

SUMMER 2025 | [ONGO.CO.UK](https://www.ongo.co.uk)

# KEY NEWS

YOUR TENANT AND  
LEASEHOLDER MAGAZINE



## Community Grants

27 good causes receive a share of  
£35k funding to support others.

### ONGO CARNIVAL

Ongo Carnival returns  
on Wednesday 6  
August.

### INVEST TO IMPROVE

Work taking place to  
improve where  
you live.

### SERVICE STANDARDS

Our commitments to  
you and the level of  
service provided.

### SUPPORTING YOU

Tenants being  
helped to improve  
their lives.



# Contents



3



16



6



22

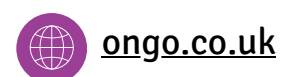


24

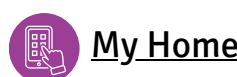
## In this issue...

Supporting you	3	You said, we're doing	14
Repairs progress	4	Involved with Ongo	16
Service Standards	6	Community Grants	18
Invest to improve	10	Carnival and events	22
New homes	12	Myos House	24

### Contact us:



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



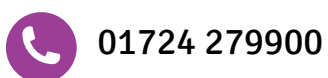
[My Home](https://www.myhome.co.uk)



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



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



01724 279900

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

আপনি আপনার ভাষায় এই লিফলেট চান, অনুগ্রহ করে আমাদের সাথে 01724 279900 উপর কল

如果您想本小册子在你的语言，请致电 01724 279900



## A message from Chief Exec Steve

[Click here](#) for the latest update.

# Supporting you



Whether you have specific needs or not, and no matter your circumstances, we can offer a range of personalised support for you.

### Additional income

A tenant, Joao, who has multiple health issues, has received support to reinstate his Housing Benefit claim. This included a backdated amount of just under £1,000 and weekly payments moving forward.

“It's had a big impact, not just on my finances but on my wellbeing too. Mark (Tenancy Sustainability Coach) supported me with filling out forms, making the process easy to understand and reassuring me throughout.

I'm very grateful for the support, and it's made me really happy. - Joao



Joao and Mark

Andrew, a tenant with neurodiverse needs which includes autism, has also recently been supported with a neighbourhood issue which was affecting his mental health.

“I want to thank Vicky (Tenancy Officer) for what she has done for me. It has changed my life and I'm far less anxious now.”



If you are struggling, then you are not on your own - we can help you. Check out our [website](#).



# Repairs progress

## Damp & mould cases halved

We have successfully halved the number of damp and mould cases in our homes from almost **1,000** to **507** showing significant progress in our commitment to address the issue, and provide safe and well-maintained homes for you.

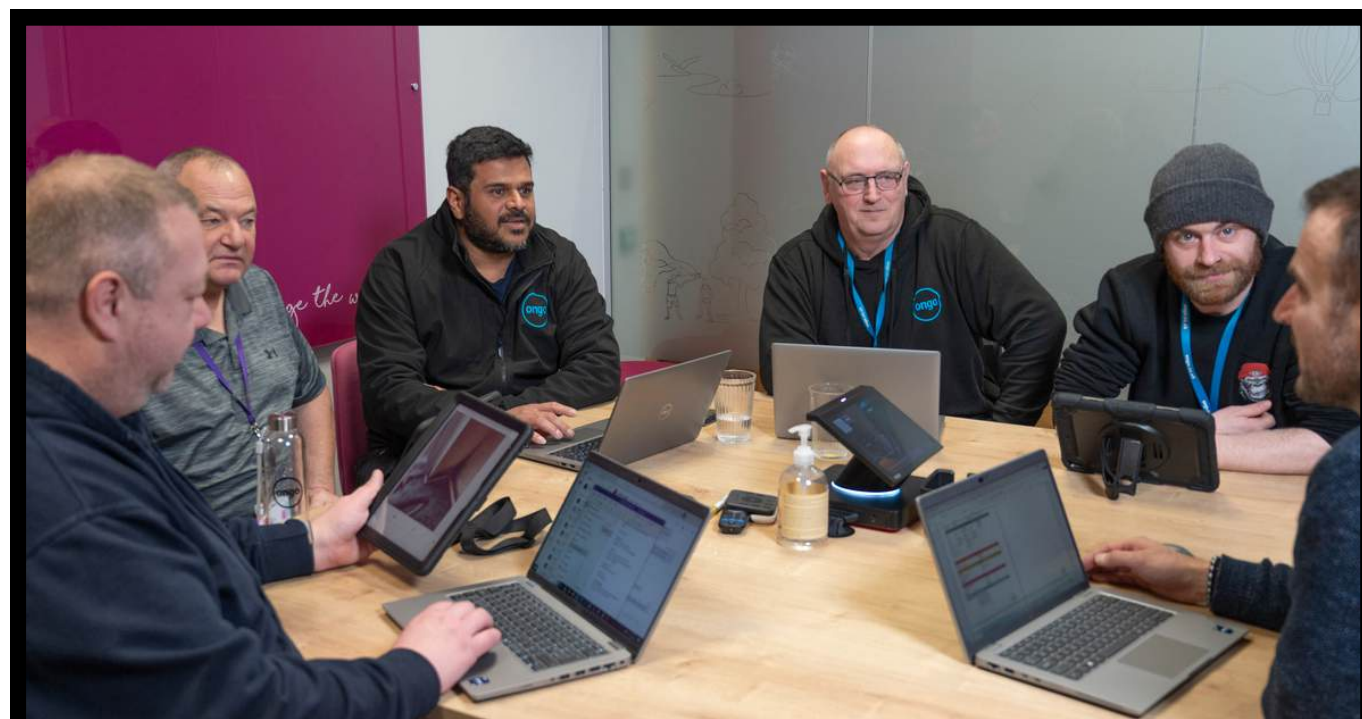
This reduction is due to new processes introduced and a large data cleanse, creating more accurate and manageable work for those in need.

Our new team of seven, dedicated to handling the issue, was set up the beginning of May. So far, they have prioritised all cases, ensuring they are addressed within the timescales proposed by [Awaab's Law](#), whilst also working on older cases that are out of the current timescale.

Over the next two months, a new case management system with updated inspection forms will be set up, which will enable inspectors to raise and appoint repairs efficiently. Also, a new reporting system will be established to monitor compliance with the timescales.

Tenants will benefit from better communication and summaries of the work being done, ensuring compliance with legislation and a better overall experience.

[Check out more.](#)



Some of the new Damp & Mould team



## Some key repairs highlights...

- ✓ **10** more Maintenance staff recruited (a 25% increase).
- ✓ **1,000** older jobs completed from the system (6,500 down to 5,500).
- ✓ **40,000** repairs carried out over the past year.
- ✓ **2,309** jobs completed right first time in March (81%).
- ✓ **1,103** emergency repairs completed in timescale during March (87.9%), an increase from 812 (82.8%) in January.
- ✓ **New materials supplier** starting in August to improve level of resources available and supply times.

There's lots more work taking place to improve the service for you.

Read an update from **Steve Ellard** (Property Director) to learn more.





NEW

# Service Standards

Our refreshed Service Standards explain what you can expect from us as your landlord, and the level of service we will provide.

The standards are based on four themes:



Safety and Quality



Transparency, Influence and Accountability



Neighbourhood and Community



Tenancy

[Read more about the Standards.](#)

They are aligned with the four [Consumer Standards](#), which set out the outcomes that landlords are required to deliver, as well as our own [Corporate Plan](#) objectives.

The standards have been refreshed following consultation with both colleagues and you, our tenants, who told us what areas they thought were most important. Thank you to all those who supported with this.



## Keeping you safe

### Asbestos awareness

Asbestos may be present in homes built before 2000. If in a good state of repair and left undisturbed, it is not a hazard to health. We have and are continuing to gather information through surveys, to monitor and manage the presence and condition of asbestos in all our homes.

You can find out on your [My Home account](#) if it's present in your home and where.

Head to our [website](#) for more and some top tips.

### Tenants making an impact

The Residents Building Safety Group, who meet every three months, help to influence safety matters for all. This year, they have:



Made improvements to the gas servicing appointment letter, and Building Safety & Compliance booklets



Helped to resolve a contractor issue

### Importance of safety checks

Each month, we have on average **1,000** missed appointments to carry out essential safety checks due to being unable to gain access.

The checks are to keep you, your family and community safe. Please allow access to carry out these necessary visits or rearrange your appointment if they are not suitable.

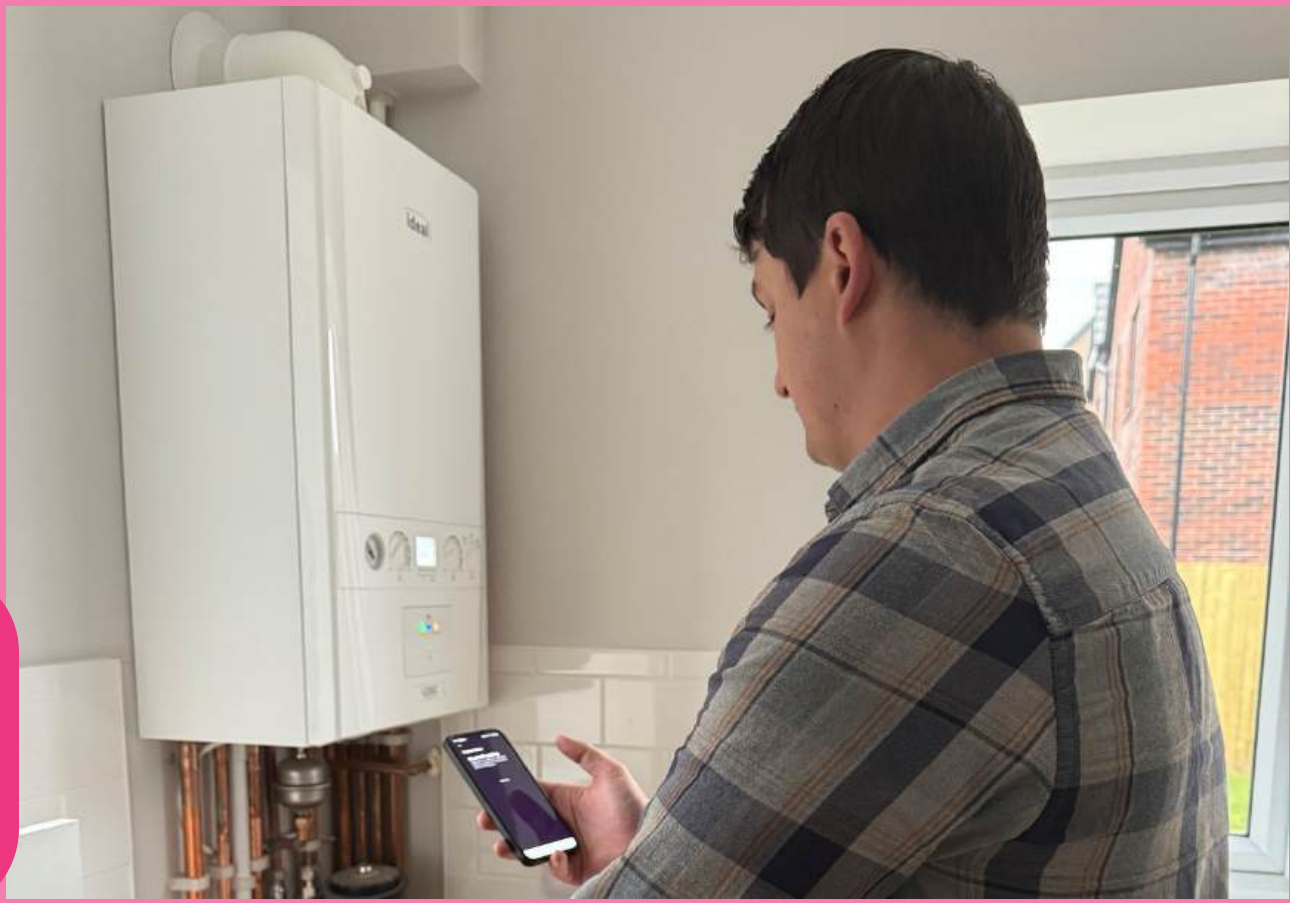
Less missed appointments means more time and money can be invested in improving services, providing support and offering opportunities to help you.

[Learn more about the group.](#)





# Pilot project launches



We've begun a trial in 30 of our homes in Ashby, Scunthorpe, to identify issues and increase boiler efficiency.

The smart technology will mean quicker fixes, fewer unnecessary visits, and a warmer, safer home for our tenants. It's all part of our commitment to making your homes more comfortable and future-ready.

Check out future editions for a further update, including plans if the trial is successful.

Visit the Tech & Innovation team at the Ongo Carnival! They'll be there to answer and offer support with My Home, staying safe online, and how we're using emerging technology such as smart home systems, AI, and other innovations to improve your home experience.

There'll be fun games and a chance to win great tech prizes. Don't miss out!



## Ready for Net Zero

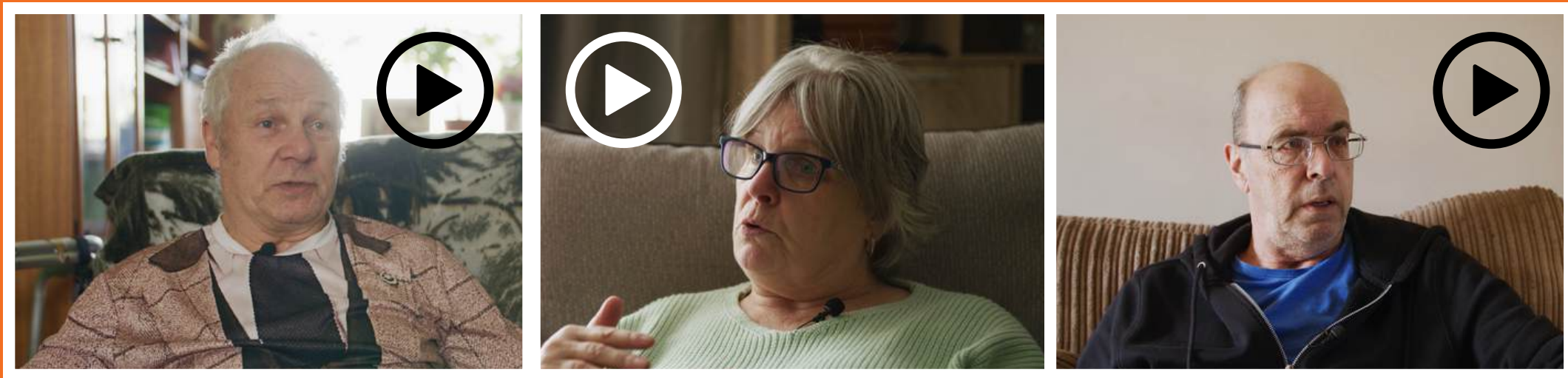
After receiving £2.3 million from the Social Housing Decarbonisation Fund (SHDF) in 2024, essential work to improve the energy efficiency ratings of homes has been ongoing.

The improvements have depended on each home's specific needs, and has so far included:



- 174** solar panels installed
- 106** air-source heat pumps installed
- 60** homes fitted with cavity wall insulation
- 171** homes fitted with loft insulation
- 19** windows and **16** external doors fitted
- 9,811** homes at an EPC C rating or higher (87% of all homes)

## Hear from three tenants who have had work completed and the difference it has made:



[Discover more](#) about the project and upcoming plans.



# Investing in your home



As written in our [Corporate Plan](#), we want all our homes to be in good repair, safe and secure in clean, well-maintained neighbourhoods that are thriving with community spirit. We know this is what matters to you.

In order to do this we must invest in our existing homes. Here are some examples of how in the last financial year we've done so.

## 338 kitchens and 23 bathrooms

were installed when they were beyond economical repair or at the end of their lifespan, ensuring the homes have modern facilities for our customers.



188 homes

received a new external door, improving the security of the homes for our tenants.

100 homes

received new roofs, including loft insulation top-ups where necessary.

11 wetrooms

were replaced, ensuring homes remained accessible and usable for current tenants.

11 homes

which had poor performing and draughty windows had them replaced, helping the homes retain their heat.

2,470 homes

had a stock condition survey completed to better understand the condition of tenants' homes, and to plan future programmes of work.

Electrical upgrades

were completed at Market Hill and Trent View House, which ensured that the buildings were as safe as possible in the event of a fire.



Head to our [website](#) for more, including the latest plans and consultation.



# New homes



Head to [ongo.co.uk/developments](https://ongo.co.uk/developments) for the latest updates on our new homes.

## In progress

A mixture of Rent to Buy and Shared Ownership homes are set to be completed by the end of July.

Situated on Ings Lane in Hibaldstow, there will be five Shared Ownership homes (all two-bed bungalows) and 15 for Rent to Buy (a mixture of two-bed bungalows and houses).

They are built on previously agricultural land, providing idyllic rural views and close to shops, a play area, school and village hall.

Learn more about [Rent to Buy](#) and [Shared Ownership](#).



Mid-development



Bungalows

## Bungalows built

Nine bungalows have been built on Top Road (South Killingholme).

The two-bed homes are for general needs with improved accessibility (wider doors and hallways), level access throughout and wetrooms installed. In the heart of a peaceful village, they are also close to the A180 which provides direct access to Grimsby, Cleethorpes and Scunthorpe.

Each home is for social rent, which is a low-cost rent significantly less than the rent typically paid in the wider housing market and is set by a government formula.



New neighbourhood

## Our first homes in an area

Work will finish in July on six homes in Nettleton, a village on the edge of the Lincolnshire Wolds National Landscape and close to Caistor.

The homes on Moortown Road include four two-bed houses for affordable rent, and two bungalows for Shared Ownership.

They are just over a ten minute drive away from Market Rasen, which contains a range of amenities including shops, restaurants, a leisure centre and train station.

## Featuring Top Road in South Killingholme





# You said, we're doing

## Increased safety

A local community group, Hilton Avenue and Lodge Moor Association (HALMA), has secured Police & Crime Commissioner funding for a camera to reduce anti-social behaviour (ASB).

Following a public meeting held with residents in 2024 where several ASB issues were discussed, the camera was installed in a specific hotspot.

Lucy, Chairperson of the group, said: "It's helped to make the community safer, and the amount of issues has significantly reduced."



### The Big Clean

We supported an event in April called 'The Big Community Clean Up', held on the Nunsthorpe neighbourhood in Grimsby.

Led by Lincolnshire Housing Partnership, various agencies sponsored skips at different locations throughout the area. It allowed residents the opportunity to dispose of waste, plus work together to spruce up where they live.

**Anne O'Flinn, one of our Customer Liaison Officers, summarised: "It was an amazing community event and a great opportunity to work together with local residents."**

**271** bags of rubbish filled  
**17.2** tonnes of general waste collected in skips  
Over **20** bikes saved and refurbished to support a local community project



## Tenancy Fraud

After an increase in recent cases, several of our tenant groups asked for more information on tenancy fraud.

### What is it?

Someone living in a home they are not entitled to, not living in the property, or giving false information to get a tenancy.

### Common examples

- Subletting – where a tenant rents out all or part of their home to someone else without permission
- Wrongly taking over a tenancy – if someone moves into a home or passes away and a person is not entitled to the home
- Abandoning the property

Take a look on our [website](#) for further information.

### Digital session

Residents at one of our retirement schemes, Greenfields (Goxhill), asked for a session to learn more about [My Home](#) and gain specific digital skills.

**Marlene, tenant, signed up for My Home and commented: "It was very helpful, everything was explained clearly and I now feel much more confident."**

**"Another lady was shown how to send text messages, so she can keep in touch more regularly with her son and daughter. It just shows how being shown seemingly small skills like that can actually have a really important impact."**



### Some ways we tackle the issue

- Checking identification documents and right to rent before giving someone a tenancy
- Carrying out tenancy audits
- Raising awareness amongst residents and staff

### If found guilty of tenancy fraud, you could...

- Lose your tenancy
- Lose rights to social housing
- Be fined, imprisoned or both

### How to report

If you suspect there is tenancy fraud in an Ongo home, please contact us (contact details on page 2) and provide as much information as possible to assist us with our investigations. We will keep the report confidential.





# Involved with



## In the community

Since March, we have been holding monthly neighbourhood engagement events to speak with residents, conduct an estate walkabout and identify any issues to be resolved.

So far, we have visited the Crosby area (Scunthorpe), Allenby Close (Lincoln) and Overton Court (Barton).

- Police & Crime Commissioner funding for an additional bin collection and bulky items removal
- Fly-tipping and other anti-social behaviour issues investigated
- Repairs on communal land completed
- Improved partnership working with other agencies

Before the next edition is published, we will be visiting:

- **Chatterton Court (Scunthorpe):**  
Thursday 26 June, 11am – 1.30pm
- **Lincoln Court (Scunthorpe):**  
Tuesday 22 July, 2pm – 4.30pm
- **Ashtree Close (Belton):**  
Thursday 28 August, 2pm – 5pm



Allenby Close event

## Improving services

National Volunteers Week took place in June. To celebrate, we hear from Sharon (tenant):

“I joined the [Tenant Inspectors](#) and [Community Voice](#). Both groups allow myself and other tenants to ensure that the services we receive are up to standard. We can have our say, provide our experiences and suggestions, and make sure they are implemented where possible.

“Everyone is friendly, and it can fit around my other commitments.

“It doesn’t matter how much spare time you have, where you live or what skills you have. If you live in an Ongo home and want to help make decisions, then there’s a range of opportunities for you.”



[Learn more here.](#)

## Learning from complaints

Working alongside the [Complaints Panel](#), there has been **132** complaints where service improvement has been identified. The four main areas are:

- ✓ **Keeping tenants informed**
- ✓ **Missed or delayed repair appointment timescales**
- ✓ **Approach of colleagues and contractors**
- ✓ **Repairs not resolved**

Based on the feedback, here are some examples of what has been established:

- 25% increase in Maintenance staff to increase appointment availability
- Review of systems to increase accuracy on appointment bookings
- Re-designing our service delivery within Customer Experience, Landlord Services and Maintenance
- New Anti-Social Behaviour (ASB) Policy and procedure in development
- Improved record-keeping across the organisation
- Increased communication to customers where agreements or actions have been agreed and are made clear

## Strengthened tenant engagement

In May, we hosted our first Customer Focus Committee (CFC) meeting. This is a group set up to give tenants oversight into service delivery and ensure their voices shape the future of services.

The CFC, chaired and led by tenants, will work closely with our Board and Community Voice tenant group to hold Ongo accountable and make sure services are delivered to the standard that you expect and deserve.



[See here](#) the key highlights from their first meeting.



# Record £35,000 awarded to community groups!



**Read more** about the successful groups and what the funding will be spent on.

**27** community groups have been awarded their share of **£35,000** as part of the **2025 Community Grants** project.

Now in its thirteenth year, the Community Grants project has provided vital funding to over 120 community-focused groups, totalling more than £160,000.

This year, the generous total was made available for good causes that benefit tenants and the wider community. This is the largest amount we've ever had for the project, thanks to the contributions of £10,000 each from Hales and Coultas and Ashbridge Roofing.

“We at the South Killingholme New Projects Committee are so excited to have received this funding. We are going to put the money to good use with loads of new activities for the local community to get involved in.”  
- One of the successful good causes

“The grant will be used to purchase a modern building which will provide valuable, additional storage. Everyone will have easier and safer access to equipment.” - Peter Kipling, Barton's Men Shed

# What's at the arc

## New menu at Arcafé

We've been busy making some delicious updates to our menu. Alongside exciting new additions like our wrap of the week and warm cookies, we've also perfected some regular favourites, including our lite bites section and breakfasts.

**Browse the full menu, including drinks and buffet selections.**



## Get holiday ready!

With the summer holidays just around the corner, don't forget you can sort your travel insurance and travel money at our Post Office. Take the stress out of holiday prep and get everything sorted in one place.

## Activities for all

Looking to try something new or connect with others? Our latest What's on Guide is packed with clubs and activities happening each month.

Whether it's family games afternoons, breastfeeding support classes or employment support sessions, there's something for everyone.

We recently held an air fryer course as part of a North Lincolnshire Council project. On offer was an air fryer cookbook and a £30 Asda food voucher, along with training in health and safety, food hygiene and safe cooking.

**144** families benefitted from the course, and one attendee said:

“Being new to the area and having a child with a disability has left me quite lonely. This has helped me to meet new people, find things the Arc does that will get me out of the house, and I can now save money on my bills and eat healthier.”



**Quote 'SUMMER KEY NEWS'** to get a free standard tea or coffee with any meal purchased in the Arcafé. Offer only applies for July.



A SPOTLIGHT  
ON...

# Immingham

In each edition we're featuring a different area and a fantastic local business that help to make it such a great place to live.

## All about Immingham

Known for having the UK's largest port by tonnage, Immingham is a well populated town within North East Lincolnshire. With a retail centre, leisure centre, library, museum, and both a primary and secondary school, the town offers something for everyone.

## Did you know?

Almost 10,000 people call Immingham their home, and at Ongo, we have 62 homes in the area.

Pelham Coffee Shop

Open Monday to Saturday | 8am - 4pm  
(closed Wednesdays)

Check out their [Facebook page](#)!



## A FOCUS ON Pelham Coffee Shop

Pelham Coffee Shop, located on Pelham Road, opened in January this year. Jo owns the shop, and keeping it in the family, her son Danny works there too, as well as four other local ladies.

From full breakfasts to XL jacket potatoes and children's teddy pizzas, the range of food and drinks that's on offer is vast. We must mention the cakes too, from Wicked-inspired Glinda and Elphaba muffins, to Dubai cheesecake pots and rocky road bars.

There are seasonal options too, like loaded hotdogs, and different specials each week, but firm favourites lasagne and breakfasts are here to stay. They also offer buffets and are exploring food delivery options.

Jo prides herself on offering top quality ingredients, at an affordable price. She told us that her inspiration for opening the shop came from her dad, who lives in an Ongo home.

She said: "Following an accident, my dad is unable to walk and now requires carers. There can be long periods of time where he doesn't see anyone, and this seems to be common for older people.

"I wanted to offer a place for everyone to come and enjoy quality food and be able to talk to others. We've added a rail outside and we will soon have a ramp, so we are making sure that we are accessible to all."

"Immingham is a place where people care about each other, and there's a real sense of **community** here. There was definitely a gap in the market for this type of thing and I hope that, in opening this shop, we've been able to bridge that gap.

- Jo, shop owner



IT'S BACK!

# ONGO Carnival



**2025** FREE FAMILY FUN DAY

**Large variety of food stalls you can choose from or bring your own picnic**

**All day entertainment • Bouncy castles • Face painting  
Animal petting • Fairground rides • Information stalls**

**6 August | 11am - 3:30pm**

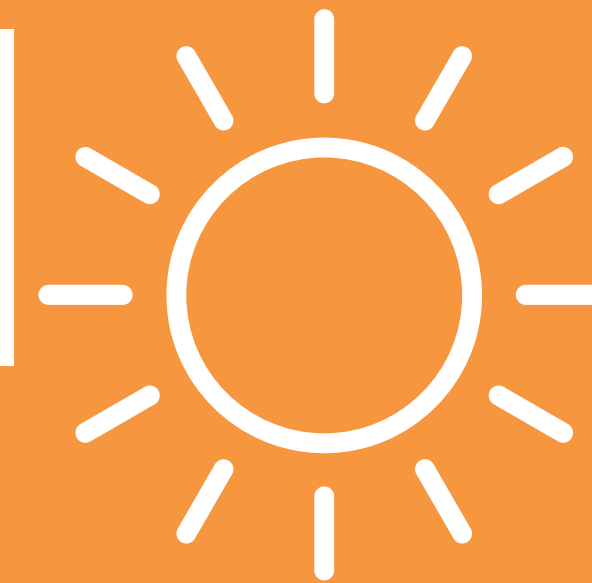
**Manor Park, Burringham Road Scunthorpe**



**@OngoUK**

**Keep up to date on our Facebook**

## Summer events



It's not long until the summer holidays, so we've put together a selection of events for everyone to enjoy.

Take a look at the list below and make sure to mark them in your calendar.

### 1940s Weekend in Lincoln

Saturday 19 - Sunday 20 July, 10am - 5pm

### Picnic in the Park at Baysgarth Park, Barton

Sunday 3 August, 12 noon - 4pm

### Lunch Fest at Marshall's Yard, Gainsborough

Saturday 23 - Sunday 24 August, 11am - 4pm

### Little Bugs Playhouse Summer Activities in Brigg

Throughout the summer holidays

### Dinosaur Fun Day at Boston Park Farm, Hatfield

Friday 25 July, 10am

### Music Fest at New Waltham Community Hall

Saturday 16 August, 11am

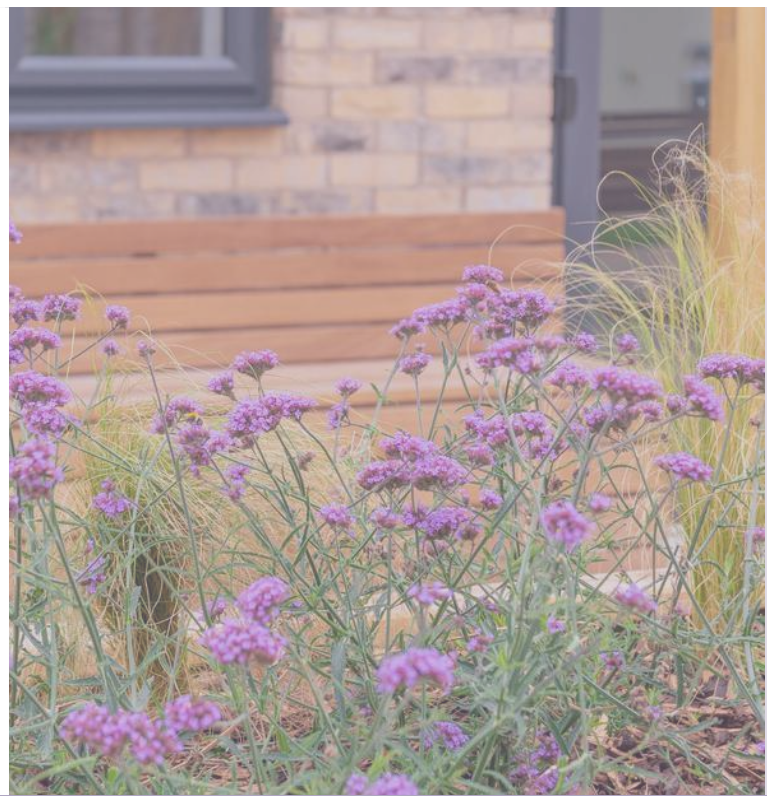
### Country Fayre at Normanby Hall, Scunthorpe

Monday 25 August, 10am - 4pm

### Viking Centre community hub in Barton

Throughout the year





# Living with dementia made easier at **Myos House**

Myos House provides accommodation specifically designed for people with a dementia diagnosis or certain specialist needs, to be able to live independently.



 **Visit here to find out more about Myos**