

# ENVIRONMENTAL SERVICES UPDATE.

AUTUMN/WINTER 2025/26

Welcome to your Autumn/Winter environmental services update. The Spring and Summer have thankfully been warmer and drier this year, so you will have seen more of us out and about in your neighbourhood over recent months.

It's been one full year since we brought our environmental services in-house, and we now have an established team who deliver high quality services in shared areas and gardens and some open spaces.

We are continuing to explore new technology to make our services more efficient and cost effective for customers. Over the next few pages, we'll provide an update on the services we deliver across the North West during the Autumn/Winter period. Please note, this may include details of services you don't receive.

We're also pleased to introduce our new Head of Environmental Services, Vincent Clark, who brings a wealth of experience and is committed to continuing to improve the quality and efficiency of our services.

Looking ahead, we'll be sharing service updates twice a year and the next edition will be sent to you in Spring/Summer. If you need to speak to us in the meantime, please do get in touch.

Don't forget, through our Environmental Tracker, you can get the latest updates from Onward Environmental, including things like when we've visited, when we'll next be in the area and photos after services are carried out. To start exploring, please head the tracker on our website ([onward.co.uk/environmental-tracker](https://onward.co.uk/environmental-tracker)) and enter your postcode.

If you need help accessing this online, please speak to any Onward colleague who will be happy to help. Alternatively, please contact us by emailing [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk) or calling **0300 555 0600**.

## GROUNDS MAINTENANCE.

We deliver grounds maintenance services across our neighbourhoods, meaning that customers can be proud of where they live and enjoy the outdoors. This year, we have introduced some new equipment that has made it easier to deliver these services.

Now that the growing season has come to an end, we will visit to carry out the following services on all communal land that we own:

- tidying lawn edges and fallen leaves
- removing moss from footpaths
- reducing hedges and shrubs
- removing hedges and shrubs in some neighbourhoods to help clear footpaths and back entrances
- litter picking

From November, if the ground temperature reaches zero degrees or lower, we will deliver a gritting service across sheltered schemes and some high-risk sites. Some sites also have bins for customers to spread grit as needed, and we will work closely with our contractors and in-house teams to ensure these are refilled ahead of colder weather.

As a reminder, your grass cutting service finished in October and will be springing back into action again from March/April next year. Please also note that in most neighbourhoods, your local council will be responsible for maintaining all public footpaths and grass verges next to roads.

## TREE MANAGEMENT.

We survey trees in your garden, shared areas and some open spaces every three years to check that these are healthy and safe. From time to time, we may need to carry out work on these trees and more details about this service can be found on our website ([onward.co.uk/trees](https://onward.co.uk/trees)). You can also find tree inspection dates and any work we have identified by visiting the Environmental Tracker on our website ([onward.co.uk/environmental-tracker](https://onward.co.uk/environmental-tracker)) and entering your postcode.

If you notice any tree related issues, please do not prune, remove or try to deal with any damaged trees yourself, or employ someone else to do so on your behalf. Many of our trees are protected and it is a criminal offence to prune or remove them without consent from the local council.

You can report tree related issues to us by:

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

Over the Autumn/Winter period, we will be planting new trees across some of our neighbourhoods. We're always keen to get customers involved, so if you'd like to take part, please send an email to [socialinvestment@onward.co.uk](mailto:socialinvestment@onward.co.uk) or call **0300 555 0600**.

## FLY TIPPING AND WASTE MANAGEMENT.

We know that living in a place you are proud of is important and it's important to us too. That's why we are working closely with our customers and partners to keep our schemes and neighbourhoods tidy.

We currently spend around £150,000 tackling fly tipping and waste management each year. These costs increase the service charges you pay, so to help us reduce costs, please be sure to report fly tipping or misuse of bins stores to us by visiting the My Onward Portal ([onward.co.uk/portal](https://onward.co.uk/portal)), emailing [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk), calling **0300 555 0600**, or messaging **07793 795 882** on WhatsApp.

If you notice fly tipping on the street or in alleyways, please report this to your local council. Your local council may also collect large unwanted items for free or a small fee. To apply for the collection of a large waste item, please contact your local council or visit [gov.uk/collection-large-waste-items](https://gov.uk/collection-large-waste-items).

## CLEANING AND WINDOW CLEANING.

We want to make sure that we take care of the environment. That's why we have made changes to the cleaning products that we use. For example, we have introduced reusable bottles with less packaging.

In our last update, we shared information on the cleaning and window cleaning services customers receive if they live in a building with communal areas. As a reminder, most communal areas are cleaned every two weeks, and most windows are cleaned every two months. From time to time, we may also visit to deep clean communal areas and have introduced new machines to improve these services.

You can check when your next cleaning and window cleaning services are booked by heading to the Environmental Tracker on our website ([onward.co.uk/environmental-tracker](https://onward.co.uk/environmental-tracker)).

## MAKING THE ONWARD DIFFERENCE.

In addition to delivering environmental services, we are committed to making The Onward Difference and creating places our customers are proud to call home. Here are just some of the improvements we've made across the North West.

In Greater Manchester, customers from The Pewfist neighbourhood in Bolton alongside colleagues from Social Investment and Onward Environmental came together with City of Trees at a planting day, which saw native tree species planted to create a more attractive, greener environment for the community to enjoy.



Over in Lancashire, our customers and colleagues joined Lancashire County Council and Kokoro Tree Contracting to plant 1,500 new trees in an unused space in Clayton-le-Moors. The new woodland will create new habitats for wildlife and make our neighbourhoods greener.



Finally, in Merseyside customers joined us at a neighbourhood walkabout in Beechwood and told us about some overgrown green space. Onward Environmental cut back the grass and made the space useable again.



To explore how we are making The Onward Difference in your local area, please visit our website ([onward.co.uk/local-updates](https://onward.co.uk/local-updates)). If you need help accessing this online, please speak to any Onward colleague or get in touch to request a printed copy.

If you are aware of a green space that could be improved in your neighbourhood, or would like to take part in an upcoming planting or community clean up day, please send an email to [socialinvestment@onward.co.uk](mailto:socialinvestment@onward.co.uk) or call **0300 555 0600**.

## YOU SAID, WE DID.

We are always looking to improve our services and are listening and hearing what customers are telling us so that we can get the basics right.

In response to your feedback, we brought our environmental services in-house, with these moving from contractors over to Onward Environmental last year. This has allowed us to protect customers from rising contractor costs and ensure value for money in the service charges you pay. It has also meant that we can be more flexible in how we deliver our services and has given us more opportunities to respond quickly to your feedback.

Here are just some of the ways customers have helped to make our environmental services better this year:

- Providing training to ensure colleagues address issues raised by customers during their visits.
- Sending out regular updates, like this one, to update customers on the services they receive from Onward Environmental.
- Adding information about quality checks to the Environmental Tracker, so customers can see when our work has been reviewed.
- Introducing sustainable practices to reduce our waste.
- Improving our technology and equipment to make our services more efficient and cost effective for customers.

If you have any feedback about your experience of our services, or suggestions for improvement, please get in touch by visiting the My Onward Portal ([onward.co.uk/portal](https://onward.co.uk/portal)) emailing [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk), calling **0300 555 0600** or messaging **07793 795882** on WhatsApp between 8am – 6pm Monday to Friday, and 10am – 6pm on Wednesdays.

If you would like to give us regular feedback or work with us to improve our services, why not join our Customer Engagement Community? We offer different levels of involvement to suit different lifestyles and interests, so you can participate as much as you like.

Simply email [customerengagement@onward.co.uk](mailto:customerengagement@onward.co.uk) or give us a call to sign up.

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**.

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

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتساپ به [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk) شماره 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 [customerservices@onward.co.uk](mailto:customerservices@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 [customerservices@onward.co.uk](mailto:customerservices@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۔ [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk) ہمیں واٹس ایپ 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 [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk).

ئەگەر پێویستت بە یارمەتی ھەمە بۆ تێگەیشتن لەم بەلگەنامەیە، تکایە پەیوەندیمان پێوە بکە بە ژمارە تەلەفۆنی 03005550600، لە واتسنەپ پەیامێکمان بۆ بنێرە بە ژمارە تەلەفۆنی 07793795882 یان ئیمەیلیکمان بۆ بنێرە بۆ [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk).

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