

KEY NEWS

REGION
TWO

Free
tickets and
prizes to be
won inside!

Sunshine and smiles

Thousands flock for a free, family day
out at our biggest event of the year.

Page 4

Your regional update

Find out the latest from your
neighbourhood and updates
on how the new model is
benefiting you.

Page 2

Preparing for winter

Read about repairs, damp
and mould, money saving
and keeping your home safe
in colder months.

Page 6

Jobs and training

From mental health
support to training courses
and applying for work, we
can help.

Page 11

ongo

REGION
TWO

94

tenant surveys
completed

Your region & neighbourhood

Our top three priorities

- 1 Making places people are proud to live** – Looking after shared spaces and improving how our neighbourhoods look and feel.
- 2 Positively contributing to your neighbourhood** – Listening to your views and acting on what you tell us.
- 3 Tackling anti-social behaviour** – We want everyone to feel safe in their home and neighbourhood.

Update on your region – here's what your feedback tells us:



69%

satisfied that we provide a safe home.



57%

satisfied with the overall service provided by us.



65%

satisfied with the cleanliness and maintenance of communal areas.

A huge thank you to everyone who took part in this year's Tenant Satisfaction Measures (TSM) surveys.

We received **94 responses** across Region 2, helping us better understand what matters most to you. **You** highlighted the importance of safe and secure homes, well-maintained properties and communal areas, reliable repairs services, better communication and responsiveness and positive neighbourhood management.

The feedback is already helping to shape local priorities and service improvements.

We know there is still more to do. Listening to your views and improving communication remain key priorities for the coming months, alongside continuing to improve repairs performance and the standard of our neighbourhoods.

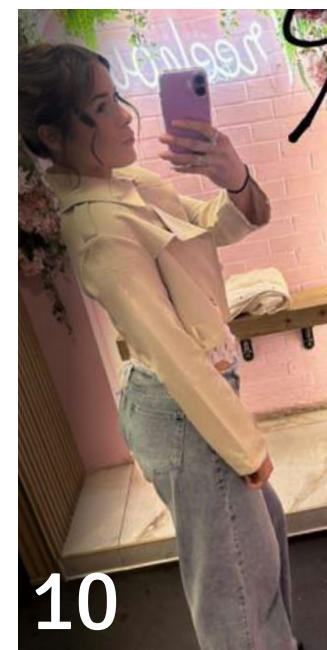
ASB Help Pledge – we've signed up!

To best support you and work closely with partners to resolve anti-social behaviour issues, we're now members. Search ASB Pledge on our website to learn more.

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- [OngoHomes](https://www.facebook.com/OngoHomes)
- [myhome.ongo.co.uk](https://www.myhome.ongo.co.uk)
- enquiries@ongo.co.uk
- 01724 279900

If you would like this magazine in your preferred language:

Jeśli chcesz tę ulotkę w języku polskim, zadzwoń na 01724 279900 (Polish)
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Sunshine and smiles at another successful Ongo Carnival

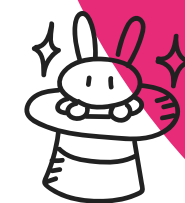
More than 3,000 people came together at Manor Park, Scunthorpe, on Wednesday 5 August for another hugely successful Ongo Carnival, enjoying a day packed with free family fun, entertainment and community support.

The annual event welcomed visitors from across the region, bringing together community organisations, partners and local services for a celebration of everything the area has to offer.

Now in its twelfth year, Ongo Carnival once again proved to be one of the highlights of the summer calendar, with attendees enjoying a wide range of activities throughout the day. Popular attractions included inflatables, fairground rides, face painting, pony rides, alpaca meet and greets, trampolining and much more.

The demonstration arena was busy from start to finish, with performances and activities including local dance groups, martial arts display, interactive drumming workshops, children's entertainers and appearances from the much-loved Ongo Bears.

Visitors also made the most of the diverse selection of food and drink available, with vendors serving everything from Indian street food, loaded potatoes, burgers, pizza and German sausages to waffles, cakes, sweet treats and ice cream.



“ We went with our two granddaughters, and it was so much fun. There was something for everyone, we learnt a lot and it’s amazing how it’s all for free. It’s a brilliant way to give back to the local community. ”

Del Watson

Alongside the entertainment, the event provided an opportunity for people to connect with a wide range of support services. Representatives from health, community safety, employment, education, housing, finance, mental health, local authority and charity organisations were on hand throughout the day, while emergency services including Humberside Police and Humberside Fire and Rescue Service engaged with families and shared important community information.

We would like to thank everyone who attended, as well as the partners, exhibitors, performers, suppliers and volunteers whose support helped make the event possible.

We are already looking forward to welcoming you back for next year’s Carnival.



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



Preparing for winter

Keeping your home healthy, budget advice and support available

Damp and mould management: what you can expect

Once your case is completed, you'll receive a satisfaction survey, followed by a text message six weeks later to check that the issue hasn't returned, so we can act quickly if needed.

Over the first **12** months of our new case management system, there has been:

1,339 reported cases



1,135 cases resolved



204 open cases still in progress



On average, inspections are carried out within **9.71** working days, cases are completed in **102** days, and **97%** of inspection summaries are sent within three working days.

Looking ahead, Awaab's Law – Phase 2 is expected in November 2026. This will expand beyond significant damp and mould to include hazards such as excess heat/cold, falls, structural collapse, fire and explosions, electrical, and domestic hygiene. We're already preparing for this so that we can make sure we meet these standards.

How to report damp & mould

As we head into winter, we'll be sharing practical advice to help you prevent condensation and damp in your home, including tips on ventilation, heating and insulation.

If you're experiencing damp or mould, please report it as soon as possible so we can help quickly.



Christmas is coming

As the colder months set in and Christmas gets closer. **We know this time of year can be financially tough, but we can help.**

If you're struggling or worried about paying your rent, please reach out. We have a friendly, specially trained team who can support you with:

- Understanding benefits you may be entitled to
- Budgeting and debt advice
- Money and grants support
- Wellbeing and mental health support
- Employment and skills advice

Find out more about the financial and wellbeing support available.



Homeless service

The team, based in Doncaster, supports around 100 people each year who are experiencing or at risk of homelessness, providing practical help, guidance and access to safe accommodation when it's needed most.

Homelessness continues to affect thousands across the UK, with nearly 300,000 households in England facing the most severe forms, including rough sleeping and unstable accommodation.

Our team helps people overcome these challenges and move towards independent living to secure and stay in a home. Most go on to longer-term housing, giving them the stability to rebuild their lives.

Learn more about our homeless support.



Elevate your home without breaking the bank

Author Reyo Gregory

Charity shops are a cheap and easy way to find decor.

There's lots nearby and I personally enjoy going to a charity shop, even just to look not only for decor but also clothes and other items such as books, games and even hair accessories. I went to my nearest one (Regen in Crowle) to give you some inspiration.

Here's some of my favourite findings:



DIY is a cheap way to reuse and recycle objects in your home into new decor! One idea is to make candles out of tin cans!



Here's one I made with the help of Crowle Primary Academy's nursery students!



Samantha's new start



Find out more about the Improving Lives project on our website.

Supported by our Improving Lives project, Samantha and her son Liam were able to settle into their new home after relocating at short notice following a difficult period in their lives.

The project provided essential items, including carpets and a washing machine, helping ease financial pressures and create a safe, comfortable home. Now settled and thriving, Samantha says the support gave her and Liam the stability and fresh start they needed.

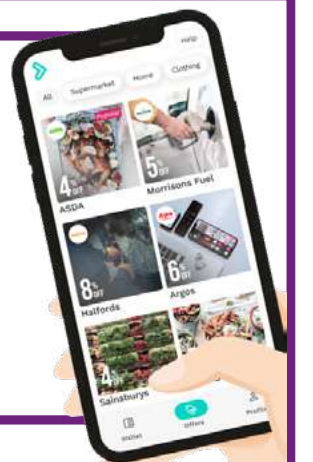
“It made such a big difference. Moving so quickly meant I had nothing and no money to get started. The support took a huge amount of pressure off me financially and helped me get settled much faster. If I ever need any support in the future, I know I can come to Ongo and they'll help.”

GET DISCOUNTS WITH OVER 100 BRANDS USING FREE APP

Search Housing Perks on your app store and enter “ongo” into the organisation ID



Scan Me



Fashion on a budget

Authors Connie Birkett & Caitlin Greaves

Seriously, why are you paying to get a Nike plain black t-shirt for £20-25 when you can go to Primark and get the same for a fraction of the price. At John Leggott College (JLC) everyone has their own unique staples, and everyone fits in.

Looking stylish isn't just about spending a fortune and looking the same as everyone else, great fashion is about confidence, creativity and knowing how to make something out of what you already have.

Another top tip – swapping clothes with your friends or buying second hand online on apps like Vinted or going into charity shops.

Check out some of these outfits put together by students studying fashion from under £20!



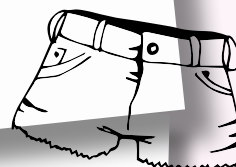
Blazer Shein -£7
White corset PLT/Vinted - £4

Guest feature

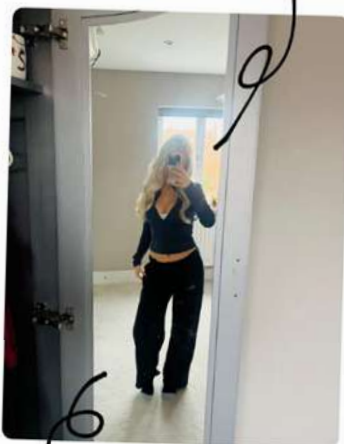


Don't forget to check out the JLC TikTok for more tips too.

Jeans Primark - £7



The white top Shein - £2.50
Navy blue zippy sports direct sale - £7.50



Black pin straight joggers - £10

White knitted jumper Vinted - £5



Jeans Shein - £7

Head band Shein - £1



Button up top Vinted - £5.50



Training opportunities

We help with training, volunteering, mental health support, and employment advice, no matter what stage you're at.

We offer a range of free accredited and non-accredited courses up to Level 2

Accredited courses include:

- Level 2 Emergency First Aid
- Level 2 Mental Health First Aid
- Level 2 Food Safety
- Level 2 Manual Handling
- Level 1 Mental Health First Aid
- Level 1 Food Safety (as part of 'Get into Hospitality').
- Level 1 Health & Safety (as part of the Volunteering & Work Placement Induction)

Non-accredited courses include:

- Mindfulness Bootcamps (focussing on Anxiety, Depression, building Self Confidence and Growth Mindset).
- Get into Admin
- Get into Hospitality
- Get into Customer Service
- Get into Teaching Assisting
- Get into Cleaning
- Volunteer & Work Placement Induction
- Computer Confidence
- Proud to Care Induction
- Interview Bootcamp



Six customers recently completed a skills bootcamp with Jewson Partnership Solutions (JPS)

For more information or to sign up scan the QR code or get in touch:

01724 279900

skillsandpersonaldevelopment
team@ongo.co.uk



New homes

Check out some new homes that will soon be completed and future builds coming up.

Alvingham Road regeneration

Construction of nine new homes on Alvingham Road, Scunthorpe, is set to begin soon.

Built on the site of the former flats, the two and three-bedroom homes will completely regenerate the neighbourhood.

These are for social rent, offering affordable housing at rates set below typical market rents. Features include dedicated car parking spaces, sizeable gardens, efficient technology and additional community green-spaces.

Keep up to date with all our latest developments in your region.



Work will begin in January 2027, with estimated completion due for January 2028.



Alvingham Road, Scunthorpe

WELCOME
TO REGION
TWO

**2024 – 2026
at a glance**

449
homes completed

117
bungalows or ground
floor flats

96
for social rent

16
specially designed
wheelchair homes

45%
achieved EPC
A rating

Upgrades and investment to your home



What surveys will take place?

Stock condition surveys

These surveys are carried out at least every five years to check the age and condition of key parts of your home, including:

 ROOFS	 WINDOWS AND DOORS
 HEATING SYSTEMS	 KITCHENS AND BATHROOMS

We also assess your home using the Government's **Housing Health and Safety Rating System (HHSRS)** to identify any risks such as damp and mould, fire safety concerns, or trip hazards. This helps ensure your home remains **safe and well-maintained**.



Let us in.
So that we can plan improvements to your home, please let us in when we arrange an appointment.

Here's how Jane benefited

We're pleased to share that we've partnered with **Michael Dyson Associates (MDA)** to support our ongoing programme of home surveys and improvements. This work will help us better understand the condition of our homes, plan future upgrades, and improve energy efficiency across our communities.

A home to be proud of:

Jane's Story







Read Jane's full story on our website.

For Jane, her house isn't just somewhere to live, it's a home she takes real pride in.

Jane has been a tenant for 16 years and lives in a quiet bungalow in a friendly, close-knit community in Scunthorpe.

Earlier this year, Jane received a brand new kitchen and a fully adapted bathroom, designed to meet her needs.

The improvements have come at an especially important time for Jane, who has overcome cancer and other recent health challenges, and is now preparing for a knee replacement. As someone with a disability, having a safe and accessible home has made a huge difference.

"Having a bungalow makes such a difference to me, just being able to get around more easily," she explained.

"I got to pick exactly what I wanted for the kitchen, the colours, the style, everything, it's beautiful. The people who did the work were so nice, I honestly couldn't fault the process at all."

Kicking off a new season with our sports partners

FREE
ticket
promotion

Doncaster Rovers



At **Doncaster Rovers Football Club**, who currently play in EFL League One, opportunities for you include:

- Family tickets (for two adults and up to four children aged 17 and under) to each home league game
- Adult tickets for each home, league game
- VIP packages, including stadium tours and play on the pitch opportunities (available for specific games only)

Lincoln City



At **Lincoln City Football Club**, who currently play in the EFL Championship, opportunities for you include:

- Family tickets (for two adults and up to four children aged 17 and under) to each home league game
- Adult tickets for each home, league game

Scunthorpe United



At **Scunthorpe United Football Club**, opportunities for you include:

- Free tickets to all home league games (you can apply for up to four in total)
- Priority seating in our Ongo Zone area

Scunthorpe Rugby Club



At **Scunthorpe Rugby Club**, opportunities for you include:

- Free tickets to all home league games (you can apply for up to four in total)
- You can apply on both Scunthorpe boxes

“It was incredible. The seating was well placed, the game was entertaining and the atmosphere was a great experience for us all, particularly as it was our children’s first time.”

Scunthorpe United
Amy Greenwood

“The experience was absolutely fantastic! Great atmosphere, we all had a great afternoon out!”

Doncaster Rovers
Annie Martin

“Great experience, enjoyed it very much - good seats and good atmosphere.”

Lincoln City
Joe Goulding

Almost
1,000 tickets
have been given to
tenants and their
families since our
partnerships began.



To apply for tickets, head to
www.ongo.co.uk/sports-partnerships



Supporting charitable and community initiatives this year



This year we launched our Charity of the Year initiative, with colleagues choosing **Jen's Special Place** and already exceeding our **£5,000 fundraising target**. Thousands more has been raised for local causes, including **Lindsey Lodge Hospice**, while our **Community Grants programme** awarded **£25,000 to 19 community groups**.

Colleagues have continued to support good causes through their paid volunteering leave, alongside investment in community projects, free activities, employability support and social value initiatives. One example is the Improving Lives project, which provided **44** tenants with free flooring in just six months.



Ongo colleagues and Jen's Special Place taking part in a fundraising event

You don't need a reason to reach out.



Contact Ongo Talk for
mental health support
ongo.co.uk





**You said,
we're doing**

Better customer service

From your suggestions we've made some big changes, and great news! You're seeing the benefit and call wait times have reduced.

Here's other key improvements:

- Resolving more enquiries at the first point of contact
- Removing the triage centre and bringing those functions into the Customer Hub
- Strengthening training and simplifying how complex queries are escalated

We've also removed the old 9-10am emergency hour and introduced a dedicated emergency repairs line available

throughout the working day, making it easier for you to get urgent help when they need it. Out of hours emergencies continue to be handled by Orca.

A new repairs journey

The new process sets out every step of a repair from start to finish, including who is responsible at each stage.

This is helping us to improve coordination across our teams, reduce delays, and give you a smoother experience. It also helps to improve our communication with you, with clearer appointment information and better updates throughout the repair.

Good quality contractors

We're working closer with our contractors, to ensure that the work they carry out is on time and to the standard we expect.

This includes setting clearer expectations, more frequent performance meetings to review recent and outstanding work, and closer monitoring of outstanding orders. As a result, we're reducing delays linked to parts and materials, improving completion times, and ensuring you receive a more reliable service.

Find out more about the Repairs Customer Journey.



Keeping you and your home safe, together

We currently have a first-time access rate of 71.6% for annual gas servicing, but by allowing us into your home or rearranging appointments, we can improve this.

Partnerships with Humberside Fire and Rescue have continued to strengthen.

The team carried out realistic high-rise training exercises recently at Market Hill, Scunthorpe, giving crews the opportunity to practise rescue operations, test emergency procedures and deploy specialist equipment in a simulated live incident.

Some other highlights include:

- ✓ Ongoing fire door inspection programme, and information delivered to all relevant homes.
- ✓ Quarterly meetings of the Residents Building Safety Group, who have helped to influence the High Rise Resident Engagement Strategy.



Tenants who have a gas servicing check that month are entered into a prize draw for a **£50 Love to Shop** voucher.

We ended 2025/26 at:



100%
gas safety checks complete



95.5%
electrical safety checks complete



100%
fire and legionella risk assessments



427
Corgi audits (checks on work carried out)

We want more tenants to join the group and be a voice for where you live. Search **Residents Building Safety Group** on our website for more information.



Involved with Ongo

Our Digital Community have helped to improve the look, accessibility and information available on the My Home website.

The changes include:

- Enhanced property & tenancy information** – including when your kitchen and bathroom are due for re-assessment, plus more about planned improvement works
- New supporting you section** – all our support services now in one place including employment support, enhancing your skills and personal development, budgeting and debt advice, benefits guidance and Hardship Fund applications
- Redesigned homepage** – making it easier to find key information and services

- New building safety concerns form** – report building safety concerns quickly and securely
- Updated complaints form** – a simpler, more user-friendly experience that helps us gather the right information and resolve issues more efficiently
- Check out the updates at myhome.ongo.co.uk and manage your tenancy at the touch of a button.**

Make sure to look at our 2025/2026 Tenant Satisfaction Measures (TSM) results, and what we will do to improve.



Want to make a difference?

Join our Publications or Complaints Panel to help shape the information you get and the services you receive. To get involved, complete an Involved with Ongo form on My Home or email customer.engagement@ongo.co.uk.

Check out the impact that tenants have made so far in 2026:

Thank you event

As part of Volunteers' Week, we held an event to thank our volunteers for their impact and commitment.

Charmaine attended and said: "Though I don't volunteer for any recognition, it was nice to bring us all together to reflect on what we try to achieve and what else we can do to support residents and communities."

"There's lots of different ways in which you can help influence improvements to the services that we receive, no matter how much spare time you have. It's also a great opportunity to boost your CV, increase your confidence and develop new skills."



Pet Policy

You have given your views via a survey and session with our main tenant group, Community Voice, as part of the Pet Policy review.

The survey found 71% of respondents supported limits on the number or type of pets allowed, and 46% felt permission should be granted before keeping a pet.

We support responsible pet ownership rather than a blanket ban. Any decisions will balance the benefits with animal welfare, safety and nuisance concerns. We're also working with Dogs Trust to help shape the updated policy.

In your community

We have held events and specific sessions in Winterton, Burringham, Ashby, Lincoln, Riddings and Barton to speak with residents and gain feedback on their local community.



Outcomes included:

- Removal of larger, unwanted items for residents who may have otherwise struggled to dispose of them
- Some items being donated to help a resident in their new home
- Resolving community issues and raising awareness of waste management responsibilities
- Painting of bin-store areas
- Surveys completed with residents in each area to influence targeted improvement work

Visit ongo.co.uk/getinvolved to discover how you can have a say and be a part of change.

Improving customer service

The Tenant Inspectors have recently completed some mystery shop scenarios to improve our contact centre and level of service received.

It has led to:

- Clearer and more consistent timescales being agreed that will be communicated to you when a matter cannot be resolved at first contact
- Increased emphasis on improving the clarity of information for you, whilst maintaining the human element and ensuring people over process in all interactions
- Improved access to a system that details what areas are Ongo responsibility and what are the Local Authority's.

Make sure to read the 2025/26 Annual Report, which includes where we aim to improve and future plans.



Not to miss events this autumn and winter

As the colder months approach, there are plenty of events across the region to enjoy, from festive celebrations and food experiences to family-friendly activities.

We'll be hosting a range of free events to bring people together, support those who may otherwise be alone, and help families enjoy the magic of the season without the added financial pressure.



Dine & Dance

The popular event will return on Wednesday 2 December, 1pm – 4pm, at Heslam Park (Scunthorpe) for tenants aged 55 and over to enjoy a free meal and entertainment.

Email **customer.engagement@ongo.co.uk** or call us to book your place.

Christmas in communities



The Arc and Viking Centre (our community hubs) will host a bunch of free activities, including Breakfast with Santa, light switch-ons, arts and crafts sessions, warm spaces and plenty of festive food.

Tenants at retirement schemes will also be getting into the spirit with dinners, parties, carol singing, games and fun for all to enjoy.

Gift of Joy campaign



We'll again be inviting colleagues to take a tag from the Ongo Christmas tree and return with a gift. Last year over 70 presents were donated and delivered to local groups including our community hubs, Homeless team, The Cat Charity, Sangreat, Cat-titue and Whiskers, Blue Door and Lindsey Lodge.



Guest feature

Robin Hood pantomime

From 3 December until New Year's Eve The celebrations continue with the return of the annual pantomime at The Baths Hall, Scunthorpe. It promises all the things you would expect of a classic panto, including laughter, fun, and plenty of audience participation.

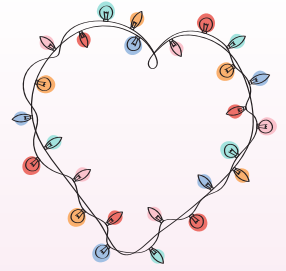
It remains a long-standing Christmas tradition for many families and is often one of the highlights of the festive season. Due to so many people loving the performances and attending each year, it tends to sell out quickly, and so, for those who are hoping to attend, we recommend booking tickets early.



Belton Christmas Market and light switch on

28 November from 2pm

This is set to be filled with stalls selling gifts and seasonal treats, alongside entertainment and a Santa's Grotto for the little ones. However, the main event is the switching on of the Christmas tree lights, which the 'Lights of Love' scheme allows people to dedicate a light to a loved one, with donations traditionally supporting a local charity.



Games corner

Colouring competition

Mr Ongo Bear is getting into the Halloween spirit and would like your help to finish his outfit. Get creative and colour in the picture. Don't forget to make it extra spooky!



Wordsearch

Can you help us find these 13 hidden spooky words?

- BAT
- CANDY
- CAT
- GHOST
- HALLOWEEN
- MAGIC
- MOON
- NIGHT
- PUMPKIN
- SCARY
- SKELETON
- SPIDER
- WITCH

Boo



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



Send us a selfie with your best colouring in to win a £30 shopping voucher.
 prdept@ongo.co.uk
 facebook/OngoHomes
 T&Cs apply, check Ongo website for more.



REGION TWO

Your Neighbourhood Officer can support you with:

- Tenancy-related matters
- Neighbourhood concerns
- Anti-social behaviour issues
- Community engagement and support

Scan here to find out more
about what's happening in
your neighbourhood.



THINGS ARE LOOKING UP!



Getting a new job made easy

To see live jobs and apprenticeships
or to sign up for alerts, head to

www.ongorecruitment.co.uk