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CONFERENCE SUCCESS

Over 60 of you attended the action-packed event.

Supported into work

An inspirational story of finding your perfect job.

Ongo Carnival

Will you be joining us for our biggest event of the year on 3 August?

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Not long to go!

What to look forward to as the Ongo Carnival returns.

Contact us

Online



ongo.co.uk
enquiries@ongo.co.uk

OngoHomes
 @ongoUK

Call us



01724 279900

We record all calls for training and research purposes

My Home



Log in or register at:

myhome.ongo.co.uk

Or to download the app, search 'Ongo My Home' in your app store

WhatsApp



A message from Chief Exec Steve



Hi everyone,

The Ongo Carnival returns on Wednesday 3 August and, with it being the first one since 2019, I'm very excited to see lots of you on the day. There'll be a range of games, activities, performances and stalls for everybody. **Check out page 16 for more.**

I'm proud that we are working in partnership with North Lincolnshire Council on the 'Homes for Ukraine' scheme. We are currently supporting more than 75 families and their sponsors. **Click here to find out more about the project, and contact us if you're interested in becoming a sponsor.**

We insure the building that you live in, but it's important that you purchase contents insurance to protect your personal belongings. **Take a look here for further details.**

There has been over 20 expressions of interest in our tenant groups and involvement opportunities since the Customer Conference. You can influence the home you live in, the community you're a part of and the services that you receive in ways that fit around your other commitments. **Visit our website to see how you can make a difference.**

Happy reading!

Steve

Cause for celebration

Queen's Jubilee

Hundreds of you celebrated the Queen's Diamond Jubilee in June with events throughout the region.

Our two community hubs led the way as the Viking Centre (Barton) held a street party extravaganza with a barbecue, bouncy castle, crafts and other fun activities, while The Arc (Scunthorpe) hosted several afternoon tea sessions and youth activities.

Over 200 attended the Viking Centre celebrations. Resident Chantelle Oldaker said: "It was such a fun day. There was loads to do and enjoy, and it was very important to have so many of us together to celebrate the occasion."

At our Customer Conference, a jubilee theme ran throughout. Myos House, our dementia care scheme, also got residents involved with a tea party and get-together in the lounge.

Pride month

We honoured LGBTQ+ communities throughout the national Pride month in June.

The Arc and the Viking Centre ran a 'free rainbow cupcake with a hot drink' promotion every Thursday, and we lit up Ongo House in rainbow colours along with flying the Pride flag too. We also shared a range of stories and info to raise awareness.



Do you have an event coming up in your community? We want to hear about it!



A day in the life of... Andrea

One of our Tenancy Officers.

Some of you have recently reported someone knocking on doors claiming to work for us and asking for info. Our staff will always carry an ID card, so make sure to ask us to show this before letting us in.



What does your role involve?

I support tenants with any tenancy-related issues they may have. It's very varied and involves things like home-check visits, working with partnership agencies and resolving anti-social behaviour cases.

Can you detail the changes in the team?

Last year our Housing and Support teams were merged to create Tenancy Services. This has enabled all decisions around tenancies, benefits and support to be managed within the same team.

When you contact us, there is now also a dedicated Tenancy Services triage which allows your queries to be resolved quicker.

We have carried out several Community Focus Days recently, and we will be doing more soon so you can talk to us.

What support is available?

There's lots that we can help you with. This includes money and budgeting, managing your home, getting involved in community events and signposting you to support from other agencies.

[Click here to find out more.](#)

A message to any reader who may be struggling...

Reach out and speak to us – that first step can sometimes be the hardest but, once you make it, you'll never look back.

Contact us today:



You said, we're doing

A new section has been added to My Home.

Your feedback is crucial in improving our services, so we have launched an anti-social behaviour (ASB) section on your tenant portal My Home. This will allow you to:

- ✓ Report ASB issues anytime
- ✓ Add photos or notes to the case
- ✓ Get updates from Tenancy Officers
- ✓ Check on progress of the case up to resolution

There will also be info about what is and isn't classified as ASB, what to expect when you report an issue plus some frequently asked questions and helpful links.

A group of tenants were involved in testing the new section. Pam took part and said:

"I'm glad that we could have a look at it in further detail. It contains lots of useful info and this will make it easier to report such issues and receive regular updates."



On the app: You should see a section called 'Anti-social behaviour' on the home screen.



On the web version: Under the 'Your home' tab at the top of the page, it will say 'Report anti-social behaviour'.

[Check out this handy video to learn more.](#)



Pam testing out My Home

There's lots more you can do on My Home – pay rent, check your rent statements, book repairs, find out about different opportunities and support available, plus ask questions.

[Click here](#) to register, or you can download the app on the Google Play and Apple app stores.

Care in the community

How Demi was supported to find her perfect job...

Demi is only 18 but she had always held a dream; to help others and to make a difference to their lives. However, she was unsure how to reach that and wished some opportunities were available.

Two of our employment projects were soon at hand. A range of guidance and training was provided and, before long, she started work at a local care home.

Demi said: "I still can't believe how much Kelly (**Empower**) and Lisa (**Proud to Care**) have been able to help. They enabled me to learn a lot, gain confidence and improve the skills needed to work in the care sector.

"The support was made personal to me throughout, and it allowed me to progress at my own pace which made me feel at ease.

"Though I've only been in the job for a short time, I'm already loving it and I know that I'm going to have a happy future."

// I urge anybody who wants to find work to get this support. //



Read another inspiring story of support and success against adversity

here

Youth opportunity

Are you between 16 to 18 years old and want to find work? Then our traineeship scheme is the perfect opportunity for you!

Launched in July, the 12-week course combines a work placement with training and days out. There's the chance to gain qualifications, learn a range of skills plus improve your confidence and wellbeing.

Raine Dorn, Tutor Mentor, said: "The training covers a broad range including Maths and English support, CV building and interview skills, but it will also be specific to what area of work you are interested in.

"We ensure it's a relaxed environment so you feel comfortable, and it will help set you up ready for the next stage of your life."

[Click here to learn more and sign up.](#)



Over 120 people attended our Employability Day in June, with over 50 referrals made for further employment support.

Regina Dalmeida, Enterprise Manager, said: "The event was a great success – it was nice to see so many new faces and it makes it all worthwhile when you see people getting into work."

[Click here](#) to see how we can help find your dream job.



New Homes

Featuring The Parklands

Stylish homes in Sudbrooke

12 two and three-bed homes are part of a new development near Lincoln.

Named The Parklands, there will be a mixture of homes for rent and sale including four through our **shared ownership scheme**.

Each have a range of modern features and are less than ten minutes from Lincoln city centre with regular transport links. Four of the homes were completed in July, with the other eight due to be ready before the end of September.

[Click here](#) to find out more.

Continued regeneration

Following 32 new homes towards the end of 2020, a further 11 homes are being built on Rowland Road (Scunthorpe).

Four **Rent to Buy** are included in the development, with the two and three-bed homes due to be completed towards the end of 2022.

Planning submitted

A 40-home development at the site of Ashby Market has been presented for planning permission.

Public consultation took place to inform the plans which feature a mixture of homes for rent and homeownership. There are a number of shops, schools, parks, community hubs and other amenities all within the local area.

// There will be a range of sizes including one, two, three and four-bedroom homes, creating ideal places to live in the heart of a prominent area. //

Amy Schoenmaker, Development Manager

Check out the latest news on all our new homes by visiting: ongo.co.uk/developments



Our specialist dementia scheme, Myos House, is approaching its first anniversary!






Dot Shearman, resident, said: "I love living here. I feel very safe, everyone is always friendly and welcoming and there's something for us to do every day if we wish."

[Click here](#) to read more from Dot and another resident.

Reducing costs and carbon with technology

We will soon be launching some pilot projects as part of our smart home technology work.

These will be:

-  **Smart devices in homes with air-source heat pumps** - controls the temperature of the home, monitors heating effectiveness and highlights any potential issues.
-  **Portable sensors** - helps to identify the early onset of problems such as damp and mould, plus offer advice on how to reduce or stop the problem.
-  **Virtual assistance** - means you can show us a repair or issue through live video/image-sharing leading to more first-time resolution and clearer diagnosis.

Over **2,600** of you recently completed a survey about smart homes.

88% of respondents would consider participating in the pilot.

78% would like more info.

61% would consider the technology in their home.

With energy costs rising and the importance of achieving Net Zero, we want you to be further involved in this work as it progresses.



[Click here to get involved.](#) There will also be a stall at the Ongo Carnival where you can give us your thoughts and register for an upcoming focus group, plus the chance to enter a competition and win a prize.

Summer of fun

Improving the community

When? During August

Where? Overton Court (Barton – 24 August), Beechway and Lincoln Gardens (Ashby – 30 August)

What? Neighbourhood improvement days. Similar events have recently taken place throughout the Crosby area, Westcliff and Greenfields (Goxhill).

Email us to get involved!



Days out for the family

When? August

What? **Warley Road** Community Group trip to Skegness

Viking Centre visit to Yorkshire Wildlife Park

Market Hill Residents Association day out at Skegness

Click the links to book your place!



Holiday activities

When? Throughout the summer holidays

Where? The Arc (Westcliff)

What? The community hub has a range of fun events and sessions for children to enjoy.

Click here for dates and times.



Don't forget our Ongo Carnival on Wednesday 3 August, 11am – 3.30pm, at Manor Park in Scunthorpe!

Involved with Ongo

Conference success

Over 60 of you attended our Customer Conference to have your say and influence future plans.

The event featured an environmental theme, with interactive sessions held on creating a greener future and smart home technology.

Discussions focused on the rising cost of living, employment, financial and mental health support, opportunities to get involved and a Q&A with Chief Exec Steve. There were also several information stands from different departments to learn more about the services on offer.

Sue Hickling attended the event. She explained: "It was my first-ever big Ongo event, and I found it worthwhile and informative. I didn't know much about Net Zero and how I can be a part of helping the environment, but this made it clear and allowed us to share ideas. I left the event really excited for the future."

All the feedback and comments during the event were captured and have been included in an action plan that will be worked on.



Influencing where you live

You have contributed to a new Neighbourhood Standard which will ensure your community is clean, safe and secure.

[Click here to read the standard in full.](#)

Did you know?

Our Tenant Inspectors carry out inspections so that neighbourhoods, green-spaces and empty homes are up to standard and where people want to live. [Click here learn more.](#)



We want you to be involved in the creation of our 2021/22 Annual Report.



The report will focus on our performance over the previous year, including what has been achieved and where we are looking to improve.

Head to our website to provide your comments by Friday 5 August.



Hello from your tenant reps

Our main tenant group, Community Voice, elected its new Officers in June:

- **Tim Mills: Chair**
- **Jill Milner: Vice-Chair**
- **Dawn Johnson: Acting Treasurer**

Dawn only became a member in April but is already thriving in her involvement. She said: "I'm loving being part of a group where we make decisions on things that impact all residents. We learn, we challenge, and most importantly we act to make sure everything to do with Ongo is the best it can be."

The group are looking for new members – all you need is a passion to make a difference.

[Click here](#) for further details.



Photo from left to right: Tim, Dawn and Jill

Not long to go!

The 2022 Ongo Carnival is set to be the biggest and best yet!

What's there?

- Mini fairground rides
- Go Karts
- Circus workshop
- Bouncy castle
- Alpacas & friends
- Face painting
- Toddlers soft play area
- Sports and activities
- Information stands
- Regular performances

Ongo Carnival

Enjoy a free family day out at our biggest event of the year!

WEDNESDAY 3RD AUGUST

When?

11am - 3.30pm
Manor Park
Burringham Road
Scunthorpe

To find out more, visit our website at: ongo.co.uk

Where?

How much?

Completely free!
(apart from food and refreshments)

Share your photos from the day with us on Facebook and Twitter #OngoCarnival

