

YOUR VOICE.

APRIL 2021
MONTHLY SPOTLIGHT

UNDERSTAND CONTRACTOR SELECTION.

Want to know how we select the right contractors to deliver your services? Would you like to influence our selection process and hear how it works?

During two short sessions delivered in collaboration with Tpas (Tenant Engagement Experts) we will take you through the process and discuss suggestions for improvement.

Spaces are limited, so act quick and email leanne.baldwin@onward.co.uk now.

ARE YOU A WINNER?

Take a look online at our Wall of Fame [here](#) where we publish the latest winner of our monthly Customer Engagement Community prize draw.

All members of the CEC are entered for a chance to win £50 of high street vouchers. Could you be next?

Check out the other pages on our website too, like our Events page [here](#) and our new Rent & Service Charges page [here](#).

Thank you to all 757 customers who took part in our Fly Tipping survey. Your feedback will help us to improve waste management in our neighbourhoods. See more information on how we use your comments in the quarterly issue of Your Voice, out in May.



LGBT VOICES.

We want to help amplify the voices of our LGBT+ customers, and to do this we collaborate with HouseProud - an organisation which aims to empower social housing providers to improve services for LGBT+ residents.

Each month, we take part in the HouseProud Rainbow Roofs LGBT+ Customer Forum, and we invite you to come along too.

April 30, 2021 at 11am
Online via Zoom

The forum brings together customers from across the North West as well as housing professionals, agencies and local authority representatives.

We discuss important issues like hate crime, equality and diversity training, housing, supporting LGBT+ businesses and upcoming events. Visit our website [here](#) to sign up or email suzanne.londra@onward.co.uk for information.