

# Beechwood

## OUR LOCAL OFFER

Our Vision is to make a positive difference by investing in our stock and work in partnership to make the area clean, vibrant, and safe with a shared sense of communitiy.

<b>Beechwood Neighbourhood</b>	
Type of Neighbourhood	Concentrated in Beechwood and Ballantyne estates
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	690 General Needs and 146 Supported Units

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN BEECHWOOD 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 BEECHWOOD:

1. Working in partnership to have a co-ordinated and collaborative approach to community safety tackling anti-social behaviour, domestic abuse and drug related activities.
2. Develop an environmental plan for Beechwood that aims to improve and make better use of existing green spaces and improve cleanliness of the neighbourhood.
3. Continue to support our customers, schools and community groups to make best use of the Raised Planting Beds on the Ballantyne Estate.
4. Deliver key messages around access to employment and training opportunities to all customers in Beechwood.
5. Assist with the reduction in child poverty on the estates by promoting and supporting the Beechwood Community Shop.
6. Deliver the developments at Fender Feltree of 9 houses and 2 bungalows and the Windmill Phase 2 of 5 bungalows

## 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](mailto:customerservices@onward.co.uk)