

The Onward Newsletter

Summer 2026

IN THIS ISSUE: how we're working with you to improve homes, neighbourhoods and services.

WELCOME.

Welcome to your summer newsletter. In this issue, we're focusing on what you've told us matters most: having a safe, comfortable home and making it easier for your voice to be heard.

Listening to what you tell us is at the core of what we do. I want us to act on your feedback and be clear about what's changed, so you know that you have been heard. I am delighted to share our new Customer Voice and Influence Strategy which has been shaped by conversations with thousands of customers.



A handwritten signature in black ink that reads "Sandy".

Sandy Livingstone
Chief Executive

In this newsletter, you'll read about the different ways we can support you as well as how we're making The Onward Difference from improving your homes and services, building new affordable housing to transforming green spaces and helping with the cost of living.

A big thank you to our involved customers who are working with us on your behalf to shape Onward now and in the future. They are continuing to challenge us to keep improving and I wouldn't have it any other way.

I hope the sun shines wherever you are and that this summer is all that you waited for. As a man from a former mining town in Lanarkshire, holidays for me are in the Hebrides where sun is not guaranteed!

SAY HELLO TO OUR NEW CUSTOMER VOICE AND INFLUENCE STRATEGY.



We want every customer, wherever you live, to be able to speak up, be heard, and see how what you say makes a real difference. Our new Customer Voice and Influence Strategy is our commitment to getting that right.

We didn't sit in a room and write this new strategy on our own. Since January, we've spoken to thousands of customers across the North West. You told us you want us to do more of what works, cut out what gets in the way and to make sure every customer has a voice in shaping what we do next.

"We're not just customers; we're part of the organisation. It's been brilliant to meet up and share our views on what is going well and how things can improve. Onward isn't just ticking a box; we're being given a voice and actually being listened to." **Amanda, one of our involved customers.**

To help us get this strategy right, we're making four straightforward promises to listen, learn, act and show what's changed.





1. Listening

Tell us what matters to you, in a way that works for you. Whether it's a phone call, online, meeting in your neighbourhood or through one of our forums, we're here to listen.



2. Learning

Join conversations with other customers and share your experiences. By listening and learning together, we can better understand what needs to change.



3. Acting

We use your feedback to make real improvements. What you tell us shapes our priorities, decisions and direction at all levels, from your neighbourhood team to our board.



4. Showing what's changed

We will keep you updated on what has changed because of your feedback. We will be clear on how your voice has made a difference.



To learn more about our new Customer Voice and Influence Strategy and explore the journey we took with customers to co-create it, please watch our customer video by heading to the website (onward.co.uk/customer-voice) or scanning the QR code with your mobile or tablet device.



If you have any questions, need to request a printed copy of the strategy or would like to share your views, please get in touch by:

-  visiting the My Onward Portal (onward.co.uk/portal)
-  emailing customerengagement@onward.co.uk
-  calling **0300 555 0600** or messaging **07418 344 603** on WhatsApp

And if you need any help accessing the video online, please speak to any Onward colleague who will be happy to help.



LOOKING AFTER YOUR HOME.

We're committed to ensuring your home is well looked after and meets the right health, safety and quality standards.

To do this, we need up-to-date information about your homes. Stock condition surveys are one of the ways we collect this information. These surveys help us build a better picture of each home and understand what work may be needed, so that we can plan ahead and invest in homes that need improvements.

Over the coming months, our contractor Savills will be carrying out these surveys. If your home is selected for a survey, it's important that you allow us access so we can look at things like the roof, windows, doors, kitchen, bathroom, heating and electrics. Any contractors working for us will have ID badges.

If you think something needs to be checked sooner, please get in touch by visiting the My Onward Portal (onward.co.uk/portal), emailing customerservices@onward.co.uk, calling **0300 555 0600** or messaging **07418 344 603** on WhatsApp.



EXPANDING OUR IN-HOUSE REPAIRS SERVICE.

Onward Repairs already carries out repairs and maintenance in Lancashire, Greater Manchester and Cheshire East, as well as gas, damp and mould services across the North West. Moving these services in-house has meant we can work in a more flexible and joined up way. It has also helped us respond more quickly to your feedback, so we can improve the services you receive.

From August this year, repairs and maintenance for homes across the Wirral will move from Liberty to Onward Repairs.

We have written to all customers in the Wirral to explain the changes and what happens next. If this change affects you, you won't need to do anything differently and you can still report repairs in the same way as you do now. The main change is that you will start to see more of our in-house team working in your homes and neighbourhoods.

We know customers in Merseyside and Cheshire West may want to know when Onward Repairs will be delivering services in their areas. We are planning to expand the service into these areas in the future and will share more information as soon as we can.



REPORT ANTISOCIAL BEHAVIOUR.

The way people behave can make a big difference to how happy you are in your home and neighbourhood. That's why we take reports of antisocial behaviour very seriously.

If you are experiencing persistent and excessively loud noise; assault or physical violence; aggressive or threatening language or behaviour; harassment; domestic abuse; racist or homophobic abuse or graffiti; drug dealing; or hate crime, we're here to help and will take the necessary steps to protect you.

You can let us know by filling in the form on our website (onward.co.uk/report-asb) or giving us a call.

To report a crime, you can contact the police by visiting calling **101** or **999** in an emergency. Alternatively, you can also contact Crimestoppers, an independent charity, anonymously by visiting their website (crimestoppers-uk.org) or calling **0800 555 111**.

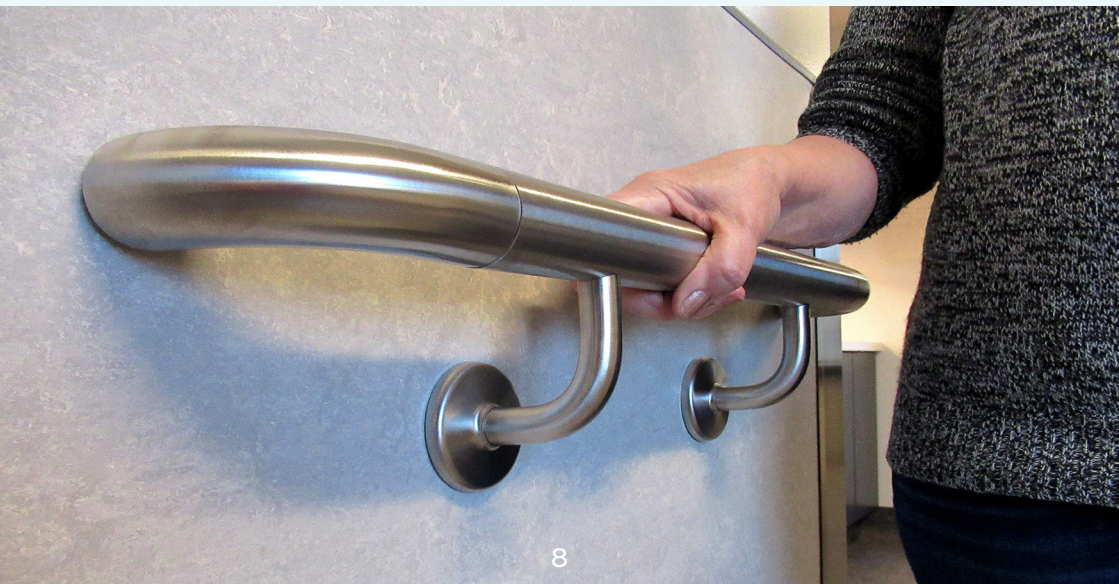
ADAPTING YOUR HOME.

We can help you remain independent in your home through adaptations. This could include minor adaptations, such as installing grab rails and fixed shower seats, or major adaptations such as stair lifts and level access showers.

We will usually fund minor adaptations up to a cost of £1,500. Your local authority will also provide a Community Equipment Service where you may be able to borrow various equipment, such as removable shower seats, WC raisers or portable ramps.

For major adaptations, you will need an occupational therapy assessment from your local authority. You may need to apply to your local authority for Disabled Facilities Grant funding, and we may be able to contribute towards the cost of works.

If you need any help with home adaptations or would like to learn more about our service, please visit the website (onward.co.uk/adaptations) or give us a call.



AN UPCOMING CHANGE TO MUTUAL EXCHANGE.

From 1st August 2026, we will be moving to a new mutual exchange platform called HomeSwapper. This means that you will no longer be able to access House Exchange from 31st July 2026 and will need to save any photos or text about your home that you want to keep.

You can sign up to HomeSwapper now by visiting their website (homeswapper.co.uk) and following the steps below.

1. Click on the 'Register' button at the top right of the screen
2. Add your first name, last name and email address
3. Create a password
4. Once you have read the Terms and Conditions and Privacy Policy, tick the box to confirm you agree
5. Click on the 'Create account' button

If you are already registered with HomeSwapper, you will be able to use your existing account and will no longer need to pay a fee. You will soon receive an email from WorldPay or PayPal to tell you that payments following the 1st August 2026 have been cancelled.

You do not need to do anything else with House Exchange, but please remember to save anything you want to keep before 31st July 2026.

If you have any questions about this change or how you can swap your home via a mutual exchange, please get in touch.

Making The Onward Difference

Our corporate plan 'The Onward Difference' sets out a clear vision for how we will improve the services, homes and neighbourhoods in our care. Here are some examples of the positive impact we have already made for customers and communities across the North West.

Helping people find a place to call home.

One of the ways we make The Onward Difference is by creating more affordable homes to help tackle the housing crisis.

In Murdishaw, construction is progressing well at our development of 12 one- and two-bedroom affordable rent apartments and we expect applications to open in late autumn. Later this year, we'll also start work on our new development just outside of Accrington where 40 energy efficient homes will be available for social rent, including a mix of one-bedroom apartments and two-, three-, and four-bedroom houses.

You can find out how to register for homes in your area by visiting the Find a Home section on our website (onward.co.uk/find-a-home) or giving us a call.

We've also helped local people take their first step onto the property ladder through Rent to Buy and Shared Ownership schemes. This includes our Signaller's Croft development near Crewe where we recently welcomed the first residents who were delighted with their new homes.



"It's felt like home since day one. I love the space and the amount of storage. It's got a garage and a really good-sized garden."

Danielle, a shared ownership customer at Signallers Croft.

To find out more about our Rent to Buy and Shared Ownership homes please visit Onward Living's website (onward-living.co.uk).

Creating a more environmentally friendly future.

With our partners, we're making The Onward Difference by upgrading the energy efficiency of your homes. Since 2022, we have invested £30.6million in improvements to 751 homes in Liverpool, Oldham and Hyndburn, helping to make these warmer and easier to run. This work has been supported by funding from the Social Housing Decarbonation and Warm Homes: Social Housing Fund.

"[The upgrades have] made the home warmer which was needed."

Lindsey, a customer whose home received energy efficiency upgrades.

We've also taken on board your feedback to improve access to green yet safer spaces across your neighbourhoods.

Funding from Greater Manchester Environment Trust has allowed us to deliver The Spaces Between Us project to transform alleyways off Rock Street in Salford into community gardens that host regular events for local residents. And in Accrington, we've worked with local people to clean up Woodnook Community Garden and this is now allowing us to explore different ways it can be used in the future.



Improving health, wellbeing and access to support with the cost of living.

Making The Onward Difference will always mean providing you with safe and comfortable homes. It's also about ensuring you have access to resources that improve health and wellbeing, including support with the rising cost of living.

At our Older Persons schemes across the North West, we have made changes to improve community wellbeing. This includes Onward on Air, a project which saw customers from Greenholme Close, Vale House and Cobden Lodge come together to share their life stories, experiences and create memories through a radio show.



To help tackle the cost of living, we've introduced Housing Perks, an award-winning free app that offers all our customers up to a 20% discount on their everyday shopping. Our Money Advice Team is also available to support with free, confidential advice on your finances, such as help with the recent rise in energy costs. To get in touch with the team please give us a call or email

moneyadviceteam@onward.co.uk.



HELP US TACKLE TENANCY FRAUD.

Tenancy fraud is a crime and can result in up to two years in prison and a fine of up to £50,000. There are different types of tenancy fraud to be aware of including:

- **Unlawful subletting:** someone rents out their home without asking for our permission.
- **Housing by deception:** someone gives false information on their housing application.
- **Wrongly claimed succession:** someone takes over a tenancy they are not entitled to when the tenant passes away.
- **Key selling:** a tenant is paid to pass on their keys for payment.
- **Unlawful assignment:** someone stops using their tenancy as their main or principal home and then lets another person live there without our permission.
- **False Right to Buy/Right to Acquire:** someone gives false information on their application for Right to Buy or Right to Acquire.

If you think you know someone that is committing tenancy fraud, you can report this to us by visiting our website (onward.co.uk/tenancy-fraud) or giving us a call. Any reports can be made confidentially.

LET US KNOW YOUR CONTACT PREFERENCES.

Later this year, we'll be moving over to a new system which will make it much easier to contact you about the things that matter most. Whether it's getting in touch with you about repairs appointments and neighbourhood walkabouts or sending our quarterly newsletters and annual reports, we'll be sure to send updates in the ways you prefer. So, please let us know whether you'd prefer to be contacted by post, email or text message using the contact details below.

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344 603**, or send an email to customerservices@onward.co.uk.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwońdo nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07418 344603 lub wyślij e-mail na adres customerservices@onward.co.uk.

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