



# Key News



**Dine & Dance 2018**  
Check out the photos on page 11

**Tenancy First**  
Find out about changes to managing tenancies

**New developments**  
Take a look at plans for our new homes



**Winter 2018**

# Welcome

## From Chief Executive Steve

Eight months have passed since I took on the role of Chief Executive, and in that time I have taken pride in seeing some great work happening in our communities.

Most notably, is the opening of The Arc. This is a brilliant centre in the heart of Scunthorpe's Westcliff community offering excellent facilities, such as a local Post Office, something the community told us they were really keen to keep. We would urge you to use it if you live nearby.

As part of developing our new Corporate Plan with help from our tenant group Community Voice – the Ongo Plan - we asked for your views as tenants on what our priorities should be. I am pleased to say that the new plan, which will be launched in the new year, reflects your views and **we will be investing in our communities** as one of the top priorities.

You also told us that you thought we should **build more new homes** and both our board and management team share this ambition. We already have plans this financial year to build over 300 new homes for rent, plus some for shared ownership and homes for people living with Dementia.

A further priority is to **provide you with excellent landlord services**.

Finally, social housing has been high on the national agenda in recent weeks following the publication of the Government's green paper called A New Deal for Social Housing.

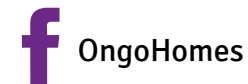
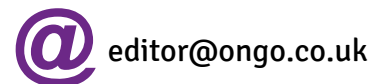
I am really pleased to see that giving a greater voice for tenants features as a top priority. This is close to my heart and I will continue to make sure that **listening to tenants views is central to what we do at Ongo**. I am hopeful that the Government will recognise this in the work that follows the green paper so let's watch this space.

For now, as we approach the December break, **I would like to wish all our residents a peaceful and happy holiday season**.



# Join the conversation

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



## Money raised for Macmillan



[Read more here](#) 

## Neighbourhood clean-ups



[Read more here](#) 

## Garden party



[Read more here](#) 

Click on each picture to view more photos from the events





# In the Know

Taking a look at what's been happening and what's coming up

## Christmas Opening Hours

There are some amended opening and closing hours for the various Ongo buildings over the festive period.

Find the full list here...



## Privacy Notice

The privacy notice for tenants of new social housing tenancies has just been updated.

Read more here...



## Annual Report

Our 2017/18 Annual Report has been launched online for you to view our performance over the last year.

View it here...



## Action Counters Terrorism

We are supporting the Government's Action Counters Terrorism (ACT) campaign.

Click here...



# Tenant Takeover

With Keith Lumbers



In each edition of Key News we talk to a tenant volunteer to find out what they do for their community. This time we talk to Keith, chair of the Crowle Community Group and a member of Community Voice, Tenant Inspectors and the New Builds Panel...

"I first became involved in 2014. I had some spare time on my hands after retiring shortly before, and I wanted to help out in any way I could.

"The different groups have helped me with giving ideas and listening to other members, making decisions, and giving my opinion and feedback on certain aspects of Ongo. Most importantly, it has allowed me to help in **making a difference to the community** and bringing everyone together.

"I absolutely love doing what I do; the best part about being involved is **having a say in where I live** and feeling like I am **truly helping the local area**. With groups like Community Voice you make friends, you are constantly kept up to date with what is happening and your ideas are always taken on board.

"There are such a wide range of ways in which we as tenants can help out, no matter how big or small. **I say if you have even the slightest thought about getting involved, then get in there and do it.** It's such a worthwhile experience."

### 5 things about me...

» Favourite activity?

» Favourite book?

» Greatest strength?

» If you could be any age for a week what would that be?

» Favourite UK destination?

Click on each question to find out Keith's answer...

Want to get involved? Get in touch with us...

@ customer.engagement@ongo.co.uk

🖱️ [ongo.co.uk/support/tenant-involvement](https://ongo.co.uk/support/tenant-involvement)

# Money Matters

We understand that the festive period can be a costly time, but that is not a reason to ignore paying your rent. If you do not pay, action will be taken such as going to court which costs you £325.

We are always here to help, so here's a list of some handy do's and don't's:

## Do:

- ✓ Prioritise your rent and pay the full amount due
- ✓ Pay during the non-chargeable weeks if you are behind with your rent
- ✓ Check the balance on your rent account and know how much is needed to be paid during the coming weeks
- ✓ Review your budget and decide how much you are spending on Christmas

## Don't:

- ✗ Prioritise buying luxuries or paying other bills over your rent
- ✗ Have a lack of money in your bank when your direct debit is due causing it to default
- ✗ Ignore any contact from us about taking action
- ✗ Be afraid to ask if you are struggling financially, we can help

➡ Visit our website or contact us on 01724 279900 for help and support. ☎

## Non-chargeable rent weeks

There are two weeks in December, the weeks beginning the 17th and the 24th, where we don't charge rent. Many people think that they don't have to pay during these weeks, but that is wrong if you owe us money.

The tenancy agreement is clear; **if you are behind on rent, these non-chargeable weeks do not apply to you and you must pay during these weeks.**



# A day in the life of...

We catch up with Pauline Smith, Regeneration Support Officer.

## When did you start working for Ongo?

12 September 2005 as a Mobile Warden on a temporary contract.

## What does your role involve?

I basically play the middle person between contractors and Ongo. I carry out the surveys for the decent homes works (which can include, for example, heating and hot water service changes), and I support tenants in the build-up to, and during the actual, works. Finally, I do the assessments for any vulnerable tenant who may need respite placement and find them a suitable place to go that meets their needs, and I help resolve any issues highlighted.

## What's your favourite part of the job?

I really enjoy meeting, talking to and engaging with people, and this job gives me the opportunity to do so.



## Quickfire questions

- » If you could spend a day anywhere in the world where would it be?
- » Any pets?
- » Favourite hobby?
- » Ideal weekend?
- » Favourite season?

Click on each question to find out Pauline's answer...



# Tenancy First

## Introducing some changes to the management of tenancies

A brand new initiative called Tenancy First has been announced. This will feature changes to the management of tenancies in four main areas, these are:

- » **Paying rent in advance**
- » **Keeping properties in good condition**
- » **Allowing access to carry out safety inspections**
- » **Engaging with support**

The changes to paying rent in advance started from **1 November 2018**, and the other three will take effect from **1 January 2019**.

Click on each one to find out more...



# Anti-social behaviour

We take anti-social behaviour (ASB) matters very seriously, and we always take firm action against those who cause it. Any ASB reports that come through to us are dealt with confidentially and are investigated as soon as possible.

Click on each of the following for an ASB step-by-step guide

Step 1



Step 2



Step 3



To report ASB issues to us...

Visit our website  
ongoco.uk



Or report it  
here

# Good Deed Feed

## A look at what's been happening in the community

### World War I Centenary Celebration

Dave Whiteley, treasurer of the Hilton Avenue & Lodge Moor Community Group, held a WWI centenary celebration on Saturday 29 September.

61 people enjoyed an evening of singing, dancing, and entertainment as the war era was re-visited for the range of ages in attendance.

Two singers, Marlaina Rube and Tony Gray, performed a variety of music from the time, and the Lodge Moor Community Centre where the event took place was awash with flags and banners.

Read Dave's comments here



### Halloween parties

The Market Hill Residents Association held a Halloween disco on Friday 26 October for the local community.

47 people were in attendance at CC Doubles Bar with music, dancing, a fancy-dress competition with prizes, food and refreshments for families to enjoy completely free of charge.

The Warley Road Community Group also staged a children's Halloween party on Wednesday 31 October at the Open Hearth.

The event was also free and attracted new people in the area, whilst also having many more people attend than the year previous.

Read thoughts on the events here



Have you done something great to help people, to help your community or to make your area a better place to live? Let us know...



editor@ongoco.uk



OngoHomes



@OngoUK



# New developments

## Dementia supported housing

Plans are currently being developed to build the first specialist housing scheme in North Lincolnshire specifically for people living with dementia. This is so they can continue to live independently for as long as possible.

Check out a video of the plans by clicking here...



## New retirement living scheme

The development and building of new affordable retirement living homes in Gainsborough will begin soon.

24 new one and two bed properties are due to be built on North Marsh Road, a site close to the town centre, and are expected to be completed by early 2020.

Read more here...



## 240 new homes by 2020

Work is underway to build 240 new homes by 2020 in Scunthorpe, Brigg and Ashby.

The developments are in partnership with North Lincolnshire Council, and sites for the new builds include Station Road in Scunthorpe, Poplar Drive in Brigg and Collum Avenue in Ashby amongst others.

Find out more in our 2017/18 annual report...



# Dine & Dance 2018

Over 100 people attended the annual Dine & Dance event which took place at Heslam Park Club, Scunthorpe, on Monday 29 October.

The afternoon gave residents over the age of 55 the opportunity to enjoy a pie and pea lunch, music, singing, dancing and further entertainment all for free.

The event aims to tackle social isolation, and to allow residents the chance to meet and interact with new people.

Jeanne Bradford, Scunthorpe, attended and said: "I wasn't sure about coming to begin with, but I'm really glad that I did. It's a great way to meet new people and it's just brilliant."

"I would definitely recommend it for anyone to come along to in the future."

Click here for a photo gallery of the event...



## Big Christmas lunch

The yearly Ongo Big Christmas lunch will take place on Tuesday 18 December at Heslam Park Club between 12.00 noon and 3.00pm.

The event is open for any tenant over the age of 55 who will be spending some or all of the Christmas period alone, and is completely free of charge. A three course Christmas lunch, refreshments and entertainment will be on offer, and it is a chance to come and meet new people and to get into the festive spirit.

If you are interested in attending please visit our [website](#), or get in contact via our [Facebook](#) and [Twitter](#) pages.



# Your chance to be involved!

- » Want to help shape and influence our services?
- » Want to be a voice for tenants?
- » Want to improve the community you're a part of?
- » Want to have your say?

If you are an Ongo Homes tenant or leaseholder, then there is something for you!

From Community Groups to Community Voice to Tenant Inspectors, with many more, there are so many ways in which you can get involved at a level that suits you. Whether that be involvement on a regular basis, just occasional input and consultation, and either short-term or long-term participation, there is an option that fits in with your schedule.

Read on to find out about three of our groups...

## Community Voice

**What is it?**  
The main tenant group that represents all Ongo residents and leaseholders, and represents their feedback, thoughts, values and improvements towards our different services.

**How often do they meet?**  
Usually once a month for three hours.

**What skills do I need to join?**  
A want to be involved in influencing improvements to our services, and local housing and communities in general. Also a passion for improving residents' quality of life.



**Why should I join?**  
So you can have a say in and help develop our services, your housing, and the community.

[Find out more here...](#)

## Resident Scrutiny Panel

**What is it?**  
A group of residents who investigate different areas of Ongo Homes to highlight good practice, and to suggest where improvements are required.

**How often do they meet?**  
Normally around four hours a month, though this increases during investigations.

**What skills do I need to join?**  
An analytical approach, an inquisitive mind and a desire to undergo research. Also an eagerness to learn, meet new people and make a real difference.

**Why should I join?**  
It's an opportunity to enhance your knowledge and skills, and to positively influence the services that affect you.

[Find out more here...](#)



## Tenant Inspectors

**What is it?**  
Volunteers who carry out checks of our services by inspecting areas such as neighbourhoods, empty homes, and green spaces.

**How often do they meet?**  
Usually every two months for an hour and a half, with inspections carried out in-between.

**What skills do I need to join?**  
An eye for detail, effective communication and the ability to undertake inspections.



**Why should I join?**  
You can get involved in all aspects of the work or just one, and you can schedule inspections around your time.

[Find out more here...](#)

## Fancy joining? Or being involved in other ways?

Look at and complete a [Menu of Options form](#) on the My Home App, [website](#), or by clicking [here](#).

Or contact the team on:

@ customer.engagement@ongoco.uk

f OngoHomes

@OngoUK



# Emergency Out of Hours

The Emergency Out of Hours (OOH) service is for tenants to contact when you have an emergency with your property. It operates from 6pm in an evening until 7am the following morning on weekdays, and 24 hours on a Saturday and Sunday.

## In a Nutshell...

The service is for emergency repairs, and for those issues that are causing damage or harm to you or your home, that cannot wait until the next working day.

## What work/repairs does the service cover?



Recently, on average only **20%** of OOH calls have been genuine emergency calls...

## What doesn't the service cover?



... Meaning **4 out of 5** calls have not been using the service correctly.

## Remember...

It is important that only genuine emergency repairs are reported through this service. If you call and it isn't an emergency, and if we send a member of our maintenance team to your home and it is something that could have waited or could have been contained, you will be recharged.



You can book repairs through the My Home app and website for a time and date that suits you.



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

# Frequently Asked Questions

## How can I pay my rent?

There are loads of ways! You can pay on the **My Home** app or website, by your **rent card** (which you can order through My Home) at any post office and PayPoint or via the **AllPay website**, or by **direct debit** (which you can set up through My Home). Whatever way, there is an option that suits you.



## I'm trying to ring but am in a queue...

We apologise for any wait you may have when calling us. Did you know you can visit our **website**, **My Home**, our **Facebook** page, and use the **Live Chat** feature on our website to speak directly to one of the team? There's plenty of information on each of these and, more often than not, will help you with the query you have.



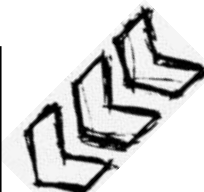
## I have a Lettings/Home Choice Lincs (HCL) query...

Whether you're looking to register or update an account on Home Choice Lincs, looking for a new property via HCL or our Ready to Rent scheme, interested in renting a garage, or want more knowledge on our homes... There's lots of information available on **our website** and via the **Home Choice Lincs website**.



## I would like some support to get into work...

We have a devoted Employment Support Team who offer help and guidance to get people into work. Whether it be looking for a first job, fancying a career change or if you haven't worked for a long time, there is support available to you. Find out more information **here**, or check out the Ongo Communities **Facebook** and **Twitter** pages.



## What are tenant responsibilities for repairs?

A list of repairs that tenants are responsible for can be found in your tenancy agreement, and by clicking **here**. There is also a section on our website which is available **here**.

Have a question that you would like answering in the next edition?

@ editor@ongo.co.uk

f OngoHomes

@OngoUK



# Arcafe Festive Menu

The Arcafe have launched their Christmas menu which includes a wide range of food, drinks and treats for people to enjoy.



## Flavoured coffees/hot chocolate

£2.30 each

## Mince pie and a hot drink

Prices start from £2

## Mince pies

95p

## Christmas dinner

1 course - £5.95

2 courses - £6.75  
(every Wednesday)

## Hot turkey baguettes

Served daily  
throughout  
December

Check out the Arc website and social media pages for more information...



[www.arcwestcliff.co.uk](http://www.arcwestcliff.co.uk)



TheArcWestcliff



@arcwestcliff

The next edition of Key  
News will be out:

26 February 2019

We always appreciate  
your feedback...



editor@ongo.co.uk



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