

Onward

YOUR VOICE.

Summer 2025

Welcome to the Summer edition of the Your Voice newsletter.

We are always looking to improve our services and are listening and hearing what customers are telling us so that we can get the basics right.

Over the last three months, we have worked with our Customer Engagement Community to prioritise issues, make changes and improve service delivery. Almost 400 customers shared their views through four recent consultations, so thank you to those who got involved.

These consultations have enabled us to make improvements to the design and content included within The Onward Newsletter that you receive four times per year. Feedback from new customers who benefitted from our Home+ initiative, which provides a furniture package to those who need one, showed that the support was a real lifeline and should be continued.

In this issue, we share more examples of how we are working with our groups, forums and the Onward Scrutiny Board to enhance the services we deliver using your feedback.

If you are interested in learning more about the ways you can share your views, please do get in touch or come along to one of our upcoming events.

Val Alker
Customer Involvement Manager



UPCOMING EVENTS.

We're hosting a series of face-to-face events and you're invited! Come along to meet our Customer Involvement Team, learn more about our groups and forums and how you can get involved.

- **Monday 30th June, 1pm to 2.30pm in Lancashire**
- **Monday 7th July, 1pm to 2.30pm in Manchester**
- **Monday 14th July, 1pm to 2.30pm in Merseyside**

We are also hosting the next HouseProud Rainbow Roofs Forum on Thursday 10th July from 12pm to 1pm on Microsoft Teams. Come along and join us to discuss LGBT+, hate crime, housing for older people, colleague training, member diversity, celebrating local heroes and supporting local businesses.

Interested in joining us? Please contact us by emailing customerengagement@onward.co.uk to find out more or head to the website (onward.co.uk/get-involved/events) to book your place.

If you need help getting to one of these events, please let us know. We're also supporting various pride marches across the North West this Summer and will be in touch with more details soon. If you are interested in attending, please email leanne.baldwin@onward.co.uk.

AN UPDATE FROM THE ONWARD SCRUTINY BOARD.

The Onward Scrutiny Board (OSB), a group of customer volunteers, help us to improve the services you receive. It does this by gathering information from customers and teams across Onward, checking our service performance in detail and reporting their suggestions to the Customer Committee (a sub-group of Onward's Board who oversee all services that customers receive).

In the last edition of Your Voice, we shared an update about how the OSB had used your feedback to make the information we share with customers about rent and service charges even better. These improvements meant that we received less enquiries from customers this year, so thank you to those who shared their views.

Our Housing Directors also met with customers from the OSB to discuss your feedback on value for money of grounds maintenance, cleaning and other services. They recommended sharing more information about the services we deliver, so that customers know what to expect from each service. Other recommendations included:

- ensuring recent customer feedback is shared with colleagues from Onward Repairs and Onward Environmental before they visit a site
- responding to enquiries from customers in a timely manner
- making improvements to the repairs handbook and our communications, to provide customers with clear instructions on how to raise communal repairs
- working with our supplier to see whether we can add information about quality checks to the Environmental Tracker on our website (onward.co.uk/environmental-tracker)

GET INVOLVED.

Are you interested in taking on a rewarding volunteer role that makes a difference for customers? We are on the look out for more customers to join the Onward Scrutiny Board.

Please get in touch by emailing customerengagement@onward.co.uk or calling **0300 555 0600** to learn more.

We welcome interest from all customers, but are also keen to hear from those aged under 50 who live in a house.



IMPROVING SERVICES FOR LEASEHOLDERS AND SHARED OWNERS.

The Home Ownership Forum recently met with our Home Ownership Team to discuss how we could improve our services and communication with leaseholders and shared owners. Following this session, the Forum worked with us to develop a new procedure for Section 22 requests which will support quicker response times for customers' future enquiries.

A Section 22 request, under the Landlord and Tenant Act 1985, means leaseholders living in our home ownership properties can request access to certain information about their service charges.

In the coming months, the Forum will be looking at the Government's leasehold reform and the impact this may have.

REPAIRS AND MAINTENANCE.

Customers who are part of our Regional Repairs and Maintenance Groups are working with us to improve the way our programmes to replace things like kitchens, bathrooms and energy efficiency projects to make our homes warmer, quieter and more comfortable are delivered.

This will include helping us to create website pages that will provide key information on these programmes to make it clearer to customers what they can expect.



These Groups are also reviewing the repairs handbook and have spoken with our Governance Team about the Regulator of Social Housing's Safety and Quality Standard. We'll be including their views in our annual self-assessment.

If you would like to share your views on the repairs handbook, which you can find on our website (onward.co.uk/repairs) please email customerengagement@onward.co.uk you can also use this email to request a printed copy of the handbook.

Our Regional Repairs and Maintenance Groups meet on Microsoft Teams every three months and we are looking for more customers to get involved. If you would like to join us at the next meeting in September, please do get in touch.

We can help you get set up on Microsoft Teams and where eligible, provide a free digital device through Onward Digital Connect.

LEARNING FROM COMPLAINTS.

Our Customer Resolution Forum help us learn from complaints to make improvements to services.

Over the last few months, the Forum has been working with us to look at how we can make our communication around complaints and how we investigate them better. It will also be looking at the ways we respond to complaints, such as following up with a phone call where needed to help explain outcomes to customers.

If you would like to learn more about our complaints process or are interested in joining the Customer Resolution Forum to share your views, please get in touch by emailing customerengagement@onward.co.uk or calling 0300 555 0600.



OUT AND ABOUT IN YOUR NEIGHBOURHOODS.



Greater Manchester

During a recent neighbourhood inspection at one of our schemes in Trafford, customers told us about issues with overflowing bins. We worked with Trafford Council to address these concerns and have ordered more bins to improve waste management in the area.



Lancashire

Our customers and colleagues recently came together with Lancashire County Council and Kokoro Tree Contracting to plant 1,500 new trees in an unused space in Clayton-le-Moors. The new woodland will create new habitats for wildlife and make our neighbourhoods greener.



Merseyside

Ahead of scaffolding being installed for a roof replacement project at one of our apartment buildings in Runcorn, we have completed hedge and shrub reductions. Customers have told us that this work has already had a positive impact on the appearance and safety of the neighbourhood.

IN IT TO WIN IT.

We're giving you the chance to win a £30, £20 or £10 voucher in our wordsearch competition. Simply complete the wordsearch below and let us know which word is missing by emailing leanne.baldwin@onward.co.uk by Friday 4th July.

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Neighbourhood
Community
Repairs

Environmental
Merseyside
Manchester

Lancashire
Onward
Home

PRIZE DRAW WINNERS.

As a member of our Customer Engagement Community, you are automatically entered into our monthly random prize draw for the chance to win a £50 high street voucher.

Congratulations to our latest winners Lisa, Johnny, Anne and Lorraine. We spoke to Lorraine who shared her views on the Customer Engagement Community:

"I've lived happily in my home for coming up to 40 years in July. I am semi-disabled and spend a lot of time at home, so I'm lucky to have a lovely garden to enjoy, a fantastic gardener and helpful family."

I chose to get involved with surveys sent to me as they are easy to do, sharing my views with Onward on different topics they need customers to voice an opinion on. It's easy to get involved in a way to suit you."

Next time it could be you...

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07793 795882**, or send an email to **customerservices@onward.co.uk**.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07793 795882 lub wyślij e-mail na adres customerservices@onward.co.uk.

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على customerservices@onward.co.uk رقم الواتس 07793 795882 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন, আমাদের হোয়াটসঅ্যাপ -এ 07793 795882 নম্বরে একটি বার্তা পাঠান বা customerservices@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتساپ به customerservices@onward.co.uk شماره 07793795882 برای ما پیام بفرستید یا یک ایمیل به

如果您在理解本文件时需要任何帮助，请致电 0300 555 0600，通过 WhatsApp 发送信息至 07793 795882，或发送电子邮件至 customerservices@onward.co.uk。

Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, farriin noogu soo dir lambarkan WhatsApp-ta 07793 795882, ama email noogu soo dir customerservices@onward.co.uk.

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ customerservices@onward.co.uk ہمیں واٹس ایپ پر 07793 795882 پر پیغام بھیجیں، یا

Si vous avez besoin d'aide pour comprendre ce document, appelez-nous au 0300 555 0600, envoyez-nous un message sur WhatsApp au 07793 795882, ou envoyez un e-mail à customerservices@onward.co.uk.

ئەگەر پێویستت بە یارمەتی ھەیە بۆ تیگەیشتن لەم بەلگنامەیە، تکایە پەیوەندیمان پێوە بکە بە ژمارە تەلەفۆنی 03005550600، لە واتسەپ پەیامێکمان بۆ بنێرە بە ژمارە تەلەفۆنی 07793795882 یان ئیمەیڵێکمان بۆ بنێرە بۆ customerservices@onward.co.uk.

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