

The Onward Newsletter

Summer 2025

IN THIS ISSUE: How we are making a positive local impact across our communities and the ways customers are helping to make our services better.

WELCOME.

Welcome to the Summer edition of our customer newsletter. In this update, we share the ways that customers are working with us to improve our homes and neighbourhoods. Over the next few pages, you'll also find some examples of how customers are shaping what we do and how you can get involved.

We are committed to making The Onward Difference in our communities, and in this newsletter, we also share stories about supporting with employment and training through to projects that will make our neighbourhoods greener and tidier. You can find out more about the work that we do in your area by visiting our website.

Finally, we have also signposted the ways that you can get in touch with us if you need support, whether that's reporting a repair or help with managing your home. If you have a problem that you need to report, we are just a phone call away. I hope that you have a relaxing Summer.



A handwritten signature in blue ink that reads "Bronwen". The signature is fluid and cursive, with a long horizontal line extending from the end.

Bronwen Rapley,
Chief Executive



SHARING YOUR VIEWS.

Your feedback helps us to get the basics right. We are always looking to improve our services and are listening and hearing what customers are telling us.

We will be delivering this year's Tenant Satisfaction Survey over the next few months. You may be contacted via phone call by an organisation called The Leadership Factor or visited at home to take part and share your views. If you'd like to share your views in the meantime, please do get in touch.

For more information and to find out how we performed in 2023/24, please visit the website (onward.co.uk/tsm-results). Results from the 2024/25 survey will be shared with you and published by the Regulator of Social Housing later this year.

GET INVOLVED.

If you are passionate about your home and neighbourhood, why not join one of our groups or forums?

From the Onward Scrutiny Board who provide regular feedback to improve the services you receive, to our Customer Equity Forum who ensure our services are accessible to all, we provide plenty of opportunities so you can get involved as much as you like.




By joining, you'll also become a member of our Customer Engagement Community, have access to free training and be entered into a monthly prize draw (terms and conditions apply).

To find out more, please email customerengagement@onward.co.uk, call 0300 555 0600 or visit the website (onward.co.uk/get-involved).



REPORTING REPAIRS.

From time to time, you may need to report a repair in your home. If you need to contact us to report a repair or damp and mould, you can do so by:

-  visiting the My Onward Portal (my.onward.co.uk)
-  emailing 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**. Our emergency phone line is available 24 hours a day, 7 days a week.

As a reminder, repairs caused by damp, mould and condensation are now carried out by our inhouse repairs team, Onward Repairs, for all customers in Greater Manchester, Merseyside and Lancashire. To learn more, please visit our website (onward.co.uk/damp).



YOU SAID, WE DID.

We want to make sure that your voice is at the heart of everything we do, and our Customer Engagement Community helps us do just that. Here are just some of the ways customers have helped to make our services better this year.



You told us you would like us to improve the way we approach complaints made by customers.



We are working with our Customer Resolutions Forum to ensure we are communicating well with our customers when they make a complaint. We have also introduced regular checks to review the quality of letters, emails and calls about complaints.

If you would like to learn more about our complaints process, please visit our website (onward.co.uk/complaints) or get in touch.



You told us that you'd like to learn more about our planned maintenance programmes.



Customers who are part of our Regional Repairs and Maintenance Groups are working with us to improve the way we deliver kitchen and bathroom replacement programmes. They are also helping us to review the way we deliver energy efficiency projects that make our homes warmer, quieter and more comfortable for customers.

This will include helping us to create website pages that will provide key information on these programmes to make it clearer to customers what they can expect.



You told us that you'd like the email version of this newsletter to be more engaging.



Members of our Customer Engagement Community recently gave us feedback on this newsletter, asking us to make it more colourful and easier to read. In response, we have worked with them to make improvements to our email version and have also changed to an A5 format for print.

If you would like to receive this newsletter by email in the future, please let us know by visiting the My Onward Portal (my.onward.co.uk), emailing customerservices@onward.co.uk, calling **0300 555 0600** or messaging **07793 795 882** on WhatsApp.

TRACK YOUR ENVIRONMENTAL SERVICES.



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) 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 or calling 0300 555 0600.

EMPLOYMENT AND TRAINING.

Need help getting into work?
We can help you onto a career path
and provide free help support with:

- Training courses
- CV writing and job applications
- Job searches and interview practice
- Work experience and volunteering opportunities
- Career development
- Funding

For more information, please email
socialinvestment@onward.co.uk,
call **0300 555 0600** or visit
onward.co.uk/employment).



Making The Onward Difference

Our Corporate Plan, The Onward Difference, is all about enabling you to be your best, in a home you love and place you are proud of. Here are some examples of the work we've been doing across the North West.

ENABLING PEOPLE TO BE THEIR BEST



Colleagues from across Onward met with students at Salford City College to share information about careers in the construction industry at an event on International Women's Day.

The young people heard about our colleagues' experiences, were provided with career advice and gained an insight into employment opportunities in the sector.

LANCASHIRE



Over in Accrington, our 1st Call Team held an event with local support services to provide advice and support with the cost of living and mental health. Over 100 local people attended with one saying, *"Thank you for today, it was so helpful having lots of support in one room."*





At Morley Court, one of our Older Person's schemes in Liverpool, we partnered with Mersey Care to set up a Neuroharmony Group. The group, which was created to support neurodiverse customers after a local service closed its doors, will see a programme of wellbeing activities delivered at the scheme this year.

If you've got a great idea for a community project but need a little help to get it off the ground, please email socialinvestment@onward.co.uk or call **0300 555 0600**.

PROVIDING HOMES OUR CUSTOMERS LOVE



Our partnership with Lovell has seen work restart at our Signallers Croft development of 54 Shared Ownership, 62 Rent to Buy and 23 Affordable Rent homes near Crewe. Work is progressing well on the large site, which has the potential to deliver up to 449 new homes in the coming years.





Over in Leyland, we've teamed up with Keepmoat Homes to deliver 26 Shared Ownership and 19 Social Rent homes at Bannister Lane. The development will see a collection of three- and four-bedroom homes set amongst green space with new pedestrian and cycle paths.

In Kirkdale, our largest retrofit project will see 400 of our oldest homes made warmer, quieter and more comfortable for customers. As well as repairing roofs, installing new insulation, windows and doors, our contractor Novus are also providing social value in the local area, with more than £50,000 already invested into community



If you're interested in any of these developments or would like to learn more about Rent to Buy and Shared Ownership schemes, please visit Onward Living's website (onward-living.co.uk) or call **0300 555 0130**.

For homes available through Affordable and Social Rent, you will need to apply through your local Choice Based Lettings provider. For more information, please visit our website (onward.co.uk/find-a-home).

CREATING PLACES PEOPLE ARE PROUD OF



In Hattersley, we held a community clean up day in support of the Great British Spring Clean. Colleagues from Onward, the NHS and Hattersley Environmental Action Team volunteered alongside community members from

the Go Green Hub to clear over 50 bags of rubbish and a large skip donated by Rowlinsons.

LANCASHIRE



Our customers and colleagues recently came together with 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.



MERSEYSIDE



As part of our wider improvements in Liverpool, we joined forces with the Kirkdale Litter Network and Everton in the Community to clear 71 bags of rubbish, making the area clean for the community to enjoy.

To explore how we are making The Onward Difference in your local area, please visit our website (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.

TENANCY SUPPORT.

Our Tenancy Support Team is here to help you set up your home, manage your tenancy and access essential household items like furniture where possible. They can also refer you to local services for support with bereavement, mental health, drugs and alcohol.

We're here to help if you need us, so please do get in touch by:



visiting the My Onward Portal
(my.onward.co.uk)

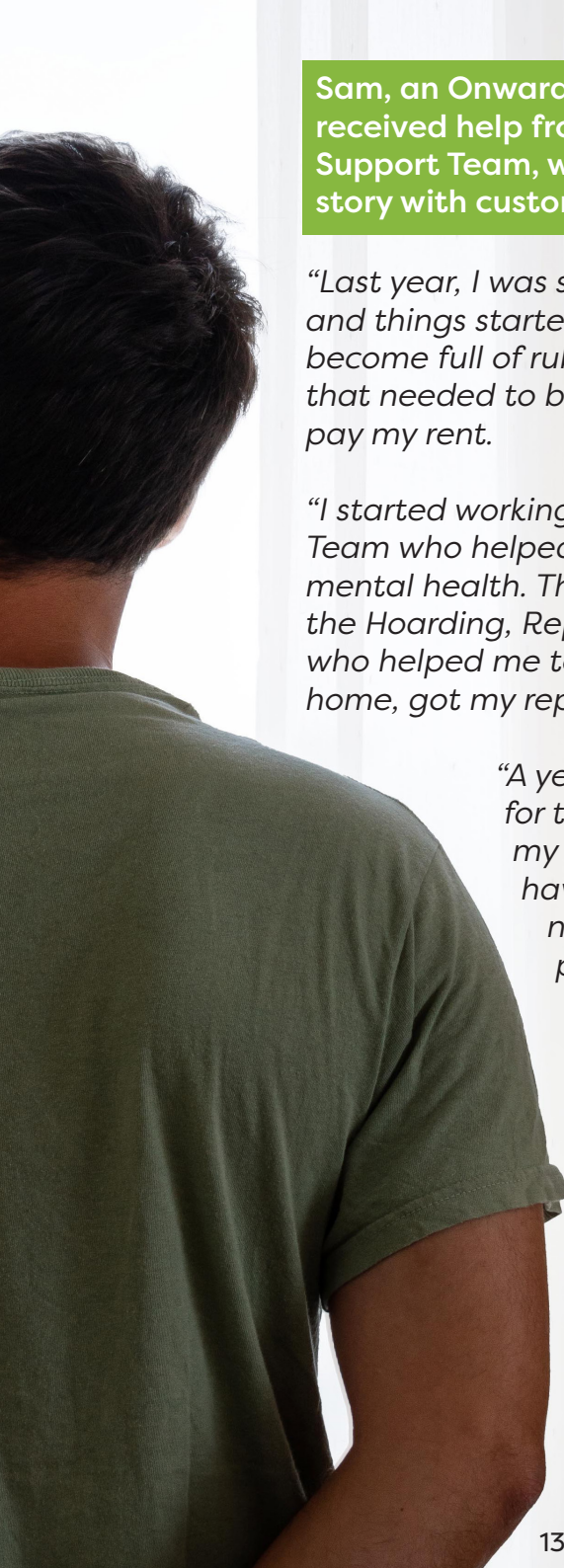


emailing
customerservices@onward.co.uk



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We also offer a range of additional support for customers, from advice on how to manage your finances to help with hoarding. You can learn more about these services by visiting the support services section on our website (onward.co.uk/services).



Sam, an Onward customer who received help from the Tenancy Support Team, wanted to share his story with customers:

“Last year, I was struggling with my mental health and things started to snowball. My flat had become full of rubbish, I’d not reported repairs that needed to be done, and I was struggling to pay my rent.

“I started working with the Tenancy Support Team who helped me access support for my mental health. They also put me in touch with the Hoarding, Repairs and Money Advice Teams who helped me to clear out all the rubbish in my home, got my repairs and rent arrears sorted out.

“A year later, my life has changed for the better. I’m able to manage my finances now that my debts have been wiped and I’ve got a nicely decorated flat that I’m proud to call my home.

“I’ve learnt that it’s always better to ask for help, even if you’re embarrassed, because it’s not going to get solved if you push people away and bury your head in the sand. There are kind people out there, like Nicole, Georgina and Rita at Onward who are willing to help if you need it.”

TACKLING TENANCY FRAUD.

Over 1.2 million households are currently on the waiting list for social housing across the UK, and people who commit tenancy fraud take homes away from people in genuine housing need.

Tenancy fraud includes:

- giving false information on an application
- subletting or selling keys
- taking over a tenancy after someone moves out or passes away

If you think you know someone who is committing tenancy fraud, please let us know by calling **0300 555 0600** or filling in our online form (onward.co.uk/tenancy-fraud). Any reports can be made confidentially.

HELPFUL INFORMATION ABOUT YOUR HOME AND TENANCY.

When new customers move into one of our homes, we share a welcome pack to help them settle in. This pack includes key information about our homes and tenancies, your rights and responsibilities as a customer, as well as the services and support we offer.

To access the latest version of the welcome pack, please visit our website (onward.co.uk/welcome-pack). If you'd like to request this in another format, please do get in touch.

We also have a range of policies available on our website (onward.co.uk/policies) that provide information about how we manage your tenancy. If you need help understanding these policies or want to request a printed copy, please get in touch.

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**.

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.

0300 555 0600، أو أرسل رسالة إلينا على رقم الواتس
إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على
07793 795882 customerservices@onward.co.uk 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,
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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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یا customerservices@onward.co.uk پیغام بھیجیں،

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sur WhatsApp au 07793 795882, ou envoyez un e-mail
à customerservices@onward.co.uk.

ئەگەر پێویستت بە یارمەتی ھەبە بۆ تێگەیشتن لەم بەلگەنامەیە، تکایە پەیوەندیان
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customerservices@onward.co.uk.

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ou envie um email para customerservices@onward.co.uk.