

Anfield

OUR LOCAL OFFER

Our vision is to make a positive difference by maintaining the quality, range, choice of housing and through strong partnerships contribute to making the area clean, vibrant and safe with a shared sense of community.

Anfield Neighbourhood	
Type of Neighbourhood	Concentrated
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	99 General Needs, 44 Housing for Older People and 62 Supported Housing

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN ANFIELD INCLUDE:

1. Customer service – we will listen to our customers and provide the relevant support and advice when they need us
2. Repairs & compliance – we will deliver an excellent repairs service and keep properties safe and in a good condition for our customers
3. Planned works – we will continue to invest in your home in line with the Onward Home Standard
4. Environment – we will invest in creating positive spaces in our neighbourhoods
5. Tenancy support – we will provide a support service to help vulnerable customers to remain independent.



IN ADDITION, WE WILL WORK WITH CUSTOMERS AND PARTNERS TO ACHIEVE THE FOLLOWING IN ANFIELD:

1. Review all of our Sheltered and Supported Schemes to ensure that they continue to be fit for purpose.
2. Deliver key messages around access to employment and training opportunities to all customers in Anfield.
3. Continue to promote Anfield as an area of choice for people to live.
4. Support customers to better manage their finances and maximise their incomes.
5. Agree a strategy to diversify tenure and property type in the Anfield neighbourhood

WORKING WITH YOU

We are keen to work with local residents and groups who share these ambitions for the local area and would like you to hold us to account.

If you have any views, ideas or want to work with us on achieving these aims, contact us today. Call 0300 555 0600 or email: customerservices@onward.co.uk