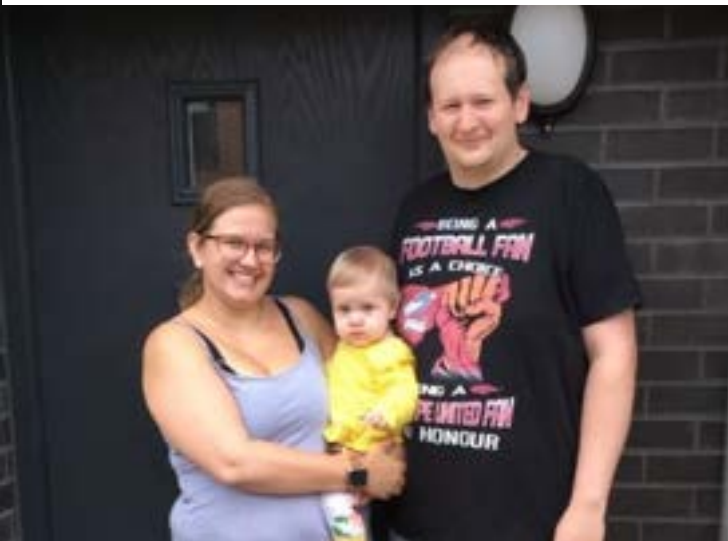




# Key News



## New way of getting a home

The MyMove platform influenced by you

## Overcoming barriers

Two people succeeding against the odds



**July 2021**

**The government recently lifted all legal Coronavirus restrictions, allowing people to make their own decisions about managing the virus.**

At Ongo, **the health and safety of tenants and staff will always be our main priority**, and so we want to balance opening up our services again but also keeping you safe. That's why we are encouraging you to wear a face covering if you come to one of our buildings, or if we visit your home. Our staff will ask if you would prefer them to wear a face covering as well - check out page four for the full information.

I'm very grateful that we have still been able to offer essential services to you over the last 16 months. It's great that **we can now open our full range of opportunities and services** again, and we have lots of exciting projects that we can now plan for as well.



I want to say thank you once again. For more from me, click [here](#)



# A new way of letting homes

## Our MyMove platform, as decided by you

In July, our tenant-led group Community Voice approved some changes to our Lettings Policy which includes the introduction of MyMove. **Click on each picture below for more:**



## New Lettable Standard launched

This standard sets out the condition of your home when you move in, and how you are expected to maintain it.

Check out a video that explains what the new standard means, and what has been added:

**Find out more on our website, including your involvement in these changes**



**Read the new standard here**



# Our roadmap out of lockdown

In line with the government’s lifting of restrictions, we have also progressed to the final stage of our roadmap which sets out the current status of our services.

Click on each of the below to find out the latest updates - you can also check out our updated roadmap [here](#).

## Buildings



## Visits



## Retirement schemes



## Community events



## Meetings



## Contacting us

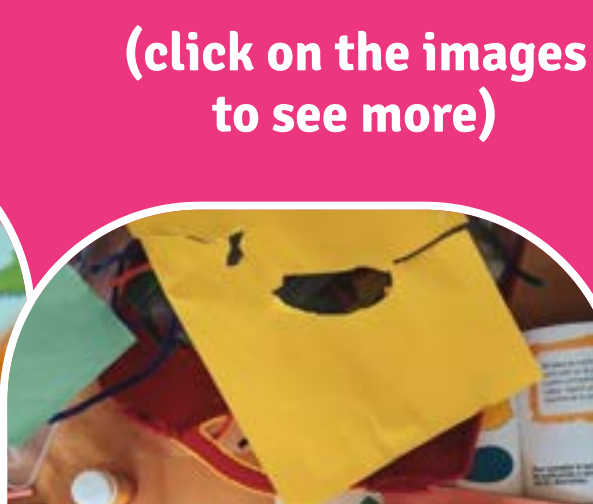


We continue to keep this under review weekly, and also monitor any further government and health updates. You can read more at [ongo.co.uk/coronavirus](https://ongo.co.uk/coronavirus)

Keep up to date with the latest guidance at [gov.uk/coronavirus](https://gov.uk/coronavirus) and [nhs.uk/coronavirus](https://nhs.uk/coronavirus)

# Giving something back

Our two community hubs fully opened their doors again on 19 July, but they had still been offering lots of support and activities over recent months. **Take a look at just some of these...**



(click on the buttons below for further details)

- Free youth sessions
- Progression club
- Takeaway menu
- Holiday activities

These are a few of many examples of the range of support, opportunities and activities that our community hubs can offer you.

The Arc  
Viking Centre  
[ongo.co.uk/community-hubs](https://ongo.co.uk/community-hubs)  
[arcwestcliff.co.uk](https://arcwestcliff.co.uk) 01724 844848



# Protecting your home

The Housing Ombudsman recently published a call for evidence on damp and mould in social housing.

The English Homes Survey reports that damp was an issue in 4% of housing association properties nationwide, so it's something that we want to make sure you know about including how to spot and prevent it.

If you spot any sign of damp or mould in your home, then it's important you contact us so we can inspect and treat it:



 [myhome.ongo.co.uk](https://myhome.ongo.co.uk)

 [Live Chat](#)

 [enquiries@ongo.co.uk](mailto:enquiries@ongo.co.uk)

## Asbestos awareness

It is common for asbestos to be present in a home, but it's important you understand what it is and how to keep you and your household safe.

Click on each for further details:

How do I know if asbestos is present in my home?

When is it a risk?

How do you remove asbestos and dispose of waste?

What do I do if my home contains asbestos?

What if I want to decorate or carry out some DIY?

Head to our website for the latest health and safety information...

# Keeping you safe

Your health and safety is one of our main priorities

As of the end of June, together we have...



Carried out asbestos surveys in **100%** of our properties



Completed **100%** of emergency light tests successfully



Completed **100%** of fire alarm tests in our high-rise flats



Completed **97.7%** of all our same day repairs on time



Completed **100%** of all our next day repairs on time



**99.3%** said our advisors were polite, helpful and friendly



**90%** felt our advisors listened and understood your request



**91.3%** were satisfied that our advisors resolved your queries



**92.7%** were satisfied with their overall customer experience

We strive to make homes, communities and services the very best they can be for you.

# Overcoming different challenges

Check out two inspiring examples of local people facing daily battles, but who have accessed support from us to enhance their opportunities and outlook.

## Never giving in

Having cerebral palsy, facing judgement, experiencing inequality, suffering stigma, being misdiagnosed and ending up in hospital 35 times... It's safe to say that Laneen has been through a lot.

However, rather than letting it define her, she has overcome them and drawn on our support such as Ongo Talk and the Looking Up project to move closer to employment.

Check out the type of support she has received and what it has meant to her



[ongo.co.uk/supporting-you](https://ongo.co.uk/supporting-you)

## Given a chance

Not so long ago, Wayne's struggles seemed endless – many years spent struggling with his mental health, not being able to read and write, having no belief in himself, and even attempting to take his own life. He admits that he had 'absolutely nothing'.

Like Laneen though, he has been receiving help to give him a sense of purpose and for his life to begin again.

Find out from Wayne the change that it has had on him



[employmentsupport@ongo.co.uk](mailto:employmentsupport@ongo.co.uk)

# Celebration

To commemorate **Pride month in June**, we got involved in plenty of activities to show support and raise awareness.

We lit up our head office with the rainbow flag, shared experiences including those from tenants, promoted lots of information, and we also held a 'Free Rainbow Cake Thursday' throughout the month at our community hubs.



Check out an inspiring video from Tim, tenant board member, and his partner Ian about what Pride represents...

## Accreditation achievement

We have retained our Leaders in Diversity accreditation for the third consecutive year.

This is awarded by the National Centre for Diversity, who recognised our commitment to FREDIE and the work that our Equality, Diversity and Inclusion (EDI) group do.

## Being recognised

We have been rated as 33<sup>rd</sup> in the National Centre for Diversity's Top 100 Most Inclusive Workplaces, an improvement from 38<sup>th</sup> last year.

The list is made up from many different organisations across a variety of sectors, and was part of the Centre's FREDIE (Fairness, Respect, Equality, Diversity, Inclusion, Engagement) Awards held in June.

Check out the full story on our website





# New homes

We built 182 new homes between 2020 - 2021, our highest number of new homes delivered over a 12 month period.

## Dementia scheme update

The first specialist dementia care development in the region will open in August.

Myos House will allow a person with a dementia diagnosis to live as independently as possible in their own apartment.

**Check out more and how to apply...**



**The development nearing completion**

## Town centre surroundings

The final ten homes at our Frodingham Road site have been completed towards the end of July.

Based only a few minutes away from Scunthorpe town centre, the development consists of 24 homes in total.

**Find out from one of the new tenants...**



**Daniel and family at their new home**

## Feedback on regeneration

Consultation has been taking place for a planned site on Ashtree Close, Belton.

Initial discussions had taken place with current residents, and since then we have offered the opportunity for the wider community to let us know their thoughts.

**Take a look at the feedback...**



**Part of our aim to build 225 new homes every year over the next ten years**

# Say No to Fraud

**We have been supporting an awareness campaign designed to assist people in how to spot the signs and avoid becoming a victim of fraud.**

In the **Humberside Police** area alone, £13.8 million was stolen from 7,471 victims between 2019 - 2020. The impact on a victim of fraud can be considerable from both a financial and wellbeing perspective.

The campaign, Say No to Fraud, has been developed by the **Office of the Humberside Police and Crime Commissioner**. It is encouraging local residents to 'Say NO to Fraud' by closing the door on a person while you check their credentials, putting the phone down mid-conversation to ring your bank yourself, and saying 'NO' to anyone asking for money or bank details that you may have befriended online. Genuine agencies will always understand and appreciate your caution.

**HUMBERSIDE POLICE & CRIME COMMISSIONER**

**TAKE FIVE TO LOOK OUT FOR YOUR LOVED ONES**

Even if your loved ones aren't online they can still be a victim of fraud. Criminals use telephone, post and door step fraud to target vulnerable people.

**TAKE FIVE TO STOP FRAUD**

**More information can be found at [saynotofraud.uk](https://saynotofraud.uk) and on social media - #SayNoToFraud**

# #InvolvedWithOngo

## Influencing digital plans

Our Digital Tenants' latest feedback session focused on a roadmap we have for improvements to My Home and our digital platforms over the next year.

The group gave their thoughts on current accessibility, a planned new community section for the tenant portal, and how users can feedback to us.

They came up with some recommendations which included:

## Online opportunities

Our tenant volunteers have taken part in a variety of online training recently to gain new skills and understanding.

Since the end of April alone, they have been involved in sessions including:

Unconscious bias

Social Housing White Paper

My Home

Meet the Regulator of Social Housing

Complaints handling



Andre, one of our Digital Tenants

# Shaping our Annual Report

You have been helping us to plan the design and content of the 2020/21 Annual Report that will be published in September.

It's published every year and it reports on how we have performed in the previous 12 months across different areas of the organisation. We came up with four designs which, after being presented with, our Community Voice Officers narrowed down to two.

In June, we shared the two designs on Facebook and asked you to pick your favourite. This is what you chose...

From here, we will be finalising the design and content to come up with a draft we can share with you for feedback.

Keep an eye out for this on [our website](#).

## Our promises to you

Earlier this year we launched our new Customer Charters, which set out the level of service that you can expect from us in four areas that you said were most important:

Customer Service

Customer Engagement

Property

Neighbourhood and Community



Watch this video to find out more about what the charters mean:

Visit the Customer Engagement section of our website or email [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk)

Get involved, make decisions, be part of change.



# Out in the community

Following on from the **Safer Streets project**, three We Care days took place in June on the Westcliff Closes and surrounding neighbourhood.

Staff volunteered to carry out painting, planting and tidying up, and local residents also got involved.

A neighbourhood pride event was held on Pryme Road (Scunthorpe) in July. The afternoon involved planting wild flower seeds, litter-picking, recycling and environmental information, plus some fun activities.

Jeanette Ellis, vice-chair of the Warley Road Community Group, said: "It was lovely to help brighten the area and meet plenty of people from the neighbourhood."



We will be holding further afternoon events at Market Hill in Scunthorpe (3 August), Teanby Drive in Winterton (24 August) and Fieldside in Epworth (31 August) to give something back to the community.

We're aiming to hold more events in different neighbourhoods in the future. If you would like to nominate an area:

Customer Engagement

Ongo Homes

# Achieving my ambitions

This time last year, Ash Prior was made redundant - a period of her life which she says was 'very challenging and disappointing'.

However, this presented an opportunity... a chance to focus on her dream of becoming a wellness professional who supports people in various aspects of their lives, and to get help from our Sparc team to set up her own business.

Check out Ash's journey below and how this dream has become a reality:

When I was made redundant...

The support I received...

I launched my new company in...

As well as the new business...

Overall, Sparc has helped...

If you have your own business idea but don't know where to start, find out how Sparc could help:



[ongo.co.uk/sparc](https://ongo.co.uk/sparc)

[sparc@ongo.co.uk](mailto:sparc@ongo.co.uk)



# Growing for wellbeing

(click for more photos)



Volunteers on our Growing & Learning project have created a sensory garden at the Somerby Road allotment in Scunthorpe...


## 'Giving me a purpose'

We are looking for people who care about their community and want to help improve their neighbourhood to become an Environmental Champion.

Find out from Alan on what being part of change and making his area a great place to live means:



Take a look at our Environmental Champions leaflet





Visit [ongo.co.uk/customerengagement](https://ongo.co.uk/customerengagement) if you want to find out more.

# Enhancing the environment

Two groups of local residents have worked together to bring their community gardens to life



After starting during the first lockdown, the tenants of Riverside Flats in West Butterwick have been growing a range of vegetables and brightening up the green-space...



Residents have been planting a number of flower beds, starting a vegetable patch and putting up decorative lighting at Durham House (Scunthorpe)...

(click on the above photos for more)



# Refreshing Key News

## We want your thoughts on a new design for the magazine

To make the publication more vibrant, we have had some new designs created.

We'd like to involve you in choosing the new look. You can check out the different designs by clicking on the photos below, and then vote for your favourite option using the buttons. You can also complete the survey at [surveymonkey.co.uk/r/keynews](https://surveymonkey.co.uk/r/keynews)



Front cover



Contents page



Sample pages

Please vote on:

Front cover

Contents page

Sample pages

## Win a shopping voucher

Your feedback is vital for what you would like to see in the next Key News, and how we can improve.

If you want to be in with a chance of winning a £30 gift card, complete the short survey and include your contact details.

July Key News survey

