

Bolton Central

OUR LOCAL OFFER

Our vision is to make a positive difference in Bolton Central by improving the quality of our homes around the town centre creating places where people aspire to live, and to work in partnership to improve the life chances of residents.

Bolton Central Neighbourhood	
Type of Neighbourhood	Defined, spread across central Bolton
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	476 (324 General Needs, 69 Older Persons, 48 Supported, 35 Leasehold)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN BOLTON CENTRAL 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 CENTRAL:

1. Improve the appearance of some of the communal areas of flats in Bolton Central, both externally and internally
2. Address issues of fly tipping and improve waste management across all schemes where there are communal bin areas
3. Contribute towards making Bolton Central a more economically active neighbourhood and support customers in poverty
4. Tackle low demand and the high turnover of town centre flats
5. Effectively tackle issues of anti-social behaviour in Bolton Central
6. Support the Council's aims to invest in and improve Bolton Town Centre.

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