0600**. If you're struggling to pay your rent, or have already fallen behind with your payments, please let us know. We can help get you back on track.

You can also find out more about other support that might be available in your area [here](#).



# CHANGES TO OUR CLEANING SERVICES.

Over the summer, our own Environmental Services Team took over from our contractors to carry out cleaning in our buildings. From October, our Environmental Services Team will take care of window cleaning too.

By bringing the services inhouse, we can offer more flexibility and value for money, and have more opportunities to respond to your feedback. If you have any questions about this please get in touch by emailing [EST.feedback@onward.co.uk](mailto:EST.feedback@onward.co.uk) or calling 0300 555 0600.



# CONQUERING CLUTTER IN YOUR HOME.

Feeling overwhelmed by clutter? Unsure where to begin? You're not alone. We understand that tackling this can be difficult and it can be hard to let people into your home, but our team are always here to work with you at your own pace.

If you need help from us, please contact [hoarding@onward.co.uk](mailto:hoarding@onward.co.uk) or calling 0300 555 0600.







# AN ACTION PACKED SUMMER!

This summer we've been working with our partners to deliver some fantastic initiatives for customers across our communities. In Salford, we have been holding interactive sessions for children with the Manchester Bees Forest School, offering opportunities for families to learn and explore in nature.



We are proud to have supported some brilliant local projects, such as the Ballantyne Community Garden project in Bidston. The garden provides a communal space for residents to relax and engage in activities.



We also partnered with Lloyds to deliver digital classes to our over 65s schemes in Merseyside, helping customers brush up on their digital skills and get online. Through our new Onward Digital Connect initiative, you can apply to access digital training courses, free data and a digital device gift.

To find out more give us a call or visit [www.onward.co.uk](http://www.onward.co.uk)



# REPORTING A REPAIR.



We are continuing to listen to your feedback about our repairs service to make improvements. If you have recently contacted us about a repair, please be assured that we will be in touch as soon as possible to book an appointment. We aim to complete most repairs in the first visit and within twenty days, but there are some more complicated jobs that might take longer to complete. For these we will contact you to find a convenient time to inspect your home and find a date to complete the work.

You can report repairs to us by using the My Onward Portal or giving us a call on **0300 555 0600** from 8am – 8pm Monday to Friday, and 10am – 8pm on Wednesdays. If your repair is an emergency, please call us straightaway. You can do this 24 hours a day, seven days a week.

An emergency includes things like a complete loss of power, no heating or hot water during the winter, gas leaks or faulty boilers, or a flood or leak that can't be controlled. As we head into the winter, there are things you can do now to get prepared, such as checking your boiler works and bleeding radiators.

If you spot any [damp or mould](#) in your home, please let us know as soon as you can. More information about spotting damp and mould and how to report it can be found on our website. You can report damp and mould by calling us or emailing [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk)

## LET US KNOW WHAT YOU THINK!

Join our Customer Engagement Community today to give us your feedback and shape our services. As a member, you'll be part of a community of almost 3,000 customers who work closely with us to improve services, homes and neighbourhoods. Interested? Email us at [customerengagement@onward.co.uk](mailto:customerengagement@onward.co.uk) to find out more.



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 need to make a complaint, you can do this via the My Onward Portal, by calling **0300 555 0600**, emailing [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk) or by writing to Onward Homes, Renaissance Court, 2 Christie Way, M21 7QY.

You can find out more [here](#)