

HOME OWNERSHIP MATTERS

Autumn/Winter 2025

IN THIS ISSUE: tips to keep your home safe and warm as the weather gets colder and how we're working with homeowners to improve our services.

As the leaves change and the nights draw in, we're delighted to bring you the Autumn/Winter 2025 edition of Home Ownership Matters.

This issue is packed with timely advice to help you prepare your home for the colder months, from preventing frozen pipes to making the most of your heating system. You'll also find some guidance on insurance claims, leaving your property empty over the festive season, and what to do in the event of leaks or emergencies.

We're also excited to share updates on improvements to our services, including new opportunities for you to have your say through customer forums and surveys. Plus, discover how the My Onward Portal is making it easier than ever to manage your home on the go.

Whether you want to get more involved in shaping our services or need help over the Autumn/Winter period, we're here to help.



Natalie Glaiser,
Head of Home Ownership

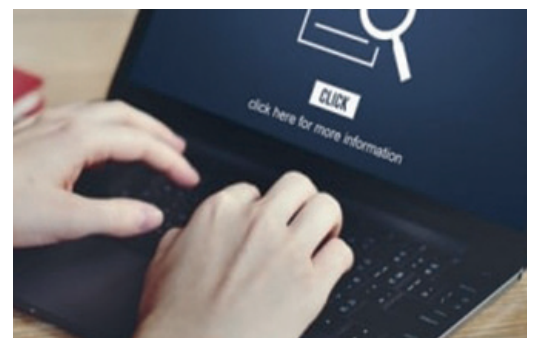
If you usually contact us via WhatsApp, please note that our number has changed. For the latest details and more information on the ways you can contact us, please visit our website (onward.co.uk/contact-us) or give us a call on **0300 555 0600**.

IMPROVING OUR SERVICES.

At our recent Home Ownership Forum, customers discussed their engagement and feedback opportunities and suggested the introduction of regular surveys covering key service areas such as maintenance and repairs, as well as communication.

We'll be working with the forum over the coming months to co-design these new surveys in line with the Tenant Satisfaction Survey, which a sample of customers across different tenures are asked to take part in each year based on Tenant Satisfaction Measures set by the Regulator of Social Housing.

If you'd like to get involved in the forum and help to shape our services, please do get in touch with the Customer Involvement Team by emailing customerengagement@onward.co.uk, calling **0300 555 0600** or filling in the form on our website (onward.co.uk/get-involved).





GET READY FOR WINTER.

As the temperature starts to drop, there are some things you can do to keep yourself and your home safe. Here are our top tips.

Frozen pipes.

Water pipes are at risk of freezing when the outside temperature drops below zero. Frozen pipes can cause cracks that may lead to water leaks inside or outside of your home.

If your pipes burst and leak, the first thing you'll need to do is shut off the stop tap, so it's worth knowing where to find it in an emergency. Your stop tap location will depend on the type of home you live in, but it's normally found under your kitchen sink.

Once you've turned off your stop tap, make sure you collect any water that is leaking in a bucket. Switch off your central heating and don't touch any wiring that might have been affected. Be careful not to overheat any water-damaged rooms, as this could cause further damage. You will need to arrange for a plumber to attend to fix the leak.

As a leaseholder, you are responsible for the maintenance and repair of any pipes that solely serve your property. If you are concerned about a repair needed to a communal or shared pipe, please get in touch with us.



Leaks from or into a neighbouring property.



If you are experiencing a leak from the home above, you should place a bucket under the leak to prevent further damage before contacting your neighbour to notify them that there is a leak, as they may not be aware of the problem. Your neighbour will then have to take action.

If an issue in your home is causing a leak into the home below, you should contact your neighbour as soon as possible and arrange for the leak to be remedied by a certified plumber.

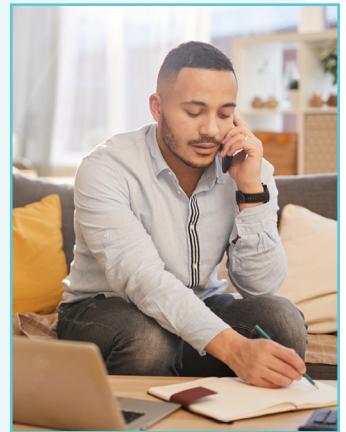
Leaving your property empty.



If you are planning to be away for the festive period, please remember to drain down any pipes and switch off the water, as this will help to prevent any leaks occurring whilst you are away. Failure to do this may invalidate your insurance, so be sure to check your terms and conditions.

Making a claim on your insurance.

We provide insurance that covers the building, and leaseholders pay for this through their service charges. To make a claim on the building insurance, please contact the insurer using the information provided on your most recent insurance summary of cover. If you do not have this information, please get in touch.



This policy does not cover the contents of your home, so you should ensure that you have suitable contents insurance in place.

Testing your heating.

Testing that your heating works early provides peace of mind that you'll have warmth when you need it. Making sure your boiler is regularly serviced is the best way to ensure that you don't have any problems with heating as we move into Winter.

You can find a Gas Safe Engineer to carry out a check by visiting gassaferegister.co.uk. Your utility provider may also provide access to a scheme where you can pay an annual amount for regular servicing and maintenance.



If you need to contact us for help with any issues in communal areas, you can do so by visiting the My Onward Portal (onward.co.uk/portal), emailing homeownership@onward.co.uk, or calling **0300 555 0600** between 8am-6pm Monday to Friday and 10am-6pm on Wednesdays.

If you need to report an emergency repair, such as a flood or leak from a shared or communal pipe that can't be controlled, please call us as soon as you can on **0300 555 0600**. You can do this 24 hours a day, 7 days a week.



JOIN OUR PORTAL FOR HOMEOWNERS.

In our last newsletter we launched the My Onward Portal for home owners and we're thrilled that so many of our customers are already making the most out of its quick and easy features to manage their homes on the go.

Don't forget to join and get access to:

- View your account balance and transactions
- Report a communal repair and check if there are any already in progress
- Get in touch with us via the chat function and view previous messages
- Update your contact details

Head to the My Onward Portal (onward.co.uk/portal) to get start and have your tenancy number ready. This can be found on your recent year-end accounts. An error message may appear if we don't have your date of birth or contact number on file, so please be sure to update your details on the website (onward.co.uk/leaseholder-contact-information) before signing up. Please note, this update will not happen automatically, and you will need to allow 10 working days before signing up to the app again.

If you don't have your tenancy number to hand or need to provide your date of birth or contact number in another way, you can get in touch with us by emailing homeownership@onward.co.uk or calling **0300 555 0600**.

ENVIRONMENTAL SERVICES UPDATE.

From October, Onward Environmental began their Autumn and Winter works, including things like tidying lawn edges and fallen leaves, removing moss from footpaths, reducing hedges and shrubs, and gritting high risk sites when the weather drops below 0°. Fly tipping, cleaning and window cleaning services will also continue as usual over this period. Please note that your grass cutting service finished in October and will spring back into action again from March/April next year.

To report fly tipping in communal areas or bin stores, please get in touch by visiting the My Onward Portal (onward.co.uk/portal), emailing homeownership@onward.co.uk, or calling **0300 555 0600** between 8am-6pm Monday to Friday and 10am-6pm on Wednesdays.

You can also check when Onward Environmental will next be in the area and photos after services are carried out via the Environmental Tracker on our website (onward.co.uk/environmental-tracker) or by contacting us using the details above.



A REMINDER ON VAPES AND LITHIUM BATTERIES.

Putting vapes and other items powered by lithium batteries in your household bin is dangerous and could cause a dangerous electrical fire.

To ensure the safety of everyone in your building, please do not dispose of these items in your household bin or the communal bin stores.

You can find details of recycling points for vapes, items that contain batteries, and larger electrical appliances by visiting Recycle Your Electricals website (recycleyourelectricals.org.uk).



KEEPING COMMUNAL AREAS SAFE.

In the event of an emergency such as a fire, items stored in communal areas can cause trip hazards and result in toxic fumes.

Unfortunately, we are continuing to see household items, prams, manual and electric bikes and scooters being left in these areas. These pose a serious safety risk for everyone in the building.

If you notice any hazards in communal areas, please report it to us as soon as possible by calling **0300 555 0600**. If we can identify the person responsible, recharges and enforcement action will be taken. If we are unable to identify the person responsible, the removal of items will be recharged to all customers living within the building through service charges.

BEING A GOOD NEIGHBOUR.

While we all have our own preferences, being a good neighbour helps ensure that everyone can enjoy their homes and neighbourhoods. Here are some things to consider.

Noise



- Keep noise at a reasonable level, for example from TVs, stereos and radios
- If you have guests over, encourage them to leave quietly
- Let your neighbours know if you are going to do anything noisy, such as having a party or doing DIY
- Co-operate with your neighbours if they ask you to reduce noise

Cars and parking



- Park considerately using any designated bays provided
- Switch off your car engine once you have parked up
- Avoid slamming car doors
- Do not carry out repairs to vehicles in the car park

Rubbish and waste



- Dispose of rubbish in the bins provided
- Arrange for bulky items to be collected by a charity or the council
- Report fly tipping to us

Smoking and vaping



- Do not smoke or vape in communal areas or close to shared entrances
- Extinguish cigarettes properly and dispose of them in the bin
- Dispose of vapes at dedicated recycling points

Please note that your lease may prohibit certain activities, such as carrying out vehicle repairs in a shared car park. Your lease may also require that you request permission before having pets or carrying out alterations. Please contact your Home Ownership Specialist by emailing homeownership@onward.co.uk if you are unsure what you must ask permission for.

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344603**, or send an email to **homeownership@onward.co.uk**.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07418 344603 lub wyślij e-mail na adres homeownership@onward.co.uk.

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على رقم الواتس homeownership@onward.co.uk 07418 344603 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন, আমাদের হোয়াটসঅ্যাপ -এ 07418 344603 নম্বরে একটি বার্তা পাঠান বা homeownership@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 0300 555 0600 تماس بگیرید، از طریق واتساپ به شماره homeownership@onward.co.uk 07418 344603 برای ما پیام بفرستید یا یک ایمیل به

如果您在理解本文件时需要任何帮助，请致电 0300 555 0600，通过 WhatsApp 发送信息至 07418 344603，或发送电子邮件至 homeownership@onward.co.uk。

Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, farriin noogu soo dir lambarkan WhatsApp-ta 07418 344603, ama email noogu soo dir homeownership@onward.co.uk.

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ ہمیں واٹس ایپ پر homeownership@onward.co.uk پر 07418 344603 پر پیغام بھیجیں، یا

Si vous avez besoin d'aide pour comprendre ce document, appelez-nous au 0300 555 0600, envoyez-nous un message sur WhatsApp au 07418 344603, ou envoyez un e-mail à homeownership@onward.co.uk.

ئەگەر پێویستت بە یارمەتی ھەمە بە تێگەشتن لەم بەلگەنامەیە، تکایە پەیوەندیمان پێوە بکە بە ژمارە تەلەفۆنی 03005550600، لە واتساپ homeownership@onward.co.uk پەیامێکمان بۆ بنێرە بە ژمارە تەلەفۆنی 07418 344603 یان ئیمەیلیکمان بۆ بنێرە بۆ

Se necessitar de ajuda para compreender este documento, contacte-nos para o número 0300 555 0600, envie-nos uma mensagem para o WhatsApp para o número 07418 344603, ou envie um email para homeownership@onward.co.uk.