

HOME OWNERSHIP MATTERS

Summer 2025

IN THIS ISSUE: changes we've made following your feedback and helpful information on the service charges you pay.

Welcome to the Summer edition of our home ownership newsletter. I am sure that you will join me in welcoming the longer days and hopefully some warmer weather.

You will have now received letters setting out your service charge estimates for 2025/26. We know that the cost of living continues to be a challenge for some of our customers and have worked to ensure that these services offer value for money in a challenging economic climate. If you are worried about the changes to your service charges, please let us know – we are here to help.

Many of you will now have received a copy of your five-year plans, which detail planned work that is on the horizon. We hope that these plans offer transparency and give you a clear vision of what is to come.

Finally, I'm pleased to share that the customer portal is now live for homeowners and offers a variety of quick and easy ways to manage your home on the go. I appreciate this has been long-awaited and hope that you find it useful. We are continuing to develop the portal and over time you will see improvements and changes in functionality.

If you need any support from us, whether that's reporting a communal repair, telling us about something that's gone wrong, or if you just want to talk, we are here to help.



Natalie Glasier,
Head of Home Ownership

MANAGE YOUR ACCOUNT ON THE GO.

Our customer portal is now live for home owners! It's quick and easy to use, with access to range of features right at your fingertips.

- ✓ See your account balance and transactions
- ✓ Report a communal repair and check on progress
- ✓ Get in touch with us via the chat function
- ✓ Update your contact details

All homeowners who sign up by Thursday 31st July 2025 will be in with the chance of winning a £100 gift voucher in our prize draw (terms and conditions apply).

Ready to sign up? Head to the customer portal (my.onward.co.uk/owners/www) and enter your tenancy number which you can find on the service charge estimate you receive each year. We also sent it to you by email earlier this month.

An error message may appear if we don't have your date of birth or contact number on file, so please be sure to update your details on the website (onward.co.uk/leaseholder-contact-information) before signing up. Please note, this update will not happen automatically and you will need to allow 10 working days before signing up to the app again.

If you don't have your tenancy number to hand or need to provide your date of birth or contact number in another way, you can get in touch with us by emailing homeownership@onward.co.uk or calling **0300 555 0600**.

YOU SAID, WE DID.

We want to make sure that your voice is at the heart of everything we do, and our Home Ownership Forum helps us do just that. Here are just some of the ways the Forum have helped to make our services better.



You told us that you'd like us to make our communications about service charges clearer, with more information about the services we provide.



Working with customers from the Forum, we have made improvements to these communications, including:

- better descriptions for each type of service charge and what you can expect from us
- clear explanations for the cause of any increases in costs
- frequently asked questions



You told us you wanted to learn more about our approach to planned works and the Section 20 Consultation process.



Following your feedback, we have created guides which are available on our website (onward.co.uk/leaseholders) which we hope you will find useful.



You told us that you'd like to review the performance of our repairs service.



The Forum met with colleagues from our Repairs Team to share their experience of the service and look at how it is performing. They reviewed information shared by our contractors, Liberty, and this will be a regular feature in future meetings.

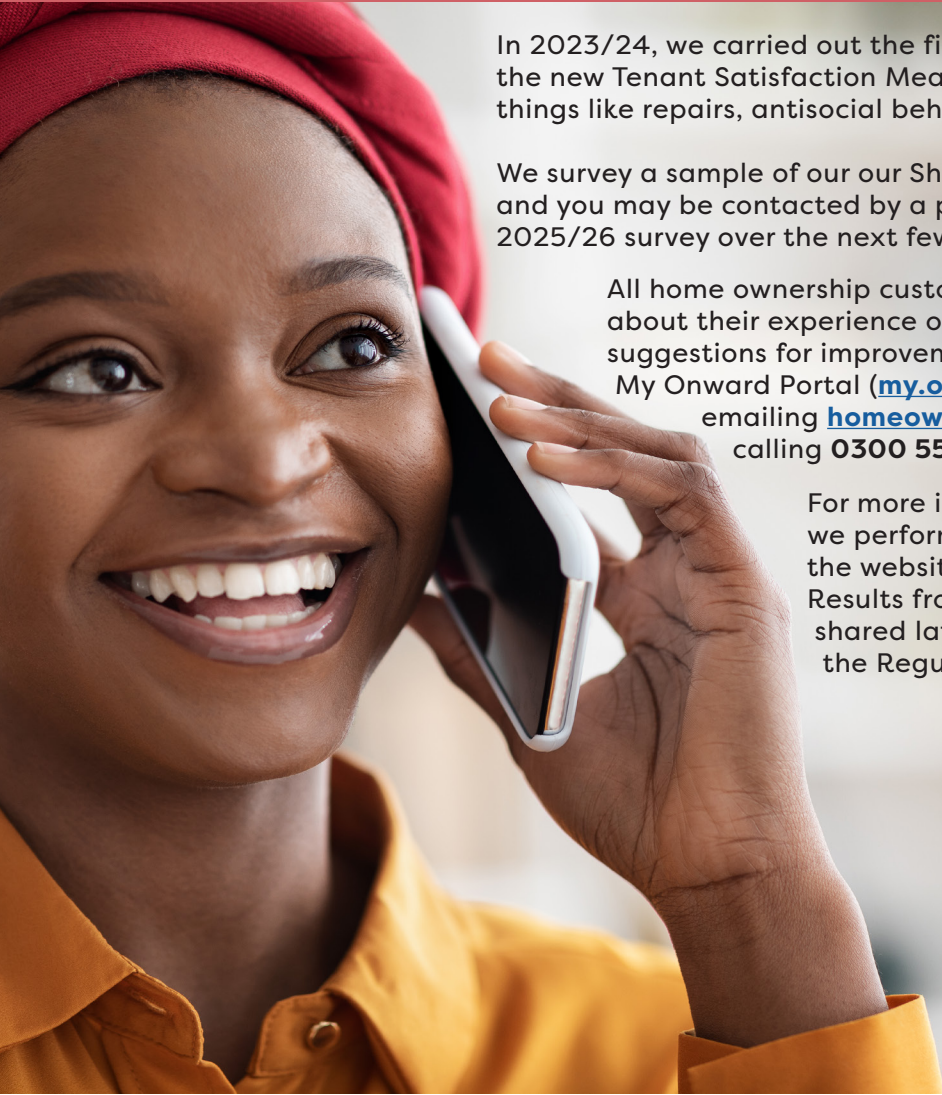
These meetings will continue throughout the year, with the Forum reviewing the services they receive to provide valuable feedback and influence any changes were needed.

We are always looking for opportunities to improve the services we deliver and our communications with you. If you'd like to get involved by answering surveys, joining our Home Ownership Forum, or the Onward Scrutiny Board, we offer different levels of involvement to suit your lifestyle and interests, so you can participate as much as you like.

Jonny, a member of the Forum said, *"I find the sessions really engaging. It's great to see the positive work going on behind the scenes and to see what is being done about issues that have been raised."*

To sign up or find out more, please visit our website (onward.co.uk/get-involved), email customerengagement@onward.co.uk or call 0300 555 0600.

SHARING YOUR VIEWS.



In 2023/24, we carried out the first annual questionnaire using the new Tenant Satisfaction Measures. This survey asks views on things like repairs, antisocial behaviour and complaints.

We survey a sample of our Shared Ownership customers and you may be contacted by a phone call to take part in the 2025/26 survey over the next few months.

All home ownership customers can share feedback about their experience of our services, or make suggestions for improvement at anytime by visiting the My Onward Portal (my.onward.co.uk/owners/www), emailing homeownership@onward.co.uk or calling **0300 555 0600**.

For more information and to find out how we performed in 2023/24, please visit the website (onward.co.uk/tsm-results). Results from the 2024/25 survey will be shared later this year and published by the Regulator of Social Housing.



KEEP COMMUNAL AREAS FREE FROM HAZARDS.

Excess bags of rubbish, furniture and other discarded household items pose a genuine fire risk to everyone in your building and must not be placed in bin stores or communal areas. This includes prams and manual or electric bikes and scooters.

If you notice hazards in bin stores or communal areas, please report it to us as soon as possible by calling **0300 555 0600**, sending us a message on WhatsApp to **07793 795882**, or emailing customerservices@onward.co.uk.

If we can identify the person responsible, recharges and enforcement action will be taken. If we are unable to identify the person responsible, the removal of items will be recharged to all customers living within the building through service charges.

To learn more about our approach to fly tipping, please visit our (onward.co.uk/fly-tipping).

FEES AND CHARGES.

From April 2025, some customers' service charge estimates increased in line with the terms of their lease. These charges cover the cost of services provided to your scheme and neighbourhood.

Please take a look at the Frequently Asked Questions on our the rent and service charges section of our website (onward.co.uk) which have been prepared to answer any questions you might have about these changes. If you are worried about your finances, you can access support from Citizens Advice by calling **0800 144 8848**.

We have also reviewed our fees and charges for services not covered by your management fee. For more information, please visit our website using the link above.

SUBLETTING YOUR HOME.

As outlined in your lease agreement, the use of your home for short-term rentals, including platforms like Airbnb, is not permitted.

We have recently seen listings on Airbnb advertising apartments which is a direct violation of the lease terms.

If there is evidence of apartments being used for Airbnb, you may be at risk of losing your home if legal action is taken, with any associated costs recharged to you.

Some leases allow long-term rentals with our permission. If you are currently offering a long-term rental but have not let us know, you should check your lease now to make sure you are not breaching any terms. To complete a permission request form for a long-term rental, please visit our website (onward.co.uk/subletting).

If you know anyone who is subletting their home via Airbnb, please let us know by emailing homeownership@onward.co.uk or calling **0300 555 0600**.



VIDEO DOORBELLS AND CCTV.

If you wish to install video doorbells or CCTV, you will need to request permission before doing so (fees apply).

We will not give permission to install video doorbells or CCTV where your door leads onto an internal communal area, will be intrusive to neighbouring homes/communal areas, or is deemed to be causing a nuisance.

If you have already installed a video doorbell or CCTV without our permission, we ask that you remove it until a permission request has been approved. We will be reviewing the situation at upcoming scheme inspections and will be in touch with any leaseholders who do not have permission. Any costs associated with the removal of video doorbells and CCTV will be invoiced to leaseholders.

To access the permission request form, please visit the website (onward.co.uk/your-lease).

PARKING.

If there is a car park located at your scheme, it's important to ensure that you park with consideration for your neighbours. This means only parking in a space that has been allocated to you (if specified within the lease) and not causing obstructions by parking on yellow lines or blocking access.

You are responsible for the behaviour of anyone living in or visiting your home, so please be sure to pass this information on.

If you have any disputes in relation to parking, please address these directly with your neighbour. Where parking spaces are designated and a dispute cannot be resolved directly between neighbours, please get in touch by emailing homeownership@onward.co.uk or calling 0300 555 0600 for support (fees apply).



KEEP YOUR SCHEME CLEAN.

We have unfortunately seen an increase in fly tipping and bin contamination at some of our buildings.

The council will not empty overfilled bins, bins with incorrect waste, or items left on the floor around the bin store. If this happens, we need to employ a contractor and the cost of this will be passed onto you via service charges.

Please follow the guidance below to help keep your building tidy and avoid additional costs.

DO:

- ✓ Use the correct bin to dispose of or recycle your rubbish
- ✓ Fold large cardboard boxes flat so that they don't take up as much room
- ✓ If you're not sure which bins you should put your rubbish in, visit your local council's website
- ✓ Speak to your neighbours if you spot them using the wrong bin or leaving items on the floor
- ✓ Make sure your tenants are aware of the bin arrangements if you sublet your property

DO NOT:

- ✗ Leave items on the floor by the bin as the council won't collect them
- ✗ Over-fill bins that are already full as the council won't empty them
- ✗ Put bagged rubbish on the floor in shared bin areas as the council won't collect it and it can attract vermin
- ✗ Leave large waste items in your garden or communal areas. Please take these items to the local tip or arrange a council collection

If you notice fly tipping in communal areas or gardens, please report this to us immediately by emailing customerservices@onward.co.uk, calling **0300 555 0600**, or messaging **07793 795882**.

If you notice fly tipping on the street or in alleyways, please report this to your local council.

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 **homeownership@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 homeownership@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 رقم الواتس homeownership@onward.co.uk 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 homeownership@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتساپ به شماره homeownership@onward.co.uk 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 homeownership@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 homeownership@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۔ ہمیں واٹس ایپ homeownership@onward.co.uk 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 homeownership@onward.co.uk.

ئەگەر پۈيۈستت بە يارمەتى ھەيە بۆ تۈگەشتەن لەم بەلگەنامەيە، تەكايە پەيۋەندىمان پۈيۈە بگە بە ژمارە تەلەفۇنى 03005550600، لە واتساپ homeownership@onward.co.uk پەياميەكمان بۆ بئيرە بە ژمارە تەلەفۇنى 07793795882 يان ئيمەيليەكمان بۆ بئيرە بۆ

Se necessitar de ajuda para compreender este documento, contacte-nos para o número 0300 555 0600, envie-nos uma mensagem para o WhatsApp para o número 07793 795882, ou envie um email para homeownership@onward.co.uk.