

# Key News

May 2021



**Roadmap out of lockdown**  
pages 4 and 5



**New customer charters**  
page 8



**Community grants**  
page 14





# Welcome

from Chief Exec Steve



We are continuing to follow government guidance, something which has led to us creating our own roadmap out of lockdown. This details what stage our services are currently at and where we hope they'll be by 21 June. Find out more about this on pages four and five.

Offering you support and opportunities remains a top priority to us. That's why we made sure we still delivered our community grants scheme, where fifteen fantastic groups received their share of over £19,000. You can read more about this, and their amazing work on page 14.

Over the last year our mental health project Ongo Talk, and our Employment Support team, have worked with hundreds of people to help get them into work or improve their wellbeing. Take a look at just two examples of this on pages seven and 21, and how they can support you if you're struggling.

In terms of our plans for the future, we have a new Customer Resolution team which means there will be a single point of contact for any complaints. We've also launched new customer charters which set out the level of service that you can expect from us in four key areas. You can find out more about them on page eight.

Our tenants were involved in the development of these, helping us to work on a new lettable standard and shaping a number of policies too. This involvement has been integral and we'd love to hear from even more of you. There are loads of opportunities to do this and you can do as much or as little as you like. Head to pages 16 and 17 for further details on this.

Finally, we have unfortunately taken the decision not to hold the Ongo Carnival this year. Though all restrictions will hopefully have lifted by then, the size of the event means there could still be risks and it also takes a number of months to prepare. We're committed to making next year's bigger and better than ever and, in the meantime, we're hoping to hold some smaller events including some We Care days out in the community.

I'd like to reiterate my deepest thanks for your support and understanding over the last year in particular. We've stayed strong, helped each other, ensured nobody has been left behind, and I know that what we've learnt along the way won't be forgotten as we move closer to normality in the near future.

Steve

# In this issue

## Contents

- 4 Our roadmap out of lockdown
- 6 A day in the life of...
- 7 Finding ourselves again
- 8 New customer charters
- 9 Your new resolution team
- 10 New homes
- 11 Improving our standards
- 12 Keeping safe
- 14 Investing in your community
- 15 New opportunities
- 16 #InvolvedWithOngo
- 18 You said, we did
- 19 In the neighbourhood
- 20 Safer Streets success
- 21 A new beginning
- 22 Competition corner
- 23 Wordsearch
- 24 Win a shopping voucher

## What's trending



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## Get in touch

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and research purposes



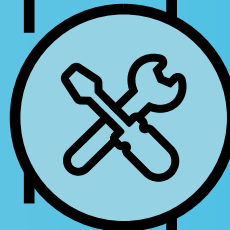


# STAGE 3

From May 17:

**We have opened our building to the public on an appointment basis only with safe systems of working (SSOW) in place**

This is reduced numbers and for essential appointments only



**Normal repairs service resumed**

**Retirement scheme lounges remain closed**

We have contacted everyone living at our retirement schemes to update them on this



**All other communal rooms remain closed**

We will update you with an opening time as soon as we are able to

**Indoor meetings of six or less can go ahead if needed**

This is voluntary and meetings are encouraged to continue online



**Visits to tenant homes have begun for non-urgent appointments with SSOW and personal protective equipment (PPE)**

**The Arc café has opened for indoor table service with SSOW in place. The Viking Centre are continuing with takeaway**



# STAGE 4

Expected no earlier  
than 21 June

Retirement scheme lounges  
and other communal rooms  
likely to be open fully but  
may still require Covid  
guidance in place

Office working will  
follow government  
guidance review

potential to allow staff to work in  
the office with limits on numbers or  
fully open with some flexibility for  
working from home

All meetings of more than six  
people to recommence with  
any relevant Covid guidance

this includes volunteers, tenants  
and customers



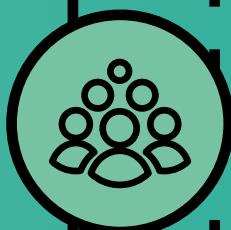
All Ongo buildings likely  
to open to the public  
without restrictions



Organised activities at  
retirement schemes will not  
take place until at least July



Normal visits to tenants'  
homes but distancing/  
personal protective  
equipment (PPE) may  
still be advised



**If you need to speak to us, we're still here.**

You can get in touch via **My Home**, our live web chat, on social media,  
email [enquiries@ongo.co.uk](mailto:enquiries@ongo.co.uk) or call us on 01724 279900



# A day in the life of...

## Katie Williams, Ongo Talk Manager.

### When did you first start working for Ongo?

I started as a volunteer counsellor on the Looking Up project in 2018 when I was studying for my degree in counselling and psychotherapy. I then became a part-time paid counsellor before successfully gaining full-time employment as the mental health specialist on the project. Then, in March 2021 I moved over to become the manager of the Ongo Talk programme.

### What does your role involve?

I oversee Ongo Talk, working closely with my team to ensure the project runs smoothly and ensuring we are compliant with our funders. I also work with clients by completing counselling assessments or conducting counselling sessions myself when needed.

I have a fantastic team that is continually learning and developing. We have an apprentice who helps with administration, a wellbeing coach, a mental health employment support coach and two part-time counsellors. There's also the 20 wonderful volunteer counsellors who offer their time across both Ongo Talk and the Looking Up project.

### What different types of support are available through the programme?

The great thing about Ongo Talk is that we can tailor the support to the clients' individual needs. We can offer one-to-one counselling, coaching and bespoke courses such as mindfulness, emotional wellbeing and awareness.

We can offer lots of other support too. This includes updating or creating a new CV, searching for jobs, training, upskilling and much more. The aim is to move clients forward in their lives, to encourage and support them to make positive choices and, if they have a set goal in mind, we like to help them achieve that.


### What is your favourite part of the job?

It has and always will be the people. I get real satisfaction from working together to help achieve their goals and encouraging them to realise their full potential. It is such a rewarding job and I feel privileged to be able to work with the people that I have so far.

### What is your message to any reader who would like some help and support?

You are not alone and we are here for you - please reach out to us and let us know what you are struggling with. We can have a chat about what support is needed and what you would like from the project.



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

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

 01724 844848

### Where is the first place you'll be visiting when restrictions are fully lifted?

I haven't been able to see some of my family for over a year so the first place I will be visiting is my Mum's. We have decided we are going to have a big barbecue so I can see all my sisters and my nieces and nephews... which there are plenty to see as I have five sisters!

In 2020 we supported

**147 people**  
through Ongo Talk,

**111** of which were after  
the first lockdown began.

# Finding ourselves again

Less than a year ago, a local family was really struggling. Low confidence dominated their life, negative thoughts darkened their days, and they felt their future hopes were diminishing. In particular, mum Katy had lost all sense of purpose and son Aidan needed some guidance on his dream of working in film.

They didn't know what support was out there... Until Katy saw a leaflet about our Ongo Talk project. This chance encounter would soon set them both on the path to a positive outlook and a brighter future.

Katy spoke to Kim, one of our Wellbeing Coaches, who quickly set her up with a counsellor on the project.

She said: "My perspective on life totally changed straight away. Kim was impartial and never judged me – knowing she was always at the end of the phone if I was struggling was such a relief to me.

"Each support session felt like I was talking to a family member, somebody who I'd known for years. It really did make me feel comfortable knowing that so much stress was being lifted away."

Aidan also received coaching to improve his self-esteem and independence before he started a Film Production degree at university.

He explained: "It helped to give me a voice and, in many ways, an identity. Rather than looking back, Dan (Employment Support Coach) gave me the ability to always imagine the best possible future. I'll always be grateful for that."

Katy admits that there's still a way to go, but that both her and her son are in a much better place now than they were before.

"We were stuck in a rut – existing rather than living. Now the future looks so much more positive and I'm well along the journey of re-discovering who I am thanks to this support.

**“ I thought that Ongo just provided homes, but this has really opened my eyes to how much they have to offer and can support people who may be struggling. ”**



Katy and Aidan on a day out



We offer a range of wellbeing, emotional, financial and employment support for all. Check out more at [ongo.co.uk/supporting-you](https://ongo.co.uk/supporting-you)



**European Union**  
European Structural  
and Investment Funds



# New Customer Charters

Using your feedback and that of our colleagues, we've developed our new Customer Charters.

We're required by the Regulator for Social Housing to publish these standards, which are aligned to the four consumer standards (Tenancy Standard, Home Standard, Neighbourhood and Community Standard, and Tenant Involvement and Empowerment Standard).

These standards all link to our three strategies (to be a great landlord, offer quality homes and create opportunities), meaning they feed into our Corporate Plan too. Each of our charters consist of five or six individual service standards.



**Customer Service** – this sets out what you can expect when you contact us, when you can access our services and when you give us feedback. We will listen and learn from what you tell us and try to resolve your enquiries at the earliest opportunity.



**Customer Engagement** – this charter demonstrates how we will involve customers in decision making by informing, consulting and involving you, so that you can give your views and influence improvements to the homes and communities you live in.



**Property** – this sets out how we will build, invest and maintain our homes to the highest standards, ensuring the highest health and safety standards for our tenants.



**Neighbourhood and Community** – we will work with partner agencies and other stakeholders to improve our neighbourhoods and enhance our communities, making them safe and pleasant places to live.

To see all of the individual service standards in full, contact us or visit [ongo.co.uk](https://ongo.co.uk) and search 'Customer Charters'.



# Your new resolution team

We have a new Customer Resolution team in place to handle complaints and issues from all of our areas, and to provide the best service possible.

Last year, the Housing Ombudsman released a new complaint handling code. In our self-assessment against this, we wanted to introduce a dedicated team to further improve our complaints procedure and make it simpler for you.

The team started in February with the aim of being a single point of contact for your complaints, and reducing complaint handling times. They are also identifying any learning and trends to make changes to improve our services and customer experience.



Our two new officers Clint and Alan

**Clint, one of the Customer Resolution Officers, said:**

“ This role is very varied, and I get to speak with customers on a daily basis. This helps to build relationships and a trust that we are listening to your concerns, and that they will be dealt with in a timely, professional way.

We work with the Housing Ombudsman and to their guidelines. This means that, if the customer is still unhappy with how we have dealt with dissatisfaction, they can then ask an independent body to audit the process and investigate further.

I have only been at Ongo for just over three months now, however I have been made to feel really welcome by all of my colleagues and I have had some great feedback from customers too.”

## Help to make a difference

We have a tenant group that influences our complaints process. They look at the handling of specific complaints, see if there are any themes, and make recommendations for how improvements can be made for the future.

To express your interest in joining this group, fill in the 'Get involved' section on [myhome.ongo.co.uk](https://myhome.ongo.co.uk) or complete our website form at [ongo.co.uk/involvedwithongo](https://ongo.co.uk/involvedwithongo)

Between January to March,  
the average number of days  
that it takes to resolve a  
complaint reduced  
by almost

30%



# New homes

## Town centre development

Nineteen new homes are due to be completed and handed over in the Scunthorpe town centre.

The properties are based on Frodingham Road and are a mixture of two, three and four-bed homes. Nine were handed over at the end of May, and the final ten are scheduled to be ready at the end of July.

The development is made up of 24 properties in total, with the first five being completed at the end of 2020.

**Georgie McGuire, Development Project Manager, said:**

**“These new homes are ideally situated close to a number of shops, schools and transport links to other local areas.**

**“We received lots of interest, especially from families and from different communities, and we can’t wait for new tenants to begin their new lives in their modern, spacious surroundings.”**

Make sure to check out your upcoming July Key News for an in-depth interview with one of the new tenants.

## Shared Ownership opportunity

A new three-story home has been built in Barton for anybody who wishes to eventually become a homeowner.

Based on Orangeleaf Way, the family home has a number of modern features including a built-in carport. It’s also nearby to several local amenities including shops, parks, schools, Barton railway station and Baysgarth Leisure Centre.

It is available under our shared ownership scheme. This allows you to buy between 25% - 75% of the home, depending on what you can afford, and pay rent on the remaining share.

You can then buy bigger shares of the home until you then eventually own all the home (unless rurally exempt).

Find out more by emailing [homeownership@ongo.co.uk](mailto:homeownership@ongo.co.uk) or search ‘Shared Ownership’ on [ongo.co.uk](https://ongo.co.uk)



Work in progress



Completed homes

## West Lindsey approval

We have recently given the go-ahead for a new development in West Lindsey.

12 homes, six for affordable rent and six for shared ownership, will be built as part of the Rose Gardens development in Lea. The development, which will be built in conjunction with Rippon Homes, will be surrounded by picturesque countryside making for some stunning views.

It will also be less than three miles from Gainsborough town centre, and the location is close to regular bus and train services to Lincoln amongst other places.

Work on the homes has started in April, and they are due to be completed in the middle of 2022.



Shared Ownership

Keep up to date with all our planned builds at [ongo.co.uk/developments](https://ongo.co.uk/developments)

# Improving our standards

Thanks to you, we have updated our lettable standard as part of our promise to offer homes that are clean, safe and secure.

The standard sets out the condition in which a home will be let to you, and how you are expected to maintain it throughout your tenancy.

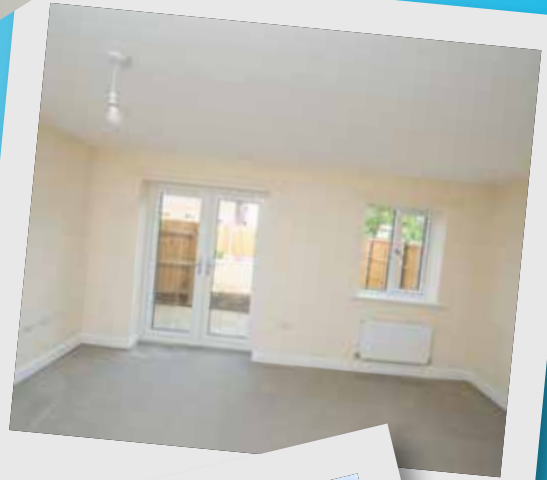
Pre-Covid, an initial focus group of six new tenants took place to discuss their experiences of getting a home with us. This informed the empty homes and lettings review that we were carrying out.

Our Tenant Inspectors group pointed out some recurring issues when conducting their ready-to-let empty homes inspections. This led to our Resident Scrutiny Panel carrying out a full investigation into the standard, which they then presented to Community Voice for approval. We collated the recommendations which we then set out to act upon.

## **The main changes are:**

- ✓ Having a clear and specific section for each part of the home e.g. kitchen, bathroom
- ✓ Including safety information such as gas and electric checks
- ✓ Making sure a tenant knows what to expect once they have signed their tenancy agreement – for example, 'you will receive three keys for each access door when you sign for the tenancy'.

The new standard will begin from July.  
Make sure to check it out at [ongo.co.uk](https://ongo.co.uk)





# Keeping safe

Making sure that you're safe in your home is of great importance to us. Here's some top tips on fire safety:

## Smoke alarms

- Test it once a week by pressing the test button until the alarm sounds. Working smoke alarms save lives



## Cooking

- Do not leave pans unattended
- Do not leave children unattended when cooking
- Do not cook whilst tired or under the influence of alcohol
- Once you have finished cooking make sure you have turned your hob/oven/grill off
- Keep the oven/grill/hob clean and free from excess grease
- Keep toasters away from curtains and overhead kitchen units
- Keep microwaves clean and do not put metal in them



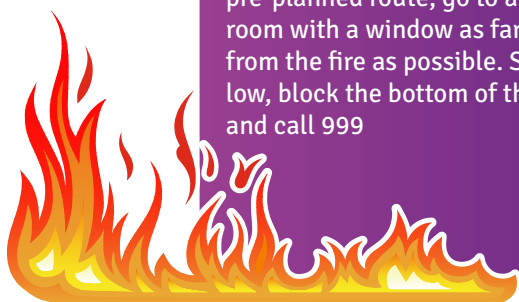
## Electrical

- Purchase approved products showing the British or European safety mark
- Use the product in accordance with manufacturer's instructions
- Do not overload sockets and extension leads
- Turn unused electrical items off and unplug them
- Don't charge electrical items on your bed
- Don't charge electrical items overnight
- Regularly check appliances for signs of damage and if damaged don't use them



## In the event of a fire

- Stay calm, get out quickly and if possible take everyone with you
- Do not stop to collect valuables or personal items
- Raise the alarm, call 999, and stay out of the property
- If you cannot escape using your pre-planned route, go to another room with a window as far away from the fire as possible. Stay low, block the bottom of the door and call 999



## Before you go to bed

- Close inside doors (this slows down the spread of smoke and fire)
- Check everything is turned off and unplugged
- Check any open fire embers, cigarettes and candles are extinguished fully
- Keep door and window keys where everyone can find them
- Have an escape plan and escape route that everyone understands and is familiar with
- Keep all exits from your home clear
- Take a set of keys to bed with you so you are prepared to exit quickly



Find out more at  
[ongo.co.uk/firesafety](https://www.humbersidefire.gov.uk) and  
[humbersidefire.gov.uk](https://www.humbersidefire.gov.uk)

# £1m invested

As part of our commitment to invest over £83m into our existing homes over the next 10 years, we have replaced all fire doors in our three high-rise blocks at Market Hill, Scunthorpe.

Joyce Wright, tenant, said: "I feel safe in my home anyway, but the new doors definitely make you feel even safer. They make the place look a lot better, they've reduced noise outside and any draft that comes in too."

**This is just one of many investment projects we have planned in over the next few years. Keep up to date by visiting our website, Facebook and Twitter pages.**



Market Hill

## Influencing where you live

We have a Residents Building Safety group who are responsible for monitoring compliance with regulations and the new Building and Fire Safety bill. The group involves staff and tenant representatives from various different property types, who make recommendations to ensure legal compliance and residents safety.

We currently have some vacancies on this group and are looking for one representative for each of the following property types: high-rise and low-rise flats, a house and a leaseholder.

If you live in one of these property types and would like to find out more about the group, send an email to [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk) or call **01724 279900**



Working in partnership



# Investing in your community

Fifteen local groups have been successful for funding from our latest round of community grants.

In total, **£19,250** has been given to help local causes continue to offer support to those who need it most. This year, along with our usual community grants, our Safer Streets project also pledged a further £10,000 for groups either based in, or wanting to deliver projects, in Westcliff. This was secured with the support of the Office of the Police and Crime Commissioner (OPCC) for Humberside and achieved following a successful bid to the Home Office Safer Streets Fund.

A digital panel of Ongo staff, board members and tenants judged each entry at the end of February before agreeing the successful groups who were:

- Tackling it Together (part of Scunthorpe Rugby Club)
- Steelers Wheelers Sports Club
- Scunthorpe Men's Shed
- Appleby Frodingham Amateur Swim Club
- Helpful Hampers
- EcoSerenity Project (Barton)
- 2nd Ashby Brownies
- LIVES
- Keadby Juniors Football Club
- Westcliffe Warriors Football Club
- Jen's Special Place
- Riddings Amateur Boxing Club
- The Rotary Club of Scunthorpe
- Westcliff (and surrounding Areas) Association
- Riddings Brigade

.....

**Jen's Special Place**, a child bereavement support group, was awarded **£2,000**.

Jemma Akers-Jacklin, one of the founding members, said: "We rely solely on donations, so this money means we can breathe and have some security for at least the next year.

"Many young people feel isolated and alone when they experience the death of a loved one. The support we offer aims to help them express these feelings, to ensure they're not alone and to bring the whole family together."



Jemma planting a tree in memory of a loved one



Providing opportunities



# New opportunities

A local boxing club has recently become one of our commercial leaseholders and moved into new premises.

Riddings Amateur Boxing Club offer a range of boxing and fitness classes for all ages. Previously using space at Riddings Youth Centre, they had been trying to get their own permanent base for a long time – somewhere they could call home and that could be a community hub for the local area.

That was when Kenny, club Chairman, was made aware of the site on Enderby Road, Riddings, where our Choose to Reuse shop used to be. Soon afterwards, the boxing club had their own home.

Kenny explained: “I was getting disheartened with it all before and the stress led to me falling out of love with boxing. However, this opportunity came up and changed everything - we couldn’t have picked a better location. Not only does it mean we can remain a part of the community where the club first set up over 30 years ago, but we can also open every night of the week which we couldn’t do before.

“That’s what we’re all about – we want to offer a variety of support to as many people as possible, and for the community to get involved. Ultimately, if the neighbourhood are proud and see it as somewhere they can learn new skills, meet new people, keep fit and improve their wellbeing, then we know we’re doing something right.”

Two of the coaches, Pete and Steve, ran 5k every day for a month and raised over £2,000 for the club which was spent on new equipment. The club also succeeded in applying for £1,500 from our recent Safer Streets fund (supported by the OPCC for Humberside) that will provide free sessions to local young people.

They opened their doors for the first time in April in line with the government roadmap out of lockdown. Kenny spoke about the tough journey to get ready for welcoming people again, but how it had all been worth it.

He said: “Jan and Kerry from Ongo were a huge help in making sure we could move in last November. There was a lot of work such as painting, plastering, opening up the space and planning permission, but lockdown gave us the opportunity to do this. It was a real team effort, something which has meant it’s not taken long to feel like what we want it to be.

“Our aim for now is to get settled here, offer lots of different opportunities, and for local people to know that we’re here for them.”

**Find out more about what they offer by searching ‘Riddings Amateur Boxing Club’ on Facebook.**



If you would like details on other leasehold opportunities, email [homeownership@ongo.co.uk](mailto:homeownership@ongo.co.uk)

# #InvolvedWithOngo

## Property permissions

Our Resident Scrutiny Panel completed their latest investigation which looked into the process for making alterations to your home.

The tenant-led group carry out detailed investigations into all aspects of our services to influence improvements. Their report on property permissions included a number of recommendations such as:

- ✓ Introducing a formal policy
- ✓ Guidance information needs to be reviewed and updated
- ✓ The alterations application form must be more user-friendly
- ✓ The monitoring of alterations granted or refused needs to be improved

Our tenant group, Community Voice, approved all of the recommendations, and an action plan has been created to deliver and implement the Scrutiny Panel's findings.

The group are looking for new members. Search 'Resident Scrutiny Panel' at [ongo.co.uk](https://ongo.co.uk) to find out how you can get involved.



## Publications Panel

Did you know that you as tenants decide on what articles are included in each Key News, and make suggestions to ensure the information that you receive from us meets the needs of all tenants.

Our Publications Panel recently influenced our roadmap out of lockdown before it was published and also had input when we were updating our Customer Engagement handbook.

The panel are looking to get more tenants involved. It's a largely digital group that doesn't require much of your time - you can also learn new skills, have a say on all documents and ensure they're relevant, make new friends, and give your views.

Visit [ongo.co.uk/involvedwithongo](https://ongo.co.uk/involvedwithongo) for further details.



## Environmental Champions

If you're interested in the environment and want to help your community, then this is the perfect opportunity for you.

The champions will be involved in inspecting their own neighbourhoods and reporting any issues they find to us. They will focus on environmental matters such as litter picking, recycling and much more to help make their neighbourhood a better place to live.

There is no limit to who can become champions – you just need to live in one of our homes.

The champions will be supported by various departments. Training and equipment will also be provided to help you do the role in a safe environment.

Email [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk) to find out more.



## Helping to make decisions

Four new members have recently joined Community Voice meaning more tenants are making a difference and deciding on matters that affect them.



The group decide on all operational customer-facing policies so, if we wanted to make a change to our Lettings Policy for example, we wouldn't be able to do so without the group's majority approval.

**In the last year alone, the group has voted on and influenced matters such as:**



**Complaints & Feedback Policy**



**New Customer Charters**



**Anti-Social Behaviour Policy**



**Repairs during Covid-19**



**Income Policy**



**Our digital services**

The group is open for any tenant or leaseholder to join, and they are always looking for new members so more voices are heard, represented and acted upon.

These are just some of the opportunities in which you can shape the homes you live in, the communities you're a part of and the services you receive.

There's a way to get involved that suits you. It can be online or face-to-face, and you can give as much time as you want depending on your other commitments. What it can give you cannot be underestimated– whether that be new skills, something to add to your CV, making like-minded friends, or simply being a part of change.

**To register your interest or to find out lots of other ways in which you can make a difference:**

- 📄 Complete our #InvolvedWithOngo form at [myhome.ongo.co.uk/get-involved](https://myhome.ongo.co.uk/get-involved)
- 🖱️ Or visit [ongo.co.uk/customerengagement](https://ongo.co.uk/customerengagement)



# You said, we did

Our Digital Tenants are over a year into the two-year programme designed to improve our digital services.

Take a look back at what their input has helped us achieve already:

## Ongo digital tenants



MARCH 2020

### Repairs section of My Home



- Make the list of repairs clearer ✓
- Add more repairs you can book ✓
- Learn more about rescheduling repair appointments ✓
- Raising awareness of how to request alterations to your home ✓

- Improve how a credit or arrears balance is shown on the statement to make it easy to understand ✓
- Improve the navigation and accessibility of the Ongo website ✓

JULY 2020

### Rent statements on My Home



OCTOBER 2020

### Experience of our online services during Covid-19



- Having regular updates about the impact on our services ✓
- Giving ideas and feedback on signing up for a new home online ready for when it was launched in January 2021 ✓

- Revisiting appointment dates for a repair following the changes made in 2020 ✓
- Thinking further about searching for a repair by specific trade or room ✓

FEBRUARY 2021

### Revisiting repairs and the new digital sign-up platform



Andrew with his tablet device

Andrew Hepworth, Digital Tenant, said: "I've loved being a part of the change and improvement to the online services so far. Each feedback session has allowed us to have our say, ask questions and find out more about the range of digital services, support and opportunities available to us as tenants."

"I feel like I'm really helping to make a difference – you can't beat that feeling."

Did you know that you can pay your rent, book a repair and manage your tenancy anytime and from anywhere? There's so much more available on My Home and we're regularly adding new features so don't delay – sign up today!

Register and log in at [myhome.ongo.co.uk](https://myhome.ongo.co.uk), or you can download the app from the Google Play or Apple app store.



# In the neighbourhood

With North Lincolnshire Council recently transferring the responsibility of grass-cutting to parish/town councils, we wanted to remind you of our responsibilities.

We employ a company called Ground Control Ltd to maintain our amenity and open-space grassed areas. Their work covers the entire year from the cutting season (March to October) and during the winter period (November to February).

The types of work they carry out are as follows:

## — Summer specification —



- Cut and Fly grass cuts (cuttings will be evenly dispersed and allowed to decompose into the existing grass) every 11 workings days as a guideline
- Litter picks on every visit
- Boundary hedges to be edged (August only)

## — Winter specification —



- Hard pruning of boundary hedges
- Removal of leaves in November and January

Due to the nature of the work, it is inevitable that sometimes unforeseen circumstances such as bad weather or poor land conditions will mean a delay against the programme dates.

On these occasions Ground Control will aim to catch up with the programme as soon as possible.

## Communal and garden trees

These are also maintained by Ground Control. We only carry out inspections on trees that are impacting on health and safety issues or damaging properties.



Our Neighbourhood Services team covers Cut and Collect grass cuts, shrubs, hedges, leaf collection and edging at retirement schemes and some selected sites.

We are committed to helping the local environment and making positive changes towards reaching net zero emissions. Including you in our plan is vital. That's why we've already carried out a text survey with younger tenants and held a couple of environmental workshops with Community Voice members to discuss our draft carbon reduction plan.

We want to encourage more tenant involvement in our environmental wellbeing work. If you would like to help us on this journey, please email [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk)

# Safer Streets success

Last September, we were awarded £650,000 to improve the safety of the Westcliff Closes and Selby Court.

Our bid was supported by the Office of the Police and Crime Commissioner for Humberside. The funding was granted by the Home Office for this particular area due to the high levels of crime and anti-social behaviour.

Thanks to some great work from many departments, partner agencies and contractors, we have:

Added six  
bespoke  
chicanes

Awarded £9,000 to  
local groups and good  
causes to invest  
in further support

Put in eighteen  
secure-by-design  
bike lockers for local  
residents

Given out 1,150  
pieces of home safety  
equipment

Erected  
new, stronger  
communal  
fencing

Fitted 23 new  
communal doors,  
upgraded 34 existing  
doors and installed  
22 new entry  
systems

Rose Plumb, tenant, said: "I can't begin to explain how much of a difference this has made to the area. It's not only brightened up the community, but it also gives me more confidence and makes me feel even better and prouder of where I live.

**“ Though the project is complete, it's so nice to know that the improvement work won't stop. Instead, it'll be the catalyst for even more support and opportunities in the local area. ”**

Keep up to date on how we're investing in communities by visiting [ongo.co.uk](https://www.ongo.co.uk) and our social media channels.



# A new beginning

When Ian was made redundant in March 2020 after 22 years of working at the steelworks, he didn't know what to do. He had never been out of work before, and a number of questions ran through his head – how will I find work during the Covid-19 pandemic? How am I going to be able to provide for my 11 year-old daughter? What support is out there for me?

Thankfully, our Sparc Enterprise team were able to help.

The team offer guidance on setting up your own business and, after one phone call, Ian knew it was the perfect opportunity.

He explained: "I realised I could be my own boss, be in control of my work and how much time I could spend with my daughter. The freedom and flexibility that it would give me was important, and then things developed quickly from there."

Ian was supported with researching, developing a business plan and completing the relevant paperwork for his new property maintenance business. Less than a month after launching, he had secured work on the Safer Streets project installing home safety equipment for residents.

He said: "Overall I put up over 200 lights, video doorbells and alarms in my two months helping on the project, and it was lovely to start by giving something back to help a local community."

He hopes to grow the business over the coming years, but Ian is grateful for how positive everything is now.

He summarised: "I went from being lost and just sat around to suddenly having direction for the future. Maryanne and Jill (who work on Sparc) have helped to put the starting blocks in place for the business and myself to thrive, and they've given me great confidence for the future."

**“ I’m in a totally different place in my mind – one where I know that I’m now set up for life.”**



Ian looking forward to the future



Part of the Safer Streets project

If you are interested in working for yourself and receiving self-employment support, visit [ongo.co.uk/sparc](https://ongo.co.uk/sparc) or email [sparc@ongo.co.uk](mailto:sparc@ongo.co.uk)

# Competition corner

## Easter excitement

Our recent competition gave you the opportunity to win an Easter hamper and certificate by entering into one of our different categories and sending us a photo of your creation.

We received 34 amazing entries, and our tenant volunteer judging panel then chose the winner and runner-up in each category. Erika Scott won the Children's Easter Decorations category. Her Mum Anna said: "This was a perfect opportunity to get creative, something which my daughter loves to do. She was so happy when she found out she'd won, and it helped to make it an even better Easter for our family."

Lexi Reed won best Easter baking with a rabbit inspired cake. Her Mum Courtney explained: "With kids having a lot of disruption to their normal life over the last year, it was nice for Lexi to have something like this to focus on. She put a lot of time into her bake and was over the moon with her hamper full of treats."

### Spreading the love

In February, we held a social media competition for Random Acts of Kindness Day.

Ten people aged 8-16 won a hamper, and each of the 53 entrants also received a hand-written card.



Keep up to date with our competitions

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

 [OngoHomes](https://www.facebook.com/OngoHomes)

 [@ongoUK](https://twitter.com/ongoUK)



# Wordsearch

Ongo Bear has been inspired by all the love, support and care that has been shown by people in our communities since lockdown first began. Can you help find the things that he hopes will continue after restrictions lift?

Spot the following words...

HELPING	KINDNESS
TALKING	REACHING OUT
LEARNING	VOLUNTEERING
APPRECIATING	CARING
SHARING	CREATIVITY
HAPPINESS	LOVING
NEW SKILLS	TEAMWORK

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

If there's a game that you would like us to do in the next edition, email [editor@onggo.co.uk](mailto:editor@onggo.co.uk)



# Fancy winning a £30 shopping voucher?

Scan to complete the online survey!



## We hope you enjoyed this edition of Key News.

Your feedback is important in shaping future editions. If you'd like to be in with a chance of winning a £30 voucher of your choice, please complete the survey online at [surveymonkey.co.uk/r/keynewsmay2021](https://surveymonkey.co.uk/r/keynewsmay2021) or scan the QR code on your smart device. However, if you can't do it online, then you can complete the survey below:

1. How would you rate the edition in terms of how much you felt informed, and how relevant the articles were to you? (1 is poor, 5 is great)

1 2 3 4 5

2. What was your favourite part of this issue?

3. How satisfied are you with how your Key News currently is? (layout, content, length of the edition etc.)

Very satisfied Satisfied Dissatisfied Very dissatisfied

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

5. 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:

Fill in your details below to be entered into the prize draw for the shopping voucher. This information will only be used to contact the winner.

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Postcode \_\_\_\_\_

Daytime telephone number \_\_\_\_\_

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

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Entries must be in by Friday 25 June 2021. 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