

HOME OWNERSHIP MATTERS

Spring/Summer 2026

Welcome to the spring/summer edition of Home Ownership Matters. In this issue, you'll find important guidance on fire safety, tips for keeping shared spaces welcoming as we step into summer, and details about how your feedback is shaping the services we provide.

You'll also find details of the ways you can get involved, share your views, and help us continue to improve. And on that note, we need your help to make the Home Ownership Matters newsletter even better! We'd like to hear your thoughts on the editions you received last year, as well as what you'd like to hear more about in the future. Please complete this [quick survey](#) by Wednesday 30th September to be entered into our prize draw.

We've recently welcomed some new colleagues to our team. I'm pleased to introduce Sally Watts, our new Director of Leasehold and Supported, who joined us in February. Sally has worked in the housing sector for over 25 years and will be working closely with the team and I to ensure that you receive high quality, value for money services.



Sally Watts,
Director of Leasehold
and Supported

Whether you're a long-time homeowner or new to our community, there's plenty of helpful articles in this newsletter to keep you informed throughout the coming months. If you sublet your property, please be sure to share this with your tenant and/or managing agent so all residents have access to the latest guidance.

We'll be in touch with another update in autumn/winter, however if you need to speak to us in the meantime, please do get in touch.



Natalie Glaiser,
Head of Home Ownership



FIRE SAFETY UPDATE.

It's important to let us know as soon as possible if you, or your tenants, need extra support to evacuate safely in the event of a fire, so we can put the right plans in place.

From 6th April 2026, a new legal duty for landlords and those responsible for fire safety came into place via the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025. This duty involves identifying residents who may need assistance to evacuate safely during a fire and where appropriate, developing Residential Personal Emergency Evacuation Plans (RPEEPS). Assistance to evacuate may be required because of reduced mobility, physical disability, visual or hearing impairment, medical condition or other circumstance that would make it difficult to leave the building safely in an emergency.

If you think you or someone living in your property may need assistance, please get in touch by emailing homeownership@onward.co.uk and be sure to include your property address in the subject line. We will discuss the support available and work with you to complete a RPEEP and where appropriate, review this annually or whenever your circumstances change.

If you sublet your property, please ensure your tenant tells us if they need assistance to evacuate in an emergency so we can discuss whether a RPEEP is required. You should also let us know when a tenancy changes, so our records remain accurate.

We're carrying out our ongoing programme of fire door inspections to apartment entrance doors and communal fire doors in applicable mid-rise and high-rise buildings*. If we identify any actions needed to meet safety standards, such as repairs or replacements, we'll get in touch to explain what is required and when the work will need to take place. In the meantime, if you have any questions or concerns regarding your apartment door or frame, please don't hesitate to get in touch by calling **0300 555 0600** or emailing homeownership@onward.co.uk.

Thank you for helping us keep our buildings and communities safe.

*High-rise buildings include those at least 18 metres in height or have seven or more storeys. Mid-rise buildings include those at more than 11 metres above ground level with a full evacuation strategy, which means residents are required to leave immediately in the event of a fire. Notices within the communal areas of your building will provide advice on what to do in the event of a fire.

STEPPING INTO SUMMER.

As we welcome the longer days and warmer weather, many of us will be spring cleaning, spending more time outside, and entertaining loved ones. We want everyone to enjoy their homes and neighbourhoods, so please be mindful of noise, parking, rubbish, and smoking in shared spaces.

To help keep shared spaces safe and welcoming for everyone, please remember that barbecues should not be used on communal grassed areas, as they can cause damage. We also ask that communal gardens are kept clear of furniture, toys or other items, as these can create trip hazards and make it difficult to carry out grass cutting services. Your lease may restrict certain activities, so please check with your Home Ownership Specialist if you're unsure.

If you're spring cleaning or planning to get rid of any large household items, please contact your local council who may collect rubbish and items for free or a small fee.

As a reminder, the cost of tackling fly tipping and waste management issues increases the service charges you pay. To help us reduce costs, please be sure to report fly tipping or misuse of bins stores to us by emailing

homeownership@onward.co.uk, calling **0300 555 0600** or messaging **07418 344 603** on WhatsApp between 8am – 6pm Monday to Friday, and 10am – 6pm on Wednesdays.



SAY HELLO TO OUR NEW CUSTOMER VOICE AND INFLUENCE STRATEGY.

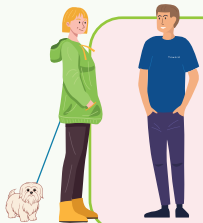
We want every customer, wherever you live, to be able to speak up, be heard, and see how what you say makes a real difference. Our new Customer Voice and Influence Strategy is our commitment to getting that right.

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.



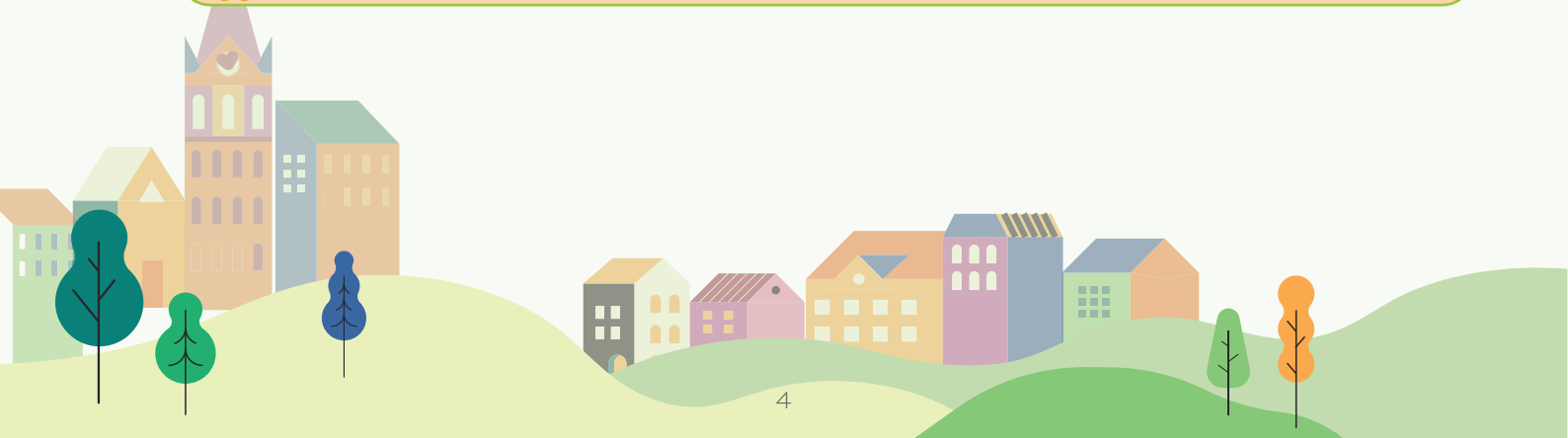
3. Acting

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).

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

AN UPDATE ON OUR SATISFACTION SURVEY.

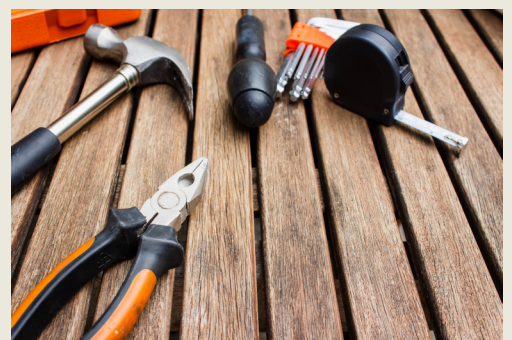
Every year, we carry out a survey with a sample of our shared ownership customers based on Tenant Satisfaction Measures (TSMs). The TSMs ask how happy or unhappy customers are in lots of areas, such as repairs, communal spaces, complaints and the positive local impact we make across our communities.

Thank you to everyone who took the time to share their views in our most recent survey, which is now complete. Later this year, we'll share the results and details of how we're working with customers to improve our services. You can also expect to see more updates about how we're listening and using your feedback to make meaningful changes, through this newsletter, our website, emails and personalised messages.

We will be delivering the next satisfaction survey over the next few months and will also be introducing a new survey to capture the views of our leaseholders later in the year. From time to time, we may also send out quick questionnaires that are specific to your block following planned works, or more general questions about how we can improve our services. If you have any feedback or suggestions in the meantime, please do get in touch with the Customer Involvement Team by emailing customerengagement@onward.co.uk or giving us a call.

HOME IMPROVEMENTS.

If you're planning home improvements, it's important to always check your lease before starting any work, as you may need permission from us or your freeholder. Please let us know by emailing homeownership@onward.co.uk in the first instance, and we'll guide you through the process.



It's also important to be considerate of your neighbours during home improvement works, such as keeping noise to reasonable hours and giving advance notice where possible.

If you sublet your home, you are responsible for ensuring that your tenants dispose of any items properly when they leave, as we will need to recharge for removal costs of any items left behind. If you're planning to carry out work before a new tenant moves in, please be sure to let us know in advance.



ENVIRONMENTAL SERVICES.

If you live in an apartment, Onward Environmental deliver several services across the communal spaces in your building. Throughout spring and summer this includes:

- Cutting the grass, trimming hedges and shrubs, and litter picking
- Keeping hard surface areas like paths, car parks, bike sheds and bin stores clean, tidy and safe by applying treatment to remove weeds and moss, as well as litter picking
- Regularly surveying trees and carrying out maintenance work as required to keep them healthy and safe
- Cleaning most foyers, hallways and stairs every two weeks
- Cleaning most windows once every two months
- Tackling fly tipping and waste management issues as required

These are the service standards that were agreed with homeowners and are reflected in the service charges you pay. We understand that things change, and if you feel that you would like Onward Environmental to visit your building to carry out these services more frequently, we would be happy to work with you to review service standards. Please get in touch with your Home Ownership Specialist to discuss this in more detail.

TRACK YOUR ENVIRONMENTAL SERVICES.

Our Environmental Tracker is your go-to tool for the latest updates from Onward Environmental, from schedules of when we'll next be in the area and photos before and after services are carried out.



Getting started is easy – just visit our website (onward.co.uk/environmental-tracker). If you need a hand getting online, any colleague will be glad to help. You can also reach out by emailing homeownership@onward.co.uk, giving us a call or messaging us on WhatsApp.

AN UPDATE ON OUR REPAIRS SERVICE.

Our formal tender process is now complete and we have appointed a new contractor, Armstrong Building and Maintenance (ABM). ABM have been delivering our communal repairs services since 1st June 2026 and we'll be working closely to ensure they deliver the high-quality services you expect.

As a reminder, if you need to report a communal repair, please:

-  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

If you need to report an emergency, such as a flood or leak that can't be controlled, please call us as soon as you can on **0300 555 0600**. You can do this 24 hours a day, 7 days a week.

HELP WITH STAIRCASING.



If you purchased your home through a shared ownership scheme, you could purchase more shares over time which is known as staircasing.

Depending on your lease, you may be able to staircase up to 100%, meaning you will own your home outright. Some leases restrict staircasing to a maximum percentage, so please check your lease. And if your shared ownership home was built after 2022, you may also be able to purchase additional shares from as little as 1%.

Home Ownership Coordinator, Peter, has been supporting customers with staircasing for seven years. Anthony, a shared owner, told us about the support they received:

“From start to finish, Peter was attentive and responsive. He explained what to expect, kept to the timeframes he gave me and made the whole process straightforward. I couldn't fault the service.”

If you'd like to discuss staircasing to own more of your shared ownership home, we're here to guide you every step of the way. Please get in touch by emailing homeownership@onward.co.uk or [take a look our staircasing process on our website.](#)

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 344603**, 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 07418 344603 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 07418 344603 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 07418 344603 নম্বরে একটি বার্তা পাঠান বা homeownership@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 0300 555 0600 تماس بگیرید، از طریق واتساپ به شماره homeownership@onward.co.uk 07418 344603 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 07418 344603，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 07418 344603, 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 07418 344603 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 07418 344603, ou envoyez un e-mail à homeownership@onward.co.uk.

ئەگەر پێویستت بە یارمەتی ھەمە بۆ تێگەیشتن لەم بەلگەنامەیە، تکایە پەیوەندیمان پێوە بکە بە ژمارە تەلەفۆنی 03005550600، لە واتساپ homeownership@onward.co.uk پەیامێکمان بۆ بنێرە بە ژمارە تەلەفۆنی 07418 344603 یان ئیمەیلیکمان بۆ بنێرە 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 07418 344603, ou envie um email para homeownership@onward.co.uk.