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Key News from



In This Month's Issue:

It's almost our Birthday

Check out our '2-page' special on pages 2&3

Removal of 0800 number

Turn to page 5 for more information.

Celebrating
10
ongoo

February 2017



Celebrating 10 years

THROWBACK

Have a look at some of our #throwback photos from the last 10 years!



Dine and Dance
2012



Community Award
2014



Community Voice officers
2016



 [Click here for the gallery](#)

Over £1,000 raised



Donations to The Blue Door



Donations to Lindsey Lodge Hospice

We raised £350 for Lindsey Lodge from a staff survey carried out, this went towards their decorate a patient room campaign.



More 25 days of Christmas donations...

Removal of the 0800 number

From 1st April 2017 you won't be able to contact us here at Ongo using the 0800 number, instead you will need to use 01724 279900.

You may have noticed that we have stopped publicly advertising the 0800 number for some time now - no longer advertising it on our vans, website or our letterheads. This was so we could prepare you for the time when we would need to switch over to one number only.

We, as an organisation, have been strengthening our business continuity

plan which identified that the 0800 number is a risk that needs to be addressed. That's because if an emergency were to strike where we couldn't work from our offices, at the moment our staff wouldn't be able to take the call if you were to ring from the 0800 number.

The 01724 279900 number is already set up so that staff can answer your calls from anywhere using a mobile phone; unfortunately the 0800 number doesn't have the same ability to do this and it's not possible to change anything to improve it.

Therefore, in order to avoid any loss of service to you, we are going to switch to the one number only - 01724 279900. This means that you will be guaranteed a telephone service at all times, including in emergency situations.

[Read more >>](#)

[More information >>](#)

A new way to contact us

You may have noticed a new feature on our Ongo website where you can now chat to us live!

It's a great way to beat the telephone queues & get in touch with one of our Customer Advisors who will be able to instant message you about your query or service request. It's really simple to use, Click onto 'Live Chat', input your name and tick if you are an Ongo tenant and press submit, an advisor will check it's really you by asking you to confirm a couple of security questions; then they will ask you how they can help!

Gold Standard IIP

We've achieved Investors in People (IIP) Gold standard for the second time, following an assessment which took place in December 2016.

The assessment focuses on nine key areas, and to achieve the accreditation, organisations are assessed on each of these to determine which standard they are performing against in terms of how they invest in their staff.

This is the second time we have achieved Gold, which is a great achievement due to the criteria changing in the assessment, making it more difficult to get the Gold standard.

The assessment consists of an initial meeting with IIP assessors, our HR Team and Senior Management. Plus there was also an online survey which all staff had the opportunity to complete and there were focus groups with staff picked at random by the assessors. These were all to identify how we invest in our staff, areas that we are a strong performer and also ways in which we can improve further.

Mo Mathieson, Organisational Development Manager, said: "We're all so pleased that Ongo achieved Gold, it's something that all the staff here should be extremely proud of. As the criteria's changed so much since we were assessed last time making it much harder

to achieve Gold it shows how far we've come in the last 3 years.

The assessor was very complementary of the work we do to invest in our staff, including our management training programmes, how well embedded our values are and how the staff truly live them, and how polite and friendly all the staff were.

Doing the Investors in People assessment was a brilliant opportunity to look at what we've done well as an organisation for our staff, and how we can improve further to become an even better place to work."

Ongo is encouraging tenants to blow the whistle on people they believe are committing tenancy fraud as part of a regional awareness campaign to stamp it out.

From the **6th to the 10th February**, landlords across the Yorkshire & Humber region joined forces to shine a spotlight on tenancy fraud to encourage residents to come forward & report any issues they are aware of.



"Tenancy cheats are using up valuable homes. This is why we're supporting this week of action and I would encourage people who have information to talk to us.

Ongo Homes take Tenancy Fraud very seriously and we take preventative measures at the start of the tenancy to check resident's ID.

Some people will be living

in their homes, unknowing they are committing fraud. We need to talk to people who may be concerned about this & to see how we can help."

What is it? >>

Why should I be bothered about it? >>

How do I report it? >>

Please can we remind all our residents of the process for reporting any anti-social behaviour concerns you may have.

Should you witness a crime in progress then please call 999 to report this or alternatively call 101 if you have a concern about possible criminal activity but an actual crime is not ongoing. If you have an issue that you think we at Ongo Homes needs to know about then you can report this to us on **01724 279900**.

We are committed to making sure you enjoy your home and have pride in the area you live but we can't do this alone and need your help. Please don't assume ourselves or the police already know.

Here's what we've been up to or planning in 2017



Big Christmas lunch

We held a Christmas lunch for over 30 of our tenants, to help tackle social isolation over the festive period.

Our staff organised the lunch for tenants who will be spending Christmas alone this year.

It took place at Lincoln Court, in Scunthorpe on Thursday 22 December between 12-3pm. Over 30 of our tenants attended the afternoon of festive fun.

The lunch was part of our 'Ongo 25 days of Christmas', which was a series of activities and fundraisers to support our

tenants, local charities and other good causes.

Linda Rutter, one of our tenants that attended, said, "The Christmas lunch was such a lovely idea. I go to lots of the events that take place at Lincoln Court, it's great seeing everyone come together.

Moving to Lincoln Court was the best thing I ever did, I'm kept busy here and it keeps me young!"



[Click here for the gallery](#)



Credit Union launches new family loan and savings plan

The local not-for-profit credit union (NLCU) has launched a new service to help families to manage their money better by combining access to affordable credit with a safe and handy savings facility.

With the new Child Benefit Loan and Savings Plan, families can apply immediately for a loan of up to £500. Once approved, they simply arrange for their Child Benefit to be paid regularly into their Credit Union membership account. When the Child Benefit starts to hit the account, the member signs their Loan Agreement and receives their loan.

The loan repayments are painlessly taken care of, straight from the Child Benefit. But the member decides what to do with their left-over funds. This could include saving some or all in a safe Credit Union Saver account to help with Christmas or other big spends, or transferring funds to a Classic VISA card for shopping.

With a legal cap on its interest charges, the Credit Union is well-known for offering the cheapest small loans available. A £500 Credit Union Loan over 50 weeks costs £12 per week, with a total repayment of £591.95.





an ongoing story...

Your next edition is
due out:

**30th May
2017**