

Onward

YOUR VOICE.

August 2022



Welcome to the latest edition of Your Voice, the newsletter that provides you with updates on how customers have been working with us to shape and improve services, along with the latest opportunities for you to sign up to. Since our last quarterly update, we have 77 new members join our Customer Engagement Community.

We are holding face-to-face Customer Engagement events in September, we would love for you to come along. Why not bring a neighbour who isn't a member so we can chat to them about the Customer Engagement Community. There is one event in each region so please sign up [here](#):

Jo Phillips, Customer Engagement Manager



Scan with your phone to find out more.



THIS MONTH'S PRIZE DRAW WINNER IS: AMANDA

'Our neighbourhood is amazing, and everyone looks out for each other which is lovely and makes you feel very safe, our home is looked after and kept up to date with regular decorating and DIY by myself and my daughter and of course anything major needing doing is just as simple as a quick email or call to Onward and an appointment is made for the workman to come round.'

Don't forget all members of our Customer Engagement Community are entered into a monthly prize draw for a £50 voucher.

CUSTOMER RESOLUTION FORUM RECOMMENDATIONS.

Our Customer Resolution Forum has been busy this past few months. carrying out a mystery shopping exercise around logging a complaint. The exercise provided constructive challenge on our complaints process.

Recommendations included:

- More clarity for customers at the point of them wanting to make a complaint. We need to be consistent in telling them that we aim to try and resolve it within 24 hours, before we escalate it into a formal complaint. Often customers are left under the impression that they have made a complaint when they haven't.
- Greater clarity on the 'Escalation' stage within the policy itself
- Consistent communications as varying communications/approaches are being taken by different colleagues
- Review of how complaints are logged via the different channels

The group has left these recommendations with the customer resolution team for action and will monitor the progress.

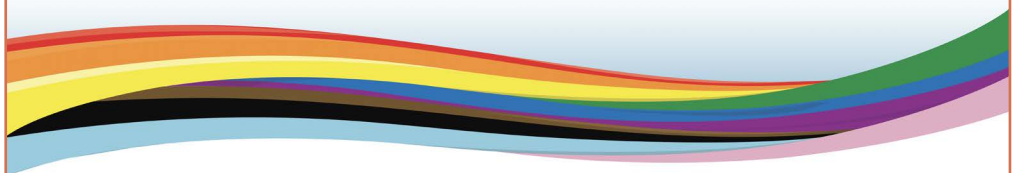
HOME OWNERSHIP.

A big thank you to our Home Ownership forum members who have been working closely with us to update the Home Ownership policy. The policy is now waiting for approval from the Executive Team at Onward. Some great feedback was given by forum members, a great example of working together to make sure we get things right.



JOIN US AT MANCHESTER PRIDE 2022!

On Saturday 27th of August Onward will be marching in the Manchester Pride Parade. We are proud to support Manchester Pride as we want to champion LGBTQ causes across our neighbourhoods. Staff and customers will be marching with Houseproud, an LGBTQ Social Housing colleague network in the Northwest. **Houseproud** also facilitates the Northwest LGBTQ Social housing customer network, **Rainbow Roofs**. Watch out for the Houseproud Float, join us, or if you would like to know more information about Houseproud or Rainbow Roofs please contact Daniel daniel.gregson@onward.co.uk or on **077387182690**.



COMMUNAL CLEANING.

Consultation events carried out with customers from our Preston tower blocks earlier this year highlighted customer concerns with the standard of cleanliness in the communal areas. To explore this further Customers from the blocks were encouraged to attend a cleaning inspection carried out by the Team Leaders and Leanne. Feedback was given for each block on improvements that could be made. Customers will continue to monitor the standard of service going forward. Would you like to monitor and provide feedback on your communal cleaning service? Let Leanne know leanne.baldwin@onward.co.uk



ONWARD SCRUTINY BOARD: LISTENING AND QUESTIONING.

The Onward Scrutiny Board (OSB) is made up of Onward customers. They regularly get updates about how services are performing and how customers are feeling about the services that they receive.

The OSB can carry out a review on part of a service if they have concerns. They also praise services that are doing well, last time their praise went to the Income and Gas Servicing Teams.. Before starting their next review, the group are reviewing the progress of all their previous recommendations to date. This month they will be meeting with our Neighbourhood Services Director, as well as visiting our Customer Contact Centre in Accrington, to gain an understanding of how it works. In September they will be meeting with our Property Services Directors to receive an update on the recommendations they made about our repairs and investment services.

We are looking for new OSB members, recruitment will begin in September - look for adverts in next month's email and in the Onward customer newsletter. If you would like a chat about whether this role is for you ring Val 07738 885 175 or email Val.alker@onward.co.uk

WHAT WORKS FOR YOU?

We recently launched an exciting project to explore how Onward can best use digital innovations to deliver services to you. Onward colleagues and customers can submit their ideas by email and useful suggestions will be reviewed by our 'Innovation Lab'.

What do you think? Share your ideas with us at customerengagement@onward.co.uk



We recently chatted with customers on our **Regional Repairs Working Together Groups** to find out which digital services they thought were good. Suggestions included their doctors, the local sports centre, and the ability to chat in real time about a service online. One piece of feedback was that although Amazon services are great, they send too many texts! Customers also thought an Onward app would be of real value.

Have you signed up to [My Onward](#)? You can check your rent balance and report a repair using this service

WORK WITH US TO IMPROVE THE REPAIRS SERVICE.

We hold a Repairs working Together Group in each region every three months.

These sessions act as a sounding board for ideas we have and give you the chance to suggest improvements that you think could help the service.

The sessions are online, we can support you to enable you to take part. Interested? Email Val val.alker@onward.co.uk

