

WINTER 2025

KEY NEWS

YOUR TENANT AND LEASEHOLDER MAGAZINE

REGION ONE

WINTER SUPPORT

From financial help and warm spaces, to mental health support and advice on keeping your home healthy.

Page 6 and 7

MEET YOUR MAINTENANCE TEAM

Get to know your Regional Manager and their vision for your area.

Page 4 and 5

ROBERT'S PERFECT VOLUNTEERING FIT

Find out more about Robert's journey and how he's making an impact.

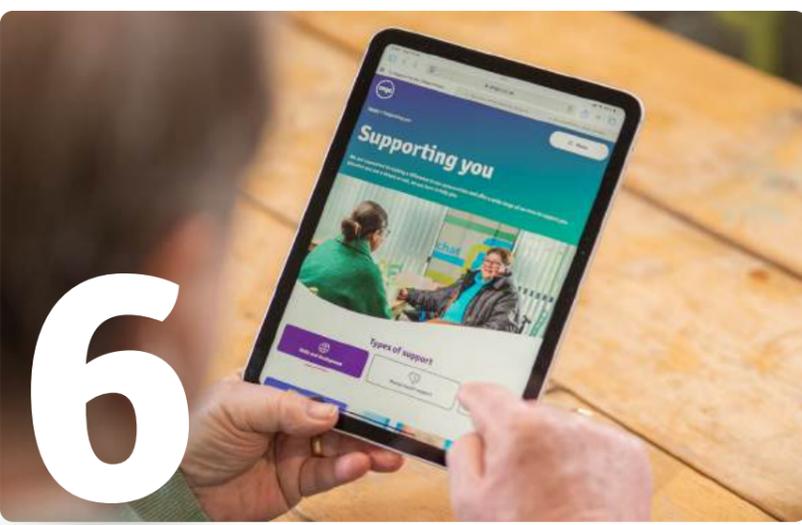
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FESTIVE HIGHLIGHTS

A look back at events from across our regions over Christmas.

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SHAPE
YOUR CAREER
WITH
ongorecruitment

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If you would like Key News in another language, call 01724 279900
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New Year
NEW JOB

ongorecruitment.co.uk

MEET YOUR MANAGER

region one

Hayley Fiteni
Regional Manager



[Find out more about your region here.](#)

WHAT IS YOUR VISION FOR YOUR REGION?

My vision is to repair trust and deliver a sector-leading repairs service that you can rely on. I want you to feel confident that when you contact us, any issue will be resolved quickly, professionally, and right first time.

By focusing on quality, communication, and accountability, we're working to rebuild strong relationships with you and set a new standard for service not only at Ongo, but across housing.

WHAT IS YOUR SPECIALIST AREA?

I have a broad background across the Maintenance area including daily repairs, getting empty homes ready for new tenants and managing contractors. I enjoy problem solving and taking a proactive approach to improving how we work. Whether it's preparing around empty homes or supporting engineers and contractors, my focus is always finding practical solutions that make things better for both you and staff.

WHAT ARE YOU MOST EXCITED WITH THESE CHANGES?

I'm really excited about the changes because they're not only great for you, but also for our teams. By focusing on smaller, localised areas, our teams will get to know you, their neighbourhoods, and the homes they look after. This means less travel time, greater efficiency, and a more personal service. Our engineers will be able to build strong relationships with you and each other, helping us to deliver repairs more quickly and to a higher standard.

HAYLEY'S THIS OR THAT

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



WE'RE HERE FOR YOU THIS WINTER

As the colder months set in and the rising cost of living continues to impact households across our communities, we know winter can be a particularly tough time.

That's why we're stepping up our support to make sure no one has to face it alone.



HELP WITH MONEY

We've teamed up with organisations like Citizens Advice to offer tailored financial guidance, including help with benefits, debt advice and accessing grants. Last year, this service helped hundreds of people gain around £1.5 million from October 24 - September 25.

There are also energy vouchers, council tax reductions, and discretionary housing payments available depending on where you live.

DAMP AND MOULD

We know that damp, mould and condensation are more common in winter. That's why we're offering practical advice and support to help you keep your home safe and healthy. From tips on reducing moisture to repairs and inspections, we take every report seriously and aim to resolve issues quickly.

REPAIRS

If something goes wrong, our 24-hour emergency repair service is available to keep you safe. We prioritise issues like heating loss, leaks and unsafe structures, especially during the colder months.

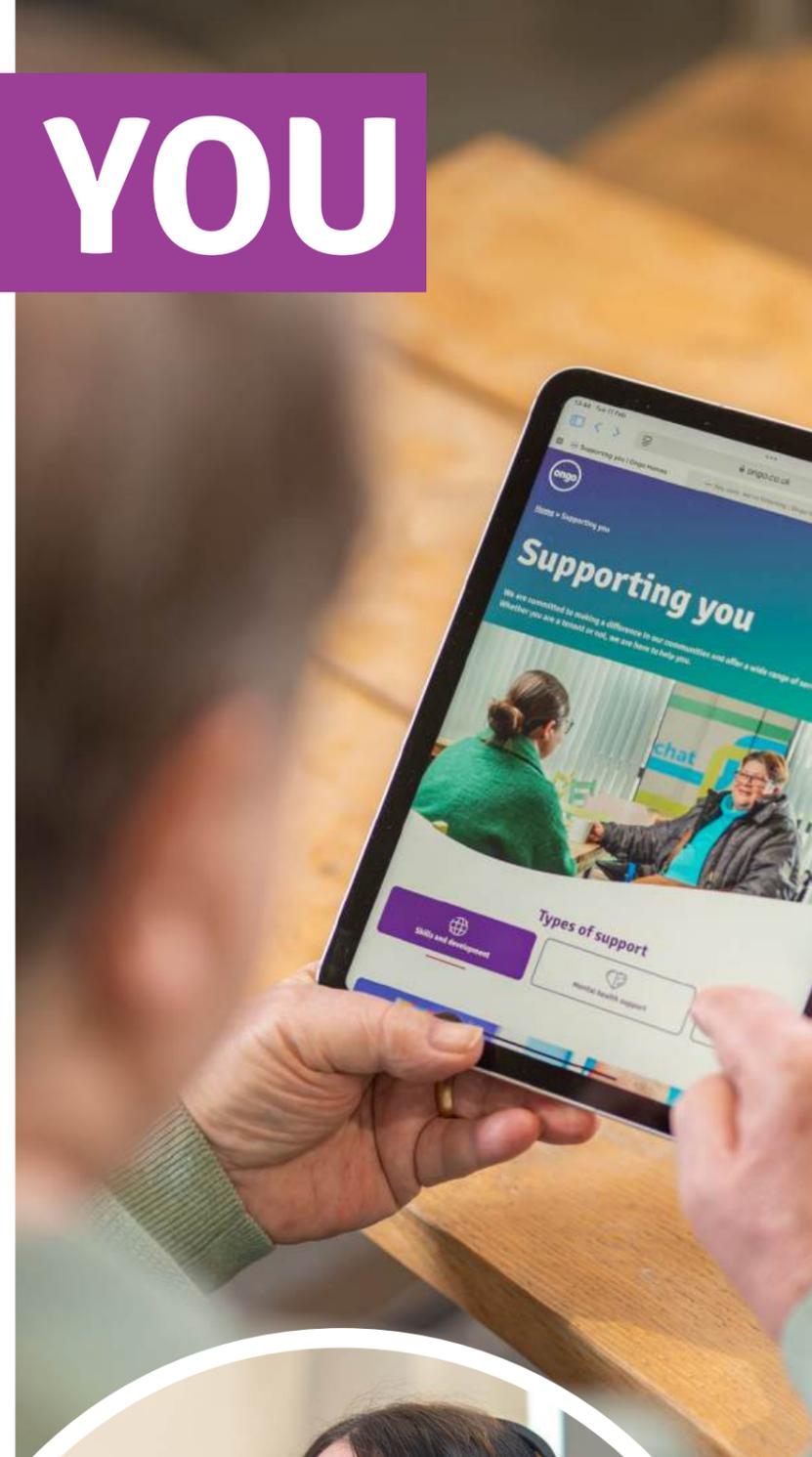
ONGO TALK - MENTAL HEALTH SUPPORT

Our free, confidential mental health service continues to support hundreds of people across Scunthorpe and beyond. Whether you're feeling isolated, anxious or overwhelmed, our team is here to listen and help you take steps towards feeling better.

If you're looking to boost your confidence, gain new skills or find work, our Skills and Personal Development team is here to help. They provide free training courses, CV writing, interview prep and job search support and much more.

FREE WARM SPACES

Our Winter Warmer project is back at The Arc in Scunthorpe and The Viking Centre in Barton upon Humber. This offers free hot drinks, and a friendly place to keep warm and meet others. They also have free, weekly hot meals and food bank vouchers for those in need.



Useful links



REPAIRS TOP TIPS

Find useful 'How To' videos on our website.



HOUSING PERKS

Get discount towards retailers including Sainsburys, Asda, B&M, Argos, Primark, TK Maxx, B&Q and Sports Direct, along with many more.



ONGO TALK

Don't suffer in silence - it's time to talk.

Local partnership delivers big impact through ‘Improving Lives’ project

A partnership between Ongo Homes, Ongo Communities, and local supplier South Bank Carpets is transforming lives across our communities, one home at a time.

Since April, the Improving Lives project has delivered vital home improvements to dozens of households, thanks to a £20,000 investment from Ongo Homes to Ongo Communities.

Originally allocated to provide flooring for 30 properties over the course of a year, the funding has already exceeded expectations, supporting 44 homes in just six months and demonstrating the overwhelming need and demand for this kind of support.

Read more on this [here](#).



WE'RE MOVING!

Our Cole Street office will be relocating to Ongo House in early 2026, bringing all of our services and support under one roof. Once the move is complete, everything currently offered at Cole Street will be delivered directly from the Ongo House building, creating an accessible experience for everyone who uses our services. Keep an eye out for more information to come.

FINDING ROBERT'S PERFECT *volunteering fit*

Robert Suma has always been determined to build a career and contribute meaningfully to the world of work, but living with cerebral palsy has made that journey difficult. After facing setbacks in securing apprenticeships and job opportunities, Robert reached out to Ongo, and that's when things began to change.

A new opportunity

Working closely with Robert, Lucy Hame (Volunteer Coordinator at Ongo) explored ways to help him gain valuable experience and boost his confidence. She connected with Lincolnshire House, a 35-bed residential care facility in Scunthorpe offering day care and respite services for adults with disabilities.

Lucy reached out to the manager Jonathan, who was immediately enthusiastic. After meeting Robert, he offered him a volunteering role straight away.

Making an impact

Robert began volunteering five days a week, supporting the team with a range of administrative tasks. From sorting paperwork and typing up documents for residents to designing posters for events, he quickly became a valued member of the team.

He also played a key role in digitising important health and safety records and updating hospital passports (documents that are vital when residents require medical care). Jonathan says: "Robert has been a joy to have around, he checks in on everyone with a big smile and takes on every task with enthusiasm. His work on the hospital passport project has made a real impact."



Growing in confidence

After seven successful weeks, Robert's placement was extended to 16 weeks. He now volunteers three days a week while studying for a BA in Business Studies at university. "I feel more confident applying for jobs now," explains Robert, "I've got experience to put on my CV, and I've learned so much. My favourite part is seeing everyone here, they're all so nice to me." Robert has even taken part in activities like curling, which is part of the centre's programme of fun that includes arts and crafts, baking, bingo, and more.

The perfect fit

Jonathan says the placement has been a win-win: "Robert's been brilliant. He's taken on mini projects, helped with record keeping, and made a real difference.

Because of the nature of our service, we're fully accessible, so it's been the perfect fit."

Looking ahead

Lucy is proud of how well the partnership has worked: "Ongo, Robert, and Lincolnshire House have been a great fit. It's been brilliant to see how much Robert has grown. The next step will be to explore more opportunities to build his CV or move into employment."

With continued support from Ongo and the welcoming environment at Lincolnshire House, Robert is well on his way to achieving his goals. "I'd love to finish university and keep volunteering here," Robert says. "It's the perfect place for me."



To find out more about our wellbeing, skills, training, or mental health support, visit [here](#).

STOP TODAY

SAVE YOUR LIFE | LIVE RICHER

Call us at 01724 279900 and ask for the stop smoking service, or visit our [webpage here](#).

OUR FESTIVE ROUND UP

Hundreds benefit from free events, gifts and festive fun

Last December we brought festive magic to hundreds of our tenants, customers and members of the community with a series of events to bring people together, give something back and make sure those who may otherwise be alone had a place to celebrate.

DINE AND DANCE

The fun began with the annual Dine & Dance event, where more than 60 tenants aged 55 and over enjoyed a two-course meal, bingo, a raffle, music, and a photo booth to capture the smiles.



OUR COMMUNITY HUBS

The Arc and Viking Centre hosted a variety of activities, including Breakfast with Santa, light switch-ons, arts and crafts sessions, warm spaces and plenty of festive food.

One highlight was the Viking Centre party, which over 40 local children attended.



GIFT OF JOY CAMPAIGN

We ran a 'Gift of Joy' campaign, inviting colleagues to take a tag from a Christmas tree at our main office, and return with a gift. Thanks to this generosity, over 70 presents were donated and delivered to local groups including The Arc, The Viking Centre, the Homelessness team, The Cat Charity, Sangreat, Cat-titue and Whiskers, Blue Door and Lindsey Lodge.



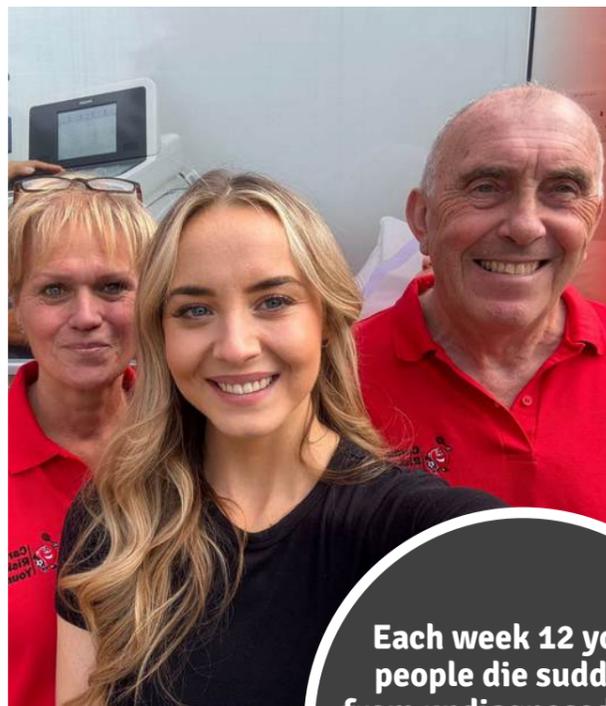
RETIREMENT LIVING SCHEMES

Our retirement living schemes also embraced the spirit. Myos House hosted a dinner on Christmas day for residents spending the day alone, held a Christmas party featuring carol singing, games, and a photo booth for residents to enjoy.

Lincoln Court welcomed over 30 people for a festive meal, songs, and games, while other schemes, including Ancholme Gardens in Brigg, Martins Close in Barrow, and Chesleigh House in Gainsborough, held their own get-together.



Read more on these events [here](#). Keep an eye out on social media and our website for events coming throughout the year.



Each week 12 young people die suddenly from undiagnosed heart conditions in the UK.

According to Cardiac Risk in the Young (CRY).



Watch how Community Grants supported The Beat Goes On 31

THE POWER OF COMMUNITY AND CARDIAC SCREENING

Leah's day with The Beat Goes On 31

Working at Ongo, I'm given 15 volunteering hours each year. Recently, I had the privilege of spending some of those with The Beat Goes On 31, a charity that has truly captured my heart.

About The Beat Goes on 31 and their mission

Founded by Gill and Steve Ayling, it was born from unimaginable tragedy: the sudden loss of their son Nathan to Young Sudden Cardiac Death (YSCD) at just 31 years old.

In the face of grief, they've channelled their loss into purpose. They campaign for the government to introduce mandatory screenings for young people, and until that time they partner with CRY to offer them for free, so they can detect hidden heart conditions before it's too late.

Each event costs around £7k and so far around 600 people have benefitted, with 45 referred for further tests. That's 45 lives potentially saved.

Making a difference outside of the office

On the day, I was welcomed by an incredible team of volunteers. Many had lost loved ones, and despite their own heartbreak, they come together with a shared mission: to stop it happening to others.

I was lucky enough to receive a screening where thankfully, I was healthy and my results were okay. It was reassuring and something I wish everyone had access to. I spent the rest of the day helping and compared to the tireless efforts of Gill and Steve, my role felt small, but I was proud to contribute.

The venue was buzzing with young people. Most left reassured, while others discovered conditions that needed further attention and were referred for specialist care. Witnessing this first-hand was a powerful reminder that these screenings truly are saving lives.

Thank you

Gill and Steve are amazing. Their passion is relentless, their courage inspiring, and their love for their son Nathan shines through in everything they do. They were recently honoured with a Pride of Britain Award, and it's easy to see why.

When Gill said, "We won't stop", I believed her wholeheartedly. I can't wait to support them again and help spread the word about the incredible work they do.

[Read the full story here.](#)

APPLY NOW!

Community Grants 2026

For the fifteenth year in a row, we are encouraging local groups to apply for their share of **£25,000** as part of our annual Community Grants project.

Since launching, we've supported more than 100 groups, donating more than £175,000 in total.

Whether you're a sports club, resident association, health and wellbeing initiative or another community focused group, as long as you meet the criteria, you're welcome to apply.

[Read more & apply here.](#)



Could your group win next?



INVESTING IN YOUR HOME AND NEIGHBOURHOOD

UPGRADING YOUR HOMES EPC RATING

Energy-efficient homes cost less to heat, which helps protect you from rising energy prices and can lift households out of fuel poverty. They also reduce energy waste and cut harmful greenhouse gas emissions, making a positive impact on the environment. Most importantly, better insulation and modern heating systems mean warmer, more comfortable homes and improved living conditions for you.

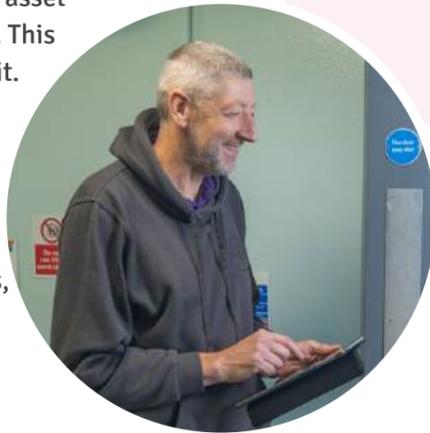
These works are essential and legally required, so we'd like to kindly ask that you allow us into your home to carry them out. It's part of our promise to provide safe, modern homes and your promise as tenants to help us maintain them.

We want all of our homes to be at an EPC rating of C by 2029, a year ahead of the national target.

By targeting homes currently rated EPC D, we're prioritising upgrades that will make the biggest difference on mass. These improvements are being aligned with other planned asset works, such as replacing heating systems that are nearing the end of their life. This smart, coordinated approach ensures minimal disruption and maximum benefit.

PLANNING AHEAD WITH STOCK SURVEYS

To make sure we're investing where it matters most, we've completed 92.2% (data from December 2025) of our stock condition surveys. We do these to look at the age and condition of things like the roof, windows, heating systems, kitchens, and bathrooms, so that we can plan future investment work and upgrades. That's why it's really important that when you're contacted to carry one out, you allow us access.



CROWLE BIODIVERSITY PROJECT

Sustainability isn't just about buildings, it's about the spaces around them too. That's why we've launched a biodiversity project at Godnow Road, working with Equans and West Lindsey Landscapes Ltd to bring nature closer to our communities.

HERE'S WHAT WE'RE DOING:

- Planting native trees and shrubs in designated zones
- Creating bug hotels, hedgehog houses, and installing bird boxes
- Adding decorative bark mulch and soft landscaping to enhance green spaces
- Erecting signage to educate and engage our residents.

These improvements support local wildlife and create more welcoming outdoor spaces for everyone to enjoy.

FIND OUT MORE

We're excited about the journey ahead and invite you to learn more about our energy efficiency plans and biodiversity work. Visit the [Improving Efficiency](#) section of our website to explore updates, resources, and ways to get involved.



Improving your neighbourhood

Snapshots showing the work of our Neighbourhood Services team

After ↷

↷ After



Before ↷

↷ Before



NEW HOMES



[Head to our website for more updates.](#)

Region One

A LANDMARK BUILD IN IMMINGHAM

After acquiring 70 homes in Immingham in 2024, we have built 18 homes on Trenchard Close which marks our first development in the town.

They are a mixture of two and three-bed homes in a popular area, close to the town centre, where a variety of shops, community and family hubs and a leisure centre are located.

The homes are set for social rent and form part of our Corporate Plan objectives to add at least 1,200 new homes by 2029, which will be future-proofed so they are net-zero ready.



Region Two

LINCOLN IMP AND ALVINGHAM ROAD

Work on 20 one-bed apartments has begun on the site of the Lincoln Imp Public House (Gloucester Avenue), to meet increasing demand for this type of home within the area. The homes will include additional features such as dedicated car-parking and cycle storage.

A planning application has also been submitted for nine new homes on Alvingham Road. All the new homes in the area will be for social rent, which is a low-cost rent (set by the Government) at a significantly lower rate than the rent typically paid in the wider housing sector.



Region Three

DONCASTER LAKESIDE DEVELOPMENT

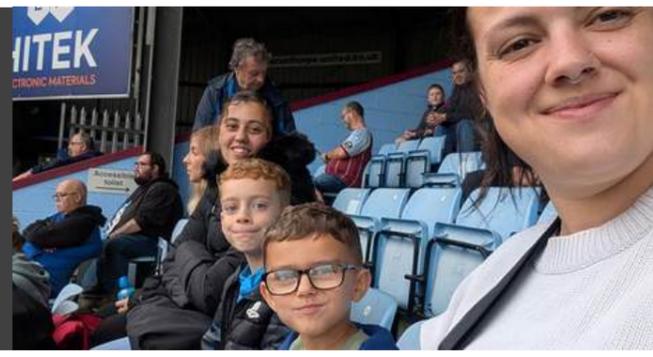
16 new homes are nearing completion at Doncaster Lakeside. These are part of a larger housing development and include one and two-bed homes and maisonettes available for affordable rent and Shared Ownership.

These modern homes are in a popular area less than two miles from the city centre and close to an array of amenities including a shopping outlet, restaurants, green spaces, and Doncaster Rovers Football Club.



Ashleigh Graves

A DAY TO REMEMBER AT SCUNTHORPE UNITED



“As a single mother, life can be incredibly demanding - emotionally, financially, and physically. Treating my children to special days out is something I wish I could do more often, but the cost of tickets, travel, and food adds up quickly.

That’s why Ongo’s partnership with Scunthorpe United has meant so much to me and my family.

Thanks to this initiative, I was able to take my two sons and my sister to a Scunthorpe United match. My eldest son, Isaac, is a huge fan of the team, and seeing his face light up when we arrived at the stadium was the best feeling ever. It was a moment of pure joy that I’ll never forget.

Our favourite part of the day was the atmosphere. The fans of Scunthorpe United create such an uplifting environment. From the moment we stepped into the stadium, there was a real sense of community and warmth. Everyone, from staff to supporters, was kind, helpful, and welcoming.

This project is truly fantastic. It helps families like mine feel included and valued. It gives us the chance to socialise, be part of something bigger, and enjoy quality time together without the financial pressure. The whole experience, from collecting the tickets to cheering in the stands, was seamless and I’d encourage anyone to take part if they get the chance.

The highlight of the day? Seeing the smile on Isaac’s face when Scunthorpe United won. That moment reminded me why these experiences matter so much. It wasn’t just a football match, it was a day we’ll cherish forever.

I’m incredibly grateful to Ongo for making this possible. As a single mother, I often have to say no to things like this, but this time, I got to say yes. Thank you for helping me give my children a day they’ll never forget. ”



Here for you, and your mates.

KICKING OFF THE NEW YEAR



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, and 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.

[Find out more here.](#)



SCUNTHORPE RUGBY CLUB

The new partnership includes free tickets per game (up to four per household), plus other exciting things such as 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 for tickets are open throughout the season.

[Find out more here.](#)



DONCASTER ROVERS

We’re offering a mix of family tickets (two adults + up to four 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.

[Find out more here.](#)



LINCOLN CITY

As part of our latest venture with Lincoln City, we’re able to offer tickets to all home league fixtures this season. For each game there’s a family ticket (for two adults and two children up to the age of 17), as well as two adult tickets up for grabs. Applications for tickets are open now for all tickets.

[Find out more here.](#)





Visit the MyHome app to update

We want to make sure you're getting the **very best service** from us, and that means understanding **what matters to you.**

Life changes, and what worked when you first moved in might not work now.

By keeping your details up to date, together we can:

- Tailor how we work to meet your needs (where it's reasonable)
- Keep you and our colleagues safe
- Make sure you only hear from us about things you care about
- It's quick and easy to check your details, just click here.

WINTER WELLNESS

Three drinks to boost immunity

No food or drink can make you invincible, but they can make your normal immune system the best it can be and give you a better chance of staying healthy. Colds, flu and other illnesses increase in winter, so here are our top three drinks to try packed with vitamins and antioxidants that support your body's natural defences.

Don't forget to use **Housing Perks** when buying ingredients.



BERRY SMOOTHIE

Benefits: Rich in antioxidants, supports gut health, and boosts energy.

Key vitamins: Vitamin C (berries), Vitamin K (celery), fibre (oats), anti-inflammatory compounds (ginger).

Serves: One

What you'll need:

- 100ml milk (plant-based works best)
- 25g oats
- 75g frozen berries
- 1cm piece fresh ginger
- 1 celery stalk
- 1tsp maple syrup

How to make it:

1. Blend the oats until they're a powder
2. Add the celery and frozen berries and blend
3. Remove the skin from the ginger and grate it
4. Add the ginger with all remaining ingredients and blend until smooth



Lemon and ginger tea



Benefits: Soothes sore throats, aids digestion, and provides anti-inflammatory support.

Key vitamins: Vitamin C (from lemon), antioxidants (from ginger), antibacterial properties (from honey).

Serves: Two

What you'll need:

- 2cm piece root ginger, sliced finely
- 1 lemon
- Honey (manuka works best but any will do)

How to make it:

1. Boil a kettle
2. Cut the lemon in half - squeeze the juice from one half, cut the rest into slices
3. Divide the slices and juice between two mugs and add the sliced ginger
4. Pour boiling water into the mugs and leave until it's cool enough to drink
5. Sweeten with honey if you wish



Green goddess juice

Benefits: Detoxifying, supports immunity, and promotes healthy digestion.

Key vitamins: Vitamins A, C, and K (kale, spinach, broccoli), electrolytes (coconut water), probiotics (Greek yoghurt).

Serves: Two



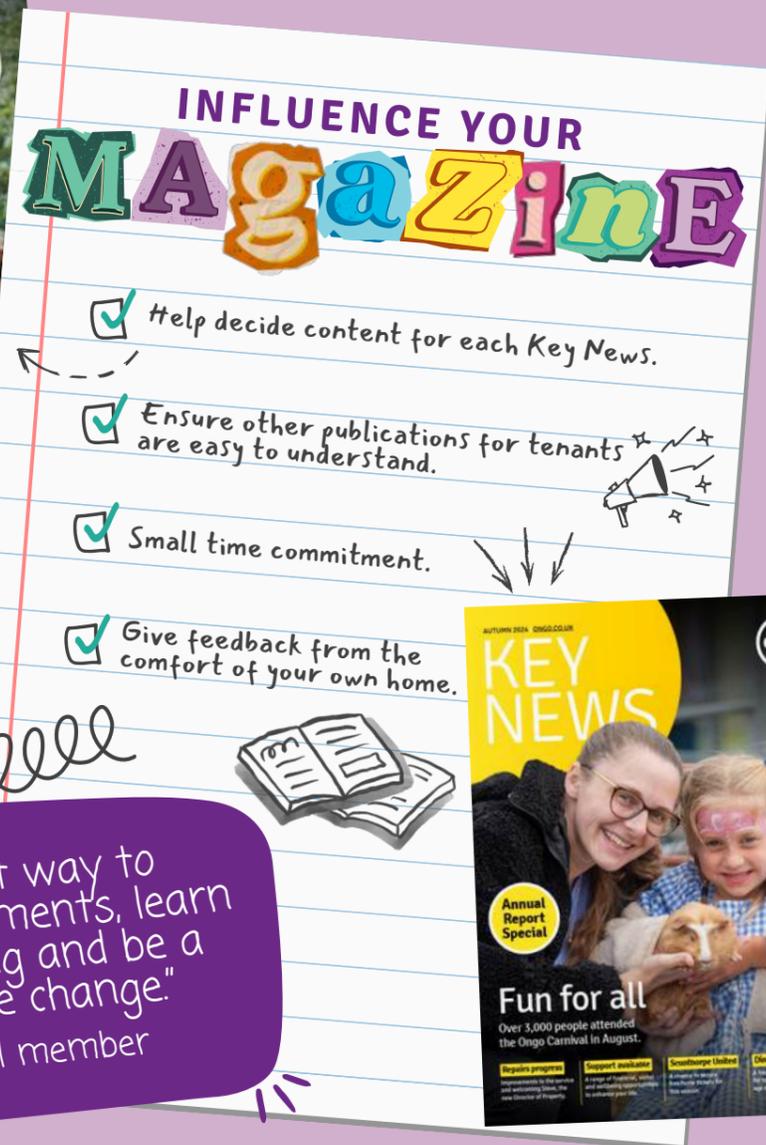
What you'll need:

- 125ml coconut water
- 65g plain Greek yoghurt (or alternative)
- 125g kale
- 125g spinach
- ½ cucumber, sliced
- 65g broccoli
- 65g chopped celery
- 65g green grapes
- 65g diced green apple
- 250g frozen or fresh pineapple chunks
- 250g ice cubes

How to make it:

1. Combine all ingredients in a blender
2. Blend on medium speed about one minute, stopping it to stir if needed

Got a family favorite, budget saving or one off treat recipe to share? Let us know and it could be featured in the next edition.



"It's the perfect way to influence improvements, learn what's happening and be a part of positive change."
Toni-Anne, panel member



INSPECTIONS AND IMPROVEMENTS

Check out the [Customer Engagement handbook](#) for further details on how you can have a say.

In 2025, our Tenant Inspectors completed:

- 57 green-space and estate inspections
- 66 ready-to-let homes inspections
- 16 communal cleaning inspections
- A mystery shop into the level of customer service provided across a range of contact methods and enquiries

They identified and resolved issues across the regions such as fly-tipping, communal repairs and additional cleaning. The group are looking for more residents to get involved. Inspections can be scheduled at time convenient to you and requires no specific skills.



YOU SAID, WE'RE DOING

Following on from your feedback, as well as feedback from Ongoo staff, we now have a dedicated emergency repairs phone line throughout the day. Having a dedicated phone line for emergency repairs allows us to prioritise these types of calls and get you the help you need more quickly.

- Emergency repairs include things like:**
- Total loss of electricity or water supply
 - Total or partial loss of hot water
 - Total or partial loss of heating in the winter (October – March)
 - A water leak that can't be contained
 - An insecure window, external door, or lock
 - Fire damage or flooding
 - Dangerous structures such as paths and paving, chimneys or loose roof tiles, ceilings or staircases
 - A loose or detached banister or handrail for stairs
 - Complete loss of lighting in communal areas
 - Unsafe electrical lighting or other fittings.



Before the change, there was an average waiting time of over 12 minutes. By changing the way we work we are now answering on average 89% of all calls in under five minutes, with most, on average, being answered in under one minute. 100% of emergency repairs calls are being answered within five minutes.

If you need to contact us, our Contact Centre is available for calls and digital contacts (like our WebChat and Facebook direct messages) from 9am - 5pm Monday to Thursday, and then 9am - 4:30pm on Friday. Please listen to the options carefully and if you have an emergency repair, it's Option 2 for repairs and then Option 1 for emergencies.

Please be assured that all calls will be answered.
[Find more information here.](#)

A WARM WELCOME TO TRENT VALLEY ELECTRICAL SERVICES



Trent Valley Electrical Services (TVES), a family-run business from Scunthorpe, officially joined the Ongo group of commercial companies in September. They're part of our heating and plumbing company, Hales & Coultas.

This move is a big step forward for us; it means we can offer even more services, while growing our team and pushing towards a greener, more sustainable future.



Contact the team at:

☎ 01724 782356

✉ enquiries@tves-scunthorpe.co.uk

Café space to meet, chat and unwind



Clubs and activities for all ages



Post Office



Training and meeting spaces



the arc

Westcliff's Community Hub

2 Lichfield Avenue, Scunthorpe DN17 1QX

Monday–Friday, 9am–5pm

arcwestcliff.co.uk