

AUTUMN 2025 | ONGO.CO.UK

REGION
TWO

ongo

KEY NEWS

YOUR TENANT AND
LEASEHOLDER
MAGAZINE

Biggest ever tenant changes

We've listened to your feedback and made changes to our services.

Page 11

Ongo Carnival

Relive the fun-filled, free event that attracted thousands of people.

Page 6

Investing in homes

An update on improvement work and projects to enhance where you live.

Page 14

Back to work

Read Karen's story on the support she received, and help available for you.

Page 3

Repairs service

What work is taking place to improve your customer experience.

Page 8

Free prizes
and football
tickets to
be won!

Helping you into work

We offer support to improve your mental health, enhance your skills, provide opportunities to find work or volunteering, and support you in your home.

Check out Karen's story:

Karen, 53, Scunthorpe, was recently left low on confidence and feeling overwhelmed after becoming unemployed for the first time.

Since then, she has:

- ✓ Accessed free counselling support
- ✓ Worked with the National Carers Service to update her CV
- ✓ Completed courses on job search and interview skills, Mental Health First Aid in the Workplace and Health & Safety
- ✓ Volunteered on reception at our Communities and Recruitment office
- ✓ Provided one-to-one mentoring for a work placement student

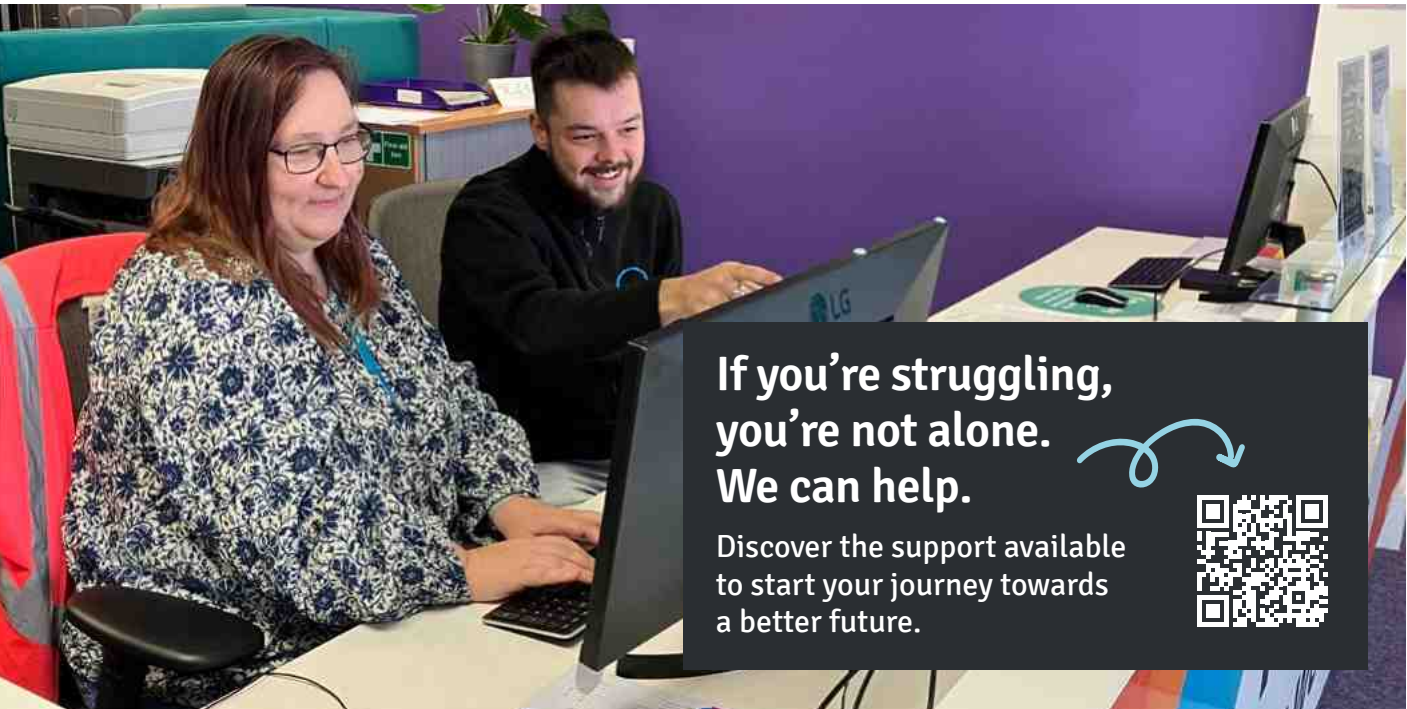
Karen said:

"I had to give up my previous job due to transport and health issues, so I was worried about what to do and if I would ever find a suitable role.

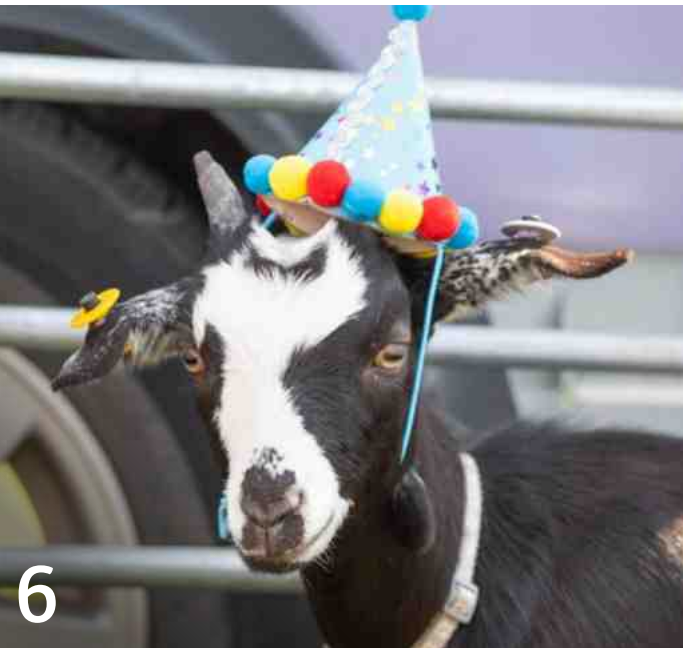
"However, my worries didn't last as soon as I started receiving the support. I've been made to feel welcome from the very beginning, and nothing is ever too much for them. In particular, Vicky (Skills and Personal Development Coach) and Geroge (Customer Service Assistant) have been brilliant in helping me to get to where I am now.

"I've already had some job interviews which, although they haven't led to a job, have given me valuable experience and makes me think I'm not far away from getting into work again.

"I feel more confident, I've made friends and I have a lot more skills now compared to before I started this journey. The support has been incredibly rewarding, and they will help you with whatever you need."



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Repairs & Maintenance update:

Faster, smarter, and more efficient



More on the service can be found on pages 8/9

Though we are still not where we want repairs and maintenance to be, we're making progress in improving the service, ensuring your homes remain safe, comfortable, and well looked after. Here's the latest:

Fewer outstanding repairs

We've reduced the number of repairs in progress by **20% since April 2025**. This means we will be able to complete more jobs on time and in quicker timescales.

Faster emergency response

Our emergency response times have improved to **87.8%** in April – August, compared to **82.5%** in the same period last year. Whether it's a leak, heating issue, or electrical fault, we're prioritising these jobs to keep you safe.

Higher customer satisfaction

We're proud to report that customer satisfaction with completed repairs has risen from **81% in April** to **91% in July**. Thank you for your continued feedback, it's helping us shape a better service for everyone.

Repair jobs carried out



39,369
2024/25

40,988 – 2023/24

Amount spent on repairs



£9.8 million
2024/25

£9.9 million – 2023/24

A new approach

To align with the neighbourhood changes (check out pages 11-13), we've also regionalised our repairs and maintenance service.

This means you will see similar tradespeople for your repairs and there'll be reduced travel time between jobs, making it a more personal, effective service for you.

Check our website for more, including how you can help influence future improvements.



New inspections and quicker timescales as Awaab's Law is introduced

With Awaab's Law coming into effect this month, we're stepping up to meet the new legal standards.

To do this, we've introduced smarter processes including a new case management system to help track cases, new reporting to help meet deadlines and a new inspection form where jobs can be raised directly with tenants. This also now automatically provides tenants with a summary of the inspection.

What's next?

We're focused on further reducing waiting times and outstanding work, improving our **right-first-time** repairs performance and reviewing our maintenance policy and customer journey to keep you informed every step of the way.

We'll continue to keep you updated as we make further improvements. Thank you for your continued support and feedback.

Key timescales:

- 10 working days to investigate reports
- 3 working days to share findings with tenants
- 24 hours to make safe emergency cases
- 5 working days to address significant risks
- 5 working days to book or quote for repairs
- 12 weeks to begin non-emergency repairs

Damp & mould cases reported and resolved

Cases reported



868
2024/25

1,205 – 2023/24

Cases resolved



567
2024/25

865 – 2023/24



Record attendance and thousands of smiling faces at free Carnival

In August, the annual Ongo Carnival welcomed thousands of visitors to Manor Park (Scunthorpe) from all over the region.

Completely free and open to all, this year's event was the biggest and best yet with a range of fun games and activities for all ages, attractions, performances from local acts, information stands, food and refreshments to enjoy.

Since it began, the Ongo Carnival has welcomed over **25,000** visitors, featured performances from more than **35** local groups, and hosted over **240** agencies sharing valuable services and information.

“I travelled from out of town to attend for the first time, and I was really surprised at how much there was to do.”

An attendee on the day



“We enjoyed attending and found the event very useful. It was organised so well, and we appreciate all that goes into arranging such events.”

Goodwin Healthcare

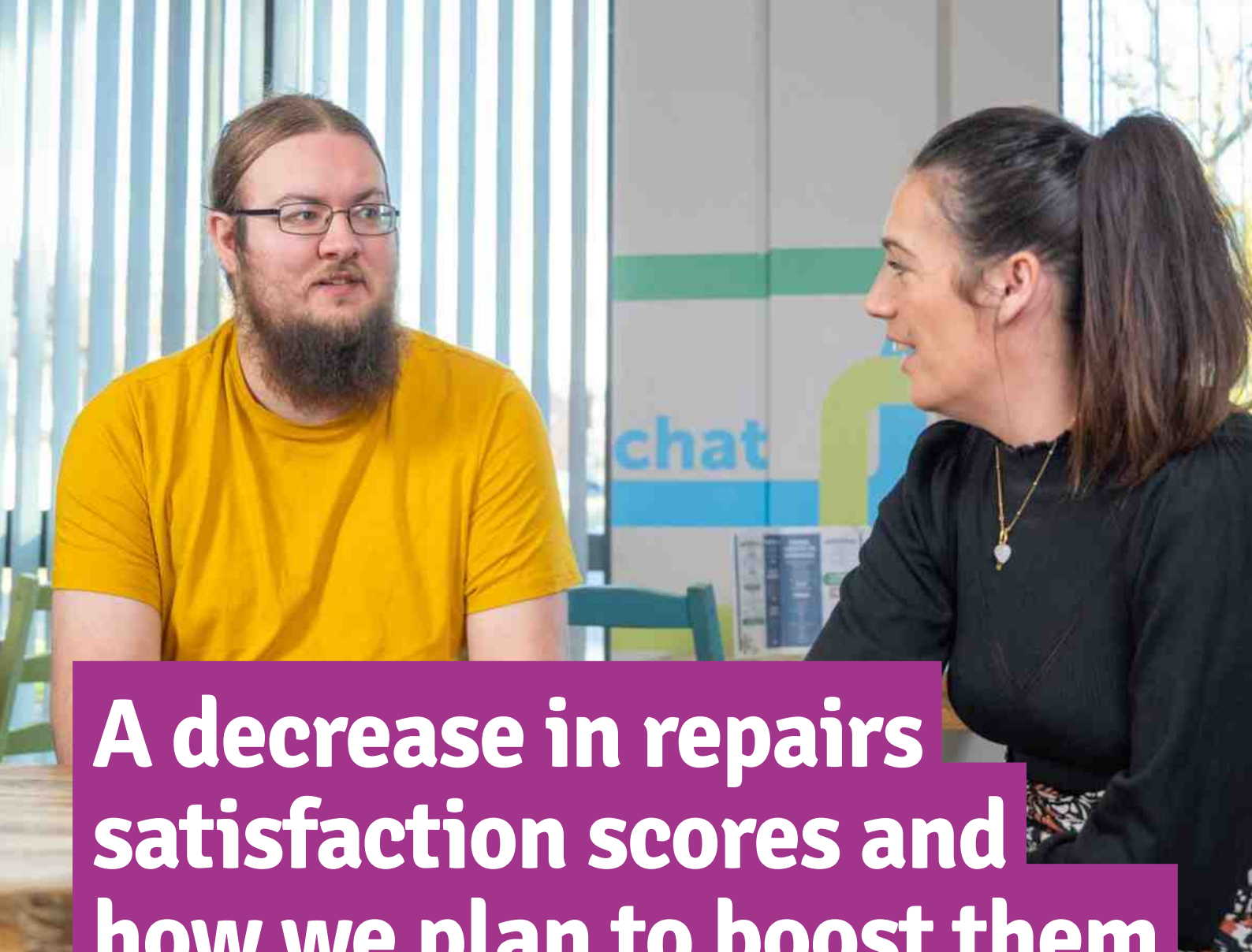
Wendy Wolfe, our Customer Engagement Manager and lead organiser of the event, said: “I’d like to thank every single person who helped make this year’s carnival such a success. Also, some contractors that we work with – Ideal Heating, Nicholsons, Westlinks, Holls, Lytec, and Grants – all helped to sponsor activities at the event which was greatly appreciated.

“I feel incredibly proud to work for an organisation that invests in inclusive events like this. They bring people together, create lasting memories, and truly make a difference in our communities.”



To stay updated on future events and community initiatives, visit ongoo.co.uk and follow us on social media.





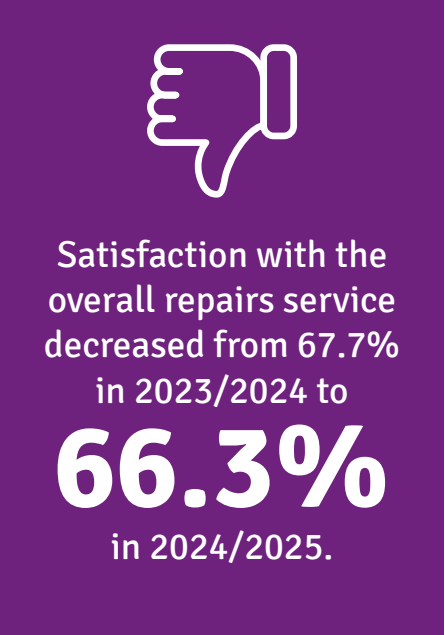
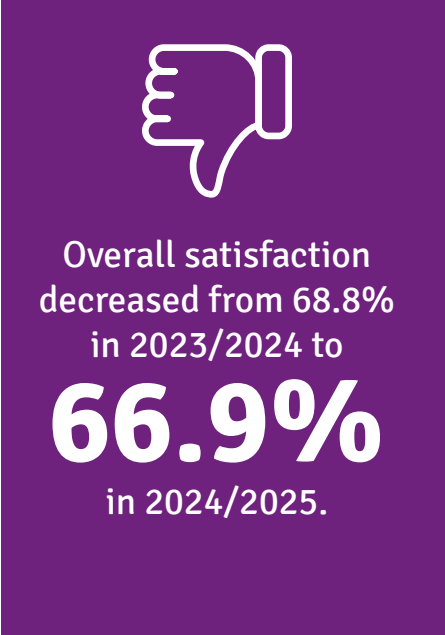
A decrease in repairs satisfaction scores and how we plan to boost them

Tenant Satisfaction Measures (TSMs) are performance measures that we must report on to the Regulator of Social Housing. There are 22 measures in total, 12 of which are based on the feedback you provide through surveys.

Providing this data increases accountability and transparency about how we are performing as your landlord.

In our results for 2024/2025 (1 April – 31 March), there were some things we got right but also several areas where we could have done better.

Feedback showed dissatisfaction with wait times, communication, not keeping you informed and not meeting your expectations.



How we plan to provide you with a better service

- More colleagues in our repairs and maintenance team (increased by 25%)
- A new Neighbourhood Model, including regional teams, a new Customer Hub and a restructure of our Customer Contact Centre team to provide a quicker, personalised service
- We are improving how we capture what you tell us about your repair so it is recorded more accurately, and so we are able to respond more efficiently
- Introducing a section to our phone line that will prioritise emergency repairs throughout the day

Feedback also showed a dissatisfaction in completing repairs and outstanding repairs that hadn't been resolved.

We've introduced:

- A new materials supplier
- Experts in key roles to help build a stronger, more responsive service
- Improvements in our damp and mould process, which has halved the number of cases

We know there's more to do, and we'll continue to work towards improving our services for you.



Check out the full 2024/2025 TSM results.

Fancy free tickets to sporting events near you?



Scunthorpe United

We're giving away 50 free tickets for every home league game this season. You can apply for up to four tickets per household. Successful applicants will be contacted directly.

Tickets must be collected from The Arc in Westcliff before the cut-off date and exchanged at the Scunthorpe United ticket office on match day.

You can apply for free tickets between 17-21 November, 26-30 January and 2-6 March.



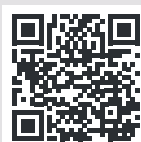
Doncaster Rovers

We're offering a mix of family tickets (2 adults + up to 4 children), adult tickets, and even VIP upgrades for selected fixtures.

It's a great way to enjoy a day out with loved ones or treat yourself to a premium match experience.

Tickets are first come first served, so make sure not to miss out!

Apply on our website.

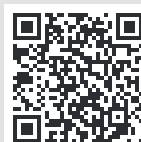


Scunthorpe Rugby Club

The new partnership includes 10 free tickets per game (up to four per person), plus a chance to win two season tickets, Vice President subscriptions, opportunities to access international match tickets and free venue hire for community events twice per year.

Applications are open throughout the season, and tickets will be collected from our office on Cole Street in Scunthorpe.

Make sure to apply and find out which games are available.



What you need to know

- Priority is given to new applicants to keep things fair
- Missed collections may affect future eligibility

Whether you're a die-hard fan or just looking for a fun day out, this is your chance to cheer on your local teams – on us!



Your home is now part of a dedicated region and you have a named contact

In October last year, over 1,500 of you shared feedback on our landlord services and how we handle anti-social behaviour. You told us you wanted a named officer and single point of contact, greater visibility in your neighbourhoods, teams that are available to meet service demands and clear communication.

So, to deliver this we're introducing a brand-new Neighbourhood Delivery Model.

Key changes include:

Three new regions – made up of 29 neighbourhoods, each with around 400 homes, allowing for more localised and tailored support.

Three Regional Managers and six Neighbourhood Managers – focused on improving local communities and inviting tenant input to shape future improvements.

Dedicated Neighbourhood Officers – merging Tenancy

and Lettings Officer roles to give tenants one consistent point of contact from the moment they sign up for their home.

Regional Repairs and Maintenance teams – reducing travel time and increasing efficiency, meaning tenants will see familiar faces when reporting repairs.

Specialist Housing team – dedicated to supporting customers across sheltered schemes, dementia services, and our homelessness provision.

A newly formed Customer Hub – taking on administrative tasks and advertising homes, freeing

up Neighbourhood Officers to spend more time in the community.

Income team – providing specialist, financial advice and support to customers.

Neighbourhood Services team – will also continue the great work they do in keeping communities and communal spaces clean and safe.

Learn more about what this means to you.



You are in Region Two

9
NEIGHBOURHOODS
3,440
HOMES
Gainsborough, Lincoln, Kirton,
and several Scunthorpe
communities

Your team:

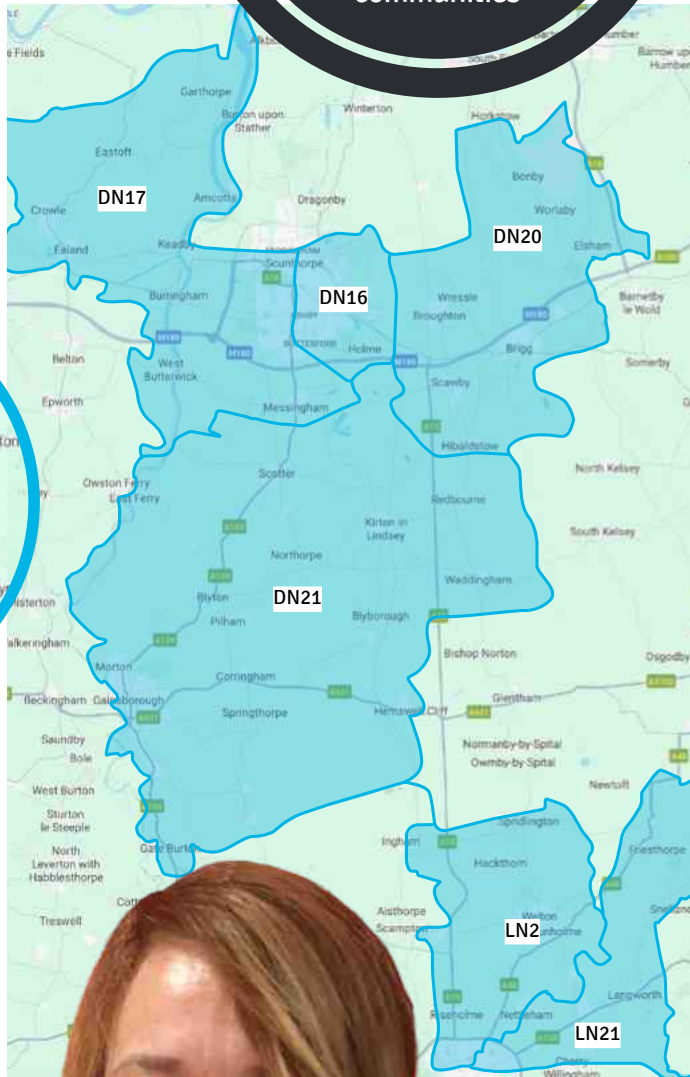
Your region has a manager to oversee the team which includes a dedicated **Neighbourhood Officer** for each neighbourhood, an **Anti-Social Behaviour Officer**, a **Wellbeing Officer** for specialist housing schemes and a **Support Officer**.



Find out more about your region and Neighbourhood Officer.



Meet your regional manager:
Claire Coyle



What is your vision for the region?

I am committed to leading a team which will deliver an excellent customer experience and the priorities set out in our Corporate Plan. We have listened to you, and your key points for us to understand our tenants and deliver a consistent, personalised service. You told us that you value having easy access to relevant local information, which reflects our commitment to being engaged with local communities and providing tenants with the information they need.

Knowing and understanding our tenants will allow us to develop strong, inclusive communities across Region Two, helping you to feel secure, respected, and proud to live in the area. We will deliver excellent services shaped by the voices of our tenants and customers.

What is your specialist area?

I'm passionate about making communities safe and thriving places and have worked in tenancy management, particularly anti-social behaviour, and community safety since 2007.

Our mission is to ensure every tenant feels safe, respected, and empowered in their home and community. We are committed to tackling anti-social behaviour swiftly and fairly, working in partnership with residents, local agencies, and support services.

How will these changes benefit tenants?

I believe that the changes we're putting in place will improve all our services to tenants. This will be right from the day you apply for a home with us, when you book in a repair or if the time comes where you need some support – it will be a much better experience.

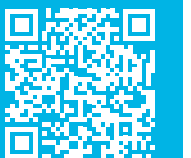
I'm really excited that we've been able to act on your feedback and completely change the way we operate. You told us you wanted a named contact – so we've done exactly that. And my team are excited to have one neighbourhood each to focus on and work with you for the duration of your tenancy.

Claire's this or that

- Coffee or tea: **Both**
- Sunrise or sunset: **Sunset**
- Phone call or text message: **Text message**
- Mountains or the beach: **Mountains**
- Dogs or cats: **Both**
- Cook at home or eat out: **Cook at home**
- Book or film: **Book**
- Sweet or savoury: **Both**



Don't forget to sign up to My Home where you can manage your tenancy anytime, anywhere.





New homes

Heapham Road

Work in North East Lincs

Six new homes have been completed on Cambridge Road, Grimsby.

22 more homes are set to be finished on the site by the end of March 2026. They are a mixture of two and three-bed houses for social rent. This is a low cost rent (set by the Government), which is significantly lower than the rent typically paid in the wider housing market.

The development is close to shops, schools, a park, hospital and is a 10-minute drive from Grimsby town centre.

The second phase will include bungalows and flats which, by the time of completion (estimated for 2030), will bring the total amount of homes on the development to 159.

Keep up to date on progress in future editions of Key News.



Cambridge Road

64 homes in Gainsborough

In August, work began on 64 homes in a popular area of Gainsborough.

The homes are within close proximity to Marshall's Yard shopping area, regular public transport links, Gainsborough Trinity Football Club, play areas, a leisure centre plus a community hub.

The development is set to be called The Roses, a tribute to the Rose Brothers packaging business previously based in the town from the early 1900s.

Check out more on our website.



Work in progress



Moorwell Meadows

Progress in Scunthorpe

Development is ongoing at Moorwell Meadows, a site that will contain 34 Ongo homes off Moorwell Road, Scunthorpe.

28 of the homes will be for social rent, with the remaining six for Shared Ownership, and they will be a mixture of two, three and four-bed houses.

Every home will be fitted with solar panels, electric vehicle charging points, have off-road parking and cycle storage, to encourage more of this.

There will also be native tree planting as part of the landscape plan, along with opportunities for biodiversity enhancements.



260
homes completed
in 2024/25



59
of the 260 new
homes built in the
last financial year
were for social rent
(lowest rent charged)

Did you know?

We offer a range of Shared Ownership and Rent to Buy homes, which assist you in saving money to then help you become a homeowner.

Learn more, including what homes are currently available.



Investing in your home

Q How do you decide which homes are invested in?

A To ensure homes are safe and comfortable, we have planned projects for specific improvement work.

There will be a stock condition survey of your home completed at least every five years to check the age and condition of:

- Kitchen
- Bathroom
- Roof
- Heating system
- Windows
- Doors

The information that we gather helps us to understand what future work may be needed in your home, and it helps us to plan larger improvements across all homes.

We do not replace elements of your home purely when they reach a certain age. Our decisions are based on factors including the current condition, legal requirements and budget.



Q When will improvement work be done in my home?

A If your home is on this year's programme of works, we'll be in touch to let you know and ensure you receive plenty of notice before starting any work. If you don't hear from us, it means no work is currently planned.

We're working on a way to show you the condition and review dates for parts of your home, so please keep checking our website and other communications for further updates.

In the meantime, if you notice something that needs fixing or have a general repair to raise, then please get in touch (contact methods on page three).

Get further information on our website.



We have achieved the **SHIFT Gold accreditation**, the highest level of environmental recognition in the UK housing sector. This marks a significant improvement from our previous Silver rating and places us third among the 40 most recent assessments.



“It really makes a difference to have your home invested in. It's not just how it looks, it's about how it makes you feel.”

Angela

Check out more from the tenants who have recently had a new kitchen fitted.



In 2024/2025, we completed:



Investing in the region

We have recently carried out a range of social value projects alongside contractors to give back to the community.

These include:

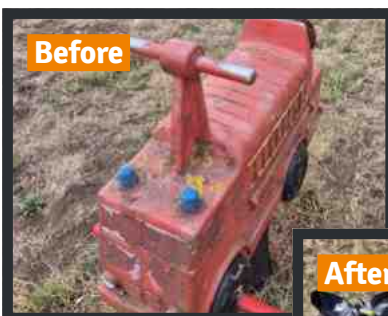
- Re-painting play-park equipment at Melford Court and Pryme Road (Scunthorpe)
- A one-day EmpowerHER course to provide 12 women with basic maintenance skills

- Mock interviews held
- Clean-up event at Beauchamp Walk (Scunthorpe)
- Cut back hedges at a local primary school

Leigh attended the EmpowerHER workshops: “The course was fun, friendly and informative. What I learnt will be most useful to do a few jobs I've been putting off, and I definitely feel more confident with maintenance.”

Plans are progressing for future projects, which includes work placement and apprenticeship opportunities, employment support, and clearing fly-tipping to reduce potential arson targets.

Check out the latest updates on upcoming projects.



Melford Court



Pryme Road





Involved with Ongo

Resolving neighbourhood issues

Our monthly Neighbourhood Engagement events have continued throughout the area, with visits to Chatterton Crescent and Lincoln Court (Scunthorpe), Ashtree Close (Belton) and East Marsh (Grimsby) since the last edition.

Outcomes have included:

- Targeted work at Chatterton Crescent to improve safety and security for tenants
- Repairs in shared spaces completed
- Improvement projects carried out, including re-painting and replacing communal benches and cleaning courtyard decking
- Additional needs identified for vulnerable tenants and support now in place
- Green-spaces in communities cleared and tidied

We will be visiting different areas throughout each of the three regions in the future. Keep a lookout in Key News for further details.

Digital influence

“I’m really enjoying being a part of the Ongo Digital Community, helping to influence improvements to the My Home tenant portal and other online services.

It’s helped me to learn a lot more and contribute whilst fitting in around my other commitments.”

Sam, 33, Scunthorpe

Visit our website for more examples of how your feedback has made a difference.



Dawn

Your say on your magazine

- Want to be involved in deciding the content for each Key News?
- Help to make sure that other letters and documents for tenants contain relevant information and are easy to understand?

Then the Publications Panel is the ideal opportunity for you! There’s not a big time commitment involved, and access to emails for providing feedback is required.

Dawn is part of the group:

“It’s very informative, I have specific needs which are tailored for and having the opportunity to influence information that we receive as tenants is very important.”

They have recently been involved in reviewing draft versions of the Annual Report, letters for high-rise flats and updated anti-social behaviour page on our website.

Did you know?

10.5% of total tenants helping to provide feedback and influence services in 2024/2025 were younger voices (aged 30 and under). We’d like this to be higher, so get involved!



Improve services you receive

Toni-Anne, 42, recently became a Tenant Inspector to check that green-spaces, estates, empty homes and cleaning in communal areas are meeting the required standards.



Toni-Anne

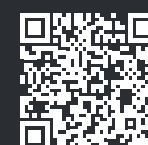
She explained:

“I can arrange the inspections for when they suit me. We receive all relevant information and the latest updates, plus it’s good to hold Ongo to account and make sure any issues are reported and resolved.

“It doesn’t matter about things such as which region you live in, your age or whether you can drive or not. There are a range of ways for you to help influence and improve the homes that we live in, the neighbourhood that we’re a part of and the services that we receive.”



Find out how you too can help improve the services available to you.





In the community

Four years of care and community: Myos House celebrates a milestone anniversary

Myos House, our specialist dementia care scheme in Scunthorpe, recently celebrated its four-year anniversary.

Since opening its doors in 2021, Myos House has become a beacon of care, comfort, and community in North Lincolnshire and is home to 27 residents.

To mark this special occasion, we hosted a celebration for residents, colleagues, families, and key partners. The event featured fun garden games like hook-a-duck, a visit from the children of Little Goslings Nursery, and live performances

from Starlight Arts (a group set up to provide disabled adults with music therapy, drama, dance, life and social skills).

One resident, Noleen Milligan, shared how moving to Myos House transformed her life. After facing memory issues and financial abuse, she found safety, friendship, and a sense of belonging at the scheme. With support from Ongo staff and a caring community, Noleen now enjoys a fulfilling life, proving how essential compassionate housing and care are for older adults.

Find out further details of the celebration.



Read more about Noleen.



“Getting here is the best thing that has happened to me. Yes, I feel safe now, but it’s more than that, I feel I have a home.”

Noleen



Noleen

The Viking Centre turns 10!

This month marks a decade of dedication, community spirit, and life-changing support at The Viking Centre in Barton.

Since opening its doors in 2015, the centre has become a part of the local community, offering everything from youth mentoring and employment support, to warm meals and wellbeing campaigns. Now, as they celebrate their 10th birthday, it’s time to reflect on the incredible journey, the community, and the future ahead.

Check out upcoming events and updates on their Facebook page.



Dine and Dance

Tuesday 9 December 2025

1.00pm to 4.00pm
Heslam Park Rugby Club (Scunthorpe)

The festive Dine & Dance is for tenants from our independent living schemes and those over 55 who would normally spend Christmas alone.

A free two-course meal, raffle, bingo, music, choir singing and photo booth! Places are limited and it's first come first served, so don't miss out!



If you'd like to find out more about the event and to book a place, contact us:

✉ customer.engagement@ongo.co.uk

☎ 01724 279900

Closing date: 3rd November 2025

Games corner

Wordsearch

Ahead of the Dine & Dance in December (full details on page 21), can you find the following words for what tenants can look forward to?

FOOD
DANCING
CHOIR
BINGO
RAFFLE
PHOTOS

MUSIC
FUN
CELEBRATION
GIFTS
HAPPINESS
FESTIVE

Fill in your details below and send your completed entries to customer.engagement@ongo.co.uk or via post to: **Key News Editor, Ongo House, High Street, Scunthorpe, DN15 6AT** for your chance to win a £10 Love to Shop voucher.

The deadline for entries into both competitions is **Monday 17 November**.

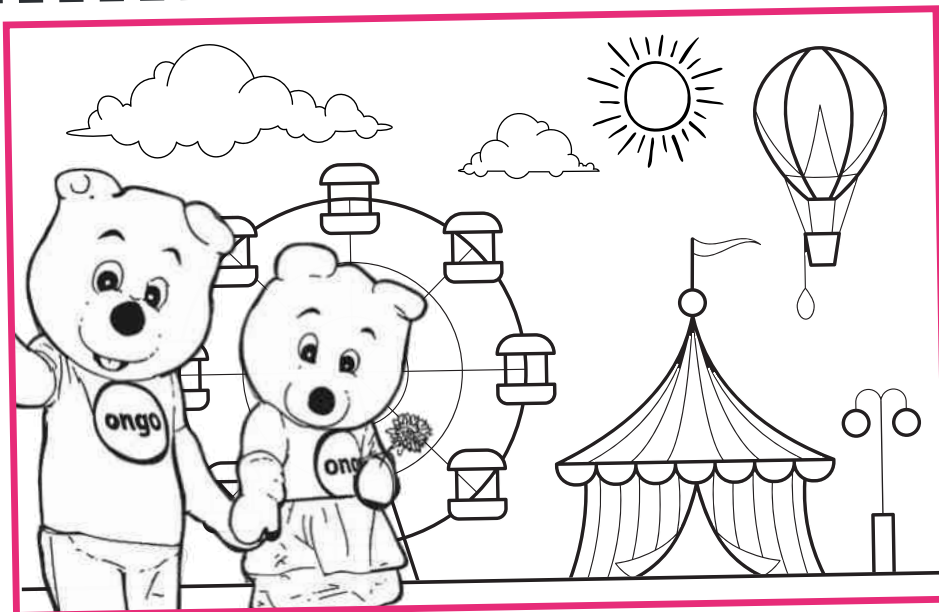
Terms & Conditions apply and are available at ongo.co.uk.

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

Colouring competition

Mr and Mrs Ongo Bear had a great time at the Carnival, and they would like your help in reliving the fun event.

Get creative and colour in the scene opposite. A panel of colleagues will then vote on first place (a £25 Love to Shop voucher), second (£15 voucher) and third (£10 voucher).



First place
wins a £25
Love to Shop
voucher

Name:

Address:

Email:

Telephone:



SLOW COOKER EDITION

Easy Campfire Stew

Ingredients

- 1 onion
- 3 cloves of garlic
- 400g tinned chopped tomatoes
- 2 tins of baked beans (2x 400g)
- 2 tbsp tomato puree
- 2 tsp cumin
- 4 tsp sweet smoked paprika
- ½ tsp mild chilli powder
- 3 tbsp Worcestershire sauce
- 600g gammon joint

To finish:

- 2 green peppers

Instructions

1. Put all of the ingredients (apart from the peppers) into the slow cooker.
2. Cook on high for 6 hours or low for 8 hours.
3. When the stew is cooked, microwave the chopped green peppers for about 3-4 minutes until just softened.
4. When the meat joint is cooked and tender, shred the meat with a knife or two forks and add the green peppers.
5. Stir everything well and serve.

Enjoy!



Jill, a fellow Ongo tenant, recommended this recipe

If you have an easy and affordable recipe, we'd love to feature it in the next edition! Email editor@ongo.co.uk with your ideas.

Prize giveaway



We hope you enjoyed reading your autumn Key News.

Your feedback helps us to improve future editions, so we'd love to hear what you think.

For a chance to **win a £40 Love to Shop voucher**, please complete the following three questions.

Scan the QR code below if you would prefer to provide your feedback online.

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1. Rate this edition of Key News (1 is poor, 5 is great)

1 2 3 4 5

2. What was your favourite part?

3. What would you like to see in the next edition?

Name:

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Please send your answers either to

customer.engagement@ongo.co.uk, message us on Facebook or via post to:
Key News Editor, Ongo House, High Street, Scunthorpe, DN15 6AT.

The deadline for responses is Monday 17 November.

All completed entries will be added into a prize draw, and one winner will be selected at random from each of the three regions. Terms & Conditions apply and are available at **ongo.co.uk**