

The Onward Newsletter

Autumn 2022

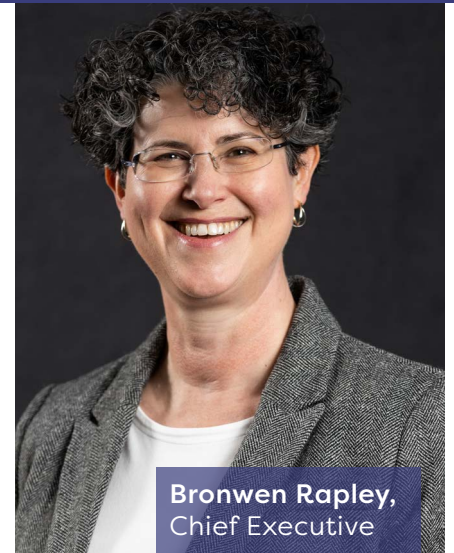
YOUR AUTUMN UPDATE.

Welcome to your Autumn issue of the Onward Newsletter. This edition is all about helping you plan for the coming months and reflecting on the service you've received in the past year.

Many will feel more apprehensive than usual that Autumn arriving means Winter is on the way. With the cost-of-living on everyone's mind, we want to reassure all our customers that we are here to provide you with support.

In this newsletter you will find information on how to get in touch with our Financial Inclusion Team for money advice and support. We also update you on the services you receive, provide a roundup of work we are doing in communities and invite you to join our community of involved customers.

Alongside this newsletter you will also receive our Customer Annual Report. It reviews the last 12 months and looks ahead to what comes next. I hope you enjoy reading it, and if you have any questions or comments, we would love to hear from you.



COST OF LIVING: HELP AND SUPPORT.

As the cost of living rises, we anticipate that some of our customers will need extra support to help manage their money at this time. We are here to provide you with support if you need some advice or just want someone to talk it all through with.

The Financial Inclusion section of our website provides more information about the different services we provide, advice on managing budgets and details of other sources of support. There are a whole range of options available to help you manage your money and we're on hand to help. You can also access support and advice through external agencies such as the [Citizens Advice Bureau](#) or [Stepchange](#).

If you are finding it difficult to keep up with bills or rent payments, our dedicated Financial Inclusion Team is on hand to provide free, confidential advice. You can get in touch on **0300 555 0600** or by emailing FinancialInclusionTeam@onward.co.uk.



Your services.

HELP US TACKLE FLY TIPPING.

Onward is working with customers, communities and local partners to keep your local area clean and tidy. We know from your feedback that reducing litter, waste and fly tipping is really important to many customers. So we currently spend more than £100,000 of your rent each year on tackling fly tipping and reducing litter.

We need your help to tackle litter and fly tipping, so you can live in a place to be proud of and so we can spend this money on better homes and services instead.

You can help us by:

- Identifying fly-tipping hot spots and who may be responsible
- Reporting fly-tipping on **0300 555 0600** or through the My Onward portal

Find out more about **what we are doing** and **how you can help** [here](#).



IMPORTANT NOTICE ON DOORSTEP CALLERS.

We are aware of rogue contractors offering to carry out tree works on behalf of Onward. Please remember that we will always contact you if we need to carry out works to trees at your property. Always ask for Onward ID, never let someone in unless you are certain, and give us a ring if you are not sure on 0300 555 0600.

Places you are proud of.

A JAM-PACKED SUMMER.

Salford residents can now enjoy a new community orchard following the official opening on Wednesday 10th August.

Hidden among the residential roads of Salford, The Orchard was an overgrown piece of derelict land located close to one of Onward's sheltered schemes. Onward spotted an opportunity to transform the land into a working orchard, which has twelve fruit trees, a wildlife preserve, bird boxes and a walk-through path, creating a green space for residents to enjoy in the heart of their community.



It has been an incredibly busy summer for our Social Investment Team which has been delivering events and supporting programmes right across our neighbourhoods.

Thank you for joining us!

GOT A GREAT IDEA FOR A COMMUNITY PROJECT?



The Onward Community Fund aims to support local groups and projects.

Underpinned by our mission to make a positive difference in the communities we serve, groups can submit a funding application of up to £2,500 for a project that tackles one of our social investment themes, including work, food, green and digital.

In the first round this year, £22,520 was distributed by Onward to 20 organisations in the North West. This includes £2,500 towards one of our local Cheshire community groups, Hope Central. Hope Central will be using the funding to run a Life Skills Course over 8 weeks addressing cooking on a budget, making your money go further and staying in control of home energy costs.

In the second round of funding, we hope to allocate over £27,000 of funding towards projects helping people with the cost of living. Find out how you can apply and get involved [here](#).

Your voice.



OUR NEW PLAN - ONWARD TO 2030.

Following consultation with all customers in May, and after hearing from hundreds of you, this summer we launched our new Plan to move Onward to 2030. The Onward Difference explains how we will enable you to be your best, in a home you love and a place you are proud of. Take a look [here](#).

ONWARD NEEDS YOU!

Are you interested in helping us improve the services we provide?

Do you have some time to share with us, online or in person?

We are looking for customers who want to make a difference. You can help by joining our Customer Engagement Community.

Members of our community:

- Meet other tenants and people who work for Onward
- Learn how we do things and help us improve
- Access training and support to gain new skills



INTERESTED?

Think this is for you and want to find out more? Email us: customerengagement@onward.co.uk, call us on 0300 555 0600 visit our [webpages](#).



PREFER TO HEAR FROM US BY EMAIL?

More and more customers are telling us that they prefer to keep in touch digitally. We also want to save money on printing and posting so we can spend it on better homes and services for you instead. For these reasons, from April 2023 this newsletter will mostly be sent out by email. If you want to continue to receive a paper copy, we will continue to provide it - just let us know.

In the meantime, please take a moment to check you have registered your email with us or let us know if your email has changed by emailing CustomerServices@onward.co.uk or calling 0300 555 0600.