

# Cheshire East

## OUR LOCAL OFFER

Our vision is to make a positive difference in Cheshire East by ensuring that our customers have a great quality of life in high quality accommodation and we provide more new affordable housing in a high demand area

<b>Cheshire East Neighbourhood</b>	
Type of Neighbourhood	Dispersed across Cheshire East
Category	Growth – we will look to increase our stock and the supply of affordable housing to meet local demand
Number of Onward Properties	510 (218 General Needs, 35 Older Persons, 223 Supported, 34 Leasehold)

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN CHESHIRE EAST 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 CHESHIRE EAST:

1. Improve the repairs service across the neighbourhood, in particular to supported properties
2. Pursue opportunities to grow our housing stock across Cheshire East to meet local demand for new affordable housing
3. Support customers to maximise their incomes and effectively manage their finances
4. Review our approach to lettings and consider investing in and remodelling existing schemes to meet the needs of local people

## 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)