

Onward

YOUR VOICE.

MAY 2021

Welcome to the latest edition of Your Voice, our exclusive newsletter for Customer Engagement Community members.

Over the last three months, the Customer Engagement team has been working with you on several key projects which will make a huge difference on our most important services, like repairs and maintenance. Read on to find out exactly what they've been up to.

Also in this edition of Your Voice, discover our upcoming opportunities, like free training sessions with our partner Tpas as well as the LGBT+ HouseProud forum taking place during Pride Month in June. Not to be missed!

Jo Phillips,
Customer Engagement Manager

REPAIRING OUR SERVICES.

You told us the repairs service needed to change, so this year we've undertaken several projects to help make a difference.

Working Together Groups

In March we hosted a series of online events designed to recruit members of our Customer Engagement Community into small, regional 'Working Together Groups'.

The groups are planned to meet every three months with our Senior Repairs Manager, Nikki, who is leading the initiative to work with customers, helping Onward to transform the repairs service.

Working together, we will:

- gather feedback to see the repairs service from the customer's point of view
- understand what's working and what needs improvement
- design solutions for improvement
- test the service to monitor performance

If this sounds like something you'd be eager to take part in, let us know. We have availability on our Lancashire and Greater Manchester groups.

Email customerengagement@onward.co.uk.

YOUR VERDICT.

We have been producing the Your Voice newsletters for almost a year! Each month, Customer Engagement Community members receive a short update and this, longer, newsletter every three months.

What would you like to see us cover in the next issues? What can we improve? Let us know at customerengagement@onward.co.uk



THREE BOARDS BECOME ONE.

We have redesigned our Scrutiny process and brought our three existing Scrutiny Boards together to become one.

By working as one, the board will be able to achieve greater influence within the organisation.

It also means that Onward is even better placed to meet the expectations of the Social Housing White Paper, released by the Government in 2020.

See our latest Scrutiny Board reports [here](#) as well as your Neighbourhood Plan.

A PLACE TO CALL HOME.

Despite the challenges of the last year, we have continued to deliver planned maintenance works to customers' homes, working in partnership with our contractors.

Such works included installing new roofs, doors, windows, boilers, kitchens and bathrooms across our three regions.

All customers who have planned works carried out in their home are asked to provide feedback at the end of the process, and this makes a real difference to the service we provide, so thank you to all the customers who have taken part so far.

GET INVOLVED.

Come along to our online event where you can meet the Customer Engagement team who will run through our upcoming opportunities. [Sign up here now.](#)

June 17, 2021 @ 10am
Online via Microsoft Teams

HOUSEPROUD.

Sign up for the next HouseProud Rainbow Roofs LGBT+ Customer Voices forum [here.](#)

June 30, 2021 @ 11am
Online



If you have been informed that your bathroom or kitchen is to be replaced this year, we'd love to hear from you.

We're looking for Customer Engagement Community members to keep a diary of their experience throughout the process.

Call 0300 555 0600 or contact customerengagement@onward.co.uk.

FREE TRAINING!

We work with Tpas (Tenant Engagement Experts) to offer free membership and training for Customer Engagement Community members.

Throughout June, we're able to offer customers access to sessions hosted by the Housing Ombudsman and training on Tpas Engagement Standards.

If you're interested, get in touch with us at customerengagement@onward.co.uk, call 0300 555 0600 or visit the Tpas website.

To apply for your free membership, follow [this link](#) and select 'Onward Homes'.