

Bolton South

OUR LOCAL OFFER

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

Bolton South Neighbourhood	
Type of Neighbourhood	Defined, spread across the southern part of Bolton
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	596 (396 General Needs, 62 Older Persons, 12 Supported, 126 Leasehold)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN BOLTON SOUTH 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 SOUTH:

1. Improve the appearance and physical environment around our schemes and create positive spaces
2. Address issues of antisocial behaviour and crime in Bolton South, in particular in New Bury
3. Address issues of fly tipping and improve waste management across schemes where there are communal bin areas
4. Contribute towards making Bolton South a more economically active neighbourhood and support customers in poverty
5. Support vulnerable customers suffering from substance misuse problems
Bin Bolton South

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