

Region Three

North Lincolnshire Council, Doncaster Borough Metropolitan Council, Bassetlaw District Council, South Derbyshire District Council, Mansfield and Ashfield District Council.

Our top three *priorities*

1

Making places people are proud to live - Keeping neighbourhoods clean, attractive and well managed.

2

Positively contributing to your neighbourhood - Listening to tenants, acting on feedback and encouraging community involvement.

3

Tackling anti-social behaviour - Helping people feel safe by preventing and addressing anti-social behaviour.

What we're going to do

Making places people are proud to live

We will:

- Focus on neighbourhood hotspots identified through tenant feedback, inspections and local data
- Take action on fly-tipping, litter and environmental concerns
- Work with partners to improve shared spaces and create cleaner, safer places to live
- Keep you updated and show how your feedback has shaped local action

Positively contributing to your neighbourhood

We will:

- Be visible and accessible through regular visits, inspections, events and community engagement
- Listen to a wider range of tenants and communities
- Work with tenants on solutions and encourage community involvement
- Show how your feedback influences local improvements

Tackling anti-social behaviour

We will:

- Take prompt action on anti-social behaviour and repeat issues
- Provide early support, clear communication and regular updates
- Work with partners to prevent problems escalating
- Promote responsible tenancies and early reporting
- Keep improving how we manage ASB and support communities



Key focus areas

- Ashtree Close - Belton
- Crowle
- Riddings
- New Westcliff
- Doncaster

What will we do in 2026/27

- 1 Keep neighbourhoods well managed** - You will see us regularly through walkabouts, inspections, door knocking, drop-ins and estate visits, with local issues followed up.
- 2 Target environmental hotspots** - We will use data and tenant feedback to focus action on fly-tipping, waste, shared spaces, gardens and property-condition concerns.
- 3 Strengthen our ASB and safety response** - We will make early contact, keep tenants updated, coordinate with partners and learn from reviews, surgeries and audits.
- 4 Keep tenants informed and demonstrate the difference their feedback makes** - We will use letters, newsletters, digital updates, drop-ins, notices and “You said, we did” feedback to show what has changed.
- 5 Work better with partners** - Work with local councils, police and community organisations to resolve issues more quickly and improve neighbourhood safety and wellbeing.
- 6 Make tenant feedback count** - We will use surveys, TSMs, complaints, inspections, events and conversations to set priorities, take action and show progress.

We'll measure success by:

- More tenants feel safe in their neighbourhood.
- More tenants are satisfied with how their neighbourhood is managed.
- More tenants feel their views are listened to and acted upon.
- More tenants tell us their neighbourhood is a good place to live and that Ongo has a positive impact locally.
- Fewer reports of fly-tipping, waste and environmental issues in hotspot areas.
- Tenants know who we are, how to contact us and see us regularly in their neighbourhood.
- More tenants take part in neighbourhood activities and consultation.
- Tenants feel supported and kept informed throughout their ASB case.
- Fewer repeat reports of ASB and escalated cases, with improved satisfaction in how ASB is handled.

Our commitment:

We will review progress throughout the year and share updates on what has been delivered and what we are focusing on next.