

Blackburn

OUR LOCAL OFFER

Our vision is to make a positive difference in Blackburn providing customers with a great home and quality of life to ensure they can get the best out of living in Blackburn and the facilities and services provided.

Blackburn Neighbourhood	
Type of Neighbourhood	Defined, spread across Blackburn
Category	Improvement – where we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	281 (200 Gen Needs, 60 Sheltered, 20 Supported, 1 Home Ownership)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN BLACKBURN 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 BLACKBURN:

1. Increase demand for properties by improving external appearance of properties and where required internal features
2. Hold skip days in the neighbourhood organised with the community
3. Ensure condition of communal bin stores is good across the neighbourhood
4. Review fencing provision on St Margaret's

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