

## Supporting you through coronavirus.

Customer survey  
May 2020

Since the beginning of the coronavirus outbreak in the UK, we have strived to keep you up-to-date on our services and the measures we're taking to protect customers and colleagues.

To do this, we have made thousands of phone calls and sent thousands of texts. We have also sent emails, posted flyers and extended our Contact Centre hours to 8am - 8pm so we can be available when you need us most.

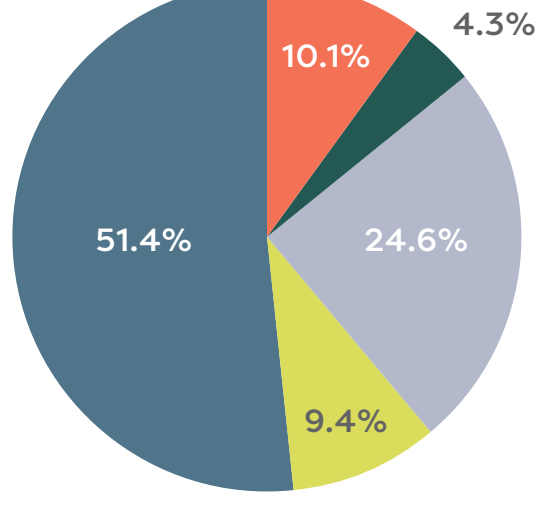
If you would like to chat to us about coronavirus, please call **0300 555 0600** or for more information about what we're doing to help customers, please visit our website.

In April, we sent a survey to the Customer Engagement Community asking them how well they feel we are managing the coronavirus crisis and what more we can do to support them.

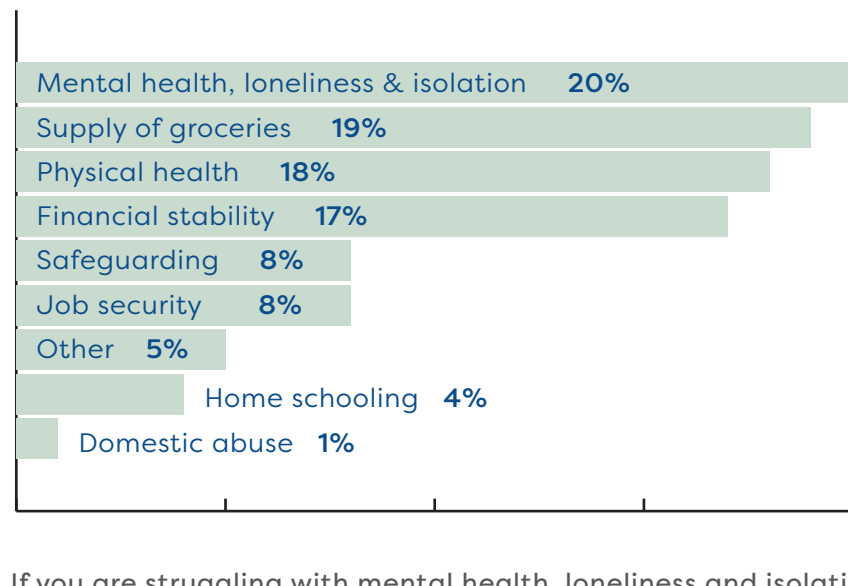
**Here is what they said\*:**

**Q:** How satisfied are you with the information and support Onward has provided during the coronavirus crisis?

Overall 60.8% of customers said they are satisfied or very satisfied



**Q:** What are you most concerned about as a result of coronavirus?



If you are struggling with mental health, loneliness and isolation then let us know on **0300 555 0600** so we can help. Alternatively, charities like Mind and CALM offer great support and advice.

Based on NHS guidance, are you considered to be a vulnerable person?

**YES**  
**43.9%**

Based on Government guidance, are you considered to be a key worker?

**YES**  
**23.7%**

Have you been contacted by Onward about coronavirus?

**YES**  
**72.1%**

Have you visited the Onward website or social media channels to find support and information?

**YES**  
**35.3%**

## How can we support our customers more during the coronavirus crisis?

### YOU SAID:

“Assist customers in accessing financial support, benefits and food banks”

### WHAT WE'RE DOING:

Our experienced Income Management Specialists are on hand to provide financial advice and support to customers. They are able to advise on Universal Credit, rent payments and the organisations which can offer help for household bills and groceries. For more information, please get in touch with us on **0300 555 0600** or email [financialinclusionsteam@onward.co.uk](mailto:financialinclusionsteam@onward.co.uk).

### YOU SAID:

“Ask vulnerable tenants if they need help with groceries or need a chat so they don't feel isolated”

### WHAT WE'RE DOING:

Since the beginning of the outbreak we have been working hard to identify and contact our most vulnerable customers. We are working with them to provide the help they need. We have also extended our Contact Centre hours so customers can have a friendly chat with us when they need to.

### YOU SAID:

“Be informative and write to us. There are a lot of disabled over-55s at my scheme and most don't know how to use emails”

### WHAT WE'RE DOING:

Our scheme managers are available to provide support and assistance to customers living in our schemes. They are working hard to check in with all of our customers everyday over the phone. We have also sent information flyers to customers so that those who struggle using the internet can keep up-to-date.

### YOU SAID:

“Make it clear that there will be no evictions if tenants face financial difficulties caused by the coronavirus crisis. Some tenants might be scared about raising their concerns to Onward”

### WHAT WE'RE DOING:

We promise we will not evict any customers who have been financially impacted by the coronavirus crisis. Customers who are worried about their finances should get in touch with us on **0300 555 0600** so we can provide support and advice as soon as possible.

### YOU SAID:

“Cut the grass so we can sit on our patio and get outside during isolation”

### WHAT WE'RE DOING:

We are pleased to have restarted our grounds maintenance services, including grass cutting, while using safe systems of work. We know that our green spaces are really important to customers, now more than ever.

**More information about coronavirus and the steps we're taking to support you can be found [here](#). Alternatively, get in touch with us on **0300 555 0600**.**

\*141 customers responded to the Supporting you through COVID-19 survey.

Onward

