

Clayton-le-Moors & Laneside

OUR LOCAL OFFER

Our vision is to make a positive difference in Clayton-le-Moors and Laneside in terms of peoples' homes, quality of life and access to opportunities so they can get the best out of living in the neighbourhood.

Clayton-le-Moors & Laneside Neighbourhood	
Type of Neighbourhood	Defined, spread across Clayton-le-Moors and Laneside
Category	Improvement – we will seek to improve the neighbourhood and quality of life of local residents
Number of Onward Properties	469 (334 Gen Needs, 122 Sheltered, 3 Supported, 10 Home Ownership)

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN CLAYTON-LE-MOORS & LANESIDE 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 CLAYTON-LE-MOORS & LANESIDE:

1. Understand impact of new bin provision in neighbourhood
2. Improve appearance of neighbourhood in terms of litter and unkempt nature of shrubs grass and mud / exposed earth
3. Undertake a fencing review looking at identifying the level and cost of fencing needed for the neighbourhood
4. Improve letting take up in 2 bed flats across the neighbourhood
5. Improve upkeep of communal areas in general needs flats

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