

YOUR VOICE.

MONTHLY SPOTLIGHT - MARCH 2022

FEEDBACK ON REVIEW OF RENT AND SERVICE CHARGES.

Onward undertakes an annual rent and service charge review which affects all customers.

This year, we took a step back from the usual process to find out how the review looks from a customer's perspective. In Autumn last year, we spoke to members of the Customer Engagement Community to seek feedback on the letters, schedules and FAQs which had gone out in previous years. We were delighted with the responses that came back.

Following customer input, we were able to adopt most of the suggested changes into our rent and service charge documents for the 2022-23 review, Some other suggestions will require further consideration for future reviews.

Some of the changes made following customers' suggestions include:

- Changes to language to make the content more accessible to customers
- Inclusion of additional FAQs
- A new service schedule format to only show services relevant to customers
- New colour schemes, formatting, graph changes, and pictures

An additional idea was to use customer data to tailor these communications, which is something we'll look at for next year.

Thank you to those customers who got involved in this piece of work. Your support and ideas were gratefully received.

KIRKDALE WALKABOUT.



Daniel and Val from the Customer Engagement Team joined Beverley Mines and Maureen Oswald, Neighbourhood Specialists in Kirkdale, for a door knock in the area.

The walkabout was aimed at promoting membership of our Customer Engagement Community, as Kirkdale currently has the lowest level of membership in the Merseyside Region. We also promoted the Community Shop on Walton Road, and the work Onward has been doing to advise our customers on April's energy price rises.

Through conversations with customer's we were able to increase membership on the Customer Engagement Community. We recognise that work is needed in the area, so please do spread the word about the benefits of joining our Customer Engagement Community.

POLICY AND PROCEDURE REVIEW - THANK YOU!

A huge thank you to everyone who took part in our tenancy fraud policy and procedure review.

The response to the review was positive, however a recurring theme throughout all the feedback gathered was around a lack of awareness of the issue of tenancy fraud.

As a result the Neighbourhood Team is planning a Fraud Awareness Week in the coming year, so watch this space! There are also plans taking shape for a better case management system to help Onward tackle tenancy fraud.



ONLINE EVENT: JOIN US.

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 April, and we can't wait to chat to you!

When: Wednesday 20th April

Time: 2:30pm

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.

Chat to our friendly team at customerengagement@onward.co.uk or see what they've been getting up to on the Onward website.