

# Church & Oswaldtwistle

## OUR LOCAL OFFER

Our vision is to make a positive difference in Church & Oswaldtwistle in terms of peoples' homes, quality of life and access to opportunities so they can get the best out of living in the neighbourhood.

Church & Oswaldtwistle Neighbourhood	
Type of Neighbourhood	Defined, spread across Church and Oswaldtwistle
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	1224 (641 Gen Needs, 502 Sheltered, 4 Supported, 77 Home Ownership)

### OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN CHURCH & OSWALDTWISTLE 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 CHURCH & OSWALDTWISTLE:

1. Look at increasing parking spaces at the front of homes in identified area of need in the neighbourhood
2. Increased tenancy enforcement particularly around pets, noise and other inconsiderate behaviour
3. Hold community clean up days
4. Improve upkeep of communal areas in general needs flats and review door entry systems
5. Improve support service coverage and access for tenants in the neighbourhood

## 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)