

Onward

# YOUR VOICE.

JULY 2021  
MONTHLY UPDATE

## MEET THE REGULATOR OF SOCIAL HOUSING.

Would you like to meet the Regular of Social Housing? Do you want a clear picture of how regulation works?

During this first webinar , you'll hear about how regulation works in the social housing sector, the changes the White Paper will bring about and the opportunities coming up to engage further with the Regulator. The session will also equip participants with the information they need to engage fully in the conversations about regulatory change.

**When:** Thursday 15 July 2021  
**Time:** 11am  
**Where:** Virtually over Zoom.



Book your place to meet the Regulator of Social Housing here.

## LGBT+ CUSTOMER VOICES FORUM.



The HouseProud Rainbow Roofs LGBT+ Customer Forum brings together customers from housing associations across the North West, 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.

**When:** Friday 30 July  
**Time:** 11am  
**Where:** Virtually over MS Teams.

Visit our website here to sign up or email [suzanne.londra@onward.co.uk](mailto:suzanne.londra@onward.co.uk) for further information.



# CUSTOMER ENGAGEMENT ONLINE EVENT.

Come and chat with the Customer Engagement Team about how you can be involved in shaping the services at Onward.

Our next event is in September and we can't wait to chat to you!

**When:** Wednesday 22 September  
**Time:** 10am  
**Where:** Virtually over Microsoft Teams.

Register your interest here to secure your place and we will be in touch to ensure you can connect to the session which will be held online via Microsoft teams. If this time doesn't work for you, let us know your suggestions for a session time via email [customerengagement@onward.co.uk](mailto:customerengagement@onward.co.uk)

Since the beginning of lockdown, the team have been working from home and adjusting to engaging with customers in new ways. While this has posed a challenge, they are dedicated to reaching out to you and ensuring your voice is heard.



Chat to our friendly team at [customerengagement@onward.co.uk](mailto:customerengagement@onward.co.uk)  
or see what they've been getting up to via the Onward website.