

# The Onward Newsletter

Autumn 2025

**IN THIS ISSUE:** An update on our damp, mould and condensation service, and tips to keep your home safe and warm as the weather gets colder.

## WELCOME.

I hope you all had a fantastic Summer and enjoyed the sunshine. As you may have seen, earlier this month I announced that I will be retiring next Spring. It has been a huge privilege to lead Onward over the last decade.

Recent government announcements mean we have a real opportunity to tackle the housing crisis and continue to invest in our homes and communities, so for me now is the right time to hand over to a new leader.

As we look to the future, we have ambitious plans to improve which are set out in our Corporate Plan. Alongside this newsletter, you will find your Customer Annual Report which sets out how we have performed in 2024/25 and the ways we have worked with customers to improve our services. Your views help to shape the services we deliver, and we are listening and hearing what you are telling us about where we need to do better.

We know that the colder months ahead bring challenges. If you need help with living costs, want to report a repair, or just want to talk about our services, we are here to help. Please do get in touch if you have questions or if you need any support.



A handwritten signature in blue ink that reads "Bronwen".

Bronwen Rapley,  
Chief Executive

# HOW WE'RE PERFORMING.

Every year, we share reports on our website ([onward.co.uk/reports](https://onward.co.uk/reports)) that show how we're performing and how your feedback helps us get better. Two important reports are the Customer Annual Report, which is included with this newsletter, and the Annual Complaints & Service Improvement Report.

We also share the results from our Tenant Satisfaction Survey each year. This survey is based on Tenant Satisfaction Measures (TSMs) set by the Regulator of Social Housing and gives us a big picture of what customers think about lots of the services we deliver. To see our results from the 2024/25 survey and what we're doing to improve, please visit the website ([onward.co.uk/tsm-results](https://onward.co.uk/tsm-results)).

This year's survey is still underway, and you may be contacted via phone call by an organisation called The Leadership Factor or visited at home to take part over the next few months.

Thank you to everyone who has and continues to take the time to share their views with us. Your feedback through the TSMs, along with other regular surveys, will be used to improve our services.

If you'd like to request these reports in another format, please do get in touch by emailing [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk) or calling **0300 555 0600**.



# IMPROVING OUR DAMP AND MOULD SERVICE.



Over the past few years, we have taken steps to improve how we respond to reports of damp and mould in our homes. This year, we launched an in-house specialist Damp and Mould Team, to ensure all our customers benefit from the same consistent service.

From October 2025, reports of damp and mould in housing association homes will need to be addressed within strict timescales through the introduction of Awaab's Law.

If you are concerned about damp and mould in your home, please contact us immediately and we will investigate. If there is an immediate risk to health, we will visit within 24 hours to make sure your home is safe. If necessary, we will find

alternative accommodation for you until any risk has been removed.

Where a significant risk has been identified we will investigate within 10 working days. Following the investigation, we will write to you to explain our findings and next steps within 3 working days.

From the date your home is made safe we will start any repairs within 5 working days. If this is not possible, all work will be started in no more than 12 weeks.

For further information on damp and mould, please visit our website ([onward.co.uk/damp](https://onward.co.uk/damp)) or get in touch.

If you're looking to move to a new home in your current area or to somewhere else in the UK, you could swap your home with another household, whether that's an Onward customer, or someone from another registered provider, through a mutual exchange.

## SWAP YOUR HOME WITH A MUTUAL EXCHANGE.

Most customers with either a secure or assured tenancy type will be eligible to apply for a mutual exchange. There are some other factors that we consider and permission will not automatically be granted, so please get in touch if you are interested in swapping your home. You can also learn more by visiting our website ([onward.co.uk/mutual-exchange](https://onward.co.uk/mutual-exchange)).

**Elaine, who is now an Onward customer following a mutual exchange, said:**

“

I wanted to move closer to my family but was struggling to find a home through my local choice based letting scheme as I was suitably housed. When speaking to my relative, they told me that their neighbour wanted to move to the area I was living in.

We found out about mutual exchange, arranged to view each other's homes and quickly submitted the application forms. Onward then worked with my previous landlord to approve our applications and now I'm in the perfect home.

I feel more at ease living closer to my family and couldn't be happier. My neighbourhood specialist referred me to the Money Advice Team to see if I was eligible for any additional benefits which was helpful, and I've also been visiting the Tea Tree Café to be part of the local community here.

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## OUR ENVIRONMENTAL SERVICES.

From October, Onward Environmental will begin their Autumn and Winter works, including things like tidying lawn edges and fallen leaves, removing moss from footpaths, reducing hedges and shrubs, and gritting high risk sites when the weather drops below 0°. Flytipping, cleaning and window cleaning services will also continue as usual over this period. Please note that your grass cutting service will finish in October before springing back into action again from March next year.

To report flytipping, please get in touch using the details below. You can also check when we'll next be in the area and photos after services are carried out via the Environmental Tracker on our website ([onward.co.uk/environmental-tracker](https://onward.co.uk/environmental-tracker)) or by contacting us.

# GET READY FOR WINTER.

Here are some easy tips to keep your home safe and warm when it gets colder outside.



Make sure your heating works before it gets cold. If there's a problem tell us as soon as possible.



Try to keep your heating at a steady temperature. Our Money Advice Team can help if you're worried about costs; their support is free and confidential so please get in touch.



Check your pipes and wrap them up if the temperature drops to stop them from freezing.



Find out where your water stop tap is. You'll need to know if you have an emergency.



Look around for any signs of damp or mould and let us know if you spot something right away.

Head to the website ([onward.co.uk](https://onward.co.uk)) where you'll find more guidance on getting ready for Winter. If you need to contact us for help with your finances, or to report a repair or damp and mould in your home, you can do so by:



visiting the My Onward Portal ([my.onward.co.uk](https://my.onward.co.uk))



emailing [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk)



calling **0300 555 0600** or messaging **07793 795 882** on WhatsApp between 8am-6pm Monday to Friday and 10am-6pm on Wednesdays

If you need 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.

# UNDERSTANDING YOUR NEEDS.

To help us tailor the services you receive, it is important to let us know if you or someone you live with need any additional support. You can let us know using the 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 **07793 795882**, or send an email to **[customerservices@onward.co.uk](mailto: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 07793 795882 lub wyślij e-mail na adres [customerservices@onward.co.uk](mailto: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  
[customerservices@onward.co.uk](mailto:customerservices@onward.co.uk) 07793 795882 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে  
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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](mailto:customerservices@onward.co.uk)。

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à [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk).

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ئەگەر پێویستت بە یارمەتی ھەبە بۆ تێگەیشتن لەم بەلگەنامەیە، تکایە پەیوەندیمان  
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