

Central Accrington & Huncoat

OUR LOCAL OFFER

Our vision is to make a positive difference in Central Accrington & Huncoat in terms of people's homes, quality of life and access to opportunities so they can get the best out of living in the neighbourhood.

Central Accrington & Huncoat Neighbourhood	
Type of Neighbourhood	Defined, spread across Central Accrington and Huncoat
Category	Improvement – where we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	1236 (881 Gen Needs, 288 Sheltered, 20 Supported, 47 Home Ownership)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN CENTRAL ACCRINGTON & HUNCOAT 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 CENTRAL ACCRINGTON & HUNCOAT:

1. Improve external appearance and kerb appeal of identified flat blocks and communal areas across the neighbourhood
2. Improve bin storage arrangements
3. Improve upkeep of communal areas in general needs flats
4. Undertake a fencing review looking at identifying the level and cost of fencing needed for the neighbourhood
5. Improve quality of life in terms of nuisance and inconsiderate behaviour in the neighbourhood
6. Appraisal of bedsits

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