

# Castlefields

## OUR LOCAL OFFER

Our vision for Castlefields is to make a positive difference by improving the quality, range and choice of housing and contributing to making the area clean, vibrant and safe, through strong partnership working.

Castlefields Neighbourhood	
Type of Neighbourhood	Concentrated in Castlefields
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	792 general needs, 1 Supported and 39 leasehold properties

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN CASTLEFIELDS 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 CASTLEFIELDS:

1. Work with Partners to effectively tackle issues of anti-social behaviour around the Deck Access Flats
2. Support customers to better manage their finances and maximise their incomes. Promoting the use of affordable credit through Halton Credit Union.
3. Support our customers from Castlefields into employment and training
4. Deliver the Chester Close development of 10 houses

## 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](mailto:customerservices@onward.co.uk)