

Helping to shape Onward

OUR ENGAGEMENT COMMUNITY ARE REGULARLY INVOLVED IN ...



ONLINE ENGAGEMENT

We recognise that not all tenants have the time to meet with us to share their views, we are therefore developing more and more ways for tenants to engage with us digitally. We use film, social media, online surveys, our website and our online portal 'My Onward' to keep tenants engaged and updated.



COMPLETING A SURVEY

We often use surveys to seek tenant's views on our services. These will be short online, telephone or face to face surveys that only take a few minutes to complete.



SERVICE SHAPERS

We want tenants to influence the way we in which we develop and deliver services. We have created opportunities for tenants to work with us to:

- Review our policies, procedures and publications
- Procure new contractors
- Shape neighbourhood plans and priorities



SERVICE INSPECTORS

We regularly create opportunities for our tenants to carry out inspections e.g on our cleaning and environmental services, on our ready to let homes and on customer services. There are also opportunities to work with other tenants and carry out customer surveys to support the work of of our Regional Scrutiny Boards.



TRAINING & DEVELOPMENT

We offer training that provides tenants with opportunities for learning and developing new skills. Training can also help build up confidence, enhance employment opportunities and is also a great way to meet new people.



REGIONAL SCRUTINY BOARDS

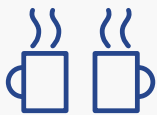
RSBs are independent groups of tenants who who regularly meet with us to review how we are performing against our targets and service standards. They will make recommendations for improvements, highlight great work and monitor progress.

Helping to shape neighbourhoods



NEIGHBOURHOOD SHAPERS

Do you want to make a difference in your neighbourhood? There are lots of different ways that you can work with us to make your neighbourhood a better place to live e.g join us on an environmental walkabout or meet with us to discuss local issues and priorities.



TENANTS AND RESIDENTS ASSOCIATIONS (TRA)

TRAs are run by local people who want to make things better where they live. Meetings give neighbours the opportunity to discuss local important matters. TRAs are able to apply for funding to support local projects and initiatives. We are able to put you in touch with your local TRA, if there isn't one we can support you to set one up.



COMMUNITY PROJECTS & LOCAL EVENTS

Throughout the year there will be opportunities to get involved in community projects and events. eg community clean-ups, local campaigns, fun days or seasonal events that brings a community together.

Any way you choose

ANY OTHER WAY? TELL US HOW YOU WANT TO GET INVOLVED AND WORK WITH US TO SHAPE SERVICES AND NEIGHBOURHOODS



PLEASE GET IN TOUCH WITH THE CUSTOMER ENGAGEMENT TEAM

CustomerEngagement@onward.co.uk

Or call us on 0300 555 0600 for more information or to get involved!