

# Key News

May 2019



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# Welcome

## from Chief Exec Steve



It's been a year since I became Chief Exec, and I can honestly say it's been the most fulfilling year of my working life. I'm extremely proud of the work that our teams are doing to help you stay up-to-date with your rent as Universal Credit continues to be introduced, and I know that you value this too.

We say hello to our new Communities Director, Kevin Hornsby. Kevin will be a great addition to our team and I know he's already enjoying his time here. Check out page 17 to find out more about him.

I am also really pleased that we continue to build new homes across our region. Although our recent governance downgrade is disappointing, we are already progressing work to streamline our governance structures and to improve the way our boards look at risks to the business. We hope this will help us get back to a G1 rating as quickly as possible.

I know how important the environments around your homes are and, after listening to your views, we are increasing our resources in this area. We have reshaped our departments into a new Neighbourhood Services team to make sure all works which affect the environment are brought together in one place. This should help us to make our communities somewhere to be proud of. Find out more on page 16.

Looking ahead, I am excited for the Ongo Carnival that will take place on Wednesday 7 August. There was a record turnout in 2018 and there are plenty of great activities, stalls and information on offer this year. Also, our annual Dine and Dance event will be on Monday 16 December. Take a look at page 20 for more on both events.

Finally, I know that you may have questions you would like to ask me, so I will be taking to Facebook on Wednesday 5 June at 2pm. I will be happy to answer any questions about anything Ongo related. So, if you're not busy, pop on to [facebook.com/OngoHomes](https://www.facebook.com/OngoHomes) on that day and ask away.

Speak soon,

**Steve**

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## Trending on our social media...



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

Jeśli chcesz tę ulotkę w języku polskim, zadzwoń na 01724 279900

Jei norėtumėte šio lapelio, savo kalbą, susisiekite su mumis 01724 279900

Ja vēlaties šo instrukciju savā valodā, lūdzu, zvaniet mums uz 01724 279900

Se você gostaria deste folheto na sua língua, por favor ligue para 01724 279900

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## Get in touch

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f OngoHomes  
t @ongoUK

My Home  
[myhome.ongo.co.uk](http://myhome.ongo.co.uk)

Also available in the Android  
and Apple app stores

Call us  
01724 279900

We record all calls for training  
and research purposes

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# Here to help

We've launched a new three month Money Skills project to help you.

This exciting opportunity allows you to get advice and to develop a plan to help your finances.

One course took place in April, and another at the end of May. However, there are still places available for the June programme.

As long as you are 18 years or older and are not in paid employment, then you can sign up.

Check out the full details below.



## Do you need support managing your money? Do you want to know how to make the most of your income?

**Come and meet like-minded people in a relaxed, friendly environment**

Support and advice will be provided on:

- Managing debt
- Shopping on a budget
- Benefits and what you're eligible for
- How to save money and budgeting plans
- Understanding your money and financial documents

You also will receive confidential one-to-one support to help you navigate your way through any personal problems you may have, and to develop an action plan.

Speak to our friendly team to book a place!

**Contact: 01724 844848**

You can also email  
[employmentsupport@ongo.co.uk](mailto:employmentsupport@ongo.co.uk)  
or check out 'Employment Support from Ongo' on Facebook

\*eligibility applies



This project is funded by the European Social Fund and The National Lottery



# Keeping you safe

We have safeguarding champions - we work closely with local authorities to protect children and vulnerable adults from any kind of abuse, and to keep them free from harm. This is one of our top priorities.

## Types of abuse could include:

- Physical, emotional or sexual abuse
- Domestic abuse
- Discriminatory abuse
- Financial abuse
- Institutional abuse
- Neglect and self-neglect
- Modern slavery

## Who could be the abuser?

- Friends
- Family
- Neighbours
- Professionals
- Strangers who groom online



EVERYBODY HAS  
THE RIGHT TO  
FEEL SAFE.

## Who might be at risk?

- Children
- People with disabilities
- Older people
- People with mental health problems
- People who are ill for a long time
- People who are misusing drugs or alcohol

## Signs of abuse

For example these can be when a person:

- Looks dirty or is not dressed properly
- Has an injury that is difficult to explain
- Seems frightened around certain people
- Seems unusually down or withdrawn
- Finds money missing

Even if you're not sure whether these signs mean abuse, you should still report them to us at [ongo.co.uk](https://www.ongo.co.uk) or the adult and child services team at your local authority.

# In the know

We love to hear from you – get in touch with your stories



editor@ongo.co.uk



OngoHomes



@ongouk



## Completion celebration

An event was held in March to mark the completion of 50 new homes at Ivor Grove in Balby, a suburb of Doncaster.

There was a mix of new residents, our staff, the Mayor of Doncaster, plus Doncaster Council and Homes England staff in attendance.

Martin Phillips, Development Manager, said: “This was a culmination of lots of hard work, and it was great to see so many people there to celebrate the success of the development.”

This is just one of the many developments we are working on and have planned for the future.

Find out how many new homes we are aiming to build in Kevin’s section on page 17.



## Equality, Diversity and Inclusion (EDI) standards

The National Centre for Diversity (NCD) has updated its standards for accreditation, now referring to FREDIE as the overarching definition for EDI. FREDIE stands for: Fairness, Respect, Equality, Diversity, Inclusion, and Engagement.

We are recognised as investors and leaders in Diversity, and we are wholeheartedly committed to each and every aspect of FREDIE. We have a Steering Group, made up of tenants and staff, that meet every three months to champion and raise the profile of EDI in everything we do.

If you would like to find out more about the group, check out page 13.



## Access to fire risk assessments and grass cutting updates

You can now check out fire risk assessments for high-rise and retirement living schemes online.

This allows you to see what is being done to reduce risks. Go to [ongo.co.uk](https://ongo.co.uk) and search ‘fire risk assessments’ to have a look.

Also, for those living in our retirement living schemes, you can now check when the grass was last cut. You can also see when hedges were last trimmed, when weeds were sprayed, and when leaves were collected. It shows the schedule for future work too.

All this information is available at [ongo.co.uk/groundsmaintenance](https://ongo.co.uk/groundsmaintenance)



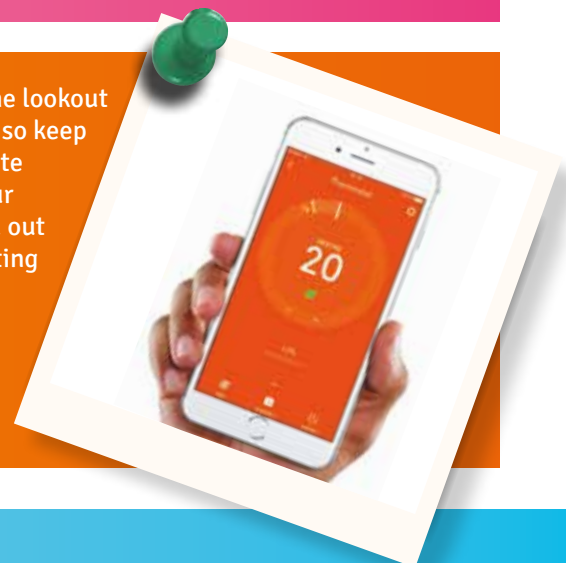
## Smart heating trial

We are trialling a new product to help develop better, smarter and cheaper heating in homes.

A group of 46 tenants are testing a smart heating device which helps to control heating and energy use via an app on a smart phone. The units were installed earlier this year and will be in homes for two years.

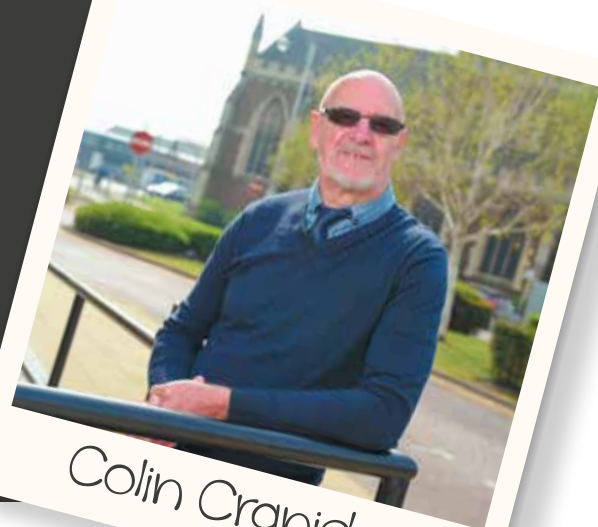
Initial tests show that a saving of 15-20% can be made on heating bills.

We are always on the lookout for product testers, so keep an eye on our website [ongo.co.uk](https://ongo.co.uk) or on our social media to find out when we are recruiting next.





# Tenant takeover



Colin Cranridge

**In each edition, we talk to a tenant volunteer to find out what they do in their community. This time we talk to Colin on how he first became involved, what he's learnt, and the opportunities available.**

**“** I moved into my Ongo home just over six years ago. It never really crossed my mind to get involved but, around three years ago, I got into a discussion with Chief Exec Steve on Facebook. He mentioned that my thoughts would be beneficial for our main tenant group Community Voice.

I wasn't too sure at first but, the more I thought about it, the more I realised that I do want to make a difference and have a say. I was working at the time, but not for one minute did I see that as a barrier to making a difference to the community, and to help influence and shape the services provided to us tenants.

Since then I have become involved with five groups - simply put, what we do matters. We really can have such a huge impact.

For example, working on the Resident Scrutiny Panel allows us to review a certain area of Ongo, and then make recommendations for change that are taken to Community Voice level. Being a Tenant Inspector allows us to make sure our estates and environment are ones that are safe and that we can be proud to live in. The opportunities are there for us to make the most of.

We're looking for more people to get involved, especially young people. It's all a learning process and one that has come so far in a short space of time, but you could help make it even better.

**Get involved, make a difference, and let's help shape our future. ”**

## About me...

If you could wish for anything that would come true, what would it be? I'd love to win the Lottery, and to be able to help my daughter (29) and son (32).

## What is the social media platform that you use the most?

I use Facebook all the time and Twitter quite often too - I love the immediacy of both.

If you had the world's attention for 30 seconds, what would you say? Be at peace. Listen and accept one another regardless of race, religion, age and everything else. Equality is key.



Colin (right) deep in discussion at the Tpas Regional Conference in February

To find out more, email [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk) or check out the 'Tenant Involvement' section of our website [ongo.co.uk](http://ongo.co.uk)

# What is Tenancy First?

**Tenancy First was introduced at the end of last year. Developed in partnership with Community Voice, it looks at:**

- Paying your rent in advance
- Looking after your home
- Giving us first time access to carry out safety inspections
- Engaging with any necessary support

**So what are some of these changes?**

**When contacting us for a non-emergency repair:**

We will check your rent account to see if it is one week in credit (as per your tenancy agreement), and if you are in rent arrears or have other outstanding recharge debts. We will also see if you are keeping to a repayment plan to clear these debts.

The Customer Advisor will take a payment or make an agreement with you, or they will pass you through to the Income Collection Team. Once you have made a payment or an agreement to pay, we will book the repair.

**If you are a starter tenant (in the first year of your tenancy):**

Your tenancy will not be converted at the end of the 12 months probationary period unless there is a week's rent credit on your rent account, there are no other outstanding debts, and unless all other conditions of the tenancy are being met.

**If you fail to give our contractors access to carry out safety inspections first time:**

You will receive a breach letter (a warning that you are failing to meet your tenancy conditions). If you fail to give access first time the following year, you will receive a notice seeking possession of your home. If it happens again, you will be taken to court.

Also, if you contact us to book a repair while a safety inspection is outstanding (because you haven't let us in), we will not book any repairs until you do so.

**New tenants who may be vulnerable and at risk of failing to maintain a tenancy:**

Our Tenancy Support Team will ensure that any necessary support is put in place before or soon after the tenancy starts. Some tenants will also be asked to enter into a support agreement where taking up the support is a condition of the tenancy.

**We would like to say a big thank you to each and every single one of you who do keep to the above conditions, and for the majority who are ahead with their rent. All of the above initiatives are to keep you and your homes safe, and to help you sustain your tenancy.**

## Look after your wheelie bin

Last year, North Lincolnshire Council made the decision to start charging householders for any replacement refuse and recycling bins.

The cost of the full set of refuse and recycling bins is **£60**.

If you lose or damage your bin and need a replacement, you can fill in an online form at **northlincs.gov.uk** or ring **01724 297000**.

If you need support with any of the above, then we are here to help. Visit **ongo.co.uk** for more information





# A new approach to letting our homes

A decision was made in July 2018 to form the Responsive Lettings team. This is a group of Lettings Officers within the current team who now deals with allocating homes reactively.

## Why was this done?

**To:** reduce waiting times and have a more flexible service for tenants (both current and prospective).

**Because:** the workload was sometimes unmanageable.

**So that:** more of a focus could be placed on meeting the new target for new build homes – to let within seven days.

## How was this done?

We’ve started advertising some of our homes on RightMove and in our Ready To Rent brochure (these are homes that are ready immediately with no waiting list and allocated on a first-come, first-serve basis subject to eligibility).

## Has it been a success so far?

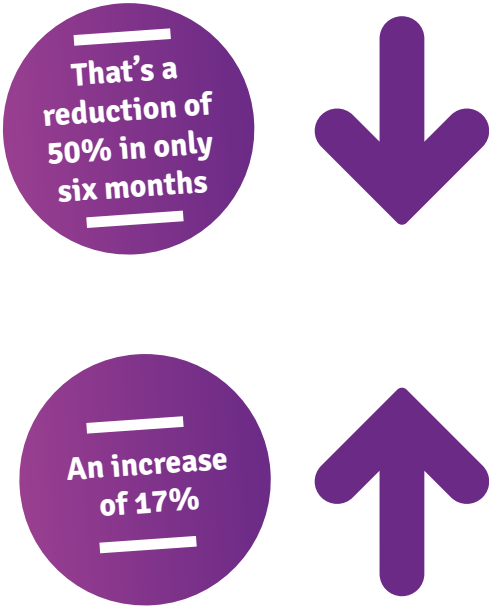
Amount of empty homes	
October 2018	March 2019
250	125

Also, the turnover of the void properties in February was **9.52%**. This is the lowest figure since the changes were introduced.

Homes let within 28 days	
October 2018	February 2019
31%	48%



Check out the Ready to Rent brochure at [ongo.co.uk/readytorent](https://ongo.co.uk/readytorent) and search ‘Ongo Homes’ on [rightmove.co.uk](https://rightmove.co.uk)



# Housing help

**Our Housing team have been busy keeping you safe, and making your communities even better places to live. Here's a snapshot of some of their recent work.**

## Eliminating fire risks

### Issue

An urgent fire safety case in one of our high-rise flats was reported. The Housing Officer found a brick shed filled with rubbish.

### Action

The Housing Officer, working with a local Environmental Health Officer, spoke with the tenant who had moved out of the home. Since they still had the tenancy, the tenant remained responsible for that home.

### Outcome

The tenant came back and removed all of the rubbish within 24 hours, reducing the fire risk to other residents.



## Tackling crime & Anti Social Behaviour (ASB)

### Issue

A resident had been hit by a neighbour's car during a domestic incident, and another tenant was found guilty of causing a noise nuisance as well as failing to look after their property. Some of these tenants were also failing to pay their rent.

### Action

Following investigations into all cases, applications were made to Grimsby County Court by the Tenancy Enforcement Team for possession of the home.

### Outcome

Court Orders were obtained in each case, and evictions were carried out.



Tackling crime



## Working in partnership

### Issue

Working with local teams is key in reducing ASB. A Housing Officer was recently notified by Humberside Police that an individual was wanted for riding a motorbike illegally.

### Action

The Officer spotted the individual taking their motorbike to one of our homes.

### Outcome

After investigations the Police were called, the individual arrested and the tenant received a breach of tenancy for being responsible for visitors to the property and for illegal use of the home.



## Help and support

### Issue

A recent visit to a home by the Tenancy Enforcement Team was conducted. It became clear that the tenant had allowed their home to fall into a high rate of disrepair, and they were extremely vulnerable.

### Action

Due to the condition of the home, Environmental Health and the Fire Service attended and condemned the property due to it being unsafe and unfit to live in. The tenant initially refused to leave.

### Outcome

After extensive work by all parties, the tenant agreed to leave the home and was given respite accommodation to allow essential improvement works to be carried out ready for their return.

## Ensuring safety

### Issue

Staff from the Tenancy Enforcement team visited a home where it was believed an organised crime group was operating from. The group had moved on from the home, but a large 'zombie' knife was discovered.

### Action

The weapon was immediately taken to the local police station.

### Outcome

Removing the dangerous weapon keeps the homes, tenants and the community safer.



Ensuring safety

If you are having any problems like the ones above, get in touch with your Housing Officer or visit our website [ongo.co.uk](http://ongo.co.uk)

# Good deed feed

Every day, our tenants and staff make a real difference to their community. Here are just three recent examples:



## Four fundraisers

Four of our staff will be taking part in the Sahara Trek Challenge to raise money for the Lincolnshire and Nottinghamshire Air Ambulance.

The trek takes place between 28 September and 6 October, and will see 25 people spend five days trekking 100km through the largest desert in the world. The group will have to endure very basic living and extremely tough conditions for the whole trip.

Sarah Withers, Housing Officer, commented: "I want to push myself and to complete a challenge which will take me out of my comfort zone. The Lincs and Notts Air Ambulance relies on donations to do the amazing work that they do, and so we want to help them."

To donate, visit  
[www.justgiving.com/fundraising/ongoteam](http://www.justgiving.com/fundraising/ongoteam)



Sahara Trek team

## Inspectors impact

Tenant Inspectors have helped to influence another positive outcome in the local community.

The group carry out regular inspections on neighbourhoods, green spaces, empty homes, high-rises and retirement living schemes. They identify how effective a service is and whether they need improving, ensuring that these services are delivered in the best way.

A recent inspection highlighted some issues regarding anti-social behaviour, possible homelessness and fly-tipping in the Earls, Talbot and Beauchamp Walk area.

As a result, the Housing Officer and a Police Community Support Officer (PCSO) visited the neighbourhoods to listen to residents' concerns, and to put improvement plans in place.

Brighter lighting has been introduced and signs have been fitted to help combat litter. So far, this has proven successful.



Clean estate

If you would like more information on the group or to join them, search 'Tenant Inspectors' on our website or email [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk)



## Lindsey Lodge Hospice memorial garden

We are working in partnership with Lindsey Lodge Hospice and British Steel to design and create a memorial garden.

British Steel donated almost £25k for the project, and we have been brought in to provide the design and materials which our staff and volunteers will do free of charge.

The garden will give residents and their families a peaceful outside space to enjoy, and will give bereaved families the opportunity to remember loved ones.

Andy McFadden, Neighbourhood Services Team Leader, said: "We were totally honoured to be asked to help with this.

"We know the amazing work Lindsey Lodge Hospice does, and many of our staff have experienced it first-hand.

"It's great that we can give something back."

Have you done something great to help people, your community or to make your area a better place to live? We'd love to share your story! Get in touch at [editor@ongo.co.uk](mailto:editor@ongo.co.uk)



# A day in the life of...

**Meet Paige, Procurement Assistant and Ongo tenant. She recently passed an Equality and Diversity assignment for college. Here's what she has learnt, and what equality, diversity and inclusion (EDI) means to her...**

"Equality and diversity is such an important part of all our lives, and the two should be taken very seriously and valued. Equality is making sure that everyone is treated with the same respect and that everyone is given the exact same equal opportunities. Diversity is having an environment that welcomes, recognises, promotes and respects a wide range of diverse differences and characteristics.

"We have an EDI group meeting every three months that is open for anyone to join – tenants, staff, board members. As an ambassador, I feel it's my job to help create a safe environment for people and to make everyone feel welcomed.

"In these meetings, we always discuss a particular subject. For example, the last one focused on gender reassignment where we had a transgender individual come in and speak to us. It got everyone talking and opened our eyes to how people have to deal with this on a daily basis. These types of workshops and meetings help you to give your thoughts, and to broaden everybody's knowledge.

"I have certainly learnt a lot of people struggle and are discriminated against, and I now know exactly how to spot it and how to report it. We can all help to promote EDI and pass the positive message onto others in our everyday lives."



**The most important thing I've learnt is to celebrate that we are not all the same. And you know what? That's okay."**

To find out more about the group, check out [ongo.co.uk](http://ongo.co.uk) or email [editor@ongo.co.uk](mailto:editor@ongo.co.uk)



# New developments

## Rent to Buy

Our first Rent to Buy homes will be ready to move in to by the end of summer 2019.

The 14 homes, on Collum Avenue in the heart of Ashby, are a mix of two-bed and three-bed houses that are suitable for people looking to get on the property ladder.

Rent to Buy is a scheme that gives you the opportunity to be a homeowner. You rent the home from us at around 20% less than market rent, which allows you to save the remainder for a deposit. At the end of five years, you have the option to buy your home.

Find out more and register your interest at [ongo.co.uk/renttobuy](https://ongo.co.uk/renttobuy)



## Warwick Road dementia scheme

Preparation work on an innovative and new dementia care scheme continues.

The development, which will comprise of 25 flats and communal facilities, is on Warwick Road in Scunthorpe, close to Queensway. It is expected to be completed by summer 2020.

There are a couple of other development projects in the Brumby area. Firstly, 34 new homes are being built on East Common Lane and are also scheduled for completion by summer 2020. These will be a range of one-bed flats, and two and three-bed homes.

Furthermore, 16 one-bed flats are being built in the Holgate Road and Pryme Road area. These are nearing completion.



## Westcliff completion

The latest phase of the Westcliff precinct regeneration is nearing completion.

Ten homes were completed in 2018 and people have already moved into them, with the remaining 12 almost finished.

Some of the homes are built on the new road Hobart Avenue, which is named after a Major General Percy Hobart who coined the term 'Desert Rats'. The Desert Rat was a former public house where this new road is.



Keep up-to-date with all of our plans  
and builds by visiting  
[ongo.co.uk/developments](https://ongo.co.uk/developments)



# Residents helping health and safety

**A new tenant group was formed at the beginning of this year.**

The Residents' Building Safety Group gives tenants the opportunity to participate in, and help influence, health and safety policies in our buildings. They will be equipped with the skills and knowledge to ensure residents' safety, and will be empowered to highlight issues and raise recommendations.

There are currently tenants representing our high-rise flats, low-rise flats, retirement living schemes, houses and bungalows. This means a wide-spread of different areas and builds are covered, and that there is a voice for each and every one.

Check out what a Tpas representative Phil Murphy who helped to deliver training to the group in February thought...

David Kemp, who is one of the high-rise representatives, said:

**Although the group has only been going a few months, I've already learnt so much. The best thing is, it's only going to get better and better in time."**

The group is looking for a leasehold representative, but also for further input and involvement from other residents.

Let us know if you would like to be involved by emailing [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk) or via our website and social media.

**"How often do we see a Housing Association Maintenance & Repair Managers interacting informally & directly with residents?  
Great to be part of this innovative approach, between residents and landlords, to home safety."**



# Your Neighbourhood Services team

**Last year we asked you to help set our new objectives for the next four years, and your ideas and views have helped shape our plan.**

Overwhelmingly, you told us the area you live, and not just your home, is important to you. You want clean, tidy and safe spaces outside your front door.

We have already started to make this happen by setting up a brand new Neighbourhood Services team. This team has brought together the skills and experience of caretakers, cleaners, managers and trades-people into one team dedicated to investing in your environments.

**Developing local partnerships** is key in achieving this. Recently, Selby Court in Scunthorpe saw archways repainted, leaves cleared from paths and pathways edged back to their original width. This work was carried out in partnership with the Probation Service, and has helped the area to look fresh and welcoming whilst importantly engaging with the local community.

## Princes Trust

A project of painting archways and clearing courtyards of leaves and weeds was completed in New Westcliff.

Overall, nine archways and 11 courtyards were worked on by students and supervisors from the Princes Trust.

Once the work was completed, **two students were provided with the opportunity of two weeks work placement with the team**, and an awards evening was also held to celebrate the fantastic work done by everyone involved.

## Volunteers

The team also provide work placements for a number of volunteers through our Employment Support team.

This helps to provide people with work, improves their confidence and self-esteem, and gives them a number of skills in helping out in the community.

**Six volunteers have been provided with full-time employment** as a result of the partnership.



Before



After



The team

**Is there an area that you would like to be improved? Are you interested in volunteering? Let us know by using our online form at [ongo.co.uk](https://www.ongo.co.uk), or by messaging us on Facebook and Twitter**

# Welcome to Kevin

**We say hello to Kevin, the new Director of Communities.**

## **Previous work?**

I started out at McDonald's and moved into housing work in 2002, starting as an Internal Auditor. Since then I have worked my way through the ranks in housing, homelessness, rent collection, tenant involvement, managing tenancies and anti-social behaviour. My previous job was the Head of Housing and Tenancy Sustainment at Orbit – a 42,000 national landlord.

## **Your new role?**

My role covers three areas - Housing Management, Customer Care and Support, and the Communities Team.

Housing Management is how we allocate our homes, collect rent and manage tenancies.

Customer Care and Support covers our customer contact centre where we offer a variety of communication channels (taking 8000 calls and around 1800 digital contacts per month). It also includes our Customer Engagement team as well as our wider tenancy support which help people to sustain tenancies.

Our Communities team focuses on helping people into work and volunteering as well as raising aspirations. The team run The Arc, the Viking Centre, and recently the Bottesford and Yaddlethorpe Coffee Shop and Visitor Centre.

Finally, my role is about providing strategic direction and leadership to help deliver quality services to our tenants and ensure we invest £1m per year into our communities.

## **Main appeal to the job?**

I am eager about the new Corporate Plan (find out more on page 20). Working here is a brilliant opportunity to make a difference in local neighbourhoods and to create truly vibrant communities.

## **Most looking forward to?**

Working with you to help shape what we do in our communities. Continuing to build new homes for rent in line with our Corporate Plan really excites me as we look to build in excess of **200** homes per year.

We have some fantastic partnerships and I am extremely keen to build on these. Helping our tenants into employment and training is really important too - this year we are looking to support **700** people through the Ongo Journey to Work helping **180** into work, **350** into training, and creating **200** volunteering opportunities.



## **A message to the readers?**

We are really committed to delivering great services, and we would like to involve as many tenants as possible in this. So if you want to get involved, then please do get in touch by emailing [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk)

## *About me...*

### **What is your favourite sport?**

I love running and going to the gym. I did the Manchester Marathon a few years ago, and I am doing the Great North Run this year. I am also a Newcastle United season-ticket holder, and I like playing football when I get chance.

### **Where is the most interesting place you've ever been?**

Mexico. I went a few years ago and it was such an amazing experience - there was so much to see and do. In particular, swimming with dolphins was surreal.

### **If your life was a book, what would its title be?**

"Life is for living..."



# Tenants talk: My Home

Go to [myhome.ongo.co.uk](https://myhome.ongo.co.uk) – you can also download the app by simply searching for 'My Home' in the Android and Apple app stores on your smart device.

Back in October 2018, we conducted a survey to understand how you are using My Home and where improvements could be made. Almost 600 of you responded.

Here is what you said, and how we have taken your feedback on board.

## You said:

"The registration and login pages need to be more user-friendly."

"I want to be able to pay my rent within My Home, without having to go to AllPay."

"I'd like to receive confirmation when I have booked a repair."

"I'd like to be able to book more repairs."

## ...we did:



We have made it easier to enter your date of birth when registering, and there is now a help section for those who struggle to log on or register.



Now, after logging onto My Home and clicking to pay rent, you are directed to an Ongo branded page where all you need to input is your card details.



You will now receive an email confirming that we have received your request on My Home.



We are adding more repairs to the list that you can now book. Also, we have increased the bookable time slots from four to twelve weeks in advance meaning you are now able to schedule repairs further ahead.

## Also...

Rent statements are now available to download in PDF format. These go back as far as 12 months.



my Home demo

# Let's do it online...



It's important that you can contact us when you need to. Our job doesn't simply stop at providing you with a home - we are here to support you in any way we can.

In recent years, we have opened up new ways for you to talk to us, including social media, email and our website live chat.

We deal with around 11,000 customer contacts per quarter, and **80%** of the time this happens over the phone. While we are always happy to speak to you, a telephone call is one of the most expensive ways for us to be contacted. Doing it online is quicker, and means you can contact us any time that suits you.

It's also cheaper online, meaning we can spend more on supporting you in a more meaningful way. That could be giving advice on benefits, providing support when there are issues in neighbourhoods, or helping with employment, housing and mental health.

**We invest in our tenants, our homes, our staff, and our local community.**

## Help us to help you

You can use our digital services. Here is how:

- **My Home:** go to [myhome.ongo.co.uk](http://myhome.ongo.co.uk) or download the My Home app from the Android and Apple app stores
- **Email:** [enquiries@ongo.co.uk](mailto:enquiries@ongo.co.uk)
- **Social media:** find us on Facebook and Twitter
- **Website:** go to [ongo.co.uk](http://ongo.co.uk)
- **Live web chat:** use our live chat feature on our website [ongo.co.uk](http://ongo.co.uk)

## Did you know... Costs:

**£14**



Face-to-face

**£5**



Phone call



**17p**

Digital

(My Home, email, social media, live chat)



# Corporate Plan

We have launched our brand new Corporate Plan with three clear objectives – to **be a great landlord, offer quality homes** and **create opportunities** for people.

The plan, which was drawn up from feedback from staff, tenants and board members, sets our direction for the next four years.

Chief Exec Steve said: “The time is right for a fresh look at who we are and what we are here to do.

“We have taken a lot of time listening to staff, tenants and partners and understanding what is important to them. We’ve used this information to strip back our plan to focus on what really matters most – excellent services, homes and opportunities.

“Fundamental to delivering our plan are our values – these describe what it means to be Ongo and will continue to guide the way we work.”

We will be tracking progress against our plan throughout the year and providing you with important updates in Key News and on our website.

You can download the Plan from [ongo.co.uk](https://ongo.co.uk). If you would like to give your thoughts or want to find out more, drop a line to [prdept@ongo.co.uk](mailto:prdept@ongo.co.uk) or check out Steve’s **live Facebook Q&A** on Wednesday 5 June at 2pm. We’d love to hear more of your ideas.



## Save the date

### Ongo Carnival - join us for the greatest show!

**Wednesday 7 August 2019 – 11am-3.30pm at Manor Park, Burringham Road, Scunthorpe**  
Activities, games, demonstrations and information stands for all ages plus much more. Check out [ongo.co.uk/carnival](https://ongo.co.uk/carnival)



### Dine & Dance with The Big Lunch

**Monday 16 December 2019 – 12 noon-4.00pm at Heslam Park, Ashby Road, Scunthorpe**  
Open for any tenant over the age of 55, and completely free of charge. A three course lunch will be on offer with refreshments and entertainment - it's a chance to get into the Christmas spirit whilst getting to meet new people.



Keep updated on all our events at [ongo.co.uk/events](https://ongo.co.uk/events)



# In the spotlight

## Award finalist

The Ongo Journey to Work was nominated as a finalist at the 2019 TPAS awards.

Last year it provided employment support to **832** people, coached and mentored **175** people, provided **92** placements and helped **180** people into work.

Jan Williams, Head of Community Investment, said: "Our teams work hard to support our tenants and clients from our communities to develop their confidence and skills to get into employment, so to be recognised nationally is amazing."

Email [employmentsupport@ongo.co.uk](mailto:employmentsupport@ongo.co.uk) or pop into the Cole Street office to find out more about how they can support you.

## Lone Parent Stepping Stones course

This programme provides lone parents with the skills and motivation to get back into training and work.

It aims to provide confidence building, childcare options, and gaining qualifications.

Here are the dates for the next courses:

**June 3-14** – The Viking Centre, Fairfield Drive, Barton-upon-Humber

**July 8-19** – The Arc, Westcliff, Scunthorpe

**September 16-27** – Ongo Recruitment, Cole Street, Scunthorpe

People who have previously been on the course said it helped with:

"Building my confidence back up"

"Making new friends for life"

"Being surrounded by honest, caring and kind people"

Get in touch at [employmentsupport@ongo.co.uk](mailto:employmentsupport@ongo.co.uk) to register your interest.



Confident parents

## Family fun at The Arc

Local families were treated to a free day out to Normanby Hall as part of The Arc's Easter activities.

Children and parents enjoyed the country park, explored inside the farm museum, and had a picnic.

Only a week later, the Westcliff Community Group held an Easter egg and card decorating event.

33 children and parents enjoyed the free session that saw prizes awarded for the best decorated eggs and cards, and a number of Easter eggs won in a raffle.

Phillippa Johnson, who helped out with the event, said: "Everyone was in the Easter spirit, and it was so much fun."



## Safety event

25 women took part in a safety class which helped to raise awareness around female safety on the Westcliff estate. Those who attended received a personalised self defence and confidence lesson along with a personal alarm.

Emma Smith, tenant, said: "It was a really good day, and it was nice to see people from the community come together to learn how to stay safe."

Keep up-to-date with everything going on at The Arc:



The Arc Westcliff



@arcwestcliff



arcwestcliff



arcwestcliff.co.uk

# Wordsearch

**Winner**  
Congratulations to  
to Jean Boucher for  
finding all the words  
in the September  
2018 edition

Spot the following words...

SUNBATHING  
ICECREAM  
CARNIVAL  
BARBECUE  
HOLIDAY  
GAMES  
BEACH  
PICNIC

SANDCASTLE  
TRAVEL  
WATERPARK  
CAMPING  
SWIMMING  
FISHING  
OUTDOORS  
POOLSIDE

Ongo Bear is looking forward to the next few months, especially the Ongo Carnival! But he needs reminding of what he'll be doing over the summer - can you help him?

E	T	T	Q	T	A	D	L	Q	P	T	Y	P	S	K	W	W	L	E	Z	M	O	L	C
L	Y	C	U	A	X	N	J	F	Z	Y	H	U	J	D	C	V	V	P	K	N	E	T	O
T	Y	S	N	G	G	Q	T	R	I	K	N	D	R	M	X	M	L	H	S	O	S	K	X
S	C	Z	K	F	L	I	Z	N	G	B	E	K	K	M	X	M	D	V	K	R	G	J	V
A	T	X	O	I	G	G	X	Y	A	X	W	J	C	P	O	O	L	S	I	D	E	K	B
C	L	F	Y	S	T	H	K	T	W	P	D	O	O	U	Z	L	I	Y	L	J	R	A	F
D	G	Q	L	H	C	L	H	G	E	D	I	A	C	J	F	V	R	V	X	A	Y	O	Z
N	S	D	D	I	J	I	G	C	A	R	N	I	V	A	L	I	Z	V	P	L	T	F	S
A	X	C	G	N	N	H	T	W	I	B	O	X	L	J	N	G	X	R	C	D	E	J	V
S	E	X	L	G	D	B	Y	H	Z	F	U	J	L	H	E	K	E	Q	D	Z	J	D	X
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E	Z	C	Q	A	A	T	S	I	U	A	B	G	S	P	A	D	K	B	H	L	M	F	C
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C	O	P	Y	K	P	T	G	X	O	F	S	M	L	X	B	R	L	D	S	U	B	D	H
E	E	P	G	F	G	I	Q	N	K	U	Q	E	N	G	O	N	Y	J	V	P	T	J	B
B	X	S	P	Y	C	U	C	L	I	H	P	S	K	O	L	X	P	A	D	F	Z	E	S
R	T	D	U	X	Q	N	W	N	O	P	M	J	D	M	R	V	R	V	D	J	L	H	Z
A	W	J	M	S	D	R	L	F	I	A	M	T	X	H	W	U	C	M	B	I	S	B	R
B	W	J	H	Z	N	C	F	D	E	C	U	A	H	F	H	J	H	L	R	M	L	J	J
K	H	O	W	C	O	T	V	R	B	O	M	C	C	A	N	A	S	E	D	W	T	O	G
A	L	T	O	M	A	L	C	M	F	E	I	Q	R	R	E	K	O	V	D	B	Y	P	H
B	P	Z	K	B	P	E	S	G	N	K	U	B	E	K	O	P	Y	A	T	I	B	N	K
E	M	Z	H	G	C	A	B	B	W	Y	A	L	W	R	F	E	R	R	Y	G	Z	K	K
A	K	E	T	I	C	G	N	R	R	P	T	Z	U	I	K	J	H	T	J	K	Y	X	G

If you'd like to be in with a chance of winning a £30 Love to Shop voucher, fill in your details below.  
This information will only be used for contacting the winner.

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Daytime Telephone number \_\_\_\_\_

Email address \_\_\_\_\_

win a  
**£30**  
Love to Shop  
voucher  
see our website  
for T's & C's

Entries must be in by Friday 28 June 2019. The winner will be drawn from all correct entries. The Editor's decision is final.

Please return your wordsearch to:  
**Editor, Key News, Ongo House,  
High Street, Scunthorpe, DN15 6AT**

# Kids corner

Take a look at Ongo Bear enjoying a day out at the Carnival. However, somebody has snuck in five differences between the pictures. Can you find them?





# Fancy winning a £30 shopping voucher?

**We hope you liked this edition of Key News.**

Your feedback is vital in helping to shape how your Key News look. Complete the survey below and send it in to have a chance of winning a £30 Love to Shop Voucher.

Alternatively, if you're reading this online, you can fill in the survey at [surveymonkey.com/r/SHLSSTN](https://surveymonkey.com/r/SHLSSTN)



**1. Did you enjoy reading this edition?** Yes/No

**2. Was there anything that you enjoyed/didn't like about this edition?** Yes/No

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**3. Is there anything you would like to change about your Key News?** Yes/No

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**4. Is there anything that you would like to see in your next Key News?** Yes/No

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If you currently don't receive your Key News via email, you will only get two Key News a year. If you would like to receive five copies a year, please provide your email address below to be added to the mailing list:

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**Fill in your details below to be entered into the prize draw for the shopping voucher.**

This information will only be used for contacting the winner.

Name 

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Address 

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---

 Postcode 

---

Daytime Telephone number 

---

Email address 

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Entries must be in by Friday 28 June 2019.  
The winner will be drawn from all completed surveys.  
The Editor's decision is final.

**Please return your survey to:**  
**Editor, Key News, Ongo House, High Street, Scunthorpe, DN15 6AT**

Any personal information you provide to us will be treated in accordance with current UK data protection law and our data protection policies, procedures and privacy notices in place from time to time. For full details visit [ongo.co.uk](https://ongo.co.uk)

