

The Onward Newsletter

Autumn 2026

IN THIS ISSUE: an update on how we're performing and tips to get your home ready for winter.

WELCOME.

Welcome to your latest newsletter. I hope that you enjoyed the summer. I spent mine back in Scotland in what was fair to say, much more autumnal weather.

Alongside this newsletter is our Customer Annual Report for 2025/26 which has been shaped by your fellow customers. You'll hear from them and see how we've listened, learned and acted on your feedback such as bringing more services in-house.

Your views have driven real change, and we're starting to see improvements. In the report, you'll read about how we're performing and the ways we'll work with you to improve further.

We know the colder months ahead can bring challenges and in this newsletter, we've included practical tips to help you stay warm, safe and well. You'll also find details about how we can support you with your finances, how to find information about your home and services, and an update on grounds maintenance services.

Thank you to everyone who has and continues to share their views with us. I know that by learning from your lived experiences and drawing on the knowledge of colleagues who work across your communities, we can make a real difference in what we do together.



A handwritten signature in dark ink, reading 'Sandy'.

Sandy Livingstone
Chief Executive

HOW WE'RE PERFORMING.

Every year we share a series of reports that show how we're performing and the ways we're using your feedback to improve.



Our Customer Annual Report, which is included with this newsletter, looks back at what we achieved during 2025/26 by working together. Here are some examples:



- Bringing damp and mould services **in-house** to Onward Repairs.
- Building and acquiring **489** affordable homes across the North West.
- Carrying out **5,800** home upgrades, including new doors, windows and kitchens.
- Supporting **1,667** young people and job seekers into training and employment.
- Delivering energy efficiency improvements to **364** homes, making these warmer and easier to run.
- Spending **£97million** on repairs, improvements and safety work in customers' homes.
- Helping 3,922 customers access **£7.5million** in additional income through tailored support.
- Engaging with more than **1,700** customers to shape and improve the services we provide.

We were pleased to see that performance improved in some areas during 2025/26. This included more repairs being completed within target timescales, empty homes being relet more quickly, and complaints being resolved faster.

We were also pleased to hear you were much happier with the key services you received last year as part of the tenant satisfaction survey. This included a 12.4% improvement in how we maintain communal areas.

These improvements reflect the changes we've made in response to your feedback, including bringing more services in-house to Onward Repairs and Onward Environmental, improving how we handle complaints and spending more time in your neighbourhoods.

We know there are still areas where we need to do better and have plans in place to do so. We'll continue to invest in your homes and work closely with customers to shape what we do. Whether that's improving our repairs service, turning complaints into action or tackling antisocial behaviour, we're committed to listening, learning and acting on what you tell us.

If you'd like to learn more about the results from our 2025/26 tenant satisfaction survey or read our Annual Complaints and Service Improvements Report, please visit our website (onward.co.uk/reports).

To request a printed copy of these reports, please get in touch by emailing customerservices@onward.co.uk, calling **0300 555 0600** or sending us a message on WhatsApp to **07418 344 603**.

GET READY FOR WINTER.

As the colder weather arrives, it's important to carry out a few simple checks to help keep your home warm, safe and running well throughout winter.



Check that your heating works.

Turn your heating on now to check that it's working before the weather gets very cold. If you find that it's not working, please report it to us.



Find out where your stop tap is.

Your stop tap will enable you to turn off your water in an emergency, such as a burst pipe. It's usually located under the kitchen sink or stairs.



Cover your pipes.

If pipes are in a cold place like a loft or outside wall, please keep them covered, but only if it is safe to do so.



Look out for signs of damp and mould.

Please get in touch as soon as possible if you spot any signs of damp and mould in your home. It will get worse if it is left untreated.



Tell us if you need additional support.

If you or someone you live with need any additional support, please let us know so we can tailor the services you receive. This is especially important for those with health conditions during the colder months.

If you need to report a repair or damp and mould, you can do so 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 between 8am-6pm Monday to Friday and 10am-6pm on Wednesdays.

To report an emergency repair, 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.

SUPPORT WITH YOUR FINANCES.

The cost of living can become more challenging during the colder months and this can be a worry.

“ I don't know what I would have done without Onward's help, they were fantastic, friendly, supportive and professional. A weight has been lifted off my shoulders and I will be eternally grateful. ”

An Onward customer

If you are worried about your finances, our Money Advice Team is here to help. They provide free, confidential advice on managing your household budget and accessing additional support you might be entitled to, including help with energy bills.

You can get in touch with the team by giving us a call or emailing moneyadviceteam@onward.co.uk.

INTRODUCING STAIRs.

New requirements are being introduced by the Government to help you access clear and helpful information about how your home and services are managed. This is part of a change called Social Tenant Access to Information Requirements, or STAIRs.

What this means for you

With these changes, you will be able to easily find information about the work that we do in your homes and neighbourhoods. This includes things like how we make decisions, spend money and look after your homes, and how we're performing in areas such as complaints and customer satisfaction.

What you'll start to see

We already share some of this information through our reports and website, and welcome these changes as an opportunity to be even more transparent. We're currently working with our involved customers to understand what information is most useful and how we can make it simple and easy to access.

From 1st October 2026, you'll be able to visit a new section on our website that brings together key information in one place so it's easy to find. And from 1st April 2027, you will also be able to get in touch to ask us for information if you cannot find what you need online.

How to get involved

If you'd like to get involved in shaping these changes, please get in touch by giving us a call, sending us a message on WhatsApp or emailing customerengagement@onward.co.uk.



GROUNDS MAINTENANCE SERVICES.

From October, we'll be out in your neighbourhood getting shared spaces ready for autumn and winter. This includes clearing leaves, tidying lawn edges, removing moss from paths, cutting back hedges and shrubs, and gritting high-risk schemes when temperatures drop below 0°C.

As a reminder, grass cutting will pause before returning in March next year.

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.

0300 555 0600، أو أرسل رسالة إلينا على رقم الواتس
إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على
07418 344603 أو أرسل رسالة بريد إلكتروني إلى customerservices@onward.co.uk.

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে
অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন,
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customerservices@onward.co.uk.

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或发送电子邮件至 customerservices@onward.co.uk。

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à customerservices@onward.co.uk.

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