

YOUR VOICE.

MONTHLY SPOTLIGHT - SEPTEMBER 2021

NEXT WEEK IS NATIONAL SCRUTINY WEEK (27-31 SEPTEMBER)

We'll be taking part, why don't you? Scrutiny is all about tenants working with landlords to improve services. It's all explained [here](#)>

There are loads of online events that you can book on to, you just create an account by going to [Tpas/our members](#) and finding 'Onward Homes' then you can sign up and book. Onward are members and that makes you a member too.

Having trouble booking on or want to find out more about Scrutiny at Onward contact Val at: customerengagement@onward.co.uk

SOUND LIKE YOU?

- Are you curious?
- Do you like to ask questions?
- Do you want to change things for others?
- Like to know what's going on behind the scenes?

If you answered 'yes' to any of the questions above we are looking for you and others just like you to assist us. A group of Onward customers work with us to check on how we are doing and how our services work. Yes that's right, people just like you, or neighbours who may live around the corner or across the road.

Members of the group come from right across the regions we cover.

Through their investigations they make suggestions that will change our services for the better, improving improving customer satisfaction and experiences, and providing better value for money.

We particularly want to hear from you if you live in Lancashire or Greater Manchester as we have places available now for those regions. If you live in the Merseyside region we don't have places on the group at the moment but we do have other roles available now that you may enjoy.

Group member Joe says: 'We work proactively with Onward in order to improve performance - once people are invited to the table, they stay!'

Interested? Contact Val at customerengagement@onward.co.uk by October 21.

A KEAN EYE FOR DEETAIL?

If you spotted the spelling mistakes, then you have a keen eye for detail! Do you have the occasional hour to spare to look over a letter or newsletter to check that they are understandable, friendly, and engaging before we send out to our customers? If so, get in touch with us at: customerengagement@onward.co.uk