

Bury & Ramsbottom

OUR LOCAL OFFER

Our vision is to make a positive difference in Bury and Ramsbottom by maintaining a high quality environment for our customers and increasing their satisfaction with their neighbourhood

Tameside Neighbourhood	
Type of Neighbourhood	Dispersed across Bury and Ramsbottom
Category	Growth – we will look to increase our stock and the supply of affordable housing to meet local demand
Number of Onward Properties	414 (311 General Needs, 17 Older Persons, 86 Leasehold)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN BURY AND RAMSBOTTOM 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 BURY AND RAMSBOTTOM:

1. Maintain and enhance the high quality appearance of our schemes in Bury and Ramsbottom through delivering environmental improvement works
2. Pursue new opportunities to grow our housing stock across Bury and Ramsbottom
3. Improve the quality of the repairs service delivered in the neighbourhood
4. Ensure that our schemes within Bury and Ramsbottom are managed in an effective way in order to meet local housing need and demand

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