

KEY NEWS



£20K FOR THE COMMUNITY

More good causes than ever before have received funding.

Repairs response

How you have helped to influence improvements.

Ongo Carnival

The annual fun-day will return bigger and better than before.

In this issue

If you would like Key News in another language, call 01724 279900

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Save the date

The 2023 Ongo Carnival is not far away, check out all the details.

A message from Chief Exec Steve





Click on the image for the latest update.

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enquiries@ongo.co.uk

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

Trending on our social media...



Chief Exec Live Q&A



Coronation celebrations



National Volunteers' Week

Update on repairs

The number of repairs we are receiving has continued to rise. Compared to the same time last year, the amount of new jobs received for April and May has increased from **5,260** in 2022/23 to **5,359** in 2023/24.

We have begun working with additional contractors to help bring the number of outstanding jobs down, along with employing seven new people. This has reduced the amount of current repairs from around **3,300** at the end of January to around **2,300** in June.

Our main aim is to reduce the waiting time for our customers, whilst making sure we achieve a quality result. Appointments for standard repairs carried out by our internal workforce are now being made within a month of being reported, an improvement from waiting times of two to three months in April.

We will continue to use our internal resources alongside contractor support until we are in a better position, where workload has reduced and waiting times are at an acceptable level.

At the start of June, we introduced new repair priorities in consultation with our Property Services Panel and Community Voice (our main tenant representative group). The targets are 24 hours for emergency, 7 days for urgent and 28 days for non-urgent repairs. We will continue to monitor the progress against our priorities to enable us to reach our objective of reducing the time taken to complete all jobs.

We again would like to thank you for your patience whilst we work to get this service back to a good standard. We are confident you will see further improvements, and in the meantime we will continue to update you on our website and in Key News.



We currently also have over 500 damp and mould cases within our homes that we are working through.

Our commitment to you is that we will inspect every report thoroughly, ensuring that any remedial repairs are carried out. We will then introduce a period of monitoring to make sure the problem has been resolved fully.

To make sure this happens we've employed extra resources, appointed a main contractor, Equans, and have a dedicated manager who oversees this work.

We are also trialling new augmented reality (AR) technology to understand the severity of the issue at the first point of contact, with support to understand prevention measures.

To read information on different types of damp, mould and condensation, or to report this in your home, go to: ongo.co.uk/damp.

Financial support

There are a range of grants, funding and projects that you could access along with our free support.

Help with cost of living

Our website contains up to date information about the tailored support that is available to you based on where you live. It features various grants you could apply for, handy hints on how to reduce costs and additional help available from local agencies.

Find out more details [here](#).

We also want to remind you that, if you are struggling, then you are not on your own – we are here to help.

Whether it be guidance on how to reduce costs and save money, checking your entitlement to benefits and funding, improving your wellbeing or increasing your skills for work, there is something that will provide you reassurance and help put you in a better position.

Our team is here to help with any financial concerns or questions you may have.

Did you know?

We have teamed up with Lightning Reach, a secure platform which allows you to check local funding available and to apply directly.

Sign up for free [here](#).



Community celebration

We have awarded **18** groups their share of **£20,000** as part of our 2023 Community Grants project.



Learn more about the successful groups [here](#).



Family fun days out

We have put together a list of 10 cost-effective family days out and activities across the region.

1 **StreetSport (Scunthorpe)**  
For young people aged 8 to 18. These sessions are a mixture of girl's football, positive activities circuits and Premier League kicks sessions all for free.

2 **Messingham Zoo**  
A family-run business that offers something different to larger zoos and wildlife parks by focusing on close-up encounters with smaller, friendlier animals.


3 **Air Kings (Scunthorpe)** 
This trampoline park is an affordable activity during the school holidays or a weekend treat. Book online for certain sessions.

4 **Brodsworth Hall (Doncaster)** 
History-making days out from £14 per adult, book online to save 10%. Lots of family events held here and trails during school holidays and half-terms.

5 **Waters' Edge (Barton)** 
A free family day out packed with wildlife and nature. Explore country parks and a nature reserve.

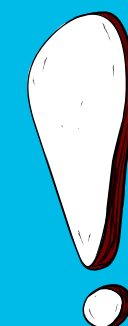
6 **Bouncy Land (Kirtton Lindsey)** 
Fun-filled day for the whole family. Fairground rides, bouncy castles, zipwires and much more. All rides and castles are included in the price with free adults entry.

7 **Bus trip to Scarborough** 
Organised by Crosby Community Association on Sunday 20 August. £12 per seat (£5 deposit required), check out more on their Facebook page.

8 **Youth clubs (Doncaster)** 
Two purpose-built youth centres, one located in Bentley and the other in Denaby Main. Wide-range of facilities for youngsters to enjoy, learn and thrive in.

9 **Play Avenue (Messingham)** 
A safe, spacious indoor role-play setting designed to fuel imaginations.

10 **Danum (Doncaster)** 
The Danum Gallery, Library and Museum is free to visit and open to all.



Check out some other great Facebook pages which have updates of fun and affordable activities and days out:

[Positive Activities North Lincs](#)

[Events & Activities for kids in the Scunthorpe area](#)



Shaping our future

We recently got in touch to ask for your feedback on the things most important to you, that we should be focusing on over the next few years. Over **650** of you gave us your thoughts and told us the areas we should prioritise when we set out our new Corporate Plan on 1 April 2024.

Our **current plan** runs until 31 March 2024, so we're working on what our business priorities should be; and your ideas play a key part in that. We're also working with our Leadership team, colleagues and Board members to get their thoughts too.

Key areas both you and our colleagues told us are important included:

- **Your repairs**
- **Being confident that we listen to and act on your feedback**
- **Keeping you informed**
- **Doing what we say we will and when we say we'll do it**

These areas were also considered key for us when we're planning our future priorities:

- **Homes that are safe & secure**
- **Low cost & energy efficient to run**
- **With modern features such as kitchens and bathrooms**

Over the next few months we'll be working through all the feedback to create a plan we believe will help us be a good landlord and ensure our communities are safe and happy places to live.

Thank you to everyone who has been involved so far. We'll be sharing our progress on the plan, and how you can feedback on it again so keep an eye out in future Key News magazines and on social media.

If this is something you'd like to know more about, [get in touch with us](#).



Help into work

Meet Dale Traynor

Dale started his volunteer journey with our Employment Support team, unsure of what he wanted to do after being out of work for a while.

He worked to build his confidence and gain experience, attending courses to enhance his skills, such as Multiply, volunteer training and on a business admin course.

He has since completed several work placements within Ongo and, in June, he secured a Customer Service apprenticeship role.

He said: "I can't remember the first time I came into Ongo, but what I do know is that I immediately felt welcomed.

"A massive thank you to Employment Support for the huge support they have given me throughout the years and continue to give me now. They have made me think about my life choices and put me on that path of achievement and success. I don't know where I would be without them."

Volunteering and work placements

Would you like the opportunity to gain new skills and get an insight into a new career? If so, an Ongo work placement could be ideal for you.

These run for eight weeks and are available in different sectors. Support is provided throughout and it also allows you the opportunity to complete our volunteer training course.

For more on support, training, job and volunteering opportunities, email employmentsupport@ongo.co.uk or call 01724 279900 (option 6) if you are interested.

You can also read more on our [website](#).



"They have helped me find myself again."



New homes

Winterton work

40 spacious family homes are close to completion.

There are a mixture of two and three-bed houses and 12 bungalows. 25 are for affordable rent and 15 as part of the [Rent to Buy](#) scheme for prospective homeowners.

All homes have modern kitchens and bathrooms, off-road parking, private rear gardens, full fibre broadband and all bungalows will have level-access shower rooms. There is also a variety of environmental features as part of our commitment to reducing carbon emissions.

Meeting a range of needs

We are investing £17million to build 96 bungalows across the region over the next two years including:

East Common Lane (Scunthorpe) – 28 bungalows which includes a couple of three-bed homes that are disability-friendly. The 10 one-bed homes are designed so that they can be altered to a two-bed in the future if required.

Ashtree Close (Belton) – 12 one and two-bed bungalows.

Stow Park Road (Manton) – 10 one-bed bungalows.

Click [here](#) for further details.

Ashby market regeneration

Work has begun on 40 homes at the site of the old Ashby market in Scunthorpe.

The development will contain a mixture of homes for affordable rent, Rent to Buy and [Shared Ownership](#) and will include 18 one-bed apartments along with two, three and four-bed houses.

Head to our [website](#) to learn more.

Featuring Coates Avenue, Winterton



Hatfield celebration

An event took place in April to commemorate the completion of 41 new homes close to Doncaster.

Discover more about the celebration event [here](#).

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

Investing in existing homes

We will invest £45.6million on major investments and decarbonisation work on our homes, as part of a four-year plan (between 2022-2026).

This will see an average investment per year of £11.4million, up from £7.3million during the previous five-year plan. Along with electrical upgrades, roofing work and other ongoing investment projects, this is set to include significant programmes around:

- ✓ **New kitchens fitted – 2,000 (compared to 793 in previous plan)**
- ✓ **New bathrooms fitted– 490 (compared to 494 in previous plan)**
- ✓ **Boiler replacements – 3,118 (compared to 3,252 in previous plan)**

We'll let you know when you're due for a renewal for one of the above in your home. Following this, over the next 10 years the level of investment will continue to increase, with a further £165million included (an average of £16.5million per year).

To find out more about our homes, community work or future plans, visit ongo.co.uk or head to [Facebook](#) and [Twitter](#).



A day in the life of...

Jess, one of our Project Managers.

What does your role involve?

Our team carry out the major investment work to our existing homes and neighbourhoods to ensure they are safe and well-maintained.

Can you explain about some recent and future projects?

We have recently installed new fire doors at Trent View House (Scunthorpe) and a new heating system at one of our retirement schemes, Lincoln Court. Work is progressing well with the replacement of kitchens and bathrooms along with rewires in homes that are due for renewal.

Our work to reduce carbon emissions also continues, targeting the homes that have a low energy efficient rating (EPC) and improving them, which will help tenants to live in a more efficient and economical home.

Any message to the readers?

We will contact you when something in your home is due to be renewed. You can help us ensure we have the correct information by allowing access to your home when we contact you to carry out a stock survey.



[Learn more](#) from Jess and her work to help improve existing homes.



BBQ on a budget

Beef burgers / Halloumi burgers

What will I need?

- 4x pre-made beef burger patties or 250g block halloumi cheese, cut into 8 thick slices for veggie option
- 1 tbsp olive oil
- 4 burger buns
- 1 large tomato (thinly sliced)
- 1 iceberg lettuce

How can I make it?

1. Cook the burgers according to the packet or brush each side of all the halloumi slices with olive oil and cook them on each side for 2-3 mins or until golden.

2. Split the burger buns (toast them very briefly on both sides if you like, but be careful not to burn them).

3. Add some tomato and then the burger or halloumi. Finish with the lettuce and top with the other half of the bun (add your sauce of choice).

Quick and easy potato salad

What will I need?

- 800g small new potatoes
- 3 tbsp mayonnaise
- 3 tbsp extra-virgin olive oil (optional)
- 1 tbsp white wine vinegar (optional)
- Small handful of parsley leaves (optional)

How can I make it?

1. Boil the potatoes in salted water for 20 minutes until just cooked. Drain and then cool.

2. Cut the potatoes into chunks and put into a bowl. Add enough mayonnaise to bind, then mix together the olive oil and vinegar (add just enough to give a little sharpness to the salad).

3. Stir in the finely chopped parsley and serve.

Check out more family meals for under £5 [here!](#)

Involved with Ongo

Competition winner

Run by national company Green Thumb, Jill (Crowle) entered the country-wide competition along with hundreds of other applicants. Work began at the end of March and will feature regular treatments along with extra removal of weeds throughout the year.

Jill said: “The lawn already looks very healthy and green, it will be nice to sit out in the summer with other neighbours and appreciate the work that has taken place.”

The Manor Gardens community have also been growing their own vegetables to donate to local residents, and they held a BBQ to celebrate the King's Coronation. When the weather took a turn for the worse, food and drink was delivered to those who hadn't been able to take part.

A great example of a community working together!

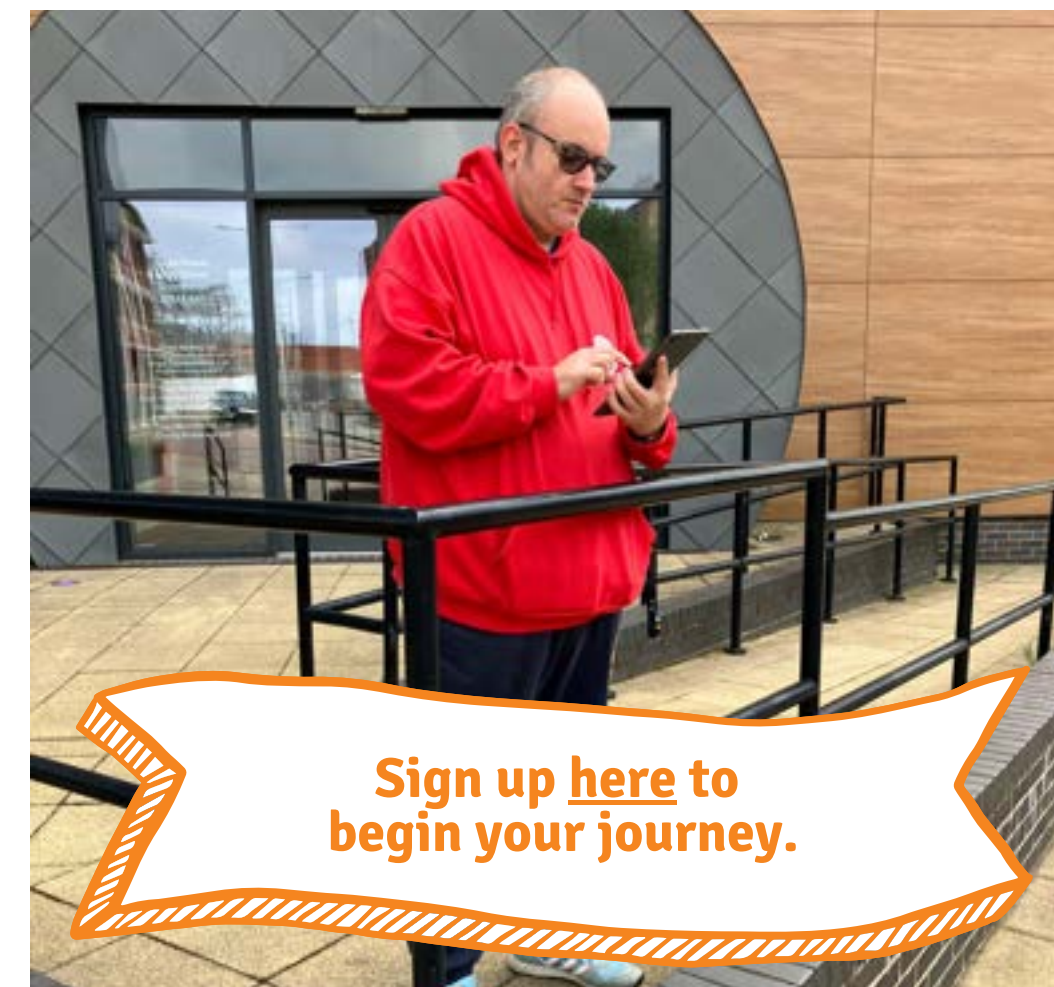
Contributing to change

Matthew, 38, recently became a Digital Tenant to help improve the digital services available to you including [My Home](#).

He said: “I don't have much spare time, but there are still many ways for me to influence change. I live in an Ongo home and use their services so I'm well placed to have a say on how they could improve.

“I want to make a difference - even if it helps just one other tenant then that's what matters. We all have different ideas so, rather than wishing things would change, make sure you're involved so that they do change.”

Tenants on [Community Voice](#), who discuss and decide on all customer-facing policies, have also been involved in refreshing the Ongo website.



Sign up [here](#) to begin your journey.

In the community

Thousands raised by residents at Myos House

Residents at Myos House in Scunthorpe have successfully raised enough money to purchase a much-needed pergola for their garden.

The idea for the pergola is so that all residents can enjoy the outside patio area during warmer weather as before, it had little shelter making it unsuitable for some living there.

Eileen Salmon, resident at Myos House said: “We have lovely gardens, but we were missing shelter which is so important for when we want to spend time outdoors.”

Denise Ford, Wellbeing Officer, played a huge part in these fundraising efforts. Sadly in 2023 Denise passed away. She will be greatly missed by all those she worked with and cared for at Myos House. As a special tribute, a commemorative plaque has been added to remember Denise and the amazing work she did.

Coronation at the Viking Centre

On Wednesday 3 May, The Viking Centre (Barton) held a party for the Kings Coronation. Lots of local families attended to enjoy the food and games.

They have more events coming up in the summer holidays, follow them on [Facebook](#) to find out more.



Myos House



Arc anniversary



Coronation celebrations



New fencing

The Arc turns five!

Our community hub in Westcliff celebrated after five hugely successful years of making a difference to the community.

The event took place on 1 June and had a children's entertainer, magic tricks, balloon modelling, special offers at the Arcafé, prizes, music and dancing.

Click [here](#) to learn more.

You said, we are doing

In recent months, our Neighbourhood Services team and volunteers were asked to install a fence by residents at Grange Field (Worlaby) and Victoria House (Barton).

This was to keep it in line with the rest of the area and to improve safety within the community. Local wildlife was also considered as hedgehog access points were incorporated into the fencing.

! Share your community stories with us so they can be featured in the next edition!



ONGO CARNIVAL

Wednesday 2 August 2023

..... 11AM - 3:30PM

Manor park, Burringham Road, Scunthorpe

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out more, and don't forget to share
photos from the day with us



#ONGOCARNIVAL



THERE WILL BE LOTS OF

yummy

FOOD OPTIONS!*



*These can be purchased separately from the mobile catering vans.

Alternately, bring your own food and enjoy at our picnic area!

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FUN FOR ALL THE FAMILY!



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