

Chorley

OUR LOCAL OFFER

Our vision is to make a positive difference in Chorley to support the sustainability of the neighbourhood and expand our housing offer.

Chorley Neighbourhood	
Type of Neighbourhood	Concentrated in Chorley
Category	Growth – we will look to increase our stock and the supply of affordable housing to meet local demand
Number of Onward Properties	223 (196 Gen Needs, 0 Sheltered, 0 Supported, 27 Home Ownership)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN CHORLEY 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 CHORLEY:

1. To actively seek new opportunities for development in line with the Onward growth strategy
2. Improve the environment and the overall appearance and appeal of Mendip Road Estate
3. To increase engagement with the Financial Inclusion team in an effort to increase income of our customers
4. To contribute to tackling poverty and economic inactivity in the area

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