



# KEY NEWS



## New horizons

Inspiring tenant and community stories, plus a range of ways to be involved.

### ONGO CARNIVAL

Join us on August 7 for our biggest event of the year.

### IMPROVING HOMES

Over £2million of funding to benefit your area.

### AWARD WINNER

Residents recognised for volunteering.

### IN THE COMMUNITY

School sessions, bake sales and action days.

# Contents



## Enhance the region

The Neighbourhood Services team have been improving communities over recent months, including:

- Installing birdsmouth fencing to resolve anti-social behaviour (ASB)
- Improving the play-parks on Pryme Road and Melford Court (Scunthorpe)
- Re-painting parking bays across various locations



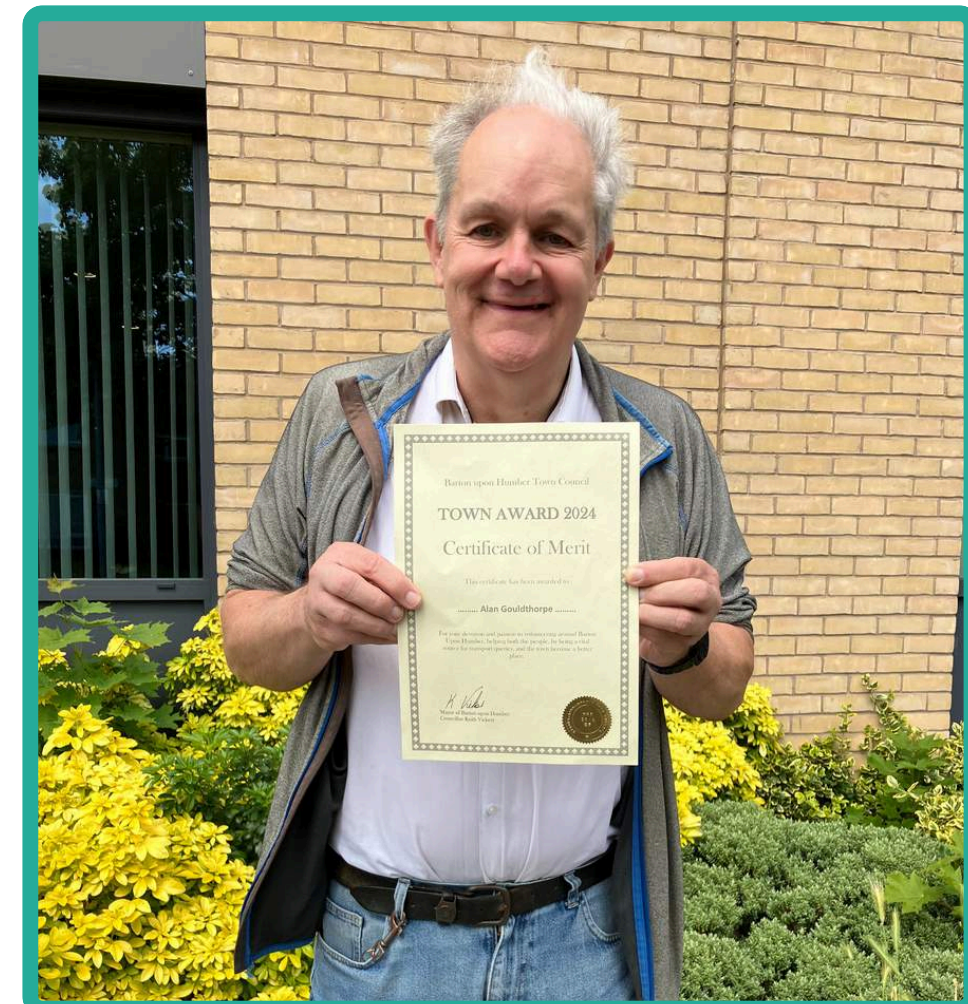
Email us if you have a suggestion on how we can help improve your neighbourhood.



### Volunteers making a difference

A tenant has recently won an award for helping people in their local area, and another has been nominated for their voluntary work over recent years throughout the community.

Click [here](#) to read more about Alan and Tim's achievements.



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### Contact us:



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[OngoHomes](#)



[My Home](#)



01724 279900



## A message from Chief Exec Steve

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

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 range of support

From help with your finances to supporting you into work, and from improving your wellbeing to guidance on your home and tenancy, we offer personalised support based on your circumstances.

Check out a recent example from a tenant below...

Jim's wife passed away at the start of 2024 and, with so much to sort, he was worried and didn't know where to turn.

Help was on hand straight away through Mark, one of our Tenancy Sustainability Coaches, who made him aware of his entitlement to claim Attendance Allowance. Jim was supported to understand and complete the relevant checks, and he is also in the process of claiming Housing Benefit with Mark's assistance.

Jim said: "It was a traumatic situation when I lost my wife, and everything seemed to be going wrong all at once.

"However, I can't begin to explain the pressure that has been lifted because of this support. If it wasn't for Mark then I don't know where I'd be now. Nothing was too much for him, I've felt reassured throughout and to have someone who cares and will do everything possible to help means a lot.

"Though I'm not in the best of health and there's still a few things to sort, I'm in a much better place than before."



## HOUSING PERKS

Don't forget! Sign up to Housing Perks to access many discounts at 100+ retailers.

Download the app on your app store and visit [ongo.co.uk/housing-perks](https://ongo.co.uk/housing-perks) for further information.



“  
If you're struggling like I was, then don't hesitate to ask for help.

There are people who will support you and it will have such a positive impact on your life.

Jim, tenant

Head to our [website](#) to discover how the team can help you.



## Affordable mental health services

Ongo Talk is an affordable mental health support service for people looking for help with a range of issues.

The team will take time to listen and help develop your confidence, skills and wellbeing so that you can move towards improving your life.

### What makes it unique?

- ✓ **Qualified counsellors:** The team comprises of experienced and accredited professionals who specialise in various areas of mental health
- ✓ **Affordable options:** Pricing starts from free, depending on eligibility
- ✓ **No waiting lists:** With Ongo Talk, there are no long waiting lists
- ✓ **Flexible location:** Counselling sessions are flexible and can take place over the phone or in-person, depending on preference

 [Click here for more inspiring stories.](#)

### Don't suffer alone.

The Ongo Talk team are here to listen and support you.

✉ [ongotalk@ongo.co.uk](mailto:ongotalk@ongo.co.uk)

🌐 [ongo.co.uk/ongotalk](https://ongo.co.uk/ongotalk)

☎ 01724 844848

Are you suffering in silence?

Time to talk

# In the community

## Making a difference

Neighbourhood action days have taken place in South Killingholme and Riddings (Scunthorpe) to spruce up the areas and talk to residents.

### Outcomes included:

- ✓ Pathways edged and cleared
- ✓ Grass off-cuts placed onto areas with no grass which is beneficial for biodiversity
- ✓ Repair and damp & mould issues reported and resolved

Further events are planned for Epworth (23 July) and New Westcliff, Scunthorpe (20 August) along with improvement works throughout other communities.

Keep up to date on our [website](#), [Facebook](#) and [Twitter](#).

## Funding received

A share of £25,000 was recently awarded to 14 local groups through the Community Grants project.

Take a look at the difference it will make.

## Party time

One of our community hubs, [The Arc](#), celebrated its sixth anniversary in May.

A range of activities took place including arts and crafts, a picnic and making bug hotels.

Check it out in further detail, and like them on [Facebook](#) to receive the latest updates on events, opportunities and support available for all.



Neighbourhood work



Before



After



Community Grants



Scunthorpe LGBTQ+ Society



Myos House



Arc anniversary



Sunflower Children's Action Group



Helping the environment

## Raising awareness

A bake sale and coffee afternoon was held at our specialist dementia independent living scheme, Myos House, for Dementia Action Week.

Residents at the scheme have regular get-togethers, activities and fundraising projects to enjoy and socialise. They also benefit from local connections, such as students attending to sing, and have a therapy dog each week to support wellbeing.

Find out more about the scheme.

## Educating the next generation

We have teamed up with local schools and youth clubs to deliver environmental sessions for children of all ages.

They were held in collaboration with St. Peter's and St. Paul's Primary School, Oasis Henderson Avenue Primary School and The Arc.

A team of 28 children and colleagues worked together to build and install bug hotels, bird boxes, and hedgehog houses to enhance biodiversity and learn in a fun and hands-on way.

Further sessions are being planned for later in the year. This is just one of the many ways in which we are working towards our Net Zero and carbon reduction journey.

Visit [ongo.co.uk/environmental](https://ongo.co.uk/environmental) to learn more.



# A day in the life of...

# Ricky

## ONE OF OUR GLAZIERS



### Q: What does your role involve?

A: My role involves working with tenants each and every day. I work closely with them to make sure repairs are completed on time and to a great standard.

### Q: How do you support tenants?

A: I visit their homes and fix any maintenance and repairs jobs they have. Each morning, I receive a list of jobs from the Works Planners who have planned my day from start to finish to make sure each tenant gets the time and service they need. The list is endless as there are so many areas in our large team.

### Q: The favourite thing about your job...

A: Meeting different tenants and having banter with them, it makes the job so worthwhile. Being able to talk to them and help them with any home repairs. Sometimes, when turning up to a tenant's house they are frustrated, but I find they just want someone to talk to about the snagging problems.

“ ———  
Maintenance work isn't just about fixing pipes and fitting boilers. It's about building relationships, creating safe spaces, and contributing to a thriving community. ——— ”

Ricky

Visit our [website](#) to learn more about the team.

# We're recruiting more Board Trainees

We have partnered with the Housing Diversity Network (HDN) to deliver a two-year Board Trainee programme. It will focus on learning, development, and mentoring to support and nurture a more diverse range of future Board Members in the housing sector.

This supports our work to ensure our Board membership is reflective of the communities we serve. Our Board is not currently representative in people who consider themselves to be disabled or from black and minority ethnicities, so we are specifically seeking applications from diverse candidates.

We're not looking for a Board-ready individual, but somebody with the enthusiasm and willingness to learn about becoming a Board Member. You should have a passion for making a difference and the positive impact we want to make on people's lives and communities.

Working with ourselves and HDN, you will receive training and support to build your skills. Then, at the end of the two-year programme, we hope you'll apply to join us or another Housing Association as a Board Member.



## Interested and want to apply?

Find all the information [here](#).

# New homes



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

## Starting in North East Lincolnshire

Following the recent acquisition of [over 800 homes from The Guinness Partnership](#), work has started on our first-ever development in North East Lincolnshire.

Based on Brigsley Road in Waltham (south of Grimsby), the 12 homes are set to be completed by the end of summer. They feature two for Shared Ownership and the rest for affordable rent, ranging from a one-bed bungalow to three-bed houses.

Hayley Ackers, Development Manager, said: "It's important to offer these opportunities throughout different communities, and we will be looking at future developments in North East Lincolnshire over the coming years."



Brigsley Road, Waltham



## Developing in Ashby

40 homes will soon be completed at the site of the old Ashby Market (Scunthorpe).

There will be 18 one-bed apartments, plus two, three and four-bed flats and houses. The development includes homes for affordable rent, [Rent to Buy](#) and [Shared Ownership](#).

The homes are set to be handed over in three phases between August and November, and they are all fitted to a modern design and fully landscaped. Nearby are a range of shops, services, schools and parks along with regular access to public transport.

## Building bungalows

New tenants will soon move into four bungalows which have been built on Warley Road (Scunthorpe).

One of the homes is fully wheelchair accessible, and each has a large garden.

As with the Ashby Market development, the site was previously disused land which helps to rejuvenate the space and provide housing for specific needs.

## Featuring the Ashby Market development



Warley Road site

# Improving your home

We have successfully secured £ **2.3** million from the Government's Social Housing Decarbonisation Fund.

This significant investment will drive essential improvements to **169** homes and enhance energy efficiency, tenant comfort and affordability.

## Key objectives of the project are:

- 1 Enhancing energy efficiency:** The funding will enable essential works (such as improving insulation and installing solar panels) to be carried out, resulting in better energy-efficient homes for our residents.
- 2 Improved thermal comfort:** By upgrading insulation, heating systems and ventilation, we will enhance the thermal comfort of our tenants, making homes more pleasant to live in.
- 3 Reducing bills and alleviating fuel poverty:** The project will significantly reduce energy bills for residents, providing much-needed relief to those facing fuel poverty.



The final decision on the work, dependant on each home's needs, will be based on a comprehensive retrofit survey. Communication has been sent to those tenants who will directly benefit from these improvements, and we anticipate work to begin in August.

The homes selected are those rated EPC D or below, currently considered poor performers in terms of energy efficiency.

## Find out more on our website and social media channels.



# Consumer Standards

The revised consumer standards and Code of Practice came into effect on 1 April 2024 as part of the Regulator of Social Housing's new approach to consumer regulation.

## The standards set out the outcomes landlords are required to deliver and include:

### Safety and Quality Standard

Requires landlords to provide safe and good quality homes and landlord services to tenants.

### Transparency, Influence and Accountability Standard

Requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints when necessary, influence decision-making and hold their landlord to account.

### Neighbourhood and Community Standard

Requires landlords to engage with other relevant parties (i.e. the Local Authority or the Police) so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.

Discover **more** what they mean to you.

### Tenancy Standard

Sets the requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.

# Involved with



## You said, we are doing

Our [Resident Scrutiny Panel](#), a tenant group who investigate different services, have helped to influence significant improvements.

## Check out their recent reviews and the difference they have made:

### Damp and mould

- A clearer approach on how timescales are assessed, including considerations for vulnerable tenants and follow-up checks
- Improved colleague training for a consistent service delivery
- A customer journey flowchart to set expectations

### Anti-Social Behaviour (ASB)

- Improved communication when a case has first been raised and throughout so tenants are better informed
- Value for Money (VFM) savings such as a reduction in waste calls

The group are in need of new members. If you would like to be a part of improving services, then please [email us](#) or complete the [website form](#).



## Looking at complaints

The new [Housing Ombudsman Complaint Handling Code](#), which is now statutory, went live from April.

Our tenant [Complaints Monitoring Panel](#) have been involved in the self-assessment against the Code, ensuring that there is a transparent approach to the whole complaints process.

Their feedback has led to improved clarity in procedures and enhanced monitoring of complaint themes.

Head to [ongoo.co.uk/complaints](https://ongoo.co.uk/complaints) for further details.

## Approach to ASB

We are currently reviewing the ASB Policy alongside tenants.

There is currently a survey available for you to complete via email or text message, with a chance to win one of five £20 Amazon vouchers. Your feedback is vital so we can improve the service.

The review will also include an upcoming tenant focus group with those who have reported an ASB case over the last six months, to get their experience on the process and where it could be better for the future.

**Please fill in the survey that is sent directly to you.**



## New Tenant Satisfaction Measures

**Did you know?** There is a specific area where you can check out the 12 Tenant Satisfaction Measures in detail, the performance against them and what work is being planned and carried out to improve.

[Click here](#) to discover more, including the 2023/24 results.



These are just some of the many ways in which you as a tenant can improve services, homes and communities.

No matter how much time you can give or your other commitments, you can make a difference, plus it's a great way to receive the latest updates, make friends and add to your CV.

**Get involved today to create a better tomorrow.**

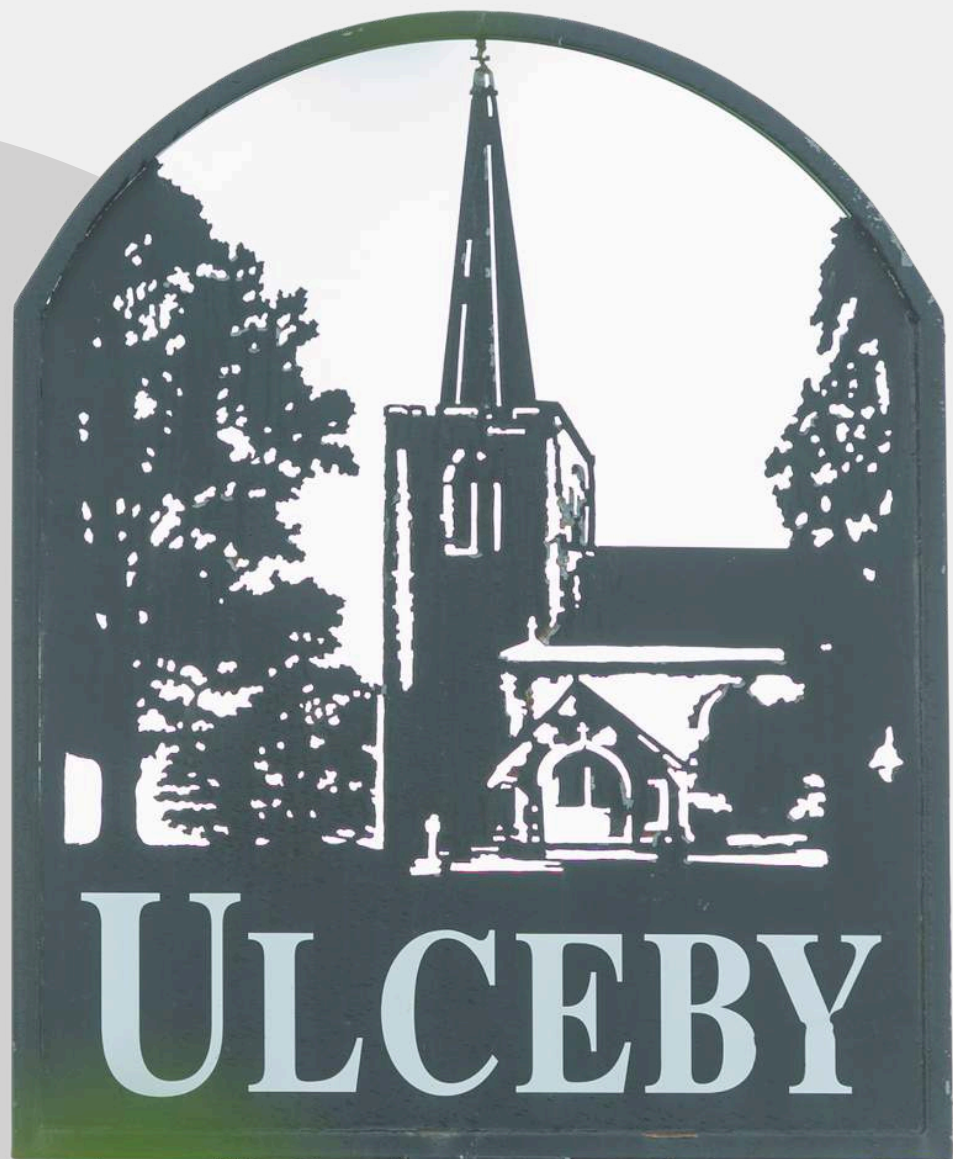


# A SPOTLIGHT ON...

# Ulceby

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

This time we're focusing on Ulceby near Grimsby and Abdal's Kitchen.



## ABDAL'S KITCHEN

We spoke to Abdal, restaurant owner...

### Tell us about Abdal's and your team?

We started as a small team from Scunthorpe, consisting of brothers and close friends. Through the years of working in the restaurant and hospitality industry, it's been our dream to expand and open a restaurant that really reflects our passion for food.

To have finally achieved this is surreal, and it's only pushing us to grow further and achieve more in the future.

### Why did you choose Ulceby?

Ulceby was a great opportunity for us as we believe it is an accessible and central location to a lot of villages.

We realised there wasn't many places which offered dine-in experiences in the surrounding area. We wanted to offer an amazing decor with great food which allows us to deliver an exceptional customer experience.



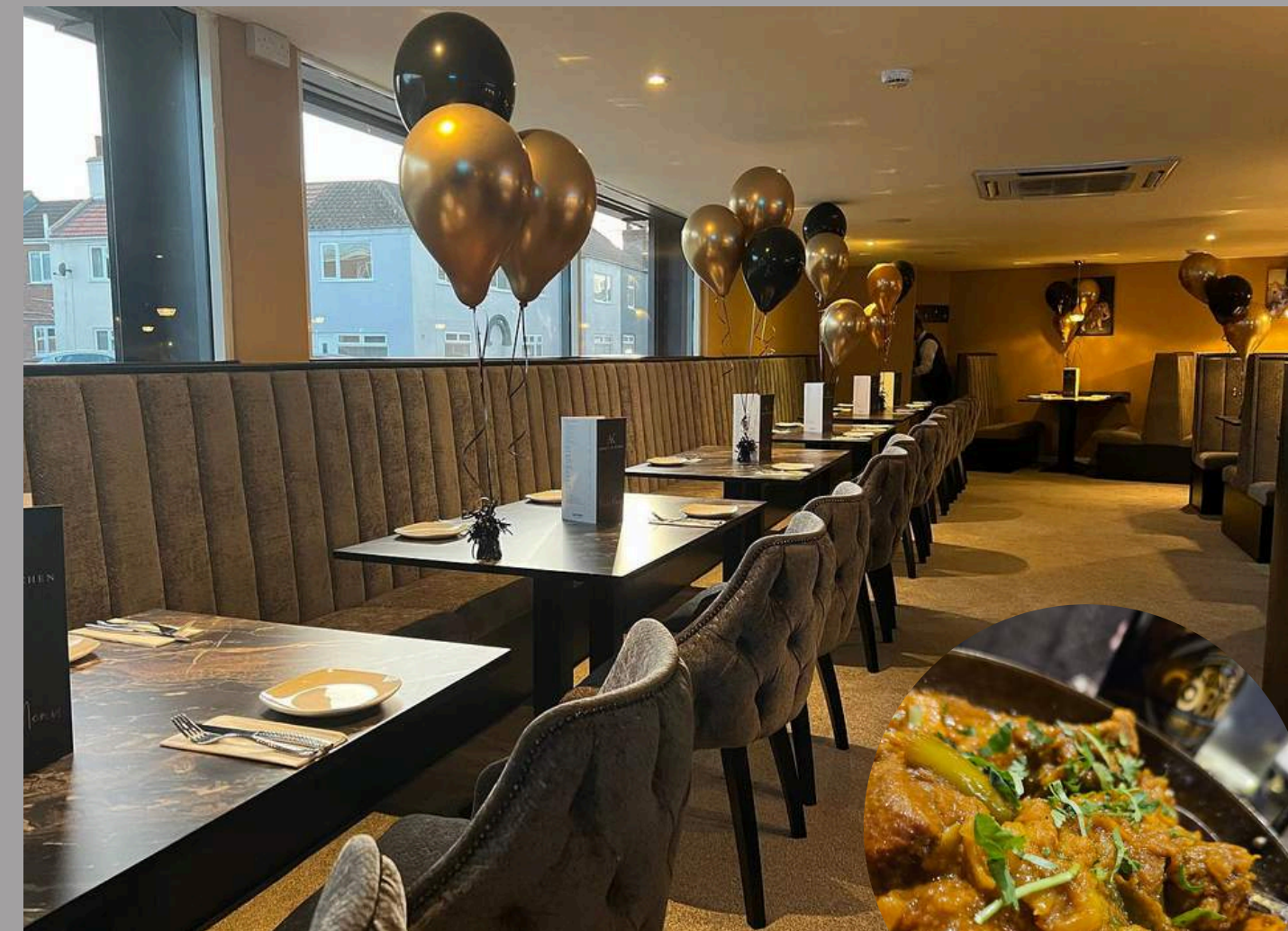
### What inspired you to open the restaurant?

The inspiration stemmed from our new ideas accumulating over the years. We wanted to deliver our love for the food, and great service to a wider audience.

### What has been your favourite part of opening and running the restaurant?

Our favourite part about opening Abdal's Kitchen has been having the opportunity to meet amazing people, becoming part of the wider community, and helping people connect with each other while enjoying our delicious food.

Being in lockdown made us all realise that time is precious, and we should celebrate all occasions. We believe that we can help everyone with creating amazing memories whether it's birthdays, anniversaries or a get-together with friends and family!



You can find Abdal's Kitchen on Spruce Lane, Ulceby, DN39 6UL.

Visit their [website](#) and [Facebook](#) to learn more about their range of affordable options, including the popular set menu.

# Digital opportunities

## Did you know?

When reporting an issue, you can use video technology so we can view the problem, diagnose effectively, offer guidance and resolve quicker.

It's a free, simple process which involves:



You contact us, explain the issue and we then send you a link via text message.



You access the link and give consent to share your video.



Our Customer Advisors can then see the issue. They will carry on talking to you and can do additional things such as draw arrows to advise, take screenshots if it needs to be sent and turn on the device's torch if it's dark.

This is not a replacement – rather, it is an addition to the service we provide and nobody will be left behind.



For example, it has helped people to re-pressurise their boiler without having to wait for an appointment, plus diagnose damp and mould queries effectively.

# 76%

The percentage of people satisfied when contacting us through our Customer Experience team in 2023/2024, an increase from 72% in 2022/2023.



If your preferred method of contact is to send **an email** to our Customer Centre, please include specific details about the query in the email subject.

So, for example, if you wanted to report a repair for your front door, then title the email 'Front door repair' and then provide further information in the body of the email.

This will ensure that the query is automatically sent to the relevant department which will mean your issue can be looked into and actioned quicker.



# A cool summer treat

## Yummy frozen yoghurt lollies



### INGREDIENTS

- 450-500ml yoghurt (any kind but Greek style with honey is our favourite)
- A few tbsp of jam (optional)
- A handful of fresh fruit, such as summer berries
- Lolly moulds

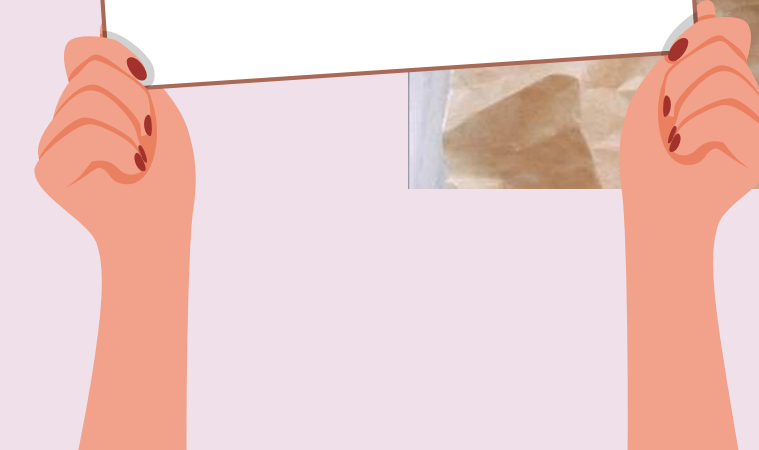
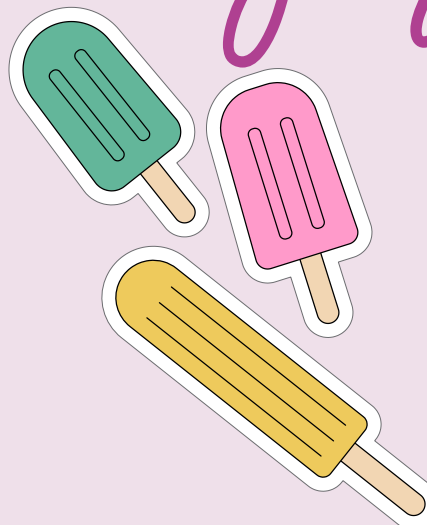
### METHOD

- 1 Pour the yoghurt into the lolly mould.
- 2 Add the fruit or swirl the jam into it, so you can see it along the sides of the lolly moulds. This is a bit messy but they look great afterwards.
- 3 Freeze for at least 2 hours or until frozen solid. Briefly run under warm water to help you ease the lolly from the mould.

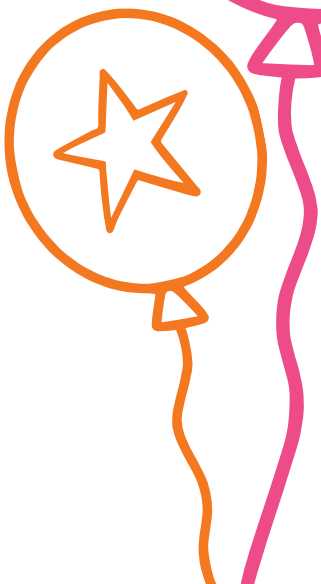


## Enjoy!

Send us your recipes to feature in the next edition!



# ONGO Carnival 2024

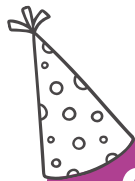


**DATE:** 7 AUGUST  
**TIME:** 11AM-3:30PM  
**PLACE:** MANOR PARK,  
BURRINGHAM ROAD,  
SCUNTHORPE

**Come and celebrate with us as we mark the 10th anniversary of the Ongo Carnival.**

Get ready for an action-packed, free family day filled with performances, funfair rides, picnic spots and much more.

You can purchase food & drink from the stalls available or bring your own picnic.



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

