

Onward

YOUR VOICE.

MONTHLY SPOTLIGHT - APRIL 2022

OPPORTUNITY



REFORMING SOCIAL HOUSING.

The recent Social Housing White Paper has set out reforms that will aim to transform the experiences of tenants, with a major change in the way that social landlords are regulated and held to account for the homes and services they deliver.

A range of measures are being put in place that have been designed to drive up standards and improve the complaints process.

These measures include:

- Publicising on [social media](#) where landlords have breached the Regulator's consumer standards or where the Housing Ombudsman has made its most serious finding - severe maladministration - against them.
- Publishing [draft clauses to legislation](#) that will reform the regulation of social housing through tougher consumer powers, greater enforcement tools to tackle failing landlords and new responsibilities on social landlords.
- A new [factsheet](#) explaining the role of the Regulator of Social Housing and Housing Ombudsman Service.
- A [single gov.uk page](#), setting out the progress on implementing the measures in the Social Housing White Paper.
- The launch of a Resident Panel, inviting 250 tenants to have their say on how to improve the quality of social housing.

The Resident Panel will be supported by a national survey. Around 5,000 residents will be asked to share their views about their landlord's services during March and April 2022. The survey will be used to monitor the impact these reforms will have on social housing residents.

Any social housing resident can submit an [application](#) to join the Panel, which will close on Friday 29 April. More information on the Panel can be found [here](#).

OUT AND ABOUT IN OLDHAM SOUTH.



On a wet and windy Thursday at the end of March, Daniel from the Customer Engagement Team attended a Partners event at the Avenues Community Centre, in Limeside Oldham. The event brought together representatives from the local council, Greater Manchester Police, Fire Brigade and the local housing providers, Onward and Regenda.

The purpose of the event was to bring together partners from the local area to help promote community cohesion. There were activities including football coaching from Oldham Athletic Football Club and a kayak simulator, providing a focus for the many customers who have children in the area.

The event provided opportunities for informal conversations with Onward customers in the area and promoted the benefits of being a member of the Customer Engagement Community.

BETTER TOGETHER.



Our Repairs Working Together Groups are meeting again shortly... Merseyside 25 April, Lancashire 26 April and Greater Manchester 9 May.

On the agenda over the coming months will be:

- Working with us on the wording of customer repairs letter
- helping to plan an annual calendar of campaigns about repair issues
- Updates on Repairs Service plans and performance

If you want to come along to a session, please drop us a line at Customerengagement@onward.co.uk

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