

Bolton North

OUR LOCAL OFFER

Our vision is to make a positive difference in Bolton North by working in partnership to improve the environment, quality of our homes and life chances of our customers

Bolton North Neighbourhood	
Type of Neighbourhood	Defined, spread across the northern part of Bolton
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	707 (493 General Needs, 144 Older Persons, 28 Supported, 42 Leasehold)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN BOLTON NORTH 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 BOLTON NORTH:

1. Improve the appearance, physical environment and appeal of the Bolton North neighbourhood
2. Contribute to tackling poverty and deprivation and supporting customers from Bolton North into employment, enterprise and training
3. Review our housing stock across Bolton North, in particular our schemes for older people, to ensure that they are fit for purpose and meet the needs of local people
4. Improve the way in which our repairs service is delivered across Bolton North

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